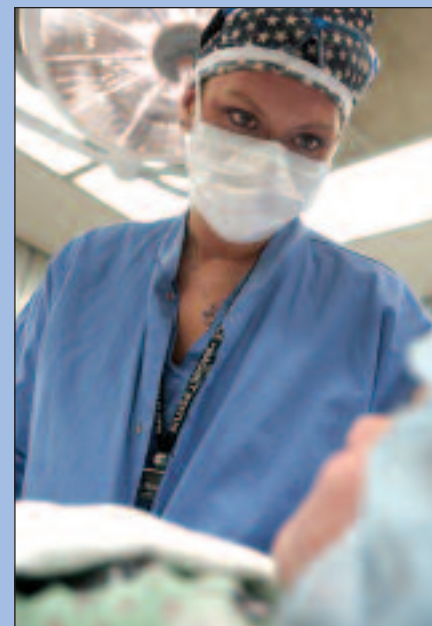


Mayo Nursing Care Model

Principles and Roles

At Mayo Clinic, our focus is on Relationship-Based Care. This approach ties the caregiver strongly to the patient, resulting in a more appropriate, dedicated, personalized type of care.

The care is based in both the science and art of nursing, placing the person who knows what to do and cares about the patient at the point of care. A knowledgeable nurse, well-grounded in science, participating in ongoing educational development and practicing from evidence-based investigation, offers care that honors human dignity. Care is compassionate, holistic, and involves the patient and family at its center.



The Needs of the Patient Come First

Principles and Roles

Relationship-centered nursing practice is the responsibility of each Mayo nurse in the role of knowledgeable, caring healer.

- The nurse initiates and establishes a patient-centered relationship
- The nurse uses an intentional therapeutic presence in patient care
- The nurse knows and shares the patient story
- The nurse is culturally competent in individualizing care
- The nurse is knowledgeable in the scientific basis of nursing

Professional development is accelerated by each Mayo nurse as a transformational leader.

- The nurse is a visionary, identifying and communicating ideals for the future
- The nurse builds a respectful and supportive team relationship
- The nurse functions as an agent of change
- The nurse contributes to the collective professional voice of nursing at Mayo
- The nurse exercises fiscal responsibility to make the wisest use of healthcare resources



A Path for Professional Practice

Accountability to the patient is demonstrated by each Mayo nurse as a problem-solver.

- The nurse utilizes critical thinking skills and innovation in the provision of daily care
- The nurse is creative when problems call for new resolutions
- The nurse promotes the research process

Safety is increased by each Mayo nurse as a vigilant guardian.

- The nurse plans for patient safety across the continuum of care, anticipating vulnerabilities
- The nurse stays current with practice standards and skills to continually promote quality
- The nurse collects data (e.g. physiological monitoring) to promptly intervene as needed

Synergy is created by each Mayo nurse as a pivotal communicator.

- The nurse communicates organized data with timeliness and clarity
- The nurse communicates with calm dignity to alleviate anxiety and promote understanding

Empowerment is promoted by each Mayo nurse who serves as a teacher or reinforces teaching for the patient and family.

- The nurse develops and implements an educational plan for patients in all settings
- The nurse teaches by example
- The nurse is a compassionate patient advocate



Principles and Roles continued

Continuity is enhanced by each Mayo nurse who serves as a navigator for the patient and family.

- The nurse is creative and skilled in coordinating and prioritizing events in the patient episode of care
- The nurse manages confidential patient information across the care continuum
- The nurse assigns patient care to strengthen the patient-caregiver relationship



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