



HUMAN CARING: CARITAS PROCESSES™ RELATIONSHIP-CENTERED PROGRAM FOR MANAGERS

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Introduction: A gap exists in managers' knowledge and practice of human caring science principles/relationship-centered care related to management and leadership roles. The opportunity exists for home care interdisciplinary managers and point-of-care clinicians to gain improved caring, satisfaction, retention, and joy in their work.

Significance: This course will allow the learner to enhance relationship-centered care in their management and leadership practice. This course may result in improved customer satisfaction (patients/staff/organization leadership) and may contribute to improved home care managers' and point-of-care clinicians caring, satisfaction, retention, and joy in their work.

Purpose: To apply Watson's theory of human caring to the creation of a coaching program as an intervention to build/enhance managerial relationship-centered leadership approach (Felgen, 2013; Watson, 2008; Watson, 2010).

Setting and Participants: The Visiting Nurse Service of New York (VNSNY), a large not-for-profit home health care organization in New York City. The primary target participants will be new and incumbent managers (RN, Rehab, SW, & RD).

Project Description/Process: A "Human Caring: Caritas Processes™ and Relationship-Centered Care" course presented in two (2) thirty (30) minute sessions (face-to-face or by webinar). For development and implementation of this project, VNSNY assigned leadership scheduled meetings (November 11, 2013, February 12, 2014) to provide support and guidance and allocate necessary resources for all participants in the Lillian Wald Ambassador Program and CCEP. A course development document (CDD) was created to provide a content outline for the sessions. On February 14, 2014, during a one-to-one meeting with the Vice President (VP) of VNSNY Organizational Development (OD), the purpose and goals of the project were explained. The VP made the following recommendations for implementation:

1. Outreach to OD Specialist assigned to Learning and Development Strategy
2. Outreach to OD Specialist assigned to Celebrating Our Talent with focus on VNSNY Cultural Attributes
3. VP will keep project in mind during Customer Experience workgroup activities:
 - a. Standardized Welcome Script
 - b. First Visit Script
4. Comprehensive Manager Orientation

On March 19, 2014, the project started with a PowerPoint presentation and centering exercise with 12 managers. The managers completed the Joy in the Work Inventory and a short questionnaire about the managers' knowledge of Human Caring Science theory, experience with journaling, and centering practices. During the discussion about centering spaces, one manager reported that clinicians have requested a room for quiet time and offered to create a space in the region. Follow-up and support will be provided. HeartMath GPS for the Soul iPhone app was demonstrated and one manager downloaded during the presentation (Institute of HeartMath, 2014). Journals will also be provided for the managers. A follow-up presentation will be conducted to provide additional information and support for relationship-centered care.

Project Outcome(s)/Projected Outcomes: The projected outcomes are the following:

1. Understanding of the concepts of the Theory of Human Caring Science and Caritas Processes™.
2. Practice relationship-centered care
3. Apply self-care practices (Centering/ Connecting with the Body) and reflective journaling
4. Improved patient (customer) satisfaction/experience

Project Evaluation or Partial/Projected Evaluation if not completed:

Joy in Workplace inventory of managers' and frontline clinician satisfaction pre/post Implementation; evaluate team outcome measures related to patient / member care

Future Directions: The Human Caring Science theory may be one of the theories used for VNSNY's Professional Practice Model and also integrated into orientation for all staff.

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