AADMD CONFERENCE 2018

HOSPITAL BASED SPECIAL NEEDS CAREGIVER PROGRAM

Doreen Bestolarides R.N. (CCRN)
Special Needs Nurse
Dignity Health St. Joseph’s Medical Center
Special Needs Caregiver Program

Special Needs R.N. position

- Developed in 2008 through private donation.
- Written Business Plan and Nursing job description.
- Direct patient interaction incorporating functional/developmental needs.
- Address growth
- Attention to equality, ethics and federal law.
ELEMENTS OF PROGRAM

SPECIAL NEEDS R.N.

- Acts as liaison and consultant to nursing, ancillary and medical staff
- Directs appropriate care utilizing Best Practice information
- Assists with providing accommodation
- Provides ongoing education
- Reinforces care principles with individualized focus
- Enforces rights, legalities and ADA compliance
- Facilitates communication with community partners for services
- Promotes leadership in role of support and advocacy
- Facilitates and directs referrals for continuum of care
PROGRAM OPERATIONS

- Special Needs Nurse is consultant and care coordinator
- Staff/physician referrals for patients – infancy to adulthood
- Identification of care issues related to disability
- Focus on the acute care need
- Enhance the quality of care planning, with ultimate impacts on care management
- Documentation in the EHR and daily rounding
- Assists bedside nurse to identify daily needs and direction for approach.
- Education provided to staff and community, individually and through elective Learning Center courses.
- Multidisciplinary rounding and participation in care conferences
PROGRAM OUTCOMES

- Focused care management (LOS/READMISSIONS) 30 day readmission all causes/all payers range 9–12%

- Monthly monitoring of demographic and care issues (QUALITY) Average 208 referrals/year

- Innovative care strategies (PROCESS IMPROVEMENTS) Preadmission process, Regional Center consumers 7980 in SJC

- Legalities of consent and ADA knowledge (COMPLIANCE) Conserved vs. non conserved

- Identification of baseline behaviors and needs (SAFETY) purchase equipment and therapeutic tilt in space chairs

- Monitoring of disability type for ongoing education (CLINICAL EXCELLENCE) Nursing and ancillary staff, community agencies and students participate in provided classes
OPPORTUNITIES/CHALLENGES

- Dual diagnosis affecting timely discharge, due to lack of mental health resources
- Medical interventions resulting in increased care needs affecting return to known care facility and LOS
- All departments need to support program goals
- Staff inexperience or bias
- Behavioral issues and restraint use
- Procedural delay or overutilization of resources
- Quality care issues