Infrastructure

- Formed a Results Council to steer adoption of RBC
- Collaborated with Community Relations graphic designer to develop Memorial’s RBC schematic

RBC Vision

- Every patient/family experience will provide personalized, respectful care and communication in a healing environment fostered by exceptional nursing practice, care continuity, and interdisciplinary collaboration resulting in measureable quality outcomes.

Goals

- Improve the patient/family experience through meaningful caring interventions
- Improve Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) scores for:
  - Rate hospital
  - Recommend hospital
  - Communication with nurses
  - Pain management
- Strengthen the professional practice environment through a framework of greater respect, communication, and teamwork
- Increase staff engagement

Inspiration

- Conducted literature review of nursing theorists
  - Determined Dr. Jean Watson’s Theory of Human Caring aligned with our vision, mission & values
- Introduced to Relationship-Based Care (RBC) book by faculty consultant from local university
- Initial consultation with Mary Kolokoutis, CHCM VP
- Attended RBC Leader Practicum

Education

- Adopted bedside shift report to include p/family
  - 5 minutes at the bedside at eye level each shift
  - Maintain continuity of care through assignment of same nurse consecutive days
- Provide p/family with daily plan of care
- Developed discharge education booklet
- Formed a Patient/Family Advisory Council
  - Improve team work and communication
  - Interdisciplinary huddles
  - Telemetry unit elimination of geographic patient assignment in favor of patient acuity/skill of nurse
  - Reduce noise
  - Nearly eliminated overhead paging
  - Asked physician preference for text or beeper
  - White noise around nurses station to mitigate environmental sounds
  - GH-HH (Silent Hospitals Help Healing) Campaign signage reminders on walls/in elevators
- Facilities Management measured noise decibels
  - Placed sound baffling ceiling tiles and wall coverings around drug dispensing units
- Replaced hallway threshold transitions with flat ones to minimize med cart noise entering room
- Replaced squeaking, squealing carts, chairs and refuse containers with quiet wheels

Evidence – Patient Satisfaction

- Rate Hospital

<table>
<thead>
<tr>
<th>Score Percentage</th>
<th>&quot;It is a great feeling to know we were both cared for physically, mentally, and spiritually by the entire time.&quot;</th>
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<tbody>
<tr>
<td>&quot;Everyone I came in contact with was professional and personable. I truly felt I was in excellent care and confident of a very good recovery.&quot;</td>
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<tr>
<td>&quot;The act that meant the most to my wife was the assistance I received to bring her six pound silky terrier [to visit].&quot;</td>
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<tr>
<td>&quot;I just love that they call to see how I am doing.&quot;</td>
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<td>&quot;The day that I became a patient was the day I was most proud of our staff.&quot;</td>
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References