

How Should I Act While in the Patient's Home?

Expected Behavior

- We must speak and conduct yourselves with high standards.
- It should go without saying, that independent of how we are treated or spoken to, we must rise above any confrontation.
- You must work to decrease the tension and resolve conflict rather than escalate and exacerbate the situation.
- **INTERACT.....DON'T REACT!!!!!!**
- (**Interact** = you control the situation, **React** = they control the situation)
- If a patient or family member is upset, raises their voice or is confrontational, then you as the nurse, are expected not to react to the situation, remain calm and do not raise your voice in return.
- If you need to contact your case manager to try to calm the situation, please do so as soon as possible.
- Under NO CIRCUMSTANCE, may you use any form of profanity.

Interacting with Your Patient

- You must engage and interact with your patients your entire shift.
- Your patient should never just lay in bed or sit in his/her wheelchair in front of a TV while you play on your phone.
- Provide supplemental therapies (PROM, stretching, standers and gait trainers etc.)
- Assist with supplemental school activities as appropriate.
- Read to your patients. Sing to them.
- Take them to the park or for a walk outside.
- Watch TV with them, but do not change the channel for your sake, even if the patient is non-verbal.

Paying Attention to the Patient

- While phones, computers and tablets are allowed at work, their use must be kept at a minimum as in a hospital setting.
- We receive a lot of complaints from parents that nurses are spending a lot of time "playing" or texting on their phones. This would not be tolerated in the hospital and is not tolerated at ICON.
- You have one patient and one patient only.

- Your entire focus, care and documentation must be done in a timely, accurate and professional manner during your shift. Nurses in the ICU get their care and documenting done. You can do the same. In both cases, although the job is hectic and chaotic, it is a reasonable expectation.

Communication with Patients, Families and Others

- As previously stated, everything about you on a given day, communicates who and what you are to the world.
- This is a direct reflection of you and in turn a reflection of ICON while you perform your duties as a staff nurse.
- The home setting is a more relaxed environment.
- With this environment, comes comfortableness and complacency.
- We often lower our standards as we become more familiar and closer to the families and patients.
- Professional boundaries must be established and always maintained.
- Because of the close relationship with the family, it is easy to forget the coordination with the office with schedules, issues, etc. **YOU ARE RESPONSIBLE** for this coordination and you must always remember that while you work with the family, **YOU ARE AN EMPLOYEE OF ICON.**

RESPECT

- Words of Wisdom
 - “Respect is earned - Honesty is appreciated - Trust is gained - Loyalty is returned.”
 - “They may forget what you said, but they will not forget how you made them feel.”
 - “You are free to choose, but you are not free from the consequence of your choice.”
 - “Your attitude determines your direction.”
 - “Be kinder than you feel.”
 - “How beautiful it is to stay silent when someone expects you to be enraged.”