1 Appendix J: Health economics appendix

Summary of included studies

Two studies aimed at the prevention of delirium in a hospital care setting, one aimed at treatment in hospital setting, and one aimed at prevention in long term care. Two studies were multi-component interventions (Rizzo 2001, Pitkala 2008), one was single component, non-pharmacological intervention (Robinson 2002), and one was a pharmacological intervention (Bracco 2007). There was one randomised controlled trial (Pitkala 2008), two non-randomised controlled trials (Rizzo 2001, Bracco 2007) and one before and after study (Robinson 2002). Multivariate analysis was done in two studies (Rizzo 2001, Bracco 2007). Two studies were carried out in the USA, one in Australia, one in Finland and one in Canada. None of the studies took a UK NHS and personal social services perspective and none measured health benefits in QALYs. All of the studies reported costs and outcomes separately. None of the studies discounted future costs and outcomes appropriately and none carried out a robust sensitivity analysis on the results of an economic analysis. As we found no published economic evaluations that were directly applicable, it was decided that an original economic evaluation should be developed to determine the cost effectiveness of the interventions considered in this guideline.

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Table J1. Characteristics of included studies

Primary details	Design	Patient characteristics	Interventions	Outcome measures	Results	Comments
Author (Year): Pitkala 2008 Country: Finland (government funded health care) Funding: Lions Organization, Helsinki University Central Hospital, Helsinki City, the Academy of Finland Type of analysis: Cost-effectiveness	Study design: RCT Time horizon: 1 year Discounting: None Perspective: Finnish, Helsinki city hospital, resources valued at average unit costs Cost year: 2001	Consecutive delirium patients above 68 years admitted to the general medicine services. Life expectancy was predicted to be above 6 months.	Intervention: Comprehensive geriatric assessment at baseline, atypical antipsychotics were used if necessary, effective general treatments; after acute phase of delirium, patients not recovering from impaired cognition underwent detailed diagnostics of dementia and thereafter received acetyl cholinesterase inhibitors. Comparator: Received usual care. What constituted usual care was not exactly described	 Mortality rate HRQoL Cost (per patient) incurred in the intervention and usual care arms 	 1) I:35%, C:30%, n=87, p=0.52 2) Patient's reported HRQoL, I:0.68 (SD 0.12), C:0.62 (SD 0.15); p=0.02 Intervention improved mental function, usual activities, vitality, depression and speech 3) I: €19,737; C:€19,557 (this were based on the use and unit cost of the following health services: primary hospitals, specialized hospitals, specialist consultations, psychiatrist hospitals, nursing homes, long-term care hospitals, skilled home nursing) 	Mortality rate was not an adjusted estimate, and health status was measured with an ordinal scale
Primary details	Design	Patient	Interventions	Outcome measures	Results	Comments

		characteristics				
Author (Year):	Study design:	70 year old	Intervention: multi-component	1) Incidence of	1) Intermediate risk patients:	Study was in a
Rizzo (2001)	Non-randomised	patients (and	intervention (Hospital Elderly	delirium	l:6.5%,C:11.7%,p<0.5; High risk	single hospital
	intervention study	those older than	Life Program)		patients: 1:18.5%,C:23.5%,NS;	only and was not
Country: USA		70 years) with no		2) Mortality rate	Overall:1:9.9%, C:15.0%,p<0.5	a randomised
	Time horizon:	evidence of	Comparator: Usual hospital			trial.
Funding:	Unclear. Study	delirium but who	care			
National Institute	participants	had intermediate		3) Additional Cost	2)	
on Aging, in-kind	enrollment period	or high risk of		(per patient) of	I:1%,C:2%	
support from the	was 3 years	delirium		intervention		
Claude D. Pepper	D					
Older Americans	Discounting:			4) Non-intervention	Intermediate risk patients: 1:\$564(SE	
Independence	None			costs	25),C:\$0; High risk patients:	
Centre. One of	D				1:\$002(SE 38),C:\$U;	
the authors was a	Perspective:			5) Overall net cost	Overdii:1:\$592(5E 21),C:\$0	
recipient of a	Hospital nealth					
from the National	care provider				4) Intermediate risk patients	
	Contractor 1005				intermediate risk patients: $1 \pm 4 + 12 A(SE227) \subset \pm 7 = 5 + 5 (SE \pm 6 + 5)$	
and a Donachue	Cosi yeui: 1995				High risk patients:	
Investigator					1.97 414(SF\$665) C.\$6 618(SF)	
Award from the					\$468). Overall: \$6.484(SE	
Patrick and					307) C·\$7 300(SE \$414)	
Catherina						
Weldon					5)	
Dongahue					Overall:1:\$7.076. C:\$7.300	
Medical research						
Foundation						
Type of analysis:						
Cost-effectiveness						
Primary details	Design	Patient	Interventions	Outcome measures	Results	Comments
, advanto		characteristics				

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Author (Year):	Study design:	Patients who	Intervention:	1) Incidence of	1)	Larae sample
Bracco (2007)	Non-randomized	underwent cardiac	Use of thoracic epidural	delirium	Post-operative delirium complication	size, however, cost
	clinical trial	surgery	angesthesia for cardiac surgery.		rate. 1:4/506. C:20/787. p<0.02.	estimates were
Country: Canada		301 ge. /	Patients received 5ml test dose	2) Mortality rate	RR:0.31(95%CI 0.11 to 0.90)	not based on
	Time horizon:		of 1.5% lidocaine with			clearly described
Funding: Not	Not clear		1.200,000 epinephrine which		21	resource use, no
stated			was given through an epidural	3) Additional Cost	ICU Mortality, I: 2/506, C: 14/787.	sensitivity analysis
	Discounting:		catheter. The block was loaded	(per patient) of	p < 0.04 RR: 0.22(95%CI 0.05 to	
Type of analysis:	None		with 6 to 8 ml of 0.125% or	intervention	0.97) low overall mortality	
Cost-effectiveness			0.25% bupiyacaine.		incidence	
	Perspective:		Angesthesig was induced with			
	Not clear		propofol (1-2mg/kg), fentanyl			
			$(2-4 \lg / kg)$, or sufering (0.2-		3)\$82	
	Cost year: Not		0.5 Jg/kg and rocuronium			
	clear		(0.6mg/kg)			
			(0.0			
			Comparator:			
			No use of thoracic epidural			
			anaesthesia for cardiac surgery.			
			Anaesthesia was maintained			
			with intravenous opioids (up to			
			10-15µg/kg of fentanyl),			
			benzodiazepines (5-10mg			
			midazolam), and sevoflurane (1-			
			1.5 MAC)			
Primary details	Design	Patient	Interventions	Outcome measures	Kesults	Comments
		characteristics				
Author (Year):	Study design:	Older adult	Intervention:	 Additional Cost of 	 Cost of colourful cups and 	There was no

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Robinson (2002)	before-and-after	patients in a	Hydration program (to improve	intervention	assorted beverages was \$3 per	measure of
	non-randomised	nursing home	dehydration) which included a		resident per week and average cost	delirium incidence
Country: USA	study		hydration assistant, an	2) Cost savings due to	of employee time per resident per	or severity,
			individualized plan of care	the prevention of	week was \$8	mortality or
Funding: The	Time horizon:		incorporating the most effective	associated negative		HRQoL
Retirement	Intervention		techniques to administer fluid, a	outcomes by	2) \$103 (p=0.05) per resident per	
Research	occurred within 5		colourful beverage cart with	intervention	week	
Foundation	weeks. Data		colourful pitchers and glasses to			
	collection		enhance residents' interest in			
Type of analysis:	occurred 2 weeks		drinking, and a choice from 4			
Cost-effectiveness	before and after		beverages at each encounter.			
	intervention		Goal was for each resident to			
			consume an additional 8-ounce			
	Discounting:		beverage mid-morning and			
	None		mid-afternoon, which would			
			increase fluid intake to 1.5L			
	Perspective:		daily			
	Not clear.					
	Intervention					
	materials were		Comparator:			
	purchased from		Use of usual gray coloured			
	retail shop		institutional carts, white foam			
			cups and limited variety of			
	Cost year: Not		beverages			
	clear					

Table J2. Assessment of the applicability of included studies

Guideline topic: Delirium	Rizzo 2001; Clinical Question no: c1- 10	Pitkala 2008; Clinical question no: c3-16	Bracco 2007; Clinical question no: c1-8	Robinson 2002; Clinical question no: c4-19
Section 1: Applicability (relevance to specific guideline review question(s)	and the NICE reference	e case1) [Yes/ Partly/ No	o /Unclear /NA]	
1.1 Is the study population appropriate for the guideline?	Yes	Yes	Yes	Yes
1.2 Are the interventions appropriate for the guideline?	Yes	Yes	Yes	Yes
1.3 Is the healthcare system in which the study was conducted sufficiently similar to the current UK NHS context?	No	Partly	Partly	No
1.4 Are costs measured from the NHS and personal social services (PSS) perspective?	No	No	No	No
1.5 Are all direct health effects on individuals included?	No	No	No	No
1.6 Are both costs and health effects discounted at an annual rate of 3.5%?	No	No	No	No
1.7 Is the value of health effects expressed in terms of quality-adjusted life years (QALYs)?	No	No	No	No
1.8 Are changes in health-related quality of life (HRQoL) reported directly from patients and/or carers?	No	Yes	No	No
1.9 Is the valuation of changes in HRQoL (utilities) obtained from a representative sample of the general public?	No	Yes	No	No
1.10 Overall judgement: Directly applicable/Partially applicable/Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

¹ As detailed in the 'Guide to the methods of technology appraisal' (June 2008), box 5.1 (page 30). Section 5.2.3 of the guide states: 'There may be important barriers to applying reference-case methods. In these cases, the reasons for a failure to meet the reference case should be clearly specified and justified, and the likely implications should, as far as possible, be quantified.'

Publication	Reason for exclusion
Beaupre 2006	Intervention is a complex clinical pathway with many components that were specifically developed for patients with hip fracture. It is not clear which components are aimed at reducing the incidence of delirium so the use of this evidence for the guideline population as a whole is limited.
Heyman 1995	Cost of intervention was not included
Caplan 2007	Sample size is too small
Pandharipande 2007	The intervention drug studied is neither licensed nor widely used in the UK
The Medical and Health Research Council of The Netherlands, 2007	Still an ongoing Dutch study. Study abstract has no results reported
Rubin 2006	This study was not a comparator controlled study. The study design was weak and a controlled comparison exists elsewhere in the literature (Rizzo 2001).
Webster 1999	The number of participants in one of the study arms is less than 20
Caplan 2006	Study compared the effect of delivering services at two different settings. Comparison was between two areas of rehabilitation namely, home rehabilitation and in- hospital rehabilitation.

Table J3. Excluded studies and reasons for exclusion

Reference List for health economic studies

Beaupre, L. A., et al. "Reduced morbidity for elderly patients with a hip fracture after implementation of a perioperative evidence-based clinical pathway." <u>Quality and Safety in Health Care</u> 15.5 (2006): 375-79.

Bracco, D., et al. "Epidural anaesthesia improves outcome and resource use in cardiac surgery: A single-center study of a 1293-patient cohort." <u>Heart Surgery</u> <u>Forum</u> 10.6 (2007): 301-10.

Caplan, G. A., et al. "Does home treatment affect delirium? A randomised controlled trial of rehabilitation of elderly and care at home or usual treatment (The REACH-OUT trial) (DARE provisional record)." <u>Age and Ageing</u> 35 (2006): 53-60.

Caplan, G. A. and E. L. Harper. "Recruitment of volunteers to improve vitality in the elderly: the REVIVE study (DARE provisional record)." <u>Internal Medicine</u> <u>Journal</u> 37 (2007): 95-100.

Heyman, E. N. and B. A. Lombardo. "Managing costs: the confused, agitated, or suicidal patient." <u>Nursing Economics</u> 13.2 (118): 107-11.

Pandharipande, P. P., et al. "Effect of sedation with dexmedetomidine vs lorazepam on acute brain dysfunction in mechanically ventilated patients: the MENDS randomized controlled trial." <u>JAMA</u> 298.22 (2007): 2644-53.

Pitkala, K. H., et al. "Multicomponent geriatric intervention for elderly inpatients with delirium: effects on costs and health-related quality of life." <u>Journals of</u> <u>Gerontology Series A-Biological Sciences and Medical Sciences</u> 63.1 (2008): 56-61.

Rizzo, J. A., et al. "Multicomponent targeted intervention to prevent delirium in hospitalized older patients: what is the economic value (DARE structured abstract)." <u>Medical Care</u> 39 (2001): 740-52.

Robinson, S. B. and R. B. Rosher. "Can a beverage cart help improve hydration?" <u>Geriatric Nursing</u> 23.4 (2002): 208-11.

Rubin, F. H., et al. "Replicating the hospital elder life program in a community hospital and demonstrating effectiveness using quality improvement methodology (DARE structured abstract)." Journal of the American Geriatrics Society 54 (2006): 969-74.

Webster, J. R., et al. "Improving clinical and cost outcomes in delirium: Use of practice guidelines and a delirium care team." <u>Annals of Long-Term Care</u> 7.4 (1999): 128-34.

Health economic literature searches

Table J4: Search terms used in the Medline literature database

No.	Search terms
1	deliri\$.ti,ab.
2	(acute adj2 (confusion\$ or "brain syndrome" or "brain failure" or "psycho-organic syndrome" or "organic psychosyndrome")).mp.
3	(terminal\$ adj restless\$).mp.
4	toxic confus\$.mp.
5	delirium/
6	confusion/
7	or/1-6
8	*psychoses, alcoholic/ or *alcohol withdrawal delirium/
9	*Substance Withdrawal Syndrome/
10	8 or 9
11	7 not 10
12	limit 11 to (english language and humans)
13	limit 12 to yr="1994 - 2008"
14	13 and economics/QoL filter

Table J5: The economics and quality of life filter

	Search History
1	exp "Costs and Cost Analysis"/
2	economics/
3	exp Economics, Hospital/
4	exp Economics, Medical/
5	exp Economics, Nursing/
6	exp Economics, Pharmaceutical/
7	exp "Fees and Charges"/
8	exp Budgets/
9	ec.fs.
10	(economic\$ or pharmacoeconomic\$ or price\$ or pricing\$ or cost\$ or budget\$).ti,ab.
11	(value adj2 (money or monetary)).ti,ab.
12	(expenditure not energy).ti,ab.
13	or/1-12
14	((metabolic or energy or oxygen) adj1 cost\$).ti,ab.
15	13 not 14
16	exp Quality-Adjusted Life Years/
17	quality adjusted life.tw.
18	exp "Quality of Life"/

- 19 value of life/
- 20 (qaly\$ or qald\$ or qale\$ or qtime\$).tw.
- 21 disability adjusted life.tw.
- 22 daly\$.tw.
- 23 health status indicators/

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(sf36 or sf 36 or short form 36 or shortform 36 or sf thirtysix or sf thirty six or shortform thirtysix or short form thirtysix or short form thirty six).tw.

- 25 (st6 or st 6 or short form 6 or shortform 6 or st six or stsix or shortform six or short form six).tw. (st12 or st 12 or short form 12 or shortform 12 or st twelve or streelve or shortform twelve or short
- 26 form twelve).tw. (sf16 or sf 16 or short form 16 or shortform 16 or sf sixteen or sfsixteen or shortform sixteen or short
- 27 form sixteen).tw.
- (sf20 or sf 20 or short form 20 or shortform 20 or sf twenty or sftwenty or shortform twenty or short 28 form twenty).tw.
- 29 (eurogol or euro gol or eq5d or eq 5d).tw.
- 30 (hql or hqol or h qol or hrqol or hr qol).tw.
- 31 (hye or hyes).tw.
- 32 health\$ year\$ equivalent\$.tw.
- 33 health utilit\$.tw.
- 34 (hui or hui1 or hui2 or hui3).tw.
- 35 disutili\$.tw.
- 36 rosser.tw.
- 37 quality of well?being.tw.
- 38 qwb.tw.
- 39 willingness to pay.tw.
- 40 standard gamble\$.tw.
- 41 time trade off.tw.
- 42 time tradeoff.tw.
- 43 tto.tw.
- 44 or/16-43
- 45 15 or 44

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Supplementatry tables for health economic model (Chapter 196)

Module / Recommendation	Recommended n (%)
1. Adequate CNS oxygen delivery:	
a) Supplemental oxygen to keep saturation > 90%, preferably > 95%	18 (29%)
b) Treatment to raise systolic blood pressure $> 2/3$ baseline of > 90 mmHg	4 (6%)
c) Transfusion to keep hematocrit > 30%	57 (92%)
2. Fluid / electrolyte balance:	
a) Treatment to restore serum sodium, potassium, glucose to normal limits (glucose <	
300mg/dl, <16.5mmol/L for diabetics)	23 (37%)
b) Treat fluid overload or dehydration detected by examination or blood tests	30 (48%)
3. Treatment of severe pain:	
a) Around-the-clock acetaminophen (1 gram four times daily)	25 (40%)
b) Early-stage break-through pain: low-dose subcutaneous morphine, avoid meperidine	13 (21%)
c) Late-stage break-through pain: oxycodone as needed	3 (5%)
4. Elimination of unnecessary medications:	
a) Discontinue / minimize benzodiazepines, anticholinergics, antihistamines	42 (68%)
b) Eliminate drug interactions, adverse effects, modify drugs accordingly	13 (21%)
c) Eliminate medication redundancies	8 (13%)
5. Regulation of bowel / bladder function:	
a) Bowel movement by postoperative day 2 and every 48 hours	42 (68%)
b) D/c urinary catheter by postoperative day 2, screen for retention or incontinence	44 (71%)
c) Skin care program for patients with established incontinence	2 (3%)
6. Adequate nutritional intake:	
a) Dentures used properly, proper positioning for meals, assist as needed	35 (56%)
b) Supplements: 1 can Ensure,** 3 cans Ensure* for poor oral intake	22 (35%)
c) If unable to take food orally, feed via temporary nasogastric tube	1 (2%)
7. Early mobilization and rehabilitation:	
a) Out of bed on postoperative day 1 and several hours daily	36 (58%)
b) Mobilize / ambulate by nursing staff as tolerated, such as to bathroom	18 (29%)
c) Daily physical therapy; occupational therapy if needed	1 (2%)

Table J6: Content of the structured geriatrics consultation*

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	Recommended
Module/Recommendation	n (%)
8. Prevention, early detection, and treatment of major postoperative complications:	
a) Myocardial infarction / ischemia - electrocardiogram, cardiac enzymes if needed	21 (34%)
b) Supraventricular arrhythmias / atrial fibrillation - appropriate rate control, electrolyte	
adjustments, anticoagulation	3 (5%)
c) Pneumonia / chronic obstructive pulmonary disease - screening, treatment, including chest	
therapy	27 (44%)
d) Pulmonary embolus - appropriate anticoagulation	31 (50%)
e) Screening for and treatment of urinary tract infection	32 (52%)
9. Appropriate environmental stimuli:	
a) Appropriate use of glasses and hearing aids	3 (5%)
b) Provision of clock and calendar	0 (0%)
c) If available, use of radio, tape recorder, and soft lighting	0 (0%)
10. Treatment of agitated delirium:	
a) Appropriate diagnostic workup / management	1 (2%)
b) For agitation, calm reassurance, family presence, and /or sitter	2 (3%)
c) For agitation, if absolutely necessary, low-dose haloperidol 0.25 - 0.5mg every 4 hours as	
needed; if contraindicated, use lorazepam at same dose	12 (19%)

* Taken from Marcantonio 2001, ** Ensure is the trade name of a nutritional supplement

Table J7: Risk factors targeted in the Inouye study (1999), the materials used and instructions in the intervention group of the study, and the anticipated NHS resources required to apply the intervention protocol to NHS patients

Targeted Risk Factors	Materials and instructions	Which extra NHS resources?	Which NHS resources are assumed to be available?
1. Cognitive Impairment			1) Board, pens
a. Orientation protocol b. Therapeutic-activities protocol	Board with names of care-team members and day's schedule; communication to re-orientate to surroundings 3 x daily Cognitively stimulating activities 3 x daily (e.g. discussion of current events, structured reminiscence, or word game)	1) Standard word game	2) Time resources for reorientation related communication
2. Sleep Deprivation			1) Warm drink
a. Non-pharmacological sleep protocol	At bedtime, warm drink (milk or herbal tea), relaxation tapes or music, and back massage, once daily	1) Relaxation tapes or music	2) Resources for back massage
			 We did not account for unit-wide noise-reduction strategies
	Unit-wide noise-reduction strategies (e.g. silent pill crushers, vibrating		4) Time resources for
	beepers, and quite hallways) & schedule adjustments to allow sleep		adjustments to allow
b. Sleep enhancement protocol	(e.g. rescheduling of medications and procedures), once daily		sleep

Targeted Risk Factors	Materials and instructions	Which extra NHS resources?	Which NHS resources are assumed to be available?
3. Immobility			
			I) lime resources for
	Ambulation or active range of motion exercises 3 times daily. Minimising		mobility enhancement
Early mobilization protocol	use of immobilising equipment (e.g. Bladder catheters, physical restraint)		resources
			1) Large print books
			are already
4. Visual Impairment			available
	Visual aids (e.g. glasses or magnifying lenses) and adaptive equipment		
	(e.g. large illuminated telephone key pads, large prints books, fluorescent		2) Time resources for
Vision protocol	tape on call bell), with daily reinforcement of their use		daily reinforcement
5. Hearing Impairment			1) Time resources for
			earwax disimpaction,
			special communication
	Portable amplifying devices, earwax disimpaction & special		techniques and daily
Hearing protocol	communication techniques, with daily reinforcement of these adaptations		reinforcement
6. Dehydration			1) Dehydration
	Early recognition and volume repletion (e.g. encouragement of oral fluid		prevention protocol is
Debudration protocol	inteke)		included in usual arre
Denyaration protocol	птакеј		inciuaea in usual care

Table J8: Key Hospital Elder Life Program Staff ‡

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Role	Description
Elder Life Nurse Specialist (Master's prepared nurse with training and experience in geriatric nursing)	* Performs daily nursing assessment on all enrolled patients, rounds daily with staff nurses, and conducts the Elder Life nursing interventions that particularly focus on preventing cognitive and functional decline, encouraging mobility, limiting immobilizing medical equipment (restraints, Foley catheters), and reviewing medication lists for psychoactive medications
	* Provides educational activities for nursing staff, including daily one-on-one bedside teaching, informal small group educational sessions, frequent bulletin board updates, monthly newsletter and monthly continuing education in-services on geriatric nursing issues; serves as an educational resource and as a role model for geriatric nursing care
	* Conducts interdisciplinary rounds held twice a week to review all patients in the program, and follows up to assure implementation of recommendation from these rounds
	* Communicates recommendations for interventions and medication changes to the physician staff on a daily basis
	* Assists with discharge planning and assuring communication with community agencies for care after discharge on an as-needed basis (e.g., visiting nurse associations, meals-on-wheels, assisted living, and nursing homes).
	* Unique role created for the Hospital Elder Life Program, combining responsibilities for program operations, interventions, and volunteer coordination
Elder Life Specialist / Volunteer Coordinator (Bachelor's prepared [master's preferred] in human services or a healthcare-related field, with geriatric experience, supervisory experience, and excellent communication and organizational skills)	* Screens all older patients within 48 hours of admission and enrolls appropriate patients into the program; develops an individualized care plan of Hospital Elder Life Program interventions for each patient
	 Conducts program interventions and assures that all volunteer interventions are completed; records and tracks all intervention adherence and program outcome variables; and participates in rotating on-call schedule to assure weekend and holiday coverage
	* As volunteer coordinator, recruits (in collaboration with hospital volunteer services), trains, and schedules all volunteers for the program; creates volunteer assignments on a daily basis (assigning patients and interventions); tracks volunteer adherence with all interventions and intervenes for any adherence problems; provides ongoing volunteer feedback, support, and guarterly performance reviews; creates
	volunteer newsletter; and runs volunteer educational / support groups

Role	Description
Geriatrician (Board-certified in geriatric medicine, with at least 2 years of experience in geriatric practice including acute care experience)	* Provides geriatric medicine expertise and back-up to the Elder Life nurse specialist and staff
	* Participates in the twice-weekly Hospital Elder Life Program interdisciplinary rounds
	as liaison with the medical staff on an as-needed basis
	* Offers geriatric consultations on Hospital Elder Life Program patients when requested by the patient's attending physician
	* Provides education for the physician staff on geriatric issues through formal lectures, rounds, and one-on-one interaction
Program Director (This role may be assumed	* Oversees and supervises the entire program, verifies that all interventions are being fully and consistently implemented,
by the geriatrician, nurse specialist, or Elder Life Specialist and provides overall	holds regular staff meetings, ensures staff performance, and implements and monitors all quality improvement procedures
	* Tracks the program budget and timeline, prepares progress reports for the hospital and funders, and monitors pertinent
leadership for the program)	program outcomes

‡ Inouye 2000