

The “Caring” Moment

Caring Interactions With Patients/Families Defined

Uninterrupted time with patients/families for patient care activities, expressed with specified “caring” behaviors”

Patients/families will have the benefit of a “caring” moment – a dedicated, uninterrupted, purposeful period of time for RN’s to engage with patients/families, with a set of prescribed “caring behaviors”. Those behaviors include:

- Extending hand
- Introducing self to patients/families
- Demonstrating respect
- Explaining own role
- Explaining role of team members
- Sitting at the bedside for at least 5 uninterrupted minutes per shift
- Maintaining eye contact
- Utilizing physical contact as culturally acceptable
- Ensuring privacy during this “caring moment”
- Ensuring physical and emotional comfort
- Assessing patient needs, problems, and concerns
- Developing a plan in conjunction with patients/family
- Intervening as appropriate
- Providing on-going assessment and evaluation
- Demonstrating competence

These key elements are almost identical to the indicators of caring described by patients. They are as follows and are prioritized in a review of the literature from 1989-2003:

- Competence
- Being treated as an individual
- Respect
- Involving family
- Not giving up even when it becomes difficult
- Touch
- Staying with patients
- Understanding uniqueness