

# Creating a Relationship-Based Learning Community in a College of Nursing



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# Objectives

Discuss the impact of implementation of a  
Relationship-Based Learning Community  
on employee and student satisfaction.

Identify strategies to maintain high levels of  
satisfaction.



# Purpose of Study

To implement strategies to improve  
employee and student satisfaction at  
Blessing-Rieman College of Nursing



# Pre-study data

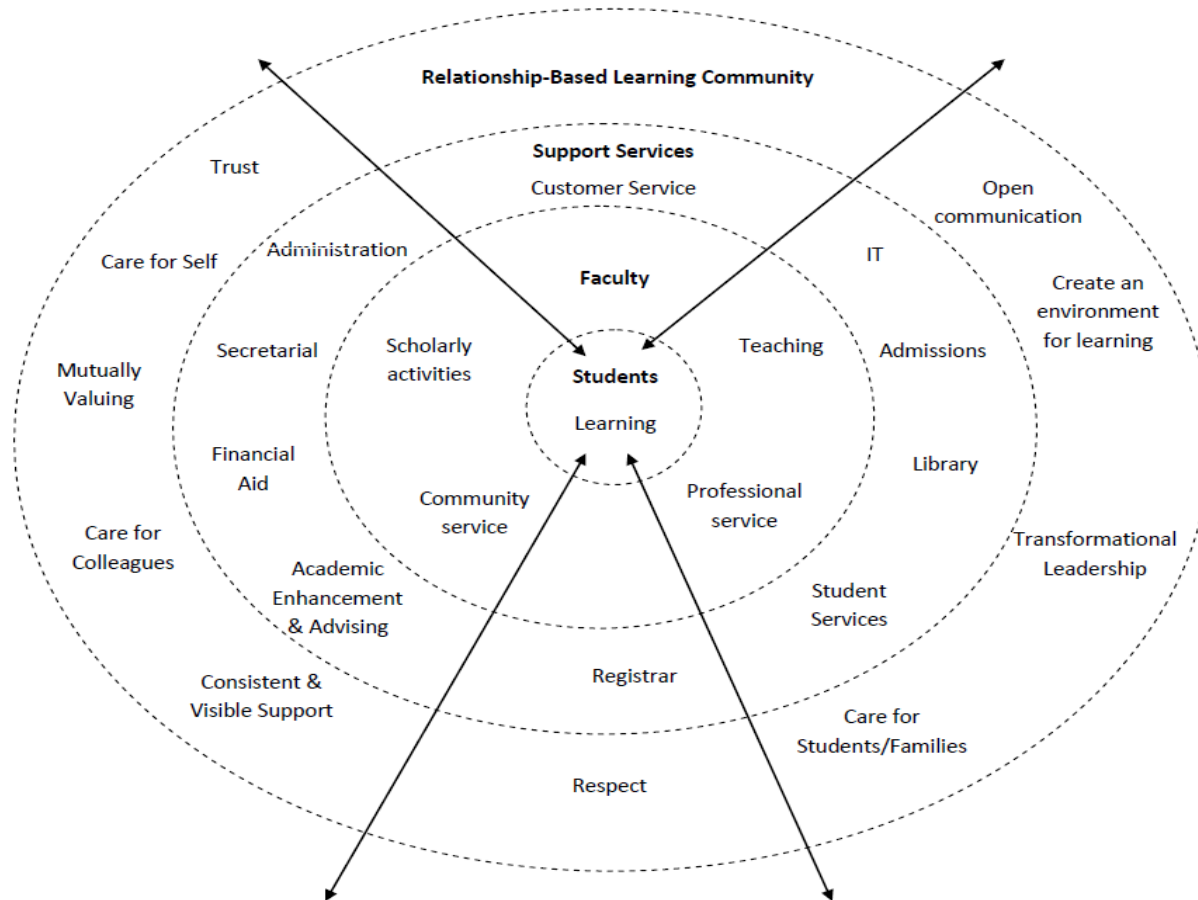
- Employee Satisfaction
  - January 2008--dropped from 95% to 88%
- Student Satisfaction
  - Fall, 2008—77%
  - Fall 2007-- 75%
- Team of faculty and staff established to develop strategies to improve satisfaction scores
  - Student Development Committee worked more specifically on Student satisfaction scores




# Relationship-Based Care


- Basic Principles of RBC – framework
  - Caring for self – must care for self in order to care for others
  - Caring for colleagues – enhancing relationships; knowing others as people rather than roles
  - Caring for students – caring for/about students as nurses care for patients

## Blessing-Rieman College of Nursing: Relationship-Based Learning Community



**At BRCN our core is the students.**

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- The students' role is learning and growing.
  - The faculty role is teaching, community service, professional service, and scholarly activity.
  - The support service departments' role is customer service.



■ Woven through all of this is a Relationship-based care environment with the key elements of:

- Care for self
- Care for colleagues
- Care for students and families.

■ This is accomplished by our core values of respect, mutual valuing, open and honest communication, constant and visible support, and trust in an environment of learning.



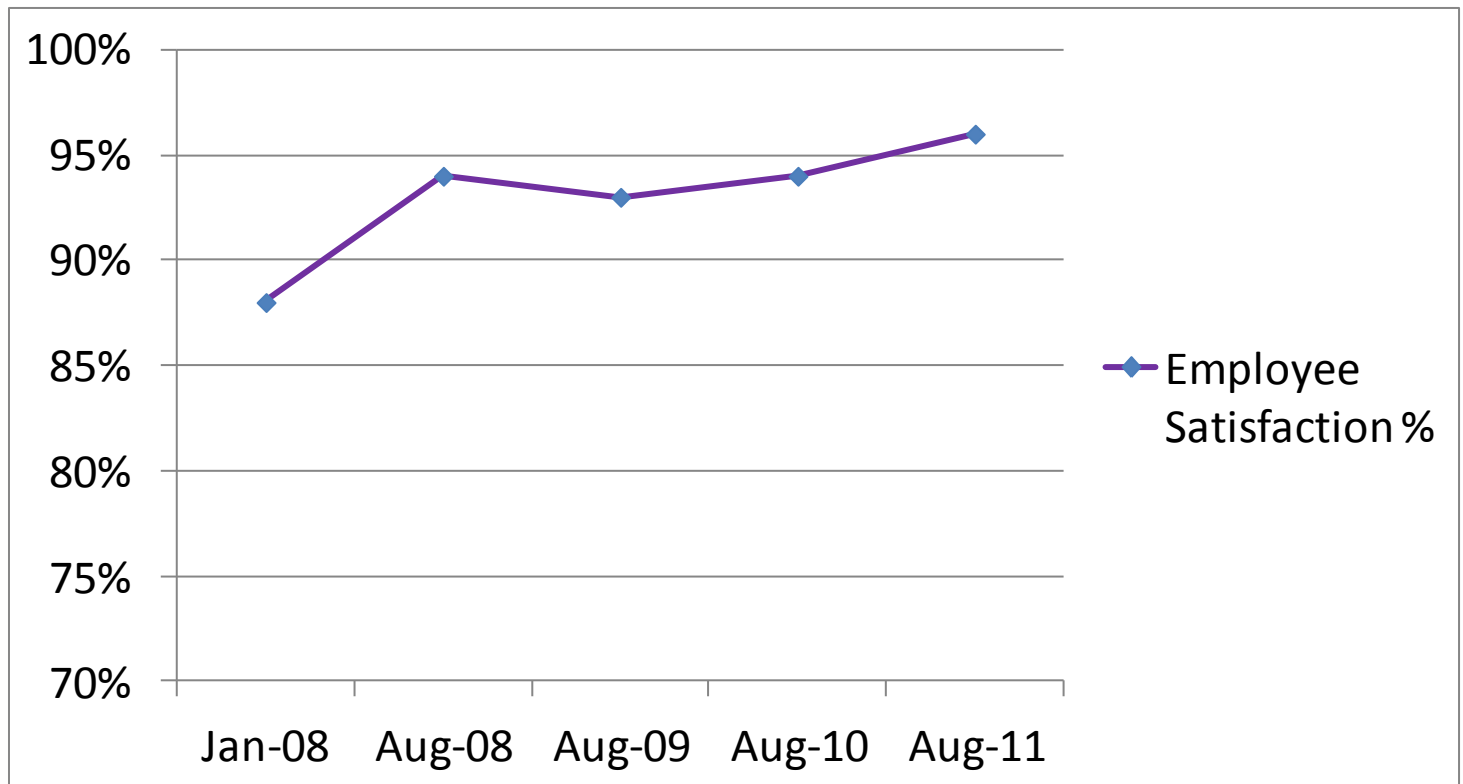


# Relationship-Based Care Learning Community (RBLC)

- Team developed at BRCN
- Initiatives to enhance communication and conflict management
- College retreats
- Spirit building activities

# Results: Employee Satisfaction

## New Measures Employee Satisfaction Survey

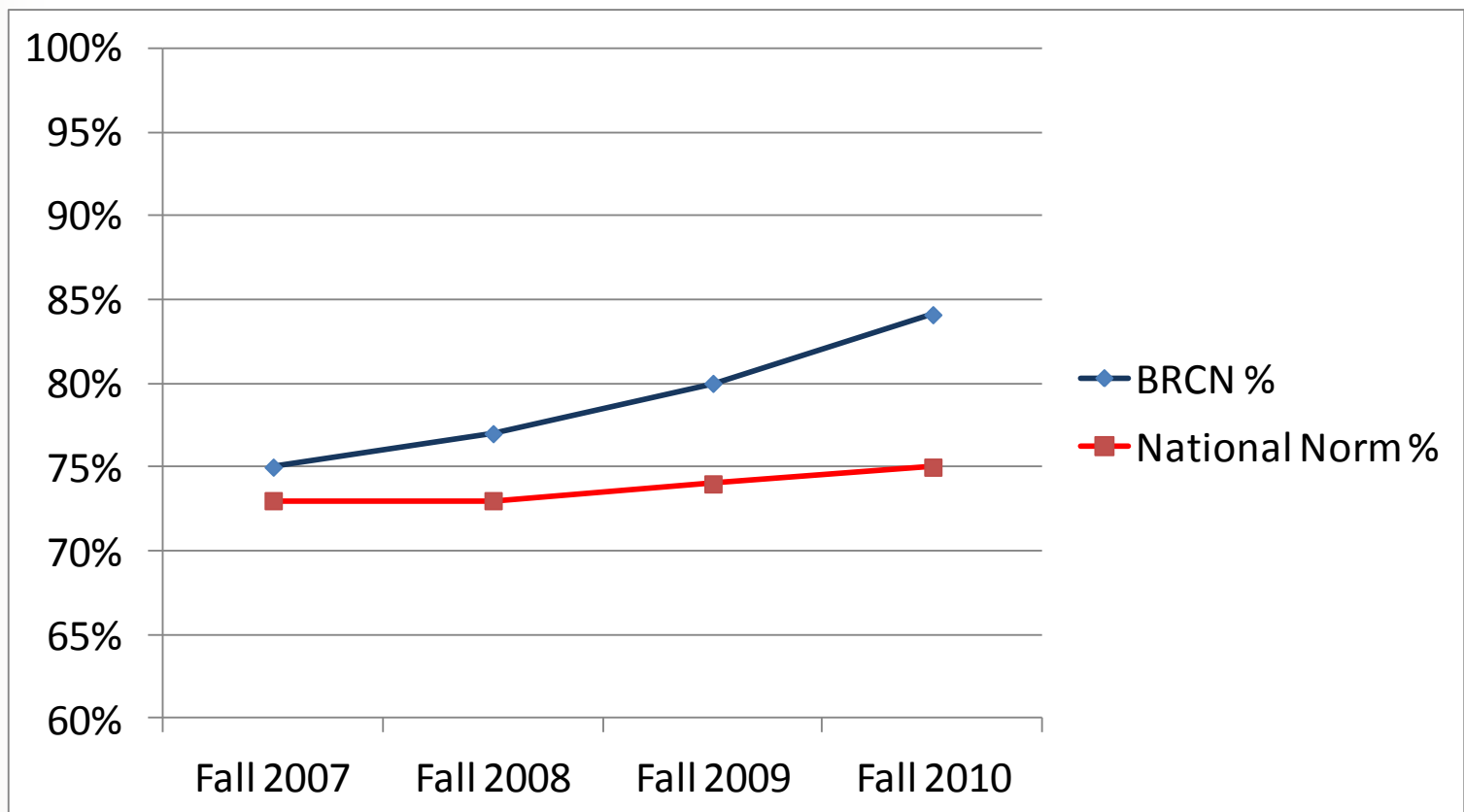




# Major Improvements

- Resolving Conflict: 69% to 90% satisfaction
- Recognition: 94% to 97% satisfaction
- Cooperation: 94% to 100% satisfaction
- Feeling Valued: 91% to 92% satisfaction

# Noel Levitz Student Satisfaction Survey Results





# Qualitative Data

- Commitment to Care Event – Sept. 2011
- Since the beginning of school, how has someone showed you they care?
  - Office staff very helpful
  - Teachers make extra time for students
  - Students helping each other
  - Caring professors; skills lab
  - Teachers giving cell phone #, texting
  - Nurses and CNAs on the units



# Limitations and other issues

- Many other improvements were also being implemented
  - Studer Hardwiring Excellence Initiatives
- During this 5 year time frame the student body has grown from 232 to 384 (over 40%)
  - The number of employees of the college has increased from 42 to 45 (7%)



# Conclusions

- Relationship-Based Care is a valuable model for educating nursing students.
- Implementation of a Relationship-Based Learning Community has had a positive impact on employee and student satisfaction at BRCN.
- Implementation of RBLC is an ongoing, intentional process!



# Presenters

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