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
- Pre-Assessment:
  - 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
- Post-Assessment after RBC workshop:
  - 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

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

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.