



**OO8 – A description of the Professional Practice Model(s) and the Care Delivery System(s) in use in the organization. The professional practice model is a schematic description of a theory, phenomenon or system that depicts how nurses practice, collaborate, communicate and develop professionally. A Care Delivery System delineates nurses’ authority and accountability for clinical decision-making and outcomes. If possible, provide a depiction of each model.**

### Professional Practice Model Description:

#### OO8 Figure 1. Professional Practice Model



### What is a Nursing Professional Practice Model? Why is it important?

A narrative cannot duplicate the understanding of an image. Professional Practice Models provide a visual representation of nursing’s contribution in an organization. The model includes values and goals that define the professional nursing identity. The model captures the professional elements and relationships that define the complex role of the nurse.

### The UVA Professional Practice Model:

Our Nursing Professional Practice Model was redesigned in 2013 by nurse clinicians to represent what it means to be a UVA Nurse (see EP1). The final design was voted upon



during the Professional Nursing Staff Organization (PNSO) Summit in November 2013 and adopted by the Cabinet on behalf of the PNSO.

Serving as the anchor in the center of the model is a star design familiar to our nursing staff as representing our commitment to quality. Encircling the star are words that represent our care delivery system, Relationship-Based Care. This system identifies the three relationships at the core of the patient experience: the nurses' relationship to self, to colleagues, and to patients and families.

The intersecting elements of the Model echo the UVA Nursing Vision Statement developed by nursing staff during our 2011 Shared Governance Refresh:

UVA Nurses...We Make the Difference!

- As **Empowered Leaders**, nurses participate in decision-making. Every nurse is a leader.
- Delivery of **Expert Caring** is at the root of every nurse's passion for our craft.
- **Innovation** is demonstrated through research, problem-solving and collaboration.
- As **Lifelong Learners**, UVA nurses value education, certification and learning.
- **Quality Achievement** is our commitment to excellence and continued growth.

These elements partner perfectly with the organizational goals: I Care, I Heal, I Build and the organizational values represented in R.I.S.E. (see [OO1](#)).

## Care Delivery System<sup>1</sup>:

### Why is a Nursing Care Delivery System important?

Care delivery systems are conceptual or philosophical frameworks that describe how organizations approach the care delivered to their patients. It is important to identify the nursing concepts that keep care delivery focused on the patient and his or her family.

This framework defines nursing as a *profession rather than a task-based job*. It also provides structures that allow the nurse to function as a professional and as a colleague and supports the organization and effective use of resources.

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<sup>1</sup> Koloroutis, M. (2004) *Relationship-based care: A model for transforming practice*. Minneapolis, MN: Creative Health Care Management.



### **The UVA Nursing Care Delivery System:**

The care delivery system endorsed by the UVA PNSO is Relationship-Based Care. Relationship-Based Care is a framework that identifies the three fundamental relationships that define the patient experience: the nurses' relationships to self, to colleagues, and to patients and families. Relationship-Based Care aligns with the organizational goals and values and provides a synergistic approach to excellent outcomes. This system emphasizes the human aspect of care and the relationships that surround the patient.

There are seven principles of the Relationship-Based Care delivery system that help further explain it:

**Caring and healing environment** – The physical environment and the interactions with those delivering care are the immediate context for the patient's experience. The combination of therapeutic relationships and an environment that comforts and meets physical needs promotes healing.

**Leadership** – Each individual nurse has a leadership role in providing care. Compassionate nursing leadership supports the emergence of caring and compassionate leaders from all levels of the organization.

**Teamwork** – Every individual nurse is accountable for his or her own actions, supports the success of those around them and contributes to the mission of the organization. Commitment to excellent communication and strong collegial relationships create an environment for great care.

**Professional nursing practice** – Nurses embrace the responsibilities of professional practice: holding to a set of technical and ethical standards, ongoing self-improvement and development, and accountability for autonomy. The six practice roles that describe the nurse in the context of Relationship-Based Care are: sentry, guide, healer, collaborator, teacher and leader.

**Patient care delivery** – Continuity of care is of great value to the patient and supports the relationship between the patient and the nurse. The four elements that define any care delivery system are:

1. Nurse/patient relationship and decision-making
2. Work allocation and/or patient assignments
3. Communication between members of the healthcare team
4. Management of the unit environment

**Resource-driven practice** – A focus on what resources are available and prioritization of what matters most to the patient and family, instead of what resources are lacking,



refocuses the care to benefit the patient and the team. Staffing fluctuations are inevitable in our environment. An empowered approach to prioritized care promotes critical thinking, decision-making and individualization of care.

Outcomes measurement – Meaningful data is used to measure the impact of both relationships and care. Patient satisfaction and clinical outcomes data are used to inspire and motivate so that members of the team understand their relationship to the outcomes they influence.