Relationship-Based Care: Implementation of a Patient/Healthcare Provider Caring Model in an Acute Care Unit in a Rural Community Hospital

Abstract

Relationship-based care is a model that focuses on three types of relationships. The relationships are between the care provider and the patient and family, the care provider and other care providers, and the care provider and self. This DNP project focuses on the relationship between the care provider and the patient and family on a 26-bed telemetry unit in a rural community hospital. The purpose of this project was to increase patient and staff satisfaction and decrease patient falls and registered nurse and unit staff turnover through interventions aimed at strengthening the relationship between the care provider and the patient and family. The interventions included the use of consistent introductions by staff to the patient and family, the use of patient communication boards, the identification of the patient’s goals for the day, and the implementation of shift huddles. The interventions were implemented through nurse leader and staff education and support. Weekly progress checks with the staff were conducted on different shifts. The study began in November 2011 and ended in May 2012. Patient satisfaction with nursing communication increased, several areas of staff job satisfaction increased, patient falls and patient injury from falls decreased, and RN and staff turnover decreased. This initiative will be spread to other units throughout the hospital.