



A Bundle of Care: Creating a New Teaching-Learning Model to Affect a Culture of Safety

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Greetings from Sioux Falls, South Dakota



Sanford USD Medical Center



Augustana College



Objectives

- Illustrate the five dimensions of the Culture of Caring Model
- Compare the Culture of Caring Model to a Bundle of Care used as an intervention to promote safety

Purpose

To enhance patient safety:

- Through the creation of a transformative nursing practice-education partnership model
- To guide teaching-learning interactions between patient-student-nurse-faculty-practice leaders in service and academia

Significance

Complexity in today's teaching-learning environments

Significance: *Healthcare Environment*

- Compression Complexity
- Compassion Fatigue
- Cognitive Shifting
- Missed Nursing Care
- Engagement
- Recruitment and Retention
- Evolving Best Practices

Significance

Governing, regulatory, advisory recommendations and standards

Concept Cross Walk for Culture of Caring

Culture of Caring Dimension	TJC	Magnet	QSEN	Advisory Board	NCSBN	TCAB
<i>Patient-Centered Care</i>	Provision of Care, Treatment and Services	Structural Empowerment	Patient-centered Care	Clinical Knowledge	Specialty Content	Patient-Centered Care
<i>Professional Development</i>	Rights and Responsibilities of the Individual	New Knowledge, Innovation, and Improvement	Evidence-based Practice	Technical Skills	Evidence-Based Practice	Value Added Process (Lean)
<i>Safe Reliable Care</i>	Medication Management/ National Patient Safety Goals	Exemplary Professional Practice	Safety Informatics	Critical Thinking	Clinical Reasoning Safety	Safety and Reliability
<i>Community & Vitality</i>	Environment of Care/Information Management	Exemplary Professional Practice	Teamwork & Collaboration	Communication	Communication Role Socialization	Vitality and Teamwork
<i>Leaderful Alliance</i>	Leadership	Transformational Leadership	Quality Improvement	Professionalism Management of Responsibility	Delegating/ Supervising/ Prioritizing/ Organizing	Transformational Leadership

Significance

Influencing dimensions for model:

- Culture
- Patient-Centered Care
- Community and Vitality
- Leaderful Alliance
- Safe, Reliable Care
- Professional Development

Teaching-Learning Nursing Model



Underlying Beliefs

- *Nursing education is accomplished best in partnership with nursing practice.
- *Effective teaching-learning relationships occur at the patient's side.
- *Shared accountability should guide all teaching-learning interactions with patient-nurse-student-faculty in clinical practice and education.

Culture of Caring Model: *A Bundle of Care Intervention*



Patient-Centered Care

- Promotes healing by:
 - respecting the patient's health experience
 - communicating clearly
 - tailoring interventions to patient preferences, values, and needs



Patient-Centered Care



- Respectful, compassionate, coordinated care
- Active engagement of patients
- Provision of needed information
- Support of health-related decision-making

Community and Vitality

- A network of students, nurses, faculty, and leaders in nursing practice and education
- Committed to a joyful, dynamic, and transformative partnership
- Promoting quality teaching-learning and patient care



Leaderful Alliance

A co-created process that promotes meaningful learning and growing experiences by all participants valued as equal and important partners in leading change



Safe Reliable Care

*Grounded in mindfulness...
a "rich awareness of detail".*

- Minimized risk of harm to patients and providers
- Focused on system effectiveness and individual performance
- Related to concepts of surveillance and vigilance
- **Outcome:** dynamic environmental "non-events" are anticipated and prevented

-Weick and Sutcliffe (2007)

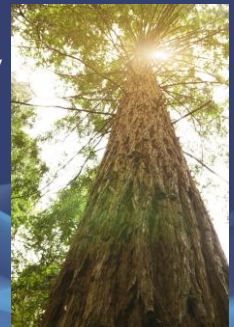
Safe Reliable Care

Principles of high reliability infrastructures:

- Track and examine small failures
- Reluctance to simplify, or "normalize" events
- Sensitivity to work at frontline, point of care operations
- Resilience for the unexpected
- Deference to expertise – migration to person with most specific knowledge of event

Professional Development

A life-long journey of inquiry and learning that informs and nurtures maturation in career development, personal meaning, and a deepening understanding for the discipline of nursing



Culture of Caring



❖ *Caring behavior makes one feel connected, seen, appreciated, and valued*

❖ *For nursing...a culture of caring embraces patient-centered care, community and vitality, leaderful alliance, safety and reliability, and professional development*

Purposes of Pilot Study

- To describe staff Registered Nurses' perceptions of the overall culture of caring on select nursing units at Sanford USD Medical Center
- To explore the impact of a culture of caring in the context of teaching-learning activities of Registered Nurses and Nursing Students as they collaborate in patient care
- To compare perceptions of the climate for caring among junior and senior level nursing students and RN staff

Research Questions

- 1) What is the perception of Registered Nurse staff and nursing students of the overall culture of caring on selected acute care patient units?
- 2) What is the effect of a culture of caring on the teaching-learning experience for nursing students?

Study Design

- **Descriptive comparative:**
 - Culture of Caring (10-item) questionnaire
 - Narrative data from focus groups and written reflections
- **Study population for surveys:**
 - Augustana College nursing students and Sanford USD Medical Center RNs

Quantitative Data Analysis

- Descriptive Statistics
 - role
 - unit
 - first or last day of clinical rotation shift
 - Demographics
 - role
 - year of school
 - years of experience for RNs
 - birth year
- Pilot Study assumes a small sample size & limited power analysis...

1st Pilot: Student Responses
Comparing Intervention with Control Environment (2009)

Items	Signif.	Medical-Oncology	Surgical-Renal (Control)
Q1 Meaningful engagement	.027*	6.0	5.0
Q2 Clear communication	.003*	6.0	4.43
Q3 Mutual encouragement	.014*	5.88	4.57
Q4 Enjoy partnership	<.001*	6.0	4.43
Q5 Pt centeredness	ns	6.0	5.43
Q6 Genuine concern	ns	6.0	5.43
Q7 Response to risk	ns	6.0	5.43
Q8 Safety concerns	.012*	6.0	5.0
Q9 Knowledge exchange	.001*	6.0	4.57
Q10 Interest in learning	.013*	6.0	4.43
Total (Sum of all items)	.001	59.88	48.71

Preliminary Narrative Findings: “Good Days” for nursing students

Patient-Centered Care: *“I connect with my patient. I understand everything I did. I feel productive and accomplished. I feel like I really helped. I made a difference. I received positive feedback from my patient.”*

Community and Vitality: *“When nurses offer feedback and encourage us to get involved” “When I feel part of the team.”*

Leaderful Alliance: *“I get to do something new and [my] nurse is there to help [me].” “We were welcomed to the unit by the nurse manager.”*

Safe & Reliable Care: *“Nurses share their practice wisdom—like the need to double check pre-packaged Lovenox labels on the syringe as well as the package.”*

Professional Development: *“They explain things and tell the whys as you go; then they let me do it—that’s the best!” “We get to share what we’re learning about evidence-based practice.”*

Preliminary Narrative Findings: “Not So Good Days” for nursing students

- *“It depends on your nurse. Their attitude really makes or breaks it.”*
- *“When there is no explaining.”*
- *“I feel like a burden. When nurses would rather get their work done. You want to be wanted.”*
- *“I feel like I am bothering them.”*
- *“You are left to figure it out and how to do it.”*
- *“They snap if I ask to do something.”*

Evolving Data Trends

- Clear communication ↑
- Mutual encouragement ↑
- Knowledge exchange ↑
- Interest in learning ↑
- **Genuine concern ↑**
- **Response to risk ↑**

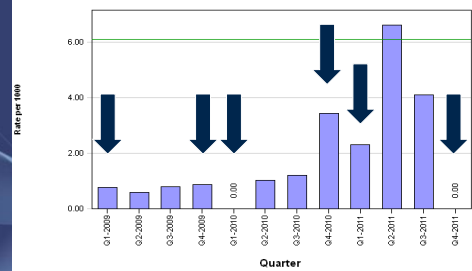
Fall 2012 Culture of Caring

Bundle of Care Handbook

- Bundle Dimension
 - Definition
 - Underlying Principles, Beliefs & Values
- Bundle Components
- Behavior Examples
 - Behavioral Guidelines & Protocol
- Process Outcomes
- Outcome Indicators

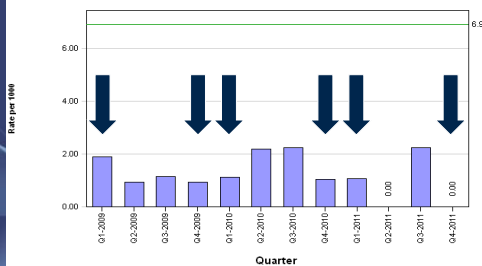
Bundle of Care Intervention Effects on Patient Outcomes

Bar Chart
MAGNET CLABSI Rate per 1000 Line Days - Medical Oncology



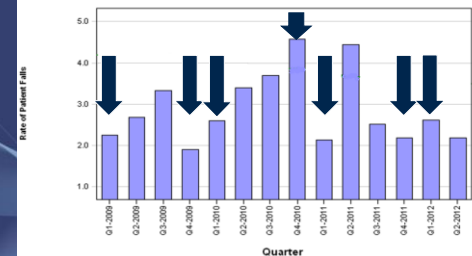
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Bar Chart
MAGNET Sym CAUTI Rate per 1000 Cath Days - 6000 Medical Oncology



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Bar Chart
Fall Rate per 1000 Days- 6000 Medical/Oncology



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Discussion

- Transforms roles of practice leaders, faculty, staff, and students, supporting patients
- Communication between unit leadership and faculty is key!
- Greatest challenge is assuring staff and students communicate their expectations to one another
- Crucial impact of nursing staff influence on student learning

Implications for Practice

- Innovative Bundle of Care suggests positive impact on safety
- May contribute new knowledge using familiar bundle concept
- Guide for collaborative efforts
- Quality of life for patient-student-nurse-faculty-practice leader in patient care
- Opportunities for further study

Thank you!