

# Emergency Department – Geriatric Mental Health (ED-GMH) Education Program

## Introduction

The ED-GMH Program aims to improve Emergency Department flow-through with needed, appropriate, and ethnoculturally sensitive care in a timely fashion for seniors with mental health and addiction issues presenting to the ED. The ED-GMH program is a **practical geriatric mental health protocol supplemented with an e-learning education program** offering psycho-geriatric clinical and practical knowledge and skills.

## E-Learning ED-GMH Education Program Contents

The ED-GMH Education Program used an innovative approach to meet interdisciplinary needs of the busy ED environment, which is often challenged with traditional face-to-face education delivery difficulties including scheduling, consistency and flexibility.

The Program is online & portable for staff to self-learn at own pace/convenient time in a progressive manner. The Program is designed with multiple 10-25 modules that follow the principles of adult learning. It is enriched with case studies & real-life application of knowledge presented in an interactive manner with **voice over**.

The eLearning ED-GMH Education Program contains two versions:

1. **Professional staff version:** a 2-hour program for RNs, Social Workers and Allied Health with voice-over:
  - Introduction module: introduces the CARE philosophy, rationale and program components
  - Delirium module: focuses on clinical knowledge and skill, followed by the introduction of a screening tool and practical steps to apply knowledge.
  - Dementia module: similar to the delirium module
  - Depression module: similar to the delirium module
  - Consolidation module: integrates components of the entire program that includes tools and processes, roles and responsibilities and team work to present a comprehensive and practical protocol
  - Diversity module: aims to assist ED staff to better serve/manage diverse seniors in the areas of addressing language barriers, working with interpreters, involving families and avoiding ethno-cultural assumptions and pitfalls in clinical settings.
2. **Physician version:** a 20-minute program that highlights:
  - The importance of geriatric delirium and other geriatric MH&A issues,
  - The introduction of the new 3D tools and the 3D screening document,
  - The role of ED physicians to use assessment information, make diagnoses, develop treatment plans and evaluate safety prior to discharge and referral patients to appropriate community services.

## Dissemination Methods

The ED-GMH Education Program is currently available via the following methods:

- Housed in an eLearning Management System (LMS),
- Web links, and
- CD ROMs

## Conclusion

The ED-GMH Education Program has been implemented to seven Emergency Departments in Toronto with satisfactory results. The clinical and practical program content, the presentation style and the portability of the Program offer potential for innovation and success for busy clinical setting.

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January 13, 2011