Translating Caring Theory into Practice: A Relationship-Based Care Experience
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Summary
This poster describes how Exeter Hospital transformed care and achieved Magnet™ designation through the implementation of RBC.

Vision
To improve organizational excellence by embarking on the Magnet™ journey and meeting requirements for Magnet™ designation.

In 2006, Exeter’s CEO challenged senior leadership to propose innovative strategies for improving organizational excellence. The CNE offered the Magnet ™journey as one such strategy. The CNE & Nursing Leadership Council explored theoretical frameworks to complement and align with existing culture. The framework needed to have an interdisciplinary dimension since quality care is inextricably linked to high-functioning and collaborative teams.

A literature review led to Swanson’s Middle range Theory of Caring. The model selected to operationalize the theory was Relationship-Based Care since it was in direct alignment with existing nursing culture. Staff were inspired to know RBC was not something else they had to do – rather, RBC defined who they already were.

Infrastructure
- CEO changed the organization’s vision statement to reflect the importance of relationship
- RBC Steering Committee formed & comprised of CNE, senior nurse VP, Magnet Director, Director of Professional Development and Clinical Support, and an NPD specialist
- “Check-Ins” – pre-scheduled meetings with RBC Steering Committee and each RBC Team; occurred every 8 weeks for one year
- RBC Website and newsletter developed

Evidence
- Hardwiring caring & knowing – asking patients: “What’s the most important thing I can do for you today?”
- Exemplars
- Unit projects
- Staff surveys which revealed RBC had positive impact on teamwork & collegiality
- Unit-Based Practice Councils (UBPCs)
- Improved patient satisfaction scores
- Integration of RBC with other organization-wide initiatives (TeamSTEPPS, Lean, Service Communication)
- Incorporation into Professional Practice Model
- Published article in Nurse Leader (October 2012)

References

Education
- RBC Steering Committee became the training team
- RBC education took place in “waves” – 5 units initially selected to begin the roll-out;
  - 5-6 staff members, manager
  - (4) 8-hour days of training
- Learning environment included music, tables in pods, role cards to facilitate learner engagement during group activities

First Time Magnet™ Designation
February 18, 2013

“...the core values and unwavering belief in doing the best for the patient was the guiding force for this organization; it relied on the tenets of Relationship-Based Care throughout its journey.”