

Course Student Learning Outcome #1 Competency:

h. Describe factors that create a culture of caring for the patient and the patient's support network.

QSEN Activity Related to Patient-Centered Care and Caring

Caring Model

- Introduce yourself and explain your role in the patient's care for the day
- Call the patient by his or her preferred name; talk with the patient's support network if members are present.
- Sit with the patient for at least five minutes per shift to discuss the day's care and milestones to cross (best done at the beginning of the shift)
- Use touch, such as a handshake or touch on the arm, or exhibit a caring behavior that is unique to your own personality and approach
- Most important, demonstrate commitment to the care and improvement of the patient's life and hospital stay.

The following sample interview questions will provide the patient with an opportunity to express their agenda, concerns and lead to more patient centered care.

Questions for patient (5 minute sit down)

1. What would you like to see happen today?
2. How would you describe your hospitalization? Is there anything that could be done to make it better?
3. What should nursing students know about what it's like being a patient in the hospital?

After Your "Sit down":

Discuss what happened during your sit down with the patient/patient's support network.

Describe factors from your time with the patient/patient's support network that demonstrate a culture of caring.

Grading Rubric for the Caring Activity

Performance Level	S	NI	U
Able to discuss what happened during sit down.	Thoroughly discusses what happened during sit down.	Explanation includes some but not a complete account of what happened during sit down.	Scant explanation of what happened during sit down.
Able to relate factors from sit down that demonstrated a culture of caring.	Thorough discussion of factors from sit down that demonstrated a culture of caring.	Explanation includes some but not all factors from sit down that demonstrated a culture of caring.	Scant explanation of factors from sit down that demonstrated a culture of caring.