



Geriatric Navigator Program

- Assessment by geriatric trained social worker
- Referrals to programs in the community to maintain health and safety in the home
- Follow-up appointment with primary care physicians scheduled to ensure continuity of care
- Follow up calls made as appropriate by social worker to address unmet needs

Geriatric Navigator
513 865 1243

Bethesda North Emergency Department
513 865 1200

Emergency Department Administration
513 865 1227



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Innovations in Emergency Care:

The Geriatric-Friendly
Emergency Department



Some Facts About Our Aging Population:

- In 2010, more than 40 million Americans were over the age of 65.
- 2011 was the first year that the Baby Boomer generation reached the age of 65.
- By the year 2030, one in five Americans will be over the age of 65.
- The 85 and older population is growing at a rate that is nearly three times faster than the rate of the general population.

Why Is This Demographic So Important When Looking at the Emergency Department at Bethesda North?

- 28% of all Bethesda North ED patients are 65 or older
- 59% of all Bethesda North hospital admissions (excluding maternity) are patients 65 or older

Purpose of the Geriatric-Friendly Emergency Department

Early interventions at point of entry result in:

- Fewer returns
- Increased patient satisfaction
- Improved health care

Innovations in Emergency Care

Bethesda North Hospital has completed a \$1.2 million renovation.

The new Geriatric-Friendly Emergency Department has been designed to improve the quality of geriatric emergency care and improve outcomes by incorporating a multidisciplinary geriatric patient-centered team.

Changes to the Emergency Department include not only structural changes to the facility, but also staff education, development of geriatric protocols and the addition of Geriatric Navigators.

Structural Enhancements

- Slip-resistant, non-glare flooring
- Stretchers with pressure-relieving mattresses
- Hearing and visual assistive devices
- Improved hand rail systems
- Larger restrooms to provide easier access

Geriatric Training

Education of emergency nurses and emergency technicians through the NICHE Program. (NICHE—Nurses Improving Care for Healthsystem Elders)

Interventions

- Geriatric assessments
- Functional impairment screenings
- Cognitive impairment and delirium screening
- Geriatric protocols for pain and treatment

