



Inspire Self-Actualization To Strengthen Nurse Training Programs by Using Humanoid Maps

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“Patient-centered health” is the maxim of Tzu Chi Hospital care. However, in a busy nursing routine, to assess and satisfy each patient’s individual needs within a limited time frame is indeed a challenge. As result, the Nursing Department has launched a series of developmental programs since 2006.

Experts’ Participation to Stimulate Creative Thinking

In 2006, Director Shu-Chuan Chang invited her mentor, Dr. Joy Penticuff from the University of Texas, Austin Campus, to provide clinical education, focusing on team management on difficult cases, clarification between patient



care and goals, and the ideology that places “people” as the center of care. In 2008 and 2009, Dr. Hui-Ming Su from Purdue University was hired as a visiting professor to guide nursing staffs on how to use critical thinking approaches to resolve clinical situations; assess and observe clinical situations to discover patient’s problems; create and execute care plans; analyze results based on patient’s reactions; and modify care plans accordingly, if needed. In addition to guiding nursing staffs, Dr. Su also trained clinical instructors on how to formulate curriculums. Then in 2010, Principal Usui Hiroko from Japan Miyazaki Prefectural Nursing University and Dr. Shu-Chun Chien were invited to guide the application of Florence Nightingale’s idea on devising humanistic care through the observation of patients’ lives and environment. That same year an international seminar was held focusing on patient-oriented care, which Professor Yu-Mei Yu was the guest speaker.

Photo depicts the urology ward nurses of Hualien Tzu Chi Hospital hold a clinical discussion.



Conceptual Mapping to Assess Individual Care from the Heart



Make good use of conceptual mapping would assist nurses to be more patient-centered and better enjoy the achievement of the job.

In recent years, with the development of information systems, nurses are familiar with click and drag methods for documenting processes. However, such “easy picking” method has slowly diminished the medical professional’s creative thinking, which resulted in common mistakes, such as not detecting patients with respiratory clearance failure and the potential risks of infection or falls; in essence, not recognizing “the real problems.” Thus, in November of 2011, assistant professor Dr. Wang-Ping Yang, was invited to teach new critical clinical thought procedures, during which the technique using humanoid figures mapping, invented by Dr. Co-Shi Chao, National Cheng Kung University, was introduced.

In April of 2012, a few units have started using the humanoid mapping to analyze individual cases. Each representative from various departments participated in training, to break away from traditional nursing analysis and depart from patients’ perspective. Despite the fact that everyone has an understanding of the new approach, the actual application based on patients’ experience and perception of the disease is not widely practiced.

Therefore, in October of 2012, Dr.

Li-Chuan Kuo from Tzu Chi University, was invited to speak on the following subject matters: using narrative essays to describe a patient's story; formulate a humanoid mapping calendar filled with patients' vital statistics, which includes previous and current medical history; patient-centered assessment; care plan process; and reports based upon patients' reflections. Furthermore, during the daily medical rounds in the hospital in November and December, nursing supervisors visited patients in groups to understand the patient's actual care situation while simultaneously conducted bedside education.

Empathize with Patients Through Humanoid Mapping

The nursing department has, over the years, in publicizing the value of nursing to the nurses, and, to revise one's methods of care during and based on the nursing experience, in addition to the feedback of the supervisors; formulating newly acquired methods to guide new staff; and continuously improve and innovate.

For example, the humanoid mapping allowed the nursing staffs to realize the importance of identifying the foci of care from patients' environment, such as: identify a patient particular sensitiveness to his personal image through frequent scarf changes, empathetically conceal the exposed urine bag to lighten his mood and facilitate cooperation; reduce the use of emotional connotations like "uncooperative" in reports, and instead describe the patients' traits and symptoms to avoid inducing any biases.

As for the nursing supervisors, the humanoid mapping may also create a platform for nursing staffs to share their experiences and achievement. This allows everyone to resolve the patients' problems together, and disseminate the result and solution so others may stay informed.

Humanoid mapping creates opportunities for nursing staffs to highlight their achievements. Highlighting one's achievement should not be confused with bragging, it is to share the values of each other's hard work. Furthermore, this allows participants to continuously seeking "self-realization" for encouragement and the continuity of their nursing career.