

Introducing the Relationship-Based Care Model in Undergraduate Nursing Education

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Relationship-Based Nursing Care is a care delivery model that strives to transition nursing care from task-focused to relationship-based. In Relationship-Based Care (RBC), the goal is to provide care that is perceived by patients as personal and caring. Holistic, individualized, person-centered, and culturally competent care all begin with the need to initially recognize the person, not the disorder. This delivery model has been associated with improvement in patient safety, increased patient satisfaction, decreased readmissions, and the perception of improved teamwork among nurses. As patient satisfaction scores are increasingly included in hospital outcome measures, the focus on the nurse-patient relationship has intensified. While the patient has been the primary focus of RBC, this delivery model is actually founded on three core relationships, including the nurse with the patient, the nurse with colleagues, and the nurse with self. Nurse-colleague relationships are instrumental in providing a milieu that is conducive to satisfactory patient care. Negative interpersonal relationships among nurses have a significant impact on the retention of nurses. Research suggests that up to half of all newly registered nurses will leave their positions, often due to collegial aggression and bullying in the workplace. Negative peer relationships are associated with physical and emotional exhaustion and burn out. Despite these destructive challenges, nurses are expected to provide stellar patient-centered care. At Drexel University, RBC is introduced in the students' introductory nursing course. Students are provided with course content that specifically addresses communication techniques and legal and ethical principles that guide their relations with others. By preparing students for the reality of work place challenges, not only clinically but interpersonally, quality of life and job retention can improve for future nurses.

Biography:

Dr. Kimberly Garcia, DNP, CRNP, FNP-BC, GNP-BC, PMHNP-BC, NP-C is an Assistant Clinical Professor at Drexel University College of Nursing and Health Professionals. She obtained her BSN, MSN in nursing education, and post-master's certificates in Transcultural and International Nursing and Family Nurse Practitioner from Duquesne University. She is a student in Duquesne's DNP-to-PhD program. She received her Doctor of Nursing Practice degree from Columbia University. She received a post-master's certificate in psychiatric mental health nurse practitioner studies from the University of Virginia. Dr. Garcia has more than 18 years of nursing experience, including 10 years as a nurse practitioner. Clinically, she maintains an active clinical practice, working in both acute care and community mental health settings. Her research interest focuses on the experience of individuals with opiate use disorder.