

# Advancement for Frailty Excellence at Eagle Ridge Hospital in British Columbia

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## Introduction

Coming out of the pandemic, Eagle Ridge Hospital (ERH) in British Columbia really felt the demand of the growing population of older adults and the increased demand to meet their complex care healthcare needs. With an increasing older adult population across acute care, an interdisciplinary-shared work team and patient partners created, “**Advancement for Frailty Excellence**” (AFEx).

## Methods

AFEx’s goal is to integrate Acute Care for Elderly (ACE) principles throughout the continuum of care at ERH and strategically support vulnerable older adults by shifting the culture as a whole, and embracing a model of care that supports all older adults throughout the acute care campus.

AFEx aims to improve senior care outcomes at ERH by:

- Changing the culture of care for older adults across the site
- Improving integration of best practices across programs at ERH
- Facilitating knowledge translation and increase direct care staff capacity in older adult care
- Creating linkages to older adult resources at the site
- Creating an environment where healthy aging is a priority of care
- Empowering patients and their families through education and resources

## Conclusion

Future work includes working with our volunteer resources department to introduce a meal socialization program, gentle persuasive approach principles to avoid restraints and refreshing delirium education through a “YES WE CAM!” campaign.

Changing the culture of care for all our older adults and empowering patients and their families through education and resources is our priority.

## References

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## Results

Integrating feedback from the Real Time Patient Experience Surveys and suggestions from patient partners AFEx has strategically integrated ACE principles in new care bundles, delirium education, site wide fairs and older adult deterioration simulations for all new staff, site wide bi-weekly podcasts and learning games. Units also implemented and led quality improvement projects that positively impact senior care.

