Transition Points in Practice: Person–centred Care as Integral to Care Delivery Innovation

Lindsay, Schwind, Coffey, Riahi, Duivesteyn, Ivankovic & Milden 2014©
Partners

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CHALLENGE INNOVATE CONNECT

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Person–centred care: Phase 2

Research Question:

How is person–centred care (PCC) in mental health practice constructed and enacted within the care delivery innovation of a Relationship–Based Care Approach (RBCA)?
Building on Phase 1

- Associated Medical Services: Committed to person-centred care in practice and education
- Funded October 2012 for one year
- An opportunity to transfer our Arts-informed Narrative Inquiry (AINI) process
We wondered …

- What if *patient*-centred care was re-conceptualized as *person*-centred care that includes the nurse in relationship with patients?

- How is the nurse’s experience, reconstructed for learning, integral to a relationship with patients?

- How does exploring experience, using AINI, illuminate construction & enactment of nursing knowledge?
Person-centred care

“High quality healthcare that respects an individual’s preferences, needs and values, and is provided in an empathetic and compassionate way”

(AMS Phoenix Project, 2012)
Why person-centred care?

- Person-centred care prevents deconditioning of people in our care (Gillis & MacDonald, 2005)
- Chronic illness is a *biographical disruption* (Williams, 2000)
- Nurses’ praxis is autobiographically informed (Lindsay, 2008; Schwind, 2008)
Our Research Question: Phase 1

How is person-centred care constructed and enacted by students and nurses in mental health nursing education and practice?
Research participants

Two groups of 8 participants each:

- 2 RNs & 2 RPNs in mental health practice
- 2 BScN & 2 PN students in mental health/community courses
Study Design

- 4 Sessions included:
  - check-in
  - connection to previous sessions
  - engagement in creative activity followed by group dialogue

- The fourth session was summative & illuminated what has been discerned about constructing person-centred care
Study Design (continued)

Individual follow-up telephone call, 3 months after 4th session, to inquire how participation in AINI impacted their conceptualization of PCC & their practice
What did we do?

Arts-Informed Narrative Inquiry activities
Help make things better

You must be the change you wish to see in the world.

Malala Yousafzai
Show that you have
and
Respect
Hope
Poems

Student and nurse poems
Significance in practice

- Time & space for reflection
- Meaning of T–L in practice
- Shared humanness
- Nursing knowledge made visible
Person–centred care: Phase 2

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Funded by: OSCMHS Foundation
From discovery to further inquiry ...

How might our phase 1 findings intersect with the phase 2 inquiry?
What is Relationship Based Care?

- Centered on the concept of caring

- Focuses on:
  - interrelationship between nurse & patient
  - caring & healing consciousness that is essential to the healing process

- Adaptation of Primary Nursing for the present situation

(Manthey, 2006, 2011)
6 essential dimensions of the caring & healing environment (Manthey & Koloroutis, 2004)

Dimension & Fundamentals

1) Leadership
2) Teamwork
3) Professional Nursing Practice
4) Patient Care Delivery
5) Resource Driven
6) Outcomes Measurement
Guiding Principles RBC

- Relationship with Self
- Relationship with Team
- Relationship with patient and family

- Trust
- Respect
- Support
- Open communication
To date...

- Data collection process refined for phase 2
- Online resources created
- 3 REB approvals obtained
- Recruitment letter sent to nurses on the pilot units (ASU & Young Adults)
- Session dates March, April & May
References

References


PCC & the environment


RBCA references


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