Relationship Based Care

UPMC St. Margaret
Caring Theories

- What is caring?
- What does it look like in practice?
Jean Watson’s Caring Theory

Description of Caring

• A value and an attitude that has to become a will, an intention or a commitment that manifests itself in concrete acts.
Watson on Watson

- Model entry can vary
- Speaks about loving one’s work but not a job
- In times of chaos- look to the core/foundation
- Caritas factors: caring + love
- Caritas goes beyond customer service
- Rewarding to both patient and practitioner
- Theory lives in the caring moment
Who is the person behind the patient?

- Person
- Patient
- Body-physical
- Machine
Key Concepts: Transpersonal Caring & the 10 Carative Factors

- Humanistic – altruistic system of values
- Transpersonal teaching – learning
- Sensitivity to self and others
- Helping – trusting, human care relationship
- Expressing positive and negative feelings
- Creative problem solving caring process
- Faith – Hope
- Supportive, protective and/or corrective mental, physical societal & spiritual environment
- Human needs assistance
- Existential phenomenological spiritual forces
Jean Watson’s Caring Theory
Goal / Outcomes

• To protect, enhance and preserve humanity by helping a person find meaning in illness, suffering, pain and existence.
Sharon Dingman’s The Caring Model™

• An Application model that builds upon the Caring Theories of Watson and Leininger

• The Model as described by Dingman:
  – A way of doing the work we do everyday
  – A “back to basics” approach to care / service
  – A method for improving patient and employee satisfaction
The Caring Model™
Key Concepts

• Introduce self to patients and explain your role in their care
• Call the patient by his/her preferred name
• Sit at the bedside for at least 5 minutes per shift to plan and review the patient’s care
• Use touch, handshake or touch on the arm
• Use the mission, vision and values statements in planning patient care
The Caring Model™ Considerations/Recommendations

• A single institution study on the caring model identified the Caring Model as most significantly impacting 2 patient satisfaction attributes:
  – Anticipating needs
  – Responds to requests
Caring Theories in Action...

- How would our care delivery be transformed here at SMH?
- Story telling