

## **Relationship-centered Caring Newsletter**

**Summer,2006**

**Volume 1, Issue 1**

### **Nursing Research at Holy Cross Hospital**

**Holy Cross Hospital is collaborating with The Catholic University of America in a five year research study. The Health Resources and Services Administration (HRSA) is funding the research which aims to improve quality care access for older adults while maintaining a diverse workforce of satisfied registered nurses. This project emphasizes the importance of the nurse-patient relationship and the impact of that relationship on the overall quality of patient care. It also emphasizes collaborative relationships among the entire health care team.**

**The HRSA grant is based on the *Quality-Caring Model*® developed by Professors Joanne R. Duffy PhD, RN, CCRN and Lois Hoskins PhD, RN, FAAN. The model examines outcomes of care such as pain, patient satisfaction, length of stay, and functional status.**

**Four research assistants from The Catholic University of America will be assisting Dr. Duffy with the nursing research study. Continuing educational credits and college credits are available for the Holy Cross Hospital nurses who complete the core classes.**

### **63 Nurses Complete Caring Surveys**

**Nurses from implementation and control units completed questionnaires from November, 2005 to January, 2006. The surveys assessed nurses perceptions of the healthcare team and nursing administration.**

### **Nurses Complete Caring Education Courses**

**A 45-hour Relationship-centered Caring Course was taught by Joanne R. Duffy PhD, RN, CCRN, from January to April, 2006 at Holy Cross Hospital. The closing ceremony included 117 staff nurse signed a large document. These signatures demonstrate the nurses commitment to the *Quality-Caring Model*® and will be displayed in a glass enclosure.**

### **Donna Havens, PhD, RN, FAAN**

**Donna Havens, PhD, RN, FAAN, Professor and Academic Division Chair at the School of Nursing, University of North Carolina-Chapel Hill, visited Holy Cross Hospital on March 27, 2006. She shared information about her grant and consulted with Holy Cross leaders about designing and developing nursing systems in acute care hospital settings.**

### **Values Clarification**

In November, 2005, a two hour workshop was held with staff and management from the four implementation units at Holy Cross Hospital. The primary focus was to clarify and articulate the beliefs and values of nursing care at Holy Cross Hospital. A Nursing Philosophy Statement was developed based on these identified values. The Nursing Practice Council approved the philosophy in February, 2006.

### **Jean Watson PhD, RN, FAAN**

Renowned Nursing Theorist, Jean Watson PhD, RN, FAAN, Professor of Nursing at the University of Colorado Health Science Center visited Holy Cross Hospital on April 27 and 28, 2006. She provided insight into her *Theory of Caring* philosophy and the ten *Clinical Caritas Processes*. During her visit she also lectured and met with students, faculty, and invited guests at The Catholic University of America.

### **Time-Event Study Completed**

Sixteen nurses were randomly selected from implementation and control units and were observed for four hour increments. The purpose of this was to assess how nurses spend their time. Interestingly, but not surprising, nurses were found to spend a large percentage of time gathering supplies and equipment. A follow-up study is scheduled after implementation of the model.

### **Update of Caring Assessment Tool**

Using the data from patient surveys at Holy Cross Hospital as well as other similar data from four additional hospitals, Drs. Duffy, Hoskins, and Seifert completed a factor analysis to evaluate the psychometric properties of the Caring Assessment Tool (CAT). Eight independent factors emerged from the data and the revised questionnaire has 36 items. Reliability of the revised questionnaire remains high at .963.

### **Semester Ends and Research Assistants Change**

The Research Team including Dr. Duffy, Dr. Hoskins, Mary Miller, MSN, and Gail Hartnett welcomes a new member, Jo Kim, APRN, BC, who is currently a doctoral student with the School of Nursing at The Catholic University of America. During the summer months she will develop the website, newsletter and assist Holy Cross Hospital in the implementation process. Special thanks to the team's outgoing Research Assistants, Sandra O'Brien RN, Deborah Bernardi, RN, Lisa Vandemark, PhD, RN and Terri Kapetanovic, MSN for their hard work during year one of the grant.



**Left to Right: Sandra O'Brien, Gail Hartnett, Deborah Bernardi, Jo Kim, Mary Miller, and Terri Kapetanovic.**

### **Summer Happenings**

**Holy Cross Hospital nurses and administrators are working with Dr. Duffy and the Relationship-centered caring team over the summer months to focus on the integration and implementation of the *Quality-Caring Model*® on the four designated units at Holy Cross Hospital. This design team has made recommended changes in practice that will support nurses to remain at the bedside, collaborate more effectively, provide care that "matters", and sustain an environment for healing. Ms. Jennifer Baldwin MPA, RN, CNAA and Dr. Duffy have presented this renewed nursing practice approach to the Holy Cross Hospital Board of Directors and the Medical Executive staff. Both of these groups are highly supportive of this change in practice. Implementation is scheduled for August, 2006. A continuing education program will be developed to help sustain the Quality-Caring principles throughout Holy Cross Health System.**

### **Future Events**

**Summer, 2006-Environmental changes at Holy Cross Hospital.**

**August 1, 2006-Implementation target date for *Quality-Caring Model*® on four designated units at Holy Cross Hospital.**

**August 28, 2006-Fall semester begins at The Catholic University of America and new Research Assistants joining the team.**

**October 31, 2006-Abstracts deadline for International Association for Human Caring Association.**

**This Project is supported by HRSA #D66HP05242**