REALITY OF A VISION
How a Relationship-Based Care Vision Drives the Unit Primary Nursing Practice

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PURPOSE
To document how a Relationship – Based Care (RBC) vision statement was used to implement the Primary Nursing model for the unit.

DEVELOPING A PRIMARY NURSE MODEL USING A VISION STATEMENT
RBC elements and key phrases were identified to develop a Primary Nursing vision statement

INSPIRATION - DEVELOPING VISION STATEMENT
Incorporated the RBC elements
Attended and used resources from Reigniting the Spirit of Caring conference
Incorporated The James nursing vision ideals
Literature review on “Primary Nursing”

EDUCATION - INFORMING STAFF AND PATIENTS
Kickoff celebration informed staff of RBC Primary Nursing model.
Informational booklet handed out to staff
Informational letter written explaining Primary Nursing for patient and family.
Primary Nursing is initiated on unit as determined by values of vision statement.

INFRASTRUCTURE - COMMUNICATION AND FEEDBACK
Communication tree developed to get information from core group to staff.
E-mails, flyers and surveys used to keep staff informed and receive feedback
Meetings and discussions held until final version of vision statement adopted.

7 South James Vision Statement
On 7 South James we work as a team to promote a caring environment and engage staff to inspire positivity and accountability in caring for patients, families, co-workers and self.

EVIDENCE - ACHIEVEMENT OF GOAL
Patient statements reflect goals of vision:
• “My Primary Nurse was wonderful.”
• “Wonderful RNs and PCA’s during my stay.”
• “My primary nurse makes me feel at ease, she is there every time I need her.”
• “The staff was incredibly courteous to my family.”

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