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The Art of Caring Model— Creating an Environment of Care, Compassion, and Respect for Patients and the Nursing Team

Northside Hospital Forsyth
Cumming, Georgia

APRIL 21, 2017

FORUM PRESENTERS
Rabekah Knab, BSN, RN-BC
NICHE Unit Clinical Development Specialist

Mary Margaret Burch, BSN, RN-BC
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Northside Hospital Forsyth

- Part of the Northside Hospital System – which includes three acute care hospitals in Atlanta, Cherokee, and Forsyth County
- 325 Beds - Forsyth location
- Dedicated Older Adult Medical-Surgical NICHE floor
- NICHE designated since 2012
- Northside Hospital System ranks 18th in Forbes 2016 survey of America's Best Employers
- Awarded ranking of #1 employer in Georgia




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Inspiration

- The 2 Central NICHE Unit had realized the opportunity for improvement in Communication with Nurses and Communication about Medications HCAHPS scores over several months
- In March of 2016, 2 Central was scoring in the 5th percentile for both categories
- The team was motivated to create a new approach to impact team communication and patient satisfaction




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Objectives

- Promote and support therapeutic communication skills to better patient outcomes and satisfaction
- Foster therapeutic communication and care within the nursing team to increase morale, job satisfaction, and patient satisfaction
- Set goals for improved HCAHPS scores:
 - Increase Communication with Nurses scores by 3-5% within 3 months post implementation
 - Increase Communication about Medication 3-5% within 3 months post implementation

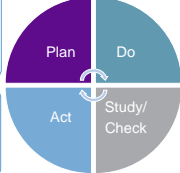


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Developing the Vision: Employing the PDSA/PDCA Model



- Educational plan based on Evidenced Based Practice/Theory
 - Strategies/Timeline
 - Define needed resources
 - Delegate responsibilities
 - Set goals for improved HCAHPS scores
- Hold Art of Caring Classes for all nurses on the 2 Central NICHE Unit
 - Documentation/tracking of how and when classes were held
- Fine-tune the process and class structure
 - Modify PDSA/PDCA model
 - Consider classes for all NSF nurses
 - Consider expanding classes to other specialties/departments
 - Abandon items/tools that were unsuccessful
- Review class evaluations/feedback tools
 - Review HCAHPS results after classes
 - Successes
 - Unintended consequences
 - OT's opportunities for improvement

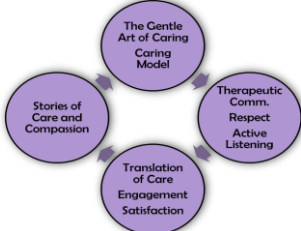
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Class Format

- Open Dialogue
- Roundtables
 - Handouts
- Interactive Sessions
 - Videos
 - Games




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The Take Away

Carrying forward a Culture of Courtesy, Respect, and Effective Communication



- Encourage open discussion with staff at huddle, in one-on-one opportunities, and other group forums to emphasize the teaching points that staff expressed would impact their practice
- Be truly present
- Respecting our team-members' value and worth allows staff to demonstrate that humanity to patients


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The Take Away

Carrying forward a Culture of Courtesy, Respect, and Effective Communication



- First impressions and making that initial connection through effective communication establishes trust and creates a sense of safety
- Therapeutic communication is not just about the words we use, it is also about active listening and how we respond
- Incorporate meaning into your "tasks". For example, therapeutic touch and eye contact can be used during assessment to create a connection and foster relationship

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