

The Effect of Relationship Based Care on Clinical Outcomes

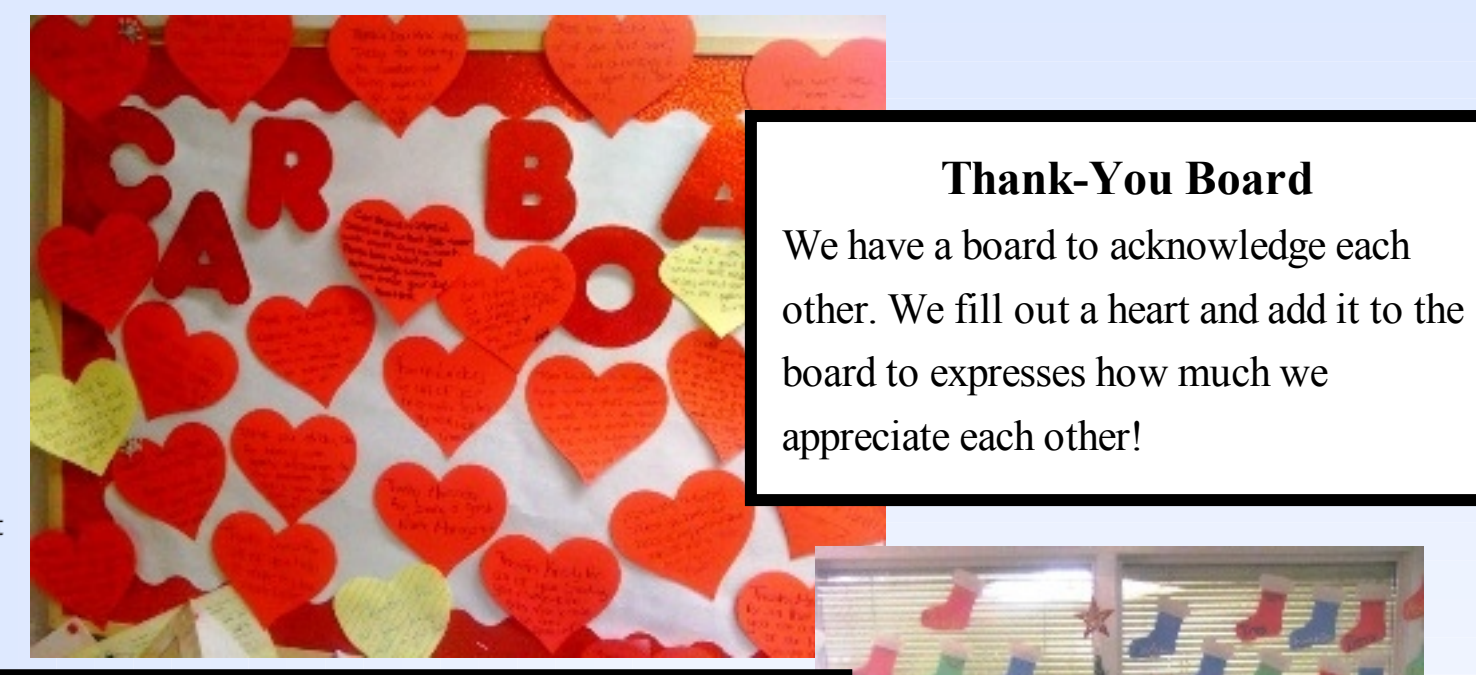
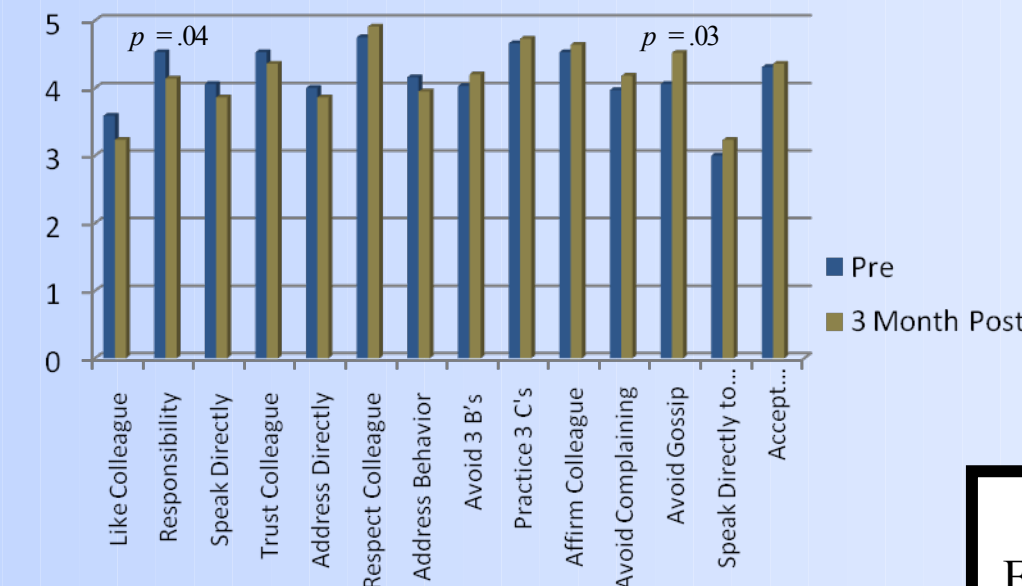
Susan K. Steele-Moses, DNS, APRN, CNS, AOCN®

Program Director For Nursing Research: Our Lady of the Lake Regional Medical Center

CARDIOLOGY-3 Keelie Creed, BSN, RN

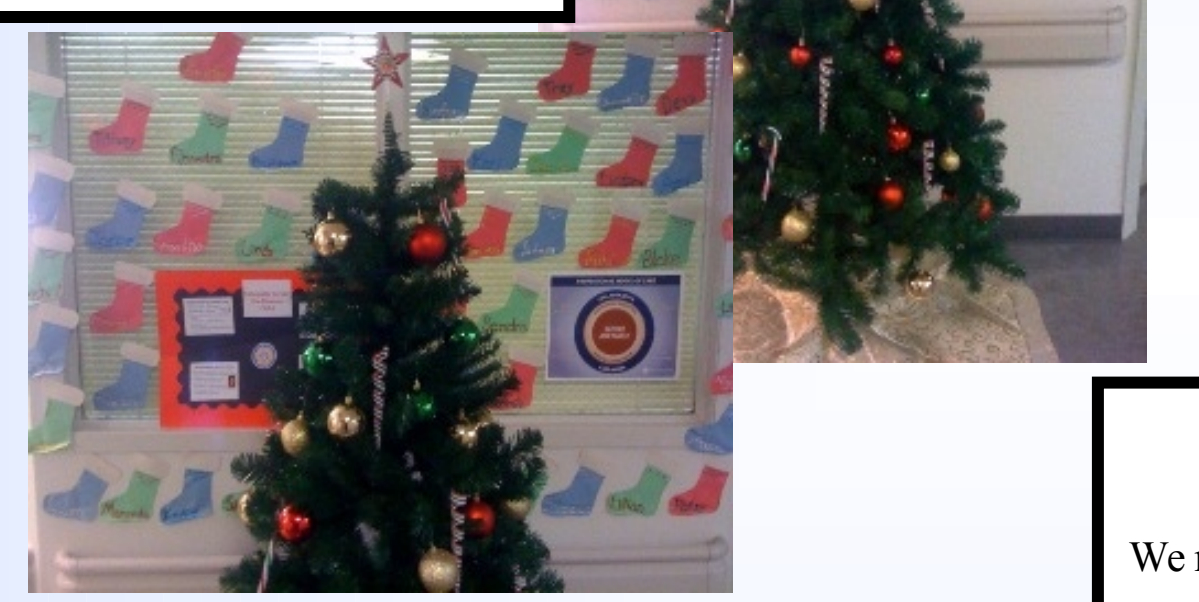
RESULTS

Collegiality Scale

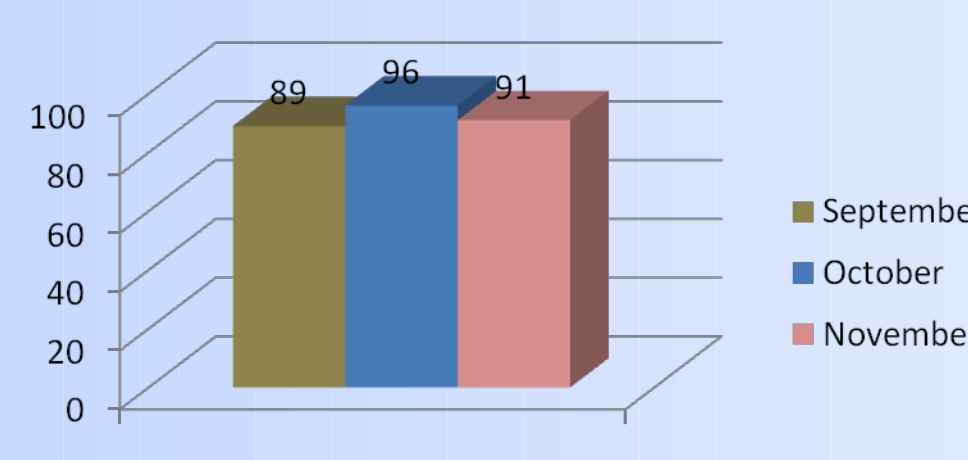


Thank-You Board
We have a board to acknowledge each other. We fill out a heart and add it to the board to express how much we appreciate each other!

Team Building Activities
For each holiday we decorate the unit together. For Christmas we decorated the tree and made stockings with all of our names on it!



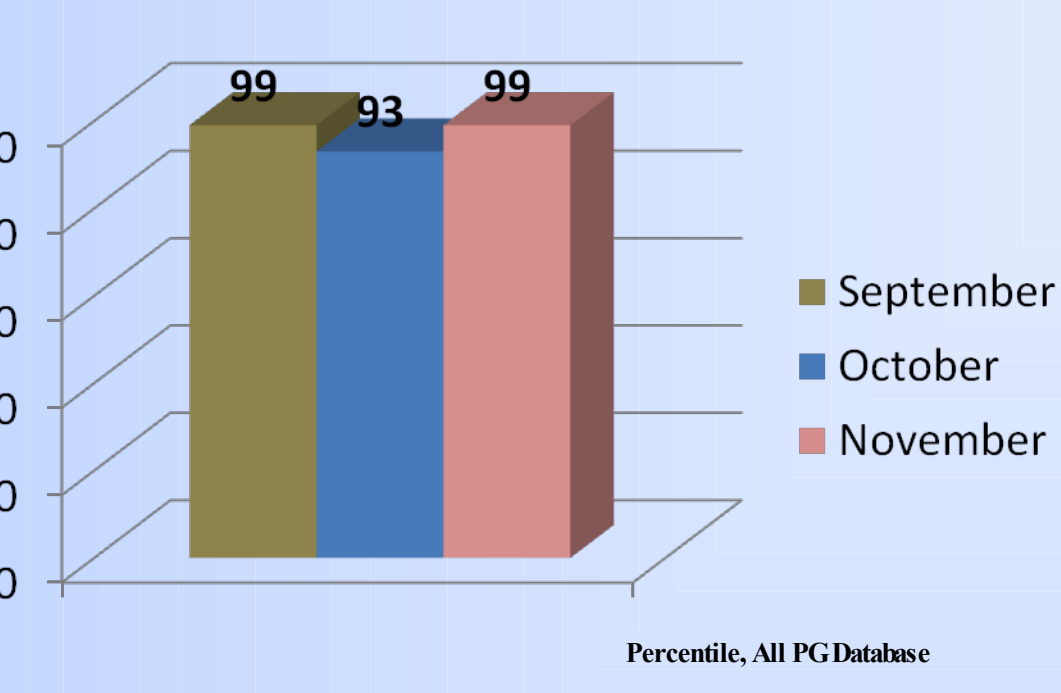
Patient Satisfaction Scores, by Discharge Date



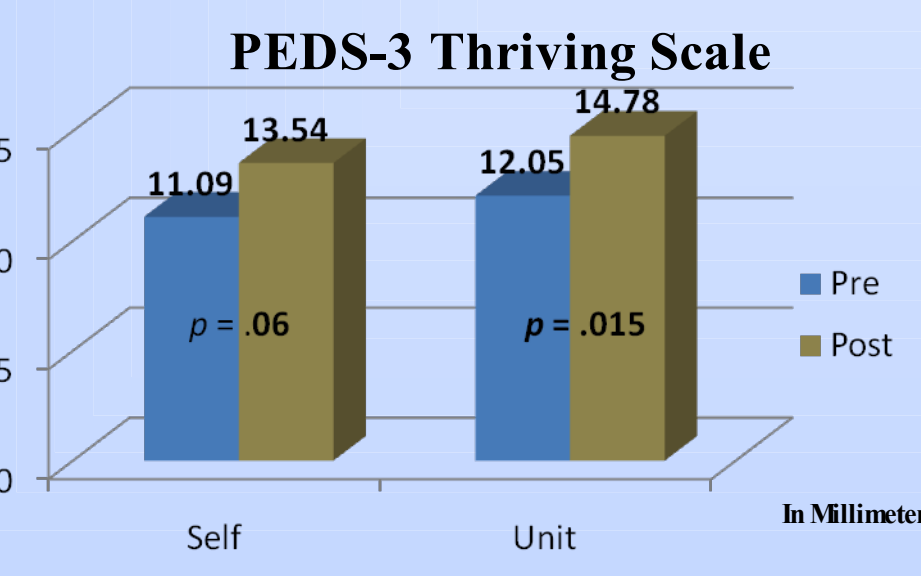
PEDIATRIC-3 Becky Tassin, BSN, RN, CPN

RESULTS

Patient Satisfaction Scores, by Discharge Date



Picture Board
Mindy Levatino, RN, CPON
A patient with a brain injury was unable to communicate. She has been frequently "agitated" and "restless" and when this happened the staff give her Ativan or Benedryl to make her "comfortable." I noticed that during her periods of restlessness she would hold her hand out like she was pointing at something. I asked "if you had something to point at what you wanted would that help you?" She squeezed my hand, "yes". I began asking her about the different things she would like to point at. She would squeeze my hand for "yes" and moan for "no". I then created a picture board with the things she wanted to point at to express her needs. The board improved the patient's "restlessness" and "agitation." She now points to what she wants and we are able to provide her needs.



PROGRAM OVERVIEW

Discharge FU Calls
We call our patients with Heart Failure on the 2nd, 4th, 7th, and 14th day post discharge to assure they have positive outcomes.

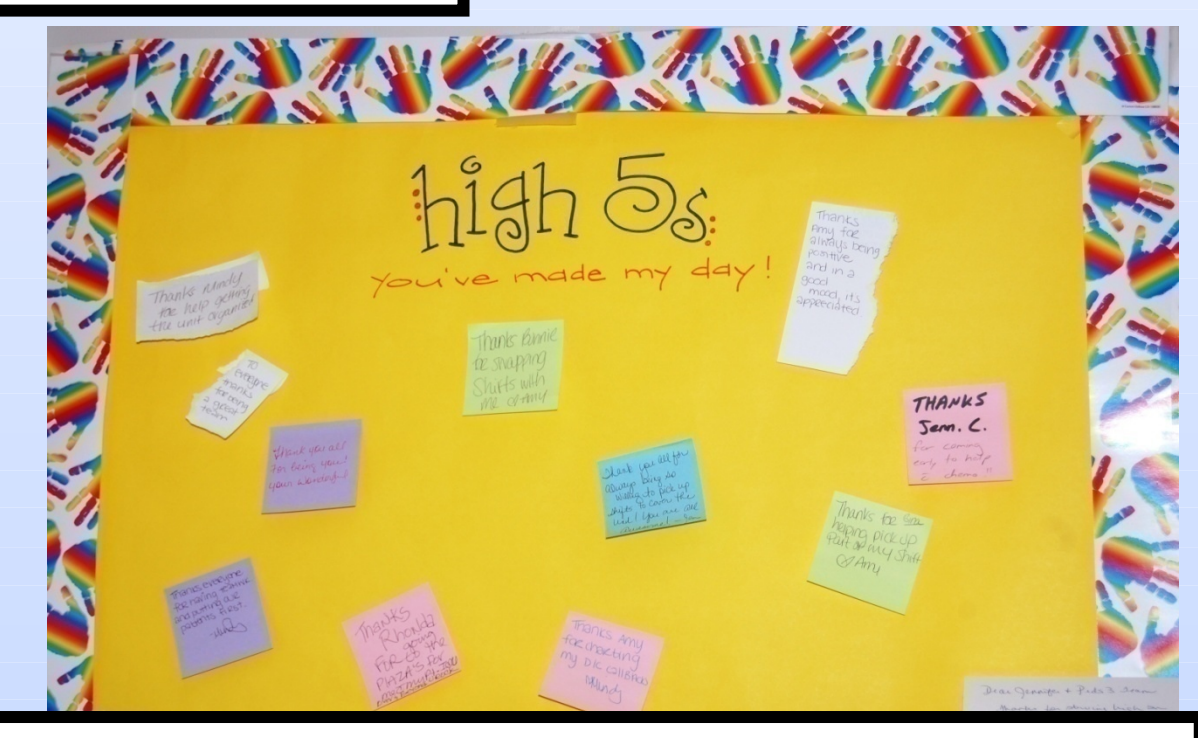
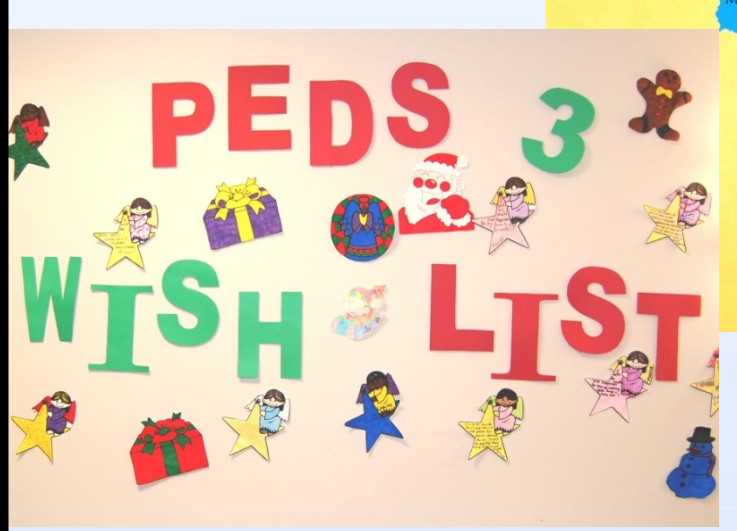


WHITE BOARD
"What is Important to the Patient Today?"
"What Name Do You Want to be Called?"
We added two questions on our white boards in all our patients boards to get to know them better.

Guess Who Poster
Jennifer Cavalier, BSN, RN
We realized that we really didn't know each other, our likes and dislikes. I put out a questionnaire then put responses on the board for team members to guess who said what. It has been a great team building activity



Wish List
We developed a Christmas wish list for staff members and patients/families to put what they want for Christmas and the New Year. Not presents but dreams and visions for the future....

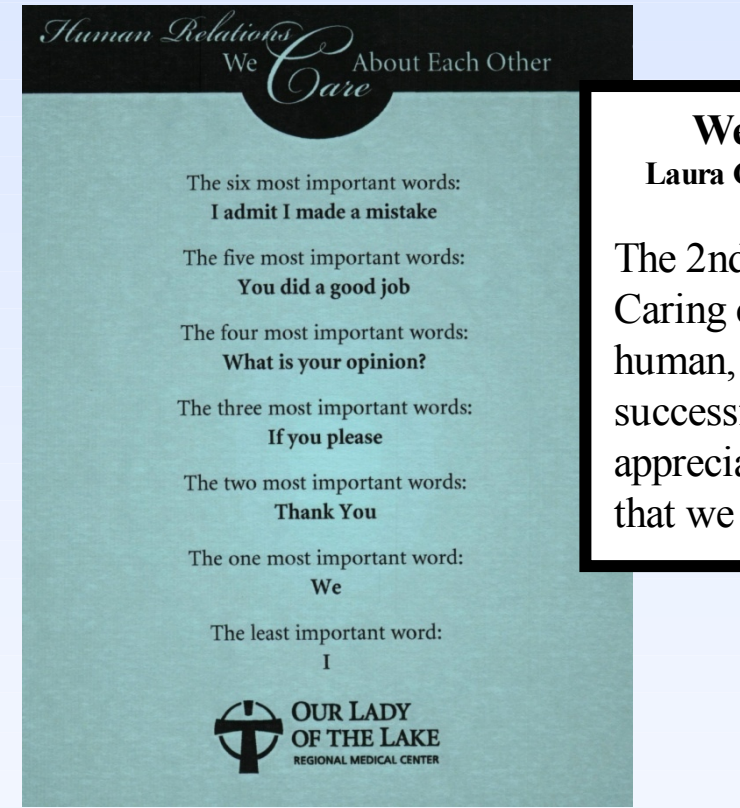


High Five Board
Peds 3 nurses station so that team members could leave their co-workers a "High Five" for doing something great that day. It is quicker than doing a spirit gram and the staff love doing it for each other.

Relationship Based Care (RBC)
RBC provides a conceptual framework to provide:
❖ An increase in patient satisfaction and loyalty,
❖ An increase in staff and physician satisfaction and
❖ A more resource conscious and efficient work environment

Reigniting the Spirit of Caring (RSC)
RCS helps participants transform their work environments into cultures in which
❖ Personal responsibility prevails,
❖ Healthy relationships thrive,
❖ Appreciation is openly expressed,
❖ Caring and healing are the constant and core reasons for existence

Comments From the Peds-3 Team
✓ "Re-igniting the Spirit of Caring was very inspiring...it will help me thrive in both my everyday work and life. It has taught me to find the joy and meaning in my work, despite the challenges I am faced with. I was able to make the connection between caring for my own body, mind, and spirit, to being the one caring for others." I could say that I started working out again and eating right. I also learned things in the class that I will change in my work, like not talking to the patients while my back is turned writing on the white board. And, being more open towards my co-workers. We all have one goal while we are there, to make an impact, so if we help each other get through the day, we all will have accomplished our goal. **Monique White, RN**
✓ "The class was a way to renew my love of the nursing. I was a reminder of why I chose this profession. Since the class, my communication with co-workers, patients, and families has been the biggest and best possible change. Good communication improves teamwork and makes the day much more smooth and pleasant." **Stephanie Koehler BSN, RN**
✓ "I found the course to be inspiring in many ways. I reevaluated myself inside and out. Since the course I have lost 35 pounds, healed my inner self spiritually, acquired my CPON, and truly reignited the passion within myself to care for my sweet angels (patients). I now have much more understanding, compassion, and am non-judgmental with the families I serve as well as my co-workers. I have so much more fun with my kids (patients) and schedule time to really sit and play with them. I remember that drive when I was a less seasoned nurse but through time found myself more task oriented, and not as individualized. I again was truly reignited and love sharing the experience with coworkers, friends, and family because the principles, quotes, and experiences from the course apply to all aspects of my life and in every setting. It was profoundly changing to me. AMAZING!" **Rebecca Tassin BSN, RN, CPON**
✓ "I left the RSC workshop with a renewed Spirit and a fresh perspective which I continue to carry in my practice today. I have become more self-aware; realizing that my actions and attitudes have a direct impact on the healing of my patients, my relationships with coworkers, and personal satisfaction in my own life." **Jennifer Cavalier, BSN, RN**



We Care about Each Other: Thank-You Card
Laura Campo, RN; Phyllis Peltier, RN, ONC; Ali Hunter, RN; Adam Haydel, LPN; Claudia Parks, RN
The 2nd team that attended the Reigniting the Spirit of Caring class developed this poem. We realize that we are human, and not perfect. We need each other to be successful, but we often forget to tell each other that we appreciate their help. We use these cards to remind us that that we are stronger when we stand united.

Serenity Room
Beth Conner, MSN, RN, ONC
The serenity room is a place we can go to get away when we feel we need a moment of solitude, to de-stress, or just get off our feet for a minute. We had a contest on the unit to find an appropriate name. There is a calming waterfall, two flameless scented candles, and meditation books available there. In the center of the table is a picture of a redwood to remind us that we are stronger together than we can ever be alone.

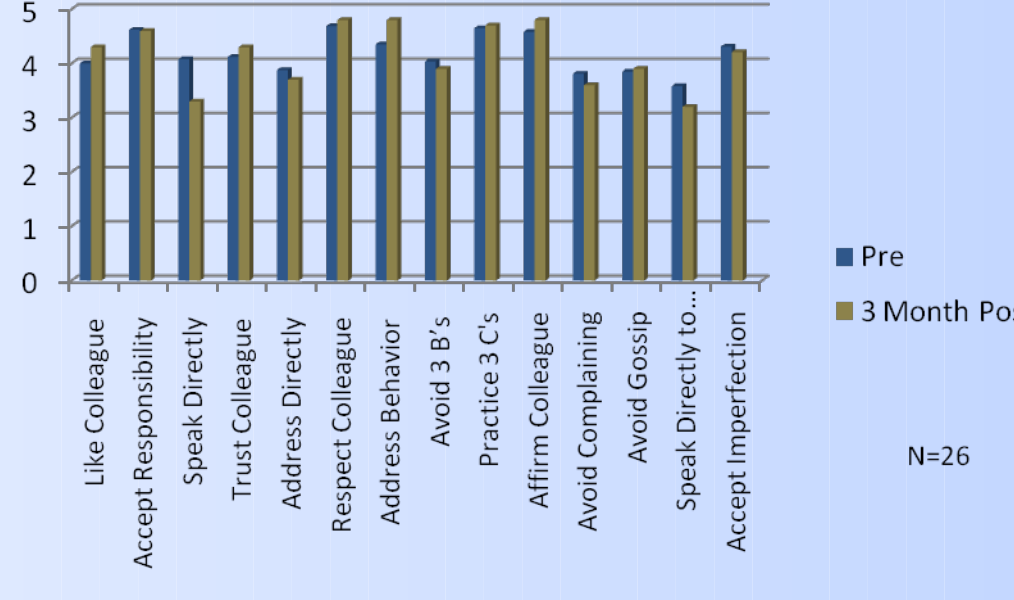


About Me Poster
An "About Me" poster is placed in each patient's room to establish a more patient centered treatment, helping us better understand the needs of our patients, as well as their families.

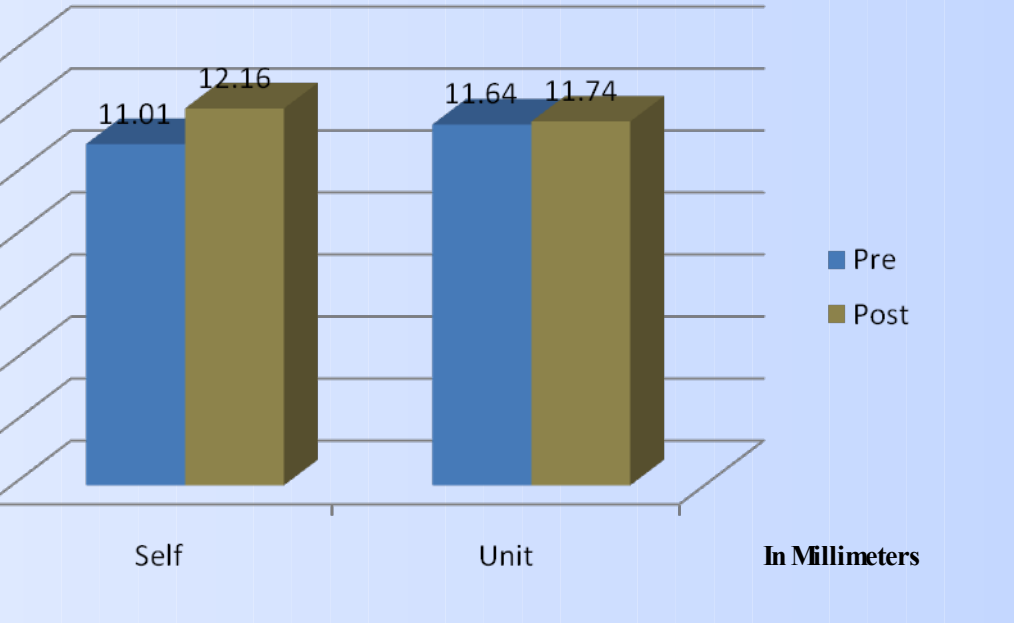
ORTHOPEDICS Ali Hunter, RN

RESULTS

Collegiality Scale



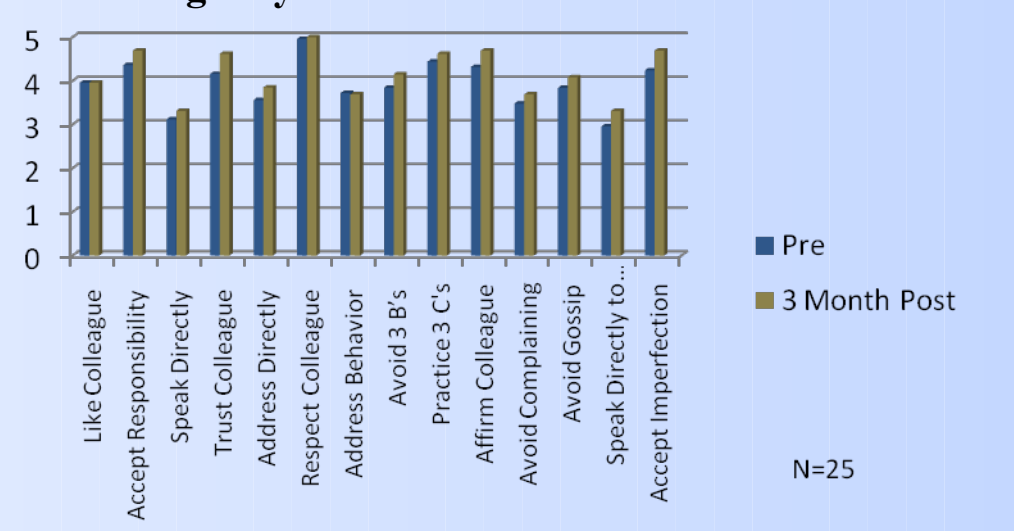
Thriving Scale Orthopedics



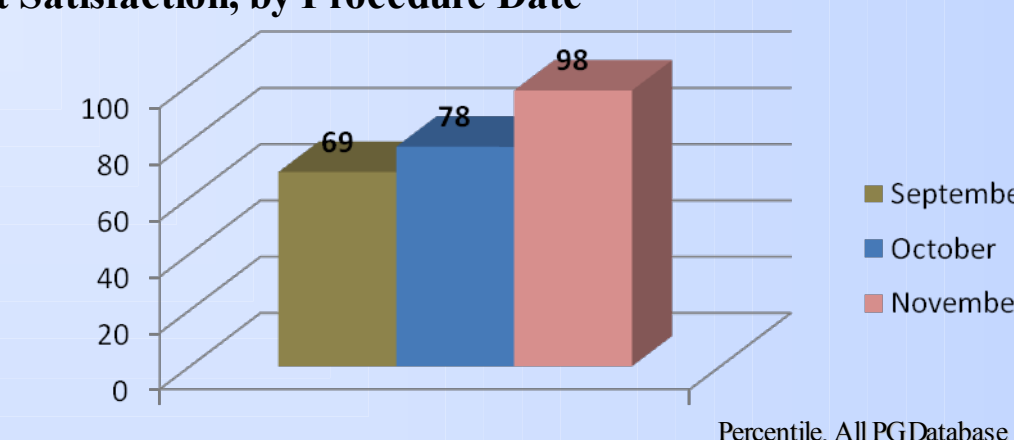
SAME DAY SURGERY (SMAU): Debora Braswell, RN, CAPA

RESULTS

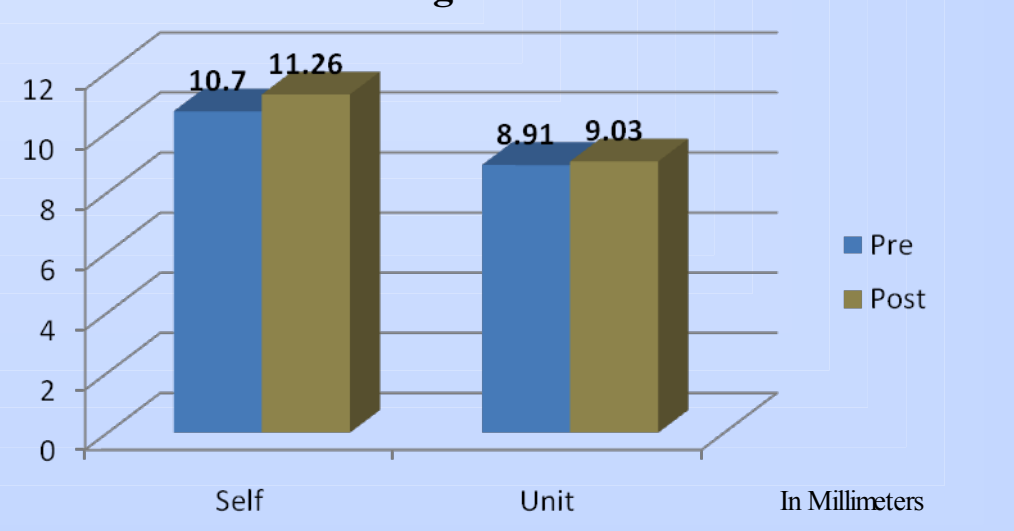
Collegiality Scale



Patient Satisfaction, by Procedure Date

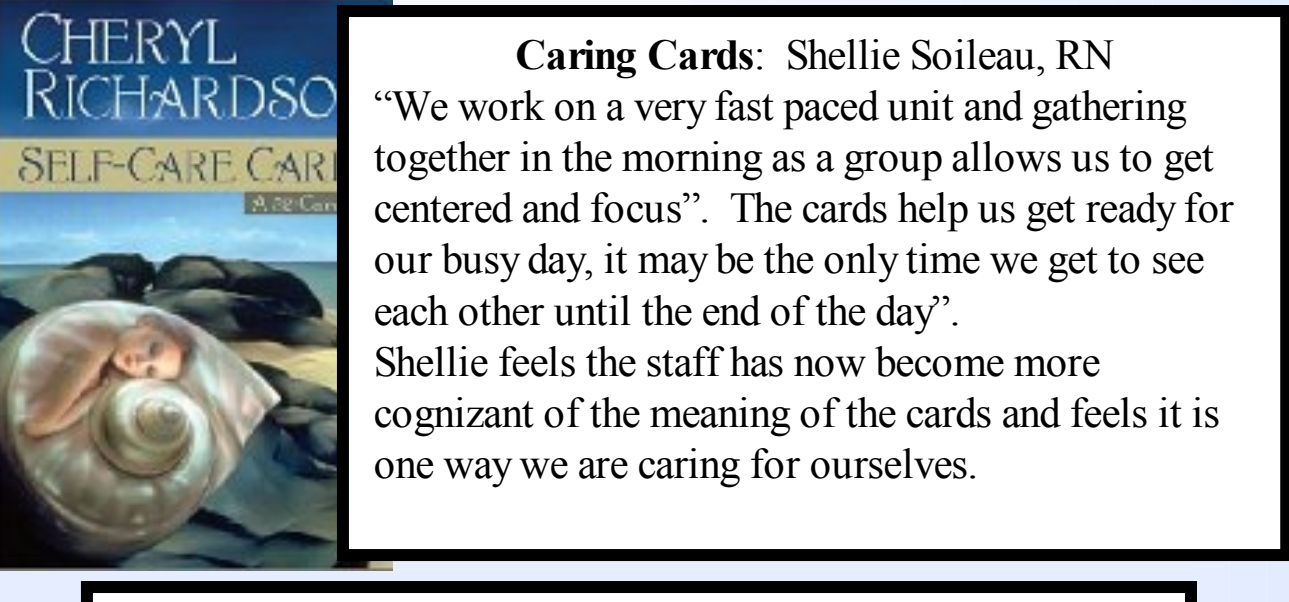


Thriving Scale SMAU

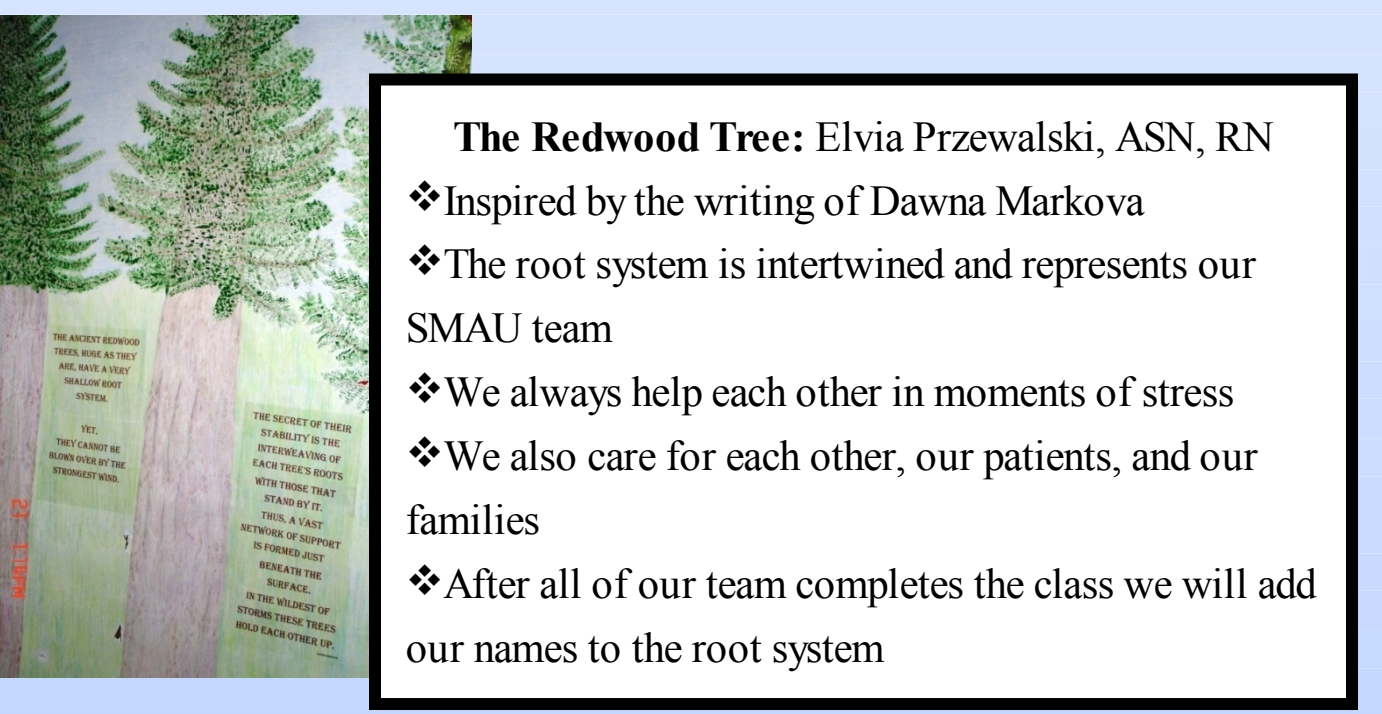


KUDOS
To: _____
Thank you for: _____
From: _____

COO Terrie P. Sterling, MSN, MBA, RN
CNO Deborah H. Ford, MSN, RN
Thanks for Supporting RSC



Caring Cards: Shellie Soileau, RN
"We work on a very fast paced unit and gathering together in the morning as a group allows us to get centered and focus". The cards help us get ready for our busy day, it may be the only time we get to see each other until the end of the day". Shellie feels the staff has now become more cognizant of the meaning of the cards and feels it is one way we are caring for ourselves.



The Redwood Tree: Elvia Przewalski, ASN, RN
❖ Inspired by the writing of Dawna Markova
❖ The root system is intertwined and represents our SMAU team
❖ We always help each other in moments of stress
❖ We also care for each other, our patients, and our families
❖ After all of our team completes the class we will add our names to the root system