



Committed to
Care Excellence
for Older Adults



65 & Thrive: Transforming Older Adult Care in the Emergency Department

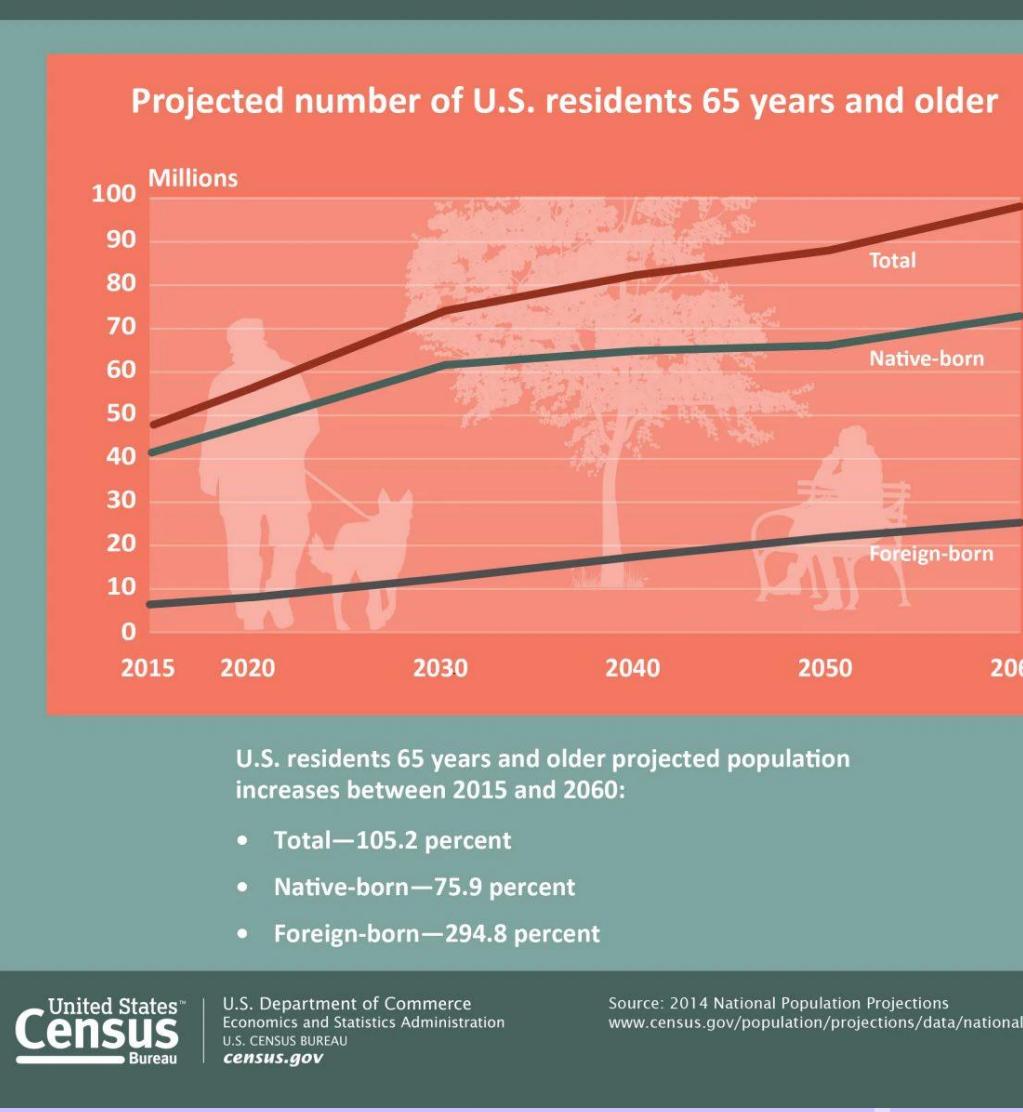
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Introduction/Purpose

An Aging Nation



In 2021, Kaiser Permanente Los Angeles Medical Center (LAMC) was recognized as an **Age Friendly Health System**, a committed leader in the growing movement of older adult care.

Goal - Geriatric Emergency Department Accreditation (GEDA) Silver—Level 2

To integrate and sustain geriatric care initiatives into daily operations.

LAMC ED Visits	2020	2021
Annual census for 65+ patients	13,170	15,101
Percentage of patients >65	24%	26%

Benefits of Addressing Geriatric Care Challenges:

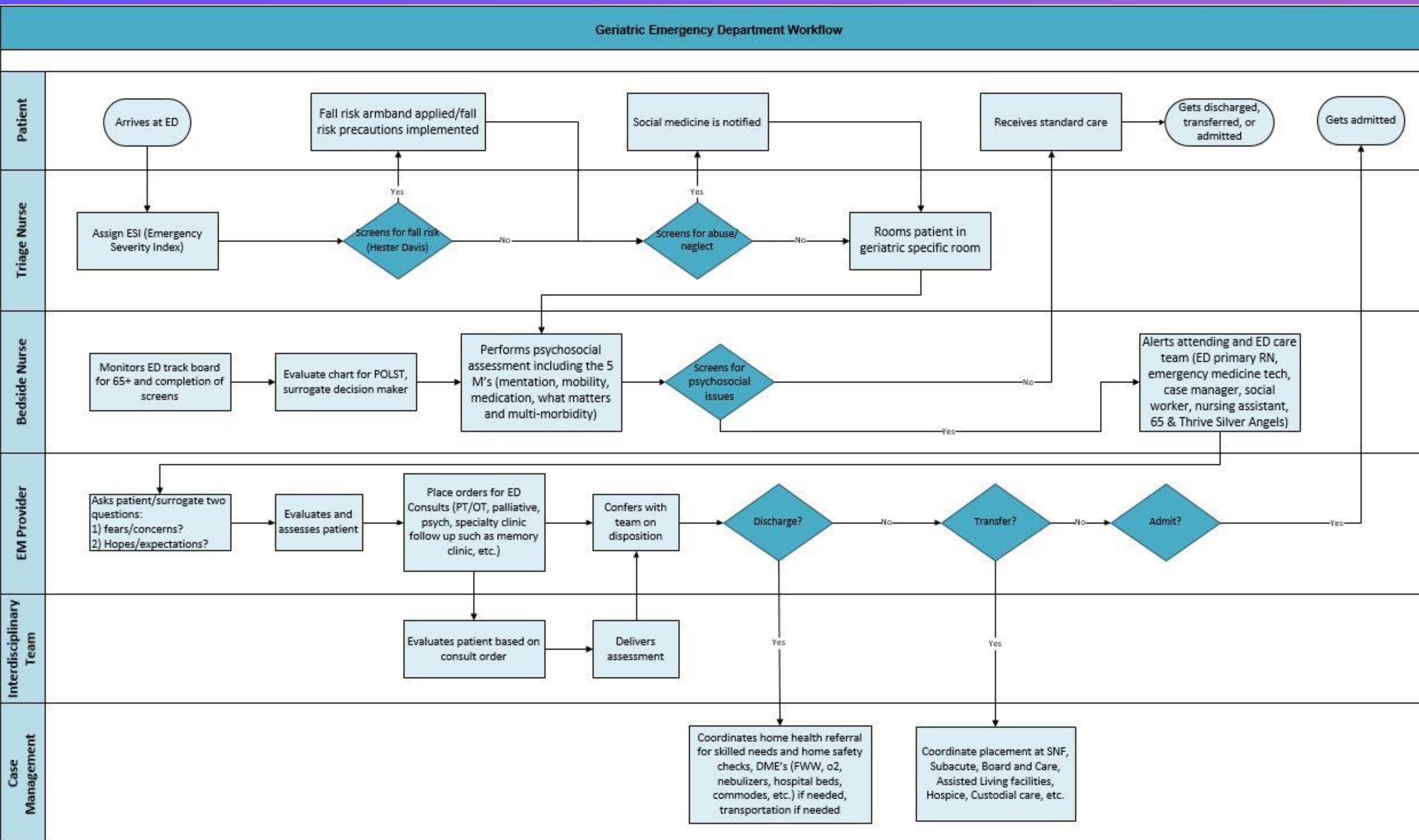
- Increase cost-effective services
- Reduce waste related to low-quality or unneeded services
- Improve reputation and provide better health outcomes

Value for:

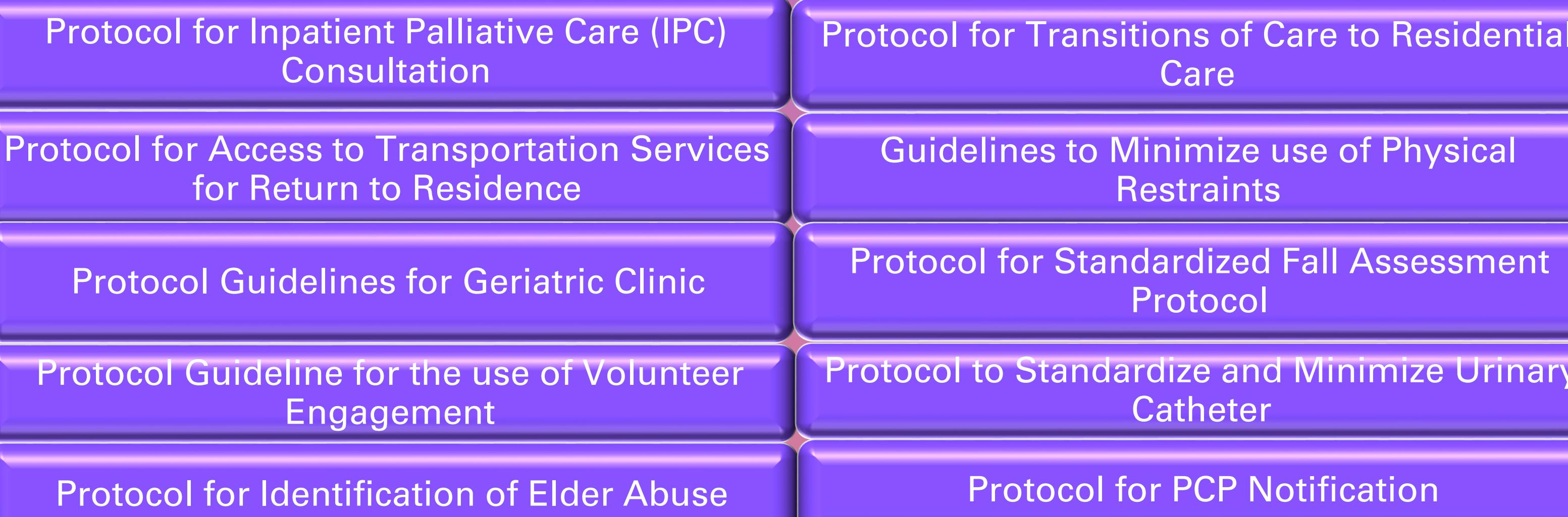
- 1) Patients - Screening for geriatric syndromes to improve quality of life, enhance policies/protocols/procedures/personnel and equipment to improve health care delivery for not only older adults but all patients since complexity is not age confined.
- 2) Hospitals - Improve care delivery, meet the needs of the community, lower admissions/readmissions, and prevents HAIs and unnecessary procedures.

Objectives

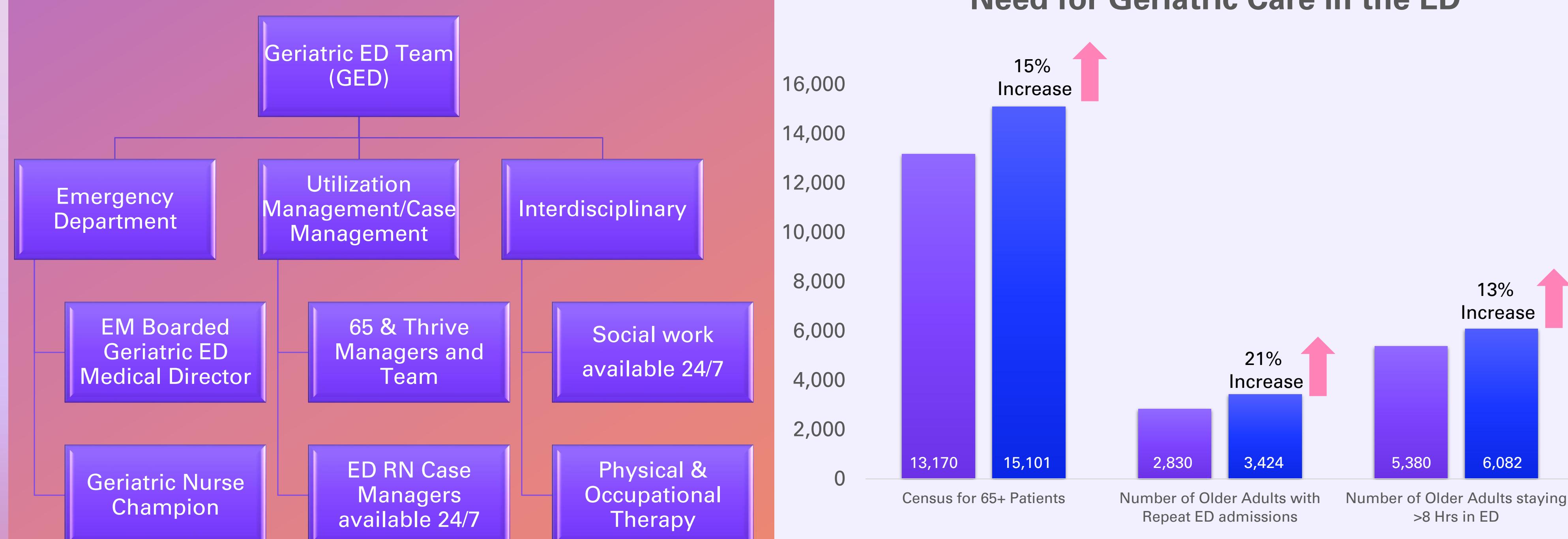
1. Reduce ED visits and readmissions by preventing physical and mental decline.
2. Reduce high cost of hospital stays complicated by hospital-induced conditions such as delirium, depression, and falls.
3. Provide holistic care through established geriatric focused teams that preserves independence, quality of life, and prevents functional and cognitive decline.
4. Support the transition of older adults from hospitals to lower-cost ambulatory care/home settings by reducing overutilization and increasing palliative/home-based care.
5. Apply the 5M model focusing on multi-morbidity, mobility, mentation, medications, what matters to provide older adult patient care.



ED Specific Policies and Procedures with QI goals



Need for Geriatric Care in the ED



Implications, Conclusions & Outcomes

- Ten (10) ED-specific protocols to address geriatric care needs with goals that are tracked quarterly and reviewed using the Plan, Do, Check, Act (PDCA) cycle.
- Geriatric Memory Clinic referrals increased 21% from 1,098 in 2020 to 1,329 in 2021.
- Elder abuse screenings initiated in ED to identify risks and Social Work needs.
- IPC consults increased in 2021 to an average of 30/month from 24/month in 2020.
- 72% of patients seen within 4 hours of consults for PT, OT, SW.
- 0 CAUTI from ED identified in 2021.
- Trained volunteers in ED to specifically target 65+ patient needs - minimize falls/delirium and increase mentation/mobility.

Continued Need for Geriatric Care in the ED

Older Adult Data	2020	2021
Number of older adults discharged to home, SNF or NH	82,014	67,583
Number of older adults with repeat ED admissions	2,830	3,424
Percentage of all elder visits this represents	21.49%	22.67%
Number of older adults staying > 8 hours in the ED	5,380	6,082
Percentage of all elder visits this represents	40.85%	40.28%

- Accreditation efforts in process within the ED to achieve GEDA Silver-Level 2 by 65 & Thrive team and ED Leadership/Staff.
- Staff meetings and Huddles created hospital-wide awareness regarding Geriatric Emergency Department Accreditation.

Barriers

- COVID-19 pandemic leading to limited staff, higher acuity patients, restricted visitation access by families/caregivers due to pandemic, and COVID-19 related placement issues.

Future Applications

- 14 Kaiser Permanente Southern California Hospitals will strive to achieve the GEDA Accredited Bronze-Level 3
- 65 & Thrive Program will be initiated in all nursing units and KP hospitals in the Southern California region
- Annual Hospital Geriatrics Day for awareness

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