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

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

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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).

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

May 2012 - June 2013:
DAISY nominations (58) collected from patients, families, & visitors

July 2013:
The principal investigator reviewed all forms for inclusion criteria. DAISY nomination forms were photocopied and all references to names or locations were removed.

2013:
Research team developed reflective journal of pre-conceptions about nursing and what makes an extraordinary nurse

January and February 2014:
Research team met for data analysis

March 2014:
Research team identified common themes

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.

Four themes identified:
- Part of the Family/Feel at Home
- Extreme Caring
- Family Focused
- Connecting from the heart

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.

References