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Evaluation of the patient caring touch system

Lori A Loan¹, Patricia A Patrician¹, Pauline A Swiger¹, Sara Breckenridge², Mary S McCarthy³, Julie J Freeman⁴ and Donna L Belew⁵¹University of Alabama at Birmingham, USA²European Regional Medical Command, USA³Madigan Army Medical Center, USA⁴Fort Belvoir Community Hospital, USA⁵The Geneva Foundation, USA

The purpose of this presentation is to describe the program evaluation appraising the effectiveness of key aspects of the Patient Caring Touch System (PCTS), a comprehensive framework and strategic, yet patient-centered, model for nursing practice. The program evaluation assessed PCTS implementation at ten hospitals using a standardized Operational Inspection Program Checklist; existing data were used to compare pre-implementation, implementation, and post-implementation nursing context and outcomes, and patient-related care processes and outcomes. The degree and quality of spread and sustainment of PCTS were also evaluated. In hospitals observed, 85% of all aspects of the PCTS had been implemented and sustained. Larger hospitals appeared to have an advantage with sustainment. Care Teams and Peer Feedback presented the greatest challenge for implementation and sustainment. Program evaluation results also support the PCTS as an effective model for nursing care. These aspects of the nursing work environment improved following PCTS implementation: Participation in Hospital Affairs; Nurse Manager Ability, Leadership and Support; Quality of Care; and Nurse-Physician Relationships. Favorable nursing work environments were associated with greater implementation and sustainment of PCTS. Predictive models of outcomes (medication errors, falls, patient satisfaction, nurse job satisfaction, turn-over) and process measures (pain assessment, pain reassessment) are being evaluated and will be reported. This program evaluation provides information about the effectiveness of the new model for nursing care as well as a toolkit of best practices and sustainment strategies to share with both current and future PCTS users.

Biography

Lori A Loan, PhD, RN, FAAN is an Associate Professor at the University of Alabama at Birmingham, USA. She received her BSN degree from Pacific Lutheran University in Tacoma, Washington and her MS and PhD degrees from the University of Washington, School of Nursing in Seattle, WA. She has extensive experience as a nurse scientist and mentor. She has completed 48 sponsored research studies with grant funds totaling over \$6,000,000 and has 33 data-based, peer-reviewed published papers. Her research efforts led to improved policies, staffing models, training programs and other practice and health services enhancements.

loanl@uab.edu

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