

Kindness Connects

Be kind to yourself

Be kind to your colleagues

Be kind to your patients and their families

Kindness will markedly improve the nurse-patient relationship

Appreciation

Appreciate each other and the value of our work

Say, "thank you" or put it on a card

Appreciate the journey of the mission

Through random acts of courtesy we are striving toward excellence

Value

Own the outcome of your practice and the value of your work

Don't just focus only on working hard, or on merely carrying out the task

Focus instead on relationship-based work and building a therapeutic relationship.

"The human care process between a nurse and another individual is a special, delicate gift to be cherished. The human care transactions make it possible for two people to come together and establish contact; one person's mind-body-spirit joins another's mind-body-spirit in a lived moment."

-Jean Watson



Relationship Centered Care



**Lutheran
Medical Center**

150 55th Street
Brooklyn, New York, 11220
718-630-7000

*"What is the most
important thing I can do
for you today?"*

Transforming Nursing Practice

Our expectation at Lutheran Medical Center (LMC) is for each and every staff member to have a strong commitment to care. It is our belief that by establishing caring relationships we will create a more humane and compassionate health service.

“Nursing envisions a caring environment where patients and their families feel comforted and safe, staff feel supported, and there is a continuous focus on healthy, healing relationships.”

-RCC Results Council

The Human Connection

=

Harmony and Healing

Effective Teamwork

Each and every one of us contributes equally to the patients' experience at Lutheran.

Working together to create caring relationships means banishing *Bickering, Backbiting and Blaming*, in favor of *Commitment, Caring and Collaboration*. We work together, centered on patients and their families to build powerful, trusting relationships. This is the essence of healing...Caring!



Improving Patient and Staff Satisfaction

Before entering a patient's room, **breathe**, recognize the importance of being the caregiver and the impact you will have.

Ask the patient, **“What is your number one need for today?”** Document it on your Kardex. Notify other staff members on your team. Work together to achieve this goal for your patient.

Before leaving the patient's room, remember to ask, **“is there anything else I can do for you?”** This will reduce the amount of call bells and promote a caring, healing relationship.

When feeding your patient or starting an IV, sit with the patient at eye-to-eye level. Ask how he or she would like to be addressed. Don't call your patients *sweetie* or *honey*. Address them with dignity and respect.

Caring Heart Cards allow our patients to communicate with our staff. A compassionate message may provide an inspiration for a staff member, or inform us of a practice we may want or need to change. They are presented in regular staff/unit **Huddles**.