



**Saint Alphonus
Health System**

SENIOR ER™

Saint Alphonus Health System, a member of Trinity Health*, is proud to bring the first-of-its-kind Senior ER™ to Idaho and Oregon.

Beyond the typical ER visit, where staff focus on treating the medical issue at hand, the Senior ER goes deeper, assessing and addressing root causes for each visit.

To create the Saint Alphonus Senior ER, we implemented fundamental changes in our culture, physical environment and operations. Each Senior ER™ is run by a specially trained care team and focuses on addressing the unique medical needs, personal preferences and physical comforts of older adults. The result is a better, gentler, more patient-centered experience that produces better patient outcomes.

Saint Alphonus has physical variations in our ER's. In some locations, seniors will be treated in dedicated Senior ER™ space and in others all patient beds are outfitted for seniors. In Boise, we are expanding to better serve the needs of seniors so the accommodations will change with construction.

Despite these variations, all Saint Alphonus staff have received the additional, specialized training and we are committed to offering a similar Senior ER™ experience to all seniors accessing our emergency services.

LOCATIONS:

1055 N. Curtis Road, Boise, ID 83706
323 E. Riverside Drive, Eagle, ID 83616
1512 12th Avenue Road, Nampa, ID 83686
351 SW Ninth Street, Ontario, OR 97814
3325 Pocahontas Road, Baker City, OR 97814





CULTURE

Reflecting our commitment to treating the whole person (body, mind, and spirit) as opposed to the medical condition of the moment.

- The Senior ER™ goes deeper, assessing and addressing root causes e.g., preexisting conditions, multiple medications, dementia, living conditions and caregiver assistance, nutrition, and depression.
- The care and extra attention seniors receive is intended to make them feel more calm, safe, secure, informed and cared for.
- Our nurses have completed Geriatric Emergency Nursing Education (GENE) through the Emergency Nurses Association and conduct assessments based on the needs of senior patients.
- Our licensed social workers or case managers are able to discuss or coordinate care options with caregivers and seniors to help ensure better quality of life, improved nutrition and appropriate follow-up care.
- Our pharmacists may conduct assessments to reduce risks associated with being on multiple medications and their potential interactions.

PHYSICAL ENVIRONMENT

We have taken extra steps to create a space that provides comfort, safety and security for seniors.

SENIOR-FRIENDLY AMENITIES CAN VARY BY SITE AND MAY INCLUDE:

- Pressure-reducing mattresses to prevent skin breakdown and reduce incidence of pressure ulcers
- Soft, indirect lighting fixtures, including dimmers, to help with vision

- Quieter areas to help reduce anxiety and improve hearing
- Large-print for documents, clocks and call lights
- Non-skid, non-glare flooring
- Items frequently forgotten by seniors, such as reading glasses and hearing enhancement technology



ASSESSMENT

The Senior ER™ cares for the true needs of the patients and their caregivers.

- Our skilled senior emergency care teams include physicians, nurses, pharmacists and social workers/case managers working together to develop an individualized plan of care.
- The team assesses patient physical function, cognitive status and level of risk, as well as the needs of caregivers, and works to ensure the patient's transition home – or to another setting that best fits their needs.
- This process, which includes linking the patient to the most appropriate resources (e.g., home health services, independent living consultants), substantially lessens the probability of a return visit for the same health issue.
- The majority of patients are contacted after discharge to facilitate care and compliance with discharge instructions.

* Trinity Health, one of the largest health care systems in the United States, is a national leader in providing quality emergency medical care for seniors. Its nationally recognized Senior ER™ program is a proactive response to the aging of America, one of society's greatest – and growing – needs.