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1-19-2016

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#### Citation

McCue, Victoria; Cohn, Tanya; Carrigan, Rosario; and Delgado, Kelly, "Patients' and Families' Perspective: What Makes an Extraordinary Nurse in a Patient and Family Centered Care Hospital?" (2016). *All Publications*. 2648.

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# Patients' and Families' Perspective: What Makes an Extraordinary Nurse in a Patient and Family Centered Care Hospital?

Victoria Y. McCue, BSN, RN, CPN; Tanya M. Cohn, MSN, MEd, RN; Rosario Carrigan, BSN, RN; Kelly Delgado, BSN, RN-BC

## Background

Nursing is more than a profession; it is a calling that is rich in values based on the work of Florence Nightingale. Nursing's fundamental tenets have not changed over time. These tenets identify that nursing is founded on specific human values, a scientific knowledge, and a technical skill (Institute for Patient-and Family Centered Care, 2012).

Nursing was voted the most ethical and honest profession in America in the 2012 Gallup's annual survey for 13 of the past 14 years (Gallup 2012). According to the American Nurses Association, nurses are often the strongest advocates for patients who are vulnerable and in need of support (ANA, 2012). The care and support provided by nurses at West Kendall Baptist Hospital (WKBH) is based on the patient-and-family-centered care (PFCC) approach.

From the planning and delivery to the evaluation of care, we are grounded in mutually beneficial partnerships among our health care providers, patients, and families. This approach redefines the relationships that nurses have with their patients and families (Institute for Patient and Family Centered Care, 2010). Yet, as a nurse you are evaluated by patient satisfaction scores long after the patient is discharged, not by the patients' family/friends who also witnessed and received care while their loved one was hospitalized.

As part of how we recognize our nurses, WKBH participates in the DAISY program. The DAISY program is an international program that allows us "to honor the super-human work nurses do for patients and families every day." (DAISY foundation, 2014).

## Purpose

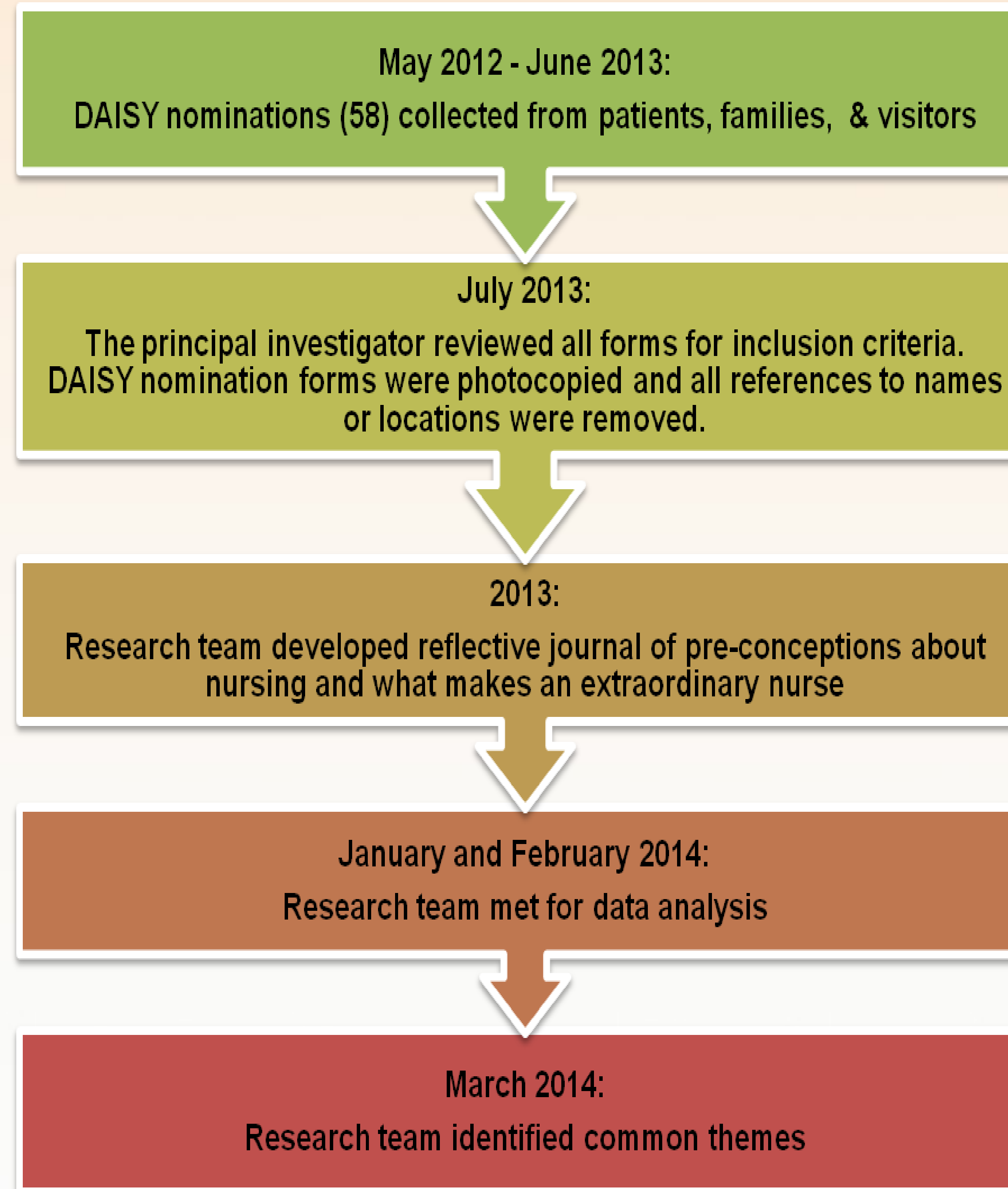
The purpose of this study is to:

1. Explore the experiences and perceptions of patients and family members examples of what makes an extraordinary nurse.
2. Describe, through the exploration of the experiences and perceptions of patients and family members, what makes an extraordinary nurse.
3. Develop a tool based on the themes derived from the exploration and description of the experiences and perceptions of patients and family members of what makes an extraordinary nurse.

## Methods

The principal investigator has access to all DAISY submissions as standard of practice. For study purposes, only the DAISY nominations that were submitted by a patient and/or family/visitors were de-identified and copied to be reviewed and nominations that were submitted by physicians, nurses, volunteers and all other employees were excluded from the study.

### Timeline



## Preliminary Results



The research team worked together to identify four common themes using qualitative data analysis. The goal is to develop a tool that will measure what makes an extraordinary nurse, based on the themes derived from the exploration and description of the experiences and perceptions of patients and family/visitor members. The four themes identified:

- Part of the Family/Feel at home
- Extreme Caring
- Family Focused
- Connecting from the heart

### ➤ Part of the Family/ Feel at Home:

"I felt I was being cared for by my own family"

"She treated my dad as if he were her own father"

"She held my wife's hand and made us feel like family"

### ➤ Extreme Caring:

"She continued to check up for weeks"

"...and even on her day off she came in post-surgery to check up on me."

"I will never forget her kindness and big heart. She has made me a better mother and for that there are no words to express my gratitude."

### ➤ Family Focused:

"She made sure my son and the rest of us were comfortable and had everything we needed"

"She gave all her time and attention to all my family and my requests"

"She made my husband feel as he was her patient too, addressing his needs."

### ➤ Connecting from the heart:

"She is more than a nurse she is an angel...a caregiver from the heart."

"Tender heart to the one in need"

"She was the angel that gave us hope and peace"

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