Mission Ready: Changing the Physical and Emotional Environment

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### EBP Project Team

#### TVHS Team Members

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Literature Reviews include:

• Patient Centered Care (PCC) changes in the physical surroundings designed to generate healing environments:
  – Ambient lighting use within in-patient mental health (MH) clinical settings
  – Physical design changes in the Emergency Department (ED) to promote PCC

• EBP strategies to change the dialogue between Veterans and their care providers in the clinical settings.
What Is Patient Centered Care?

Health for Life is bringing patient centered care to Veteran’s Health Administration (VHA) Medical Centers across the country.

“In conventional medicine, clinicians focus on treating diseases and managing their patients’ health. PCC is more: It starts by putting the Veteran and their goals, not a disease, at the center of care.”

VHA’s Goal

“Our goal is to design a system where we partner with our Veterans to be mission ready for their lives, optimizing their health in service of what matters to them.”
Shared language helps staff and Veterans think about whole health. Components are connected, improving one area can benefit other areas and influence physical, emotional, and mental health and well-being.

**Me:** Veteran’s values & what really matters to him/her. Mindful awareness helps them see what matters to them.

**Self care:** Circumstances & choices made in their everyday life.

**Professional care:** Preventative and treatments Veterans receive, such as tests, medications, treatments, counseling, and complementary approaches to whole health care.

**Community:** Represents people and groups Veterans connected with.

VHA Wellness Model of Health
Components of Health and Well-Being

POWER OF THE MIND

Surroundings

Surroundings

Food and Drink

Personal Development

Working the Body

Family, Friends and Coworkers

Spirit & Soul
Changing the Physical and Emotional Surroundings

The physical and emotional environment can affect a Veteran’s health. At home, there can be problems with safety, or things like clutter, noise, bad smells, poor lighting, or water quality. Some of these problems are controllable, while others are not.

It starts with paying attention to the environmental and emotional influences on one’s life and health. It’s good to have a safe, comfortable, and healthy space.

Making changes in the Veterans’ and staff physical environment tasks VHA to take a closer look at changing physical environmental areas within the VHA’s health care systems to provide healing environments.

Components of Health: Surroundings

**SURROUNDINGS – Physical and Emotional**

- Environment directly affects you and your health.
- Pay attention to what might influence your life and health, and improve what you can.
- It matters to have safe, comfortable, and healthy spaces.
Changing the Physical ED Environment

In an effort to provide holistic, PCC in the Emergency Department (ED), it is important to consider the evidence-based literature available on the physical environment in which staff performs their job and the Veteran and Veteran’s family receive emergency medical services.
Changing the Inpatient Mental Health Environment

In an effort to provide holistic, PCC in the in-patient Mental Health (MH) unit, it is important to consider the evidence-based literature on the in-patient physical environment. Lighting can be an important element of the physical environment in a MH unit. Staff care for Veterans around the clock and the environment plays a critical role in the Veterans in-patient experience.
Components of Health: Family, Friends & Co-workers

- **FAMILY, FRIENDS, & CO-WORKERS –** Hearing and Being Heard
  - It helps to have caring and supportive relationships.
  - People with whom you can talk openly knowing that they will really listen.
  - Positive and healthy relationships can be a source of strength.
Communication in the Outpatient Environment

Communication between Veterans and their healthcare team is a critical element of the transition to Veteran focused care. Changing the clinical conversation requires the reframing of healthcare professionals from “clinical experts” to “personal guides”. Evidence suggests patient satisfaction and outcomes can be influenced by improved communication in the clinical setting.
Strength and Quality of Evidence

Research Appraisal

• **Level 1** (Highest)
  – Experimental (RCT) & Meta-analysis of RCT

• **Level 2**
  – Quasi-experimental study

• **Level 3**
  – Non-Experimental Study & Qualitative study & Meta-synthesis

• **Quality Ratings (Scientific Evidence)**
  – A High quality
  – B Good quality
  – C Low quality or major flaws

Non-Research Appraisal

• **Level 4**
  – Systematic Review & Clinical Guidelines

• **Level 5** (Lowest)
  – Organizational & Expert Opinion, Case study, literature review

• **Quality Ratings (Summative Reviews & Expert Opinions)**
  – A High quality
  – B Good quality
  – C Low quality or major flaws
VA TVHS, one VHA healthcare system, is using the VHA Model of Care to conduct 3 literature reviews identifying evidence based practice (EBP) strategies to guide practice changes.

Developing methods to evaluate the success of changes made to physical environments at both campuses and to evaluate evidence based changes in the clinical conversation between Veterans and their healthcare professionals.
Changing VHA Healthcare

How Will We Identify Success in the Future?

When Veterans achieve outcomes they never even imagined possible…