

Objectives

- Enhance the patient and caregiver therapeutic relationship
- Strengthen co-worker interactions and relationships
- Gain an appreciation of the importance of self-care

Purpose

- The purpose of this project was to implement a patient care delivery model, relationship-based care, in the emergency department.
- The relationship-based care model is comprised of several caring theories including:
 - Jean Watson's Theory of Human Caring
 - Being human, present, attentive, conscious, and intentional
 - Kristen Swanson's Theory of Caring
 - Maintaining belief
 - Knowing
 - Being with
 - Doing for
 - Informing

Background

- In recent years the main focus of hospitals and other health care organizations has been how to treat the patient using the quickest technology and medicine; creating a disconnect between driving forces and what matters most-the patient.
- Nurses and other ancillary staff can be focused on completing required tasks and moving patients in and out as fast as possible.
- This type of nursing is especially prevalent in the emergency department.
- The fast paced, rapid turnover of patients and the chaotic atmosphere can sometimes leave patients who visit the emergency department with the perception that staff is uncaring.
- Patients need to feel cared for, to form therapeutic relationships with their caregivers.
- Relationships with co-workers and caring for self are key aspects to consider when providing effective nursing care to patients and their families.

Implementing Relationship-Based Care (RBC) in an Emergency Department

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Results

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| <ul style="list-style-type: none">• Pre-Assessment:<ul style="list-style-type: none">• 83% of participants believed that patient/families need to feel cared for in the emergency department.• 25% of participants believed it was important to care for the patient holistically• 38% of participants believed it was important to have a trusting and caring relationship with co-workers• 63% of participants believed it was important to care for self so that you can better care for others | <ul style="list-style-type: none">• Post-Assessment after RBC workshop:<ul style="list-style-type: none">• 100% of participants believed that patient/families need to feel cared for in the emergency department.• 50% of participants believed it was important to care for the patient holistically• 50% of participants believed it was important to have a trusting and caring relationship with co-workers• 100% of participants believed it was important to care for self so that you can better care for others |
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Recommendations

- Implementation of the RBC care delivery model in the emergency department strongly recommended.
- It would increase nurses' awareness of therapeutic interactions with patients/families
- It would help nurses and other health care providers to understand that every interaction is important
- Keep the nurses and other health care providers focused on treating the "whole" patient

Assessment

Eight registered nurses with one year of experience in the emergency department completed a pre-assessment survey, attended an educational workshop about the principles of RBC, then completed a post-assessment survey.

Components of evaluation:

- Modified combination of a staff Caring Factors Survey (CFS), 14 items (pre-assessment)
- Four hour workshop about RBC principles
- CFS post-assessment completed

Participant Comments

"Vulnerability is a sticky subject when you work in the ED. The pace really doesn't allow you to get involved or attached."

"I will use some ways to connect with my patients like sitting down or touching when I'm talking."



"I want to spend more time with my patients, but I was told we need to focus on moving them upstairs, not holding their hands."

"I feel if you cannot care for you, how can you care for someone else efficiently?"

Implications for Social Change

- Providing safe, quality technical patient care is essential to the healing process and likewise it is essential to offer a caring and nurturing relationship to facilitate healing process.
- Demonstrating caring is the responsibility of all clinicians who encounter patients and that caring relationship helps us to minister to one another.
- (Koloroutis & Trout, 2012)