Leadership at the Bedside
Secrets everyone needs to know

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Relationship Based Care
(based on 3 crucial relationships)

Your relationship with…

- Patients and families
- Self
- Colleagues
Relationship with the patient/family

Therapeutic relationships:

- The Caregiver (nurse or other) is the Professional

- This is not a 50/50 relationship. The Professional always has more responsibility

- Assume the patient/family is under stress

**Goal in a therapeutic relationship:**
Help achieve the client health goals within designated boundaries.
Addressing Needs

Professional → Client

Client → Professional
Relationship with Self

• Understanding ourselves as professionals:

• Creating a process for self re-assurance and self-renewal

• Allowing time for rest and respite

• Self image and Self-esteem management
Taking care of yourself

Balance
Positive Self Talk
Vacation
Rest
Crucial conversations
Relationship with Colleagues

What affects collaboration..?

- Attitudes
- Communication
- Power
- Respect
- Healthy Work Environment
- Trust
We are bombarded with killer phrases every day. They can easily stop positive communication dead in its tracks. They stifle our ideas, short-circuit creative thinking, and undercut our improvement initiatives.
Celebrating our Moments of Excellence

Turning negative energy to positive. Putting the energy back into yourself and your team.
Reference:


*If you have questions or would like more information on the material presented in this session, feel free to contact Donna Wright at Creative Health Care Management. 1-800-728-7766 or www.chcm.com*