

# The NICHE Program at Queens Hospital Center



Queens Hospital Center is a member of NICHE (Nurses Improving Care for Health System Elders) program, a national initiative based at the Hartford Institute for Geriatric Nursing at New York University.

The NICHE program was implemented at Queens Hospital Center in 2010 to **improve the quality of care for older patients**, provide support for their families by simultaneously enhancing the expertise of frontline nursing staff, accelerating the implementation of evidence-based care approaches, and generating scientific knowledge at the point of care.. Thanks to the NICHE program, our hospital staff is more knowledgeable and qualified in caring for older adult patients.

As a NICHE site, Queens Hospital Center– one of over 300 NICHE hospitals in North America and one of the first three hospitals in the Health and Hospitals Corporation– is linked with other NICHE hospitals and a team of nationally recognized researchers, educators, nurses, physicians and other healthcare providers in the field of gerontology.

## The NICHE program helps our hospital:

- Implement proven strategies and methods to address issues specific to older adult patients.
- Improve patient outcomes.
- Recognize and support families as key to improving quality of care.
- Improve geriatric nursing knowledge and patient outcomes – for instance, enhanced patient/nurse interaction that helps allay older patients’ fears and anxiety related to hospitalization .
- Enhance staff work satisfaction in caring for older adults
- Through E-learning webinar series with expert hosts, featuring the latest research, best practices, and organizational strategies to improve clinical outcomes.
- Participate in a thriving online community to share knowledge with peers in hospitals around the country.
- Increased patient / caregiver education through evidence based educational tools.

Through the NICHE network, we have access to a comprehensive “tool kit” consisting of nursing models, clinical protocols and educational resources designed to improve hospital care for older patients. Using these resources we put practices into place that help the older adult regain health and be as functional as possible.

As part of NICHE, Queens Hospital Center nurses are trained in geriatric-sensitive areas to improve the care of hospitalized older adults through the Geriatric Resource Nurse (GRN) program. The NICHE program seeks to effect changes in nursing practice that will benefit older hospitalized patients and ultimately achieve patient-centered care for older adults.

As a NICHE member, Queens Hospital Center has increased nursing knowledge and skills concerning treating common geriatric syndromes. Our goal is to increase the level of patient / family satisfaction with care.

Queens Hospital Center is committed to offering the best possible care for older adults and to being one of the top providers of inpatient geriatric medical care in the county of Queens.