Implementing Primary Nursing in an Acute Care Setting

Using a Conversation Map to Learn About Primary Nursing

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THE PRIMARY NURSING EXPRESS

A railroad is the “Stage” for this Conversation Map.

The exiting train starts at the “Relationship-Based Care Train Terminal.” The rail loops and is never-ending. Car #1 – Engine “The Primary Nurse Express” has the Primary Nurse as the conductor, coordinating with team members to “come aboard.”

Car #2 – Coal car UPC Members and Stakeholders fuel the engine.

Car #3 – Passenger car Patients and Families are critical members of the team.

Car #4 – Box car Multidisciplinary team members work collaboratively with the Primary Nurse to coordinate the Plan of Care.

Car #5 – Flat bed car The car is empty at the start of the journey. It will pick up knowledge and/or tools for Primary Nursing implementation at each stop along the way.

Car #6 - Caboose The caboose, named “The Never Ending Story,” is parked at the train terminal.

The train makes nine stops at train stations along the way:

- “Care Delivery Models Junction”
- “Care Delivery Models Junction” is a junction with the train track splitting in four directions, representing the four care delivery models.
- “Valley of Values”
- “Valley of Values” is a valley that represents the seven levels of values development. What we value reflects what is important to us, what we care about, and our caring behaviors. We are also monitoring the results of HCAHPS questions across several domains. More recently, we are analyzing data related to the effectiveness of the Plan of Care on re-admission rates.

Questions cards at each station are used to prompt discussion:

- Concept questions (provides more explanation)
- Probing questions (how to think deeper)
- Fact or Fiction questions (provides clarification)

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