

The behaviors that employees pledge to emulate are:

- Choose Your Attitude
- Safety is Everyone's Job
- Protect Privacy
- Deliver Excellent Service
- Commitment to Coworkers
- Professional Appearance
- Act Like an Owner

These standards set our nurses apart from nurses in other healthcare organizations.

Watson's Theory of Human Caring provides the theoretical basis for creating a caring and healing relationship with patients and their families.

The nurses at Northern Light Eastern Maine Medical Center are committed to a holistic approach based on trust, dignity, and compassion to care for patients, their families, each other, and the community.

If you would like to learn more about our Nursing Professional Practice Model, contact: **Delight Joslyn, RN**, Grant 6 Oncology, at x38640 or djoslyn@northernlight.org

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Holistic Approach

The nurse will create a healing environment at all levels, whereby wholeness, beauty, comfort, dignity, and peace are potentiated. The nurse assists with 'human care essentials,' with an intentional caring consciousness.

Dignity

The nurse honors human dignity and demonstrates respect for self and others. The nurse incorporates others' values, beliefs, and what is meaningful and important to the individual into the plan of care.

Trust

The nurse will bring full honest, genuine self to relationships with patients, their families, and each other. The nurse will strive to promote direct, constructive, respectful communication in the development of helpful and trusting relationships with patients, families, and each other.

Compassion

The nurse recognizes that the essence of caring and care delivery is human connection, created through a healing environment with the patient and the family at the center. It includes relationships with fellow employees, the community, and self. This therapeutic relationship is dynamic and fluid as the nurse responds to changes with patients, families, and the environment. The nurse uses assessment, planning, implementation, and evaluation of care based on evidence, sound clinical judgment and critical thinking skills. The nurse strives to always provide safe, quality, expert, and compassionate care.

Nursing Professional Practice Model

What is a nursing model?

The Professional Practice Model for nurses at Northern Light Eastern Maine Medical Center was created for nurses by nurses. It demonstrates how nurses practice, collaborate, communicate, lead, and develop professionally. The model illustrates the alignment and integration of nursing practice with the mission, vision, and values of nursing at our Medical Center. The model, which includes input from nurses, defines what the practice of excellence in care for our patients and families looks like every day.

Why use a nursing model?

By using a nursing Professional Practice Model, we can ensure that the professional practice of nursing is consistent throughout the organization, regardless of the department, setting, or functional role of the nurse (direct care, charge, clinical specialist, office nurse, manager, researcher, nurse practitioner, etc). The nurse collaborates with others as partners in the care of patients and their families.

What makes up our model?

Within a caring and inclusive environment, centered on our patients, their families, and the communities we serve, our Nursing Professional Practice Model includes components that illustrate our practice.

The foundation of this model is the mission, vision, and values of the organization, the Pillars of Excellence, Watson's Theory of Caring*, and Shared Governance.

It serves as a guide for all nurses at all levels and in all settings at Northern Light Eastern Maine Medical Center.

As professional nurses, our commitment to patient-family centered care is depicted as the **bridge** in the model with the primary focus on providing an exceptional environment for healing. Nurses at our Medical Center commit to bridge the gaps across all levels of care and relationships within the organization.

The bridge is supported by the six Pillars of Excellence: Quality, Service, People, Finance, Growth, and Community. These pillars set the standard of accountability for each individual in our organization. In order to meet our obligations for high performance, we organize our efforts under these pillars, which informs how we care for patients, families, and each other. When Northern Light Eastern Maine Medical Center meets our performance goals under all the pillars, we are achieving a Culture of Nursing Excellence.



The **mountains** demonstrate the qualities our nurses aspire to achieve in their daily practice. We recognize the importance of Professionalism in all of our interactions with patients, their families, the community, and each other.

Authentic Presence is the starting point for caring practice by nurses at Northern Light Eastern Maine Medical Center; it is foundational for a caring moment and human-to-human connection. We commit to meaningful interactions with patients, families, and each other.

This Shared Governance model serves to clarify the essence of nursing, guiding our decision-making to implement evidence-based practice that promotes positive patient outcomes. Shared governance empowers registered nurses to use their clinical knowledge and expertise to impact decisions regarding their professional practice.

In order to support and promote shared governance nursing leadership demonstrates a commitment to empowering the direct-care nurse and sharing authority with regard to nursing professional practice. Direct-care nurses are partners and team members, understanding that their personal goals are in alignment with accomplishing the mission, vision, and values of nursing and the organization. Shared governance allows us to collectively work toward a common goal of providing quality patient/family-centered care.

As nurses, we are always in motion, the **river** symbolizes moving forward, innovating the practice of nursing, advancing leadership, and evidenced-based practices to promote positive patient outcomes. The Caring Behaviors, represented by the **sun** symbol are guidelines of performance for employees toward their coworkers, patients, and visitors.

* Jean Watson's Theory of Human Caring/Caring Science