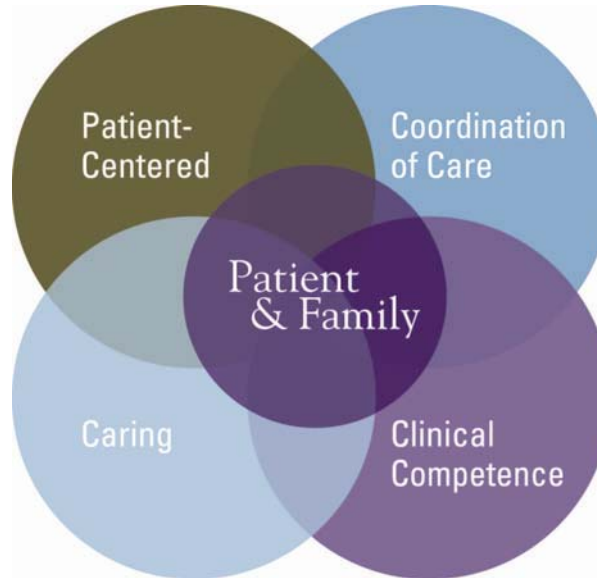


Abbott Northwestern Hospital's Nursing Department

RELATIONSHIP-BASED CARE MODEL



RELATIONSHIP-BASED CARE

Relationship-based care is grounded in mutually respectful and collaborative relationships with patients, families, physicians and other members of the health care team in order to enhance care and assistance to those we serve.

The Abbott Northwestern professional nurse establishes an intentional therapeutic relationship with a patient and the patient's family. These relationships are founded upon personal presence and rapport. As a leader and the integrator of care, the Abbott Northwestern professional nurse has the responsibility, authority and accountability for assessing, planning, coordinating, implementing and evaluating the patient's care needs. "Nursing is the protection, promotion and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities, and populations." (American Nurses Association Scope of Practice, 2004)

Four key elements define the foundation of the nursing practice model at Abbott Northwestern Hospital. The elements are:

- Patient-Centered
- Caring
- Coordination of Care
- Clinical Competence

Patient-Centered

Patients are valued as individuals who have knowledge and information unique to themselves. “Family” is defined by the patient. Every patient and family member is recognized for his or her individual differences and accomplishments. Patients and families are invited and encouraged to participate in planning their care. The professional nurse honors the diversity of health belief systems of all patients and families.

The Abbott Northwestern professional nurse establishes an intentional relationship with the patient and the family in order to understand and communicate the patient’s story and actively involve them in decision-making. Through this relationship the professional nurse learns what matters most to the patient and the family and integrates this information into the planning process.

Every patient will receive the care they need, when and where they need it. Continuity of care through relationships and communication contributes to high quality, holistic patient care. Care for patients and families that is based on established relationships with their providers is characterized by increased safety and patient satisfaction.

Based upon experience and knowledge, the Abbott Northwestern professional nurse identifies opportunities for change and improvement to care delivery and takes the initiative to integrate these into practice.

Coordination of Care

Continuity of care is a priority. The Abbott Northwestern professional nurse is a leader and the integrator of patient care, accountable for the coordination of care within the interdisciplinary team. The professional nurse works with nursing colleagues and the interdisciplinary team to assure continuity by promoting open communication and collaboration amongst patients, families and the care providers.

The Abbott Northwestern professional nurse completes a holistic assessment of the patient, comprehensively analyzes the data, and initiates an individualized, evidence-based, interdisciplinary plan of care. During the care experience the professional nurse coordinates with the patient, family and providers to establish goals and outcomes. The plan of care is established and providers are accountable for using the plan to support continuity among providers. The professional nurse facilitates implementation of the plan and monitors the patient’s progress toward accomplishing the goals. The Abbott Northwestern professional nurse has the authority to determine which nursing functions to delegate to other nursing personnel.

The relationship with the patient and the family is characterized by ongoing interaction and collaboration with the health care team. This ensures that interventions are consistent with patient needs and the established plan of care. The Abbott Northwestern professional nurse works with patients and families to evaluate their care and to make decisions that affect their care.

Daily nursing assignments recognize and value the nurse/patient relationship as central to both assuring continuity of care and strengthening accountability for care. This nurse/patient relationship is based on personal presence and rapport.

Caring

“Caring is maintained even in an environment where change, occurring at an accelerated pace, is the norm.” Caring is the essence of professional nursing practice. “It is critical in helping people maintain health, effect healing, and adapt to stressful experiences and in supporting a dignified death.” Caring is valued, not merely as a means to an end, but as a process with inherent moral significance which transcends the goal of curing. The five caring processes outlined by caring theorist Kristen Swanson, RN, are accepted and integrated into professional nursing practice. The five processes are:

- *maintaining belief* or a sustaining faith in the patient’s capacity to get through events or transitions and face a future of fulfillment
- *knowing* each patient or striving to understand events as they have meaning in his or her life
- *enabling* or facilitating the passage of our patients through life transitions and unfamiliar events
- *being with* or being emotionally present to patients
- *doing for* patients as they would do for themselves if it were possible.

Caring is grounded in the professional nurse’s relationship with the patient and the patient’s family. Caring and respect extend to the professional nurse’s relationships with other members of the health care team and reflect diversity and interdependency.

SYSTEMS SUPPORT THE WORK

Clinical Competence

The Abbott Northwestern professional nurse enacts the art and science of nursing in daily practice using education, experience and judgment to diagnose and treat the human response to actual or potential health problems. The professional nurse’s primary responsibilities and accountabilities are to:

- diagnose nursing problems and plan and evaluate treatments
- address the needs of and advocate for the whole person, the family and patient’s continuation in the community
- promote health and well-being and maintain safety
- prevent illness by identifying groups at risk
- support patients and families in their responses to illness
- educate patients about disease management and the necessary tools for recovery.

The practice of professional nursing includes independent, dependent and

interdependent functions that are performed in collaboration with other members of the health care team and are based on clinical expertise. The Abbott Northwestern professional nurse has authority for determining the level of nursing care required to meet patient needs.

Communication and critical thinking are core competencies to support relationship-based care. Presence, intentionality, focus, reflection and validation are all essential components for planning goal-directed care and promoting interdisciplinary collaboration.

Quality is the combination of clinical competence and the art of caring. The Abbott Northwestern professional nurse acquires and maintains current competency in practice through participating in ongoing education, seeking experiences to strengthen current clinical practice, and acquiring knowledge and skills appropriate to the specialty area and practice setting. Nursing care of the patient's response to illness is based upon standards of care, evidence and translation of research-based information into practice.

Each professional nurse brings a spirit of inquiry that is innovative and futuristic. The use of knowledge, insight and critical thinking to influence decisions is evident. The nurse is recognized as the expert among peers and between disciplines.

The Abbott Northwestern professional nurse assumes responsibility for being knowledgeable about new clinical information in order to provide patients and families with current resources. Critical thinking and the ability to synthesize information are key components used by nurses in coordinating patients' care experiences across the continuum of care with multiple providers.

Collaborative Governance

"Collaborative governance is the decision-making process that places authority, responsibility and accountability for patient care with the practicing nurse." (AONE Leadership Series, 1996) Abbott Northwestern Hospital and its individual professional nurses share the responsibility of collaborative governance. The primary accountability of collaborative governance is to provide a structure and a process for ensuring a practice that is based on standards and evidence, ensuring competency and evaluating and improving practice for professional nursing. This structure facilitates communication between providers around issues of patient care.

Every professional nurse at Abbott Northwestern Hospital is a part of collaborative governance. Each professional nurse is responsible and accountable for taking advantage of the systems in place. Mentoring of peers is an integral, spontaneous part of daily practice and essential to continued personal and professional growth.

Department Operations

Management of the Abbott Northwestern Department of Nursing is charged with creating and sustaining an environment that best supports the ability of the professional

nurse to effectively care for patients and families. Operational and clinical leaders are integrally involved in the development of strategies to enhance the primary relationships of the care delivery model.

Managers establish relationships with staff as coaches and mentors to the professional nurse. The leaders of the department support the professional nurse in his or her role as autonomous decision-maker with the responsibility and accountability to define care for patients. Operational decisions that support the patient care model include staffing, daily patient assignments and budgeted registered nurse full-time employees.