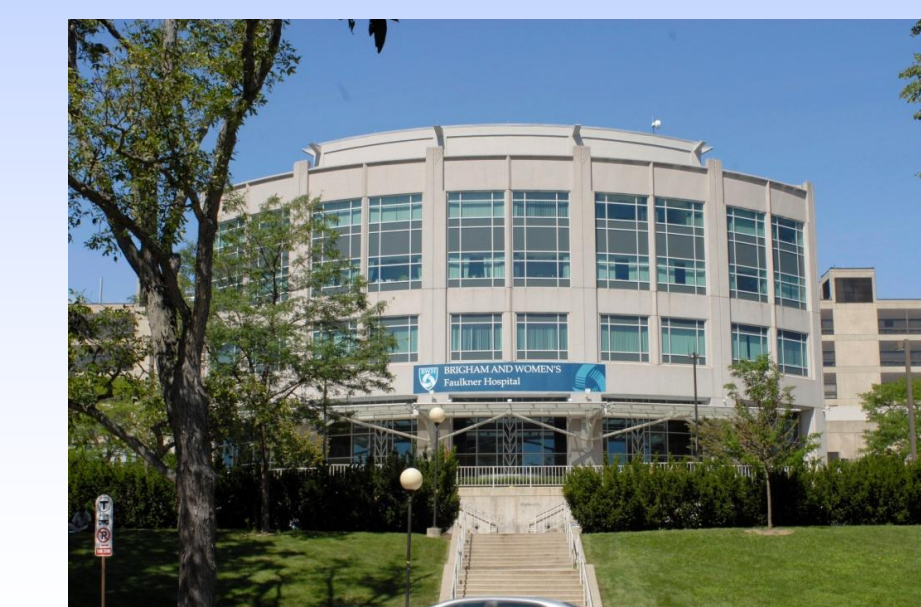


Patient & Family Centered Care: Our Way



Anne Booker, RN
Peggy Tomasini, RN



Background

In 2008, nurses on a surgical - telemetry unit identified the need to personalize care for patients with breast cancer who were recovering from surgery.

Purpose

The "Caring Bag" project was initiated to support the hospital mission to deliver patient and family centered care.

Process

Adult female patients who underwent breast cancer surgery received 'Caring Bags' upon admission to the surgical inpatient unit.

Caring Bags

Caring bags or baskets may include:

- Lip balm & hand cream
- Soft slipper socks
- Books

Care is taken to provide items patients can utilize during their brief stay or after discharge.



Patient and Family Centered Care

A review of the literature validated the importance of fostering the nurse-patient relationship to support the delivery of patient and family centered care (PFCC).

- The Institute of Medicine (IOM) identifies patient-centered care as one of the six key factors for quality improvement in health care systems.
- The definition of patient and family centered care is not standardized in the US.
- The true measurement of PFCC is the patient's perception of the care they receive.
- Nurses play a key role in the delivery of individualized, high quality care that influences the patient's perception of care delivery.
- The implementation of the 'Caring Bags' supports the individualization of PFCC for post-op breast cancer patients recovering from surgery.

Patient Comments

"I would like to thank you for my gift bag. The first thing I remember: my husband telling me this is the nicest gesture we have ever seen or received in a hospital. It is very thoughtful, sincere and made me feel that this was the right choice for me for what I needed."

"Thank you very much for the lovely bag of gifts that you gave me when I was in the hospital. The socks are warming my feet and the book is warming my soul. Your thoughtfulness is much appreciated."

"Thank you for the thoughtful basket waiting for me in my room. I was fortunate to be cared for by nurses who treat women with similar diagnoses and treatments. This has been a difficult time with many ups and downs. The basket full of comfort items was most appreciated."

Measures of Success

- Overwhelmingly positive responses from patients and families.
- Enthusiastic support from nursing leadership, the surgeons, and the surgical team.
- Anecdotal feedback from the nursing staff reflects increased nurse satisfaction and pride in the care they provide.



Recommendations and Future Plans

- Expand program to include male patients who undergo breast cancer surgery
- Identify additional funding sources
- Share success of program with other Unit Based Nursing Councils to support the nurse, patient and family relationships