

# AONE GUIDING PRINCIPLES

## FOR THE ROLE OF THE NURSE IN FUTURE PATIENT CARE DELIVERY

**Editor's note:** *To simplify the wording and reading of the text the term “nurse” refers to a licensed, registered nurse and the term “patient” includes the patient, the family and the community.*

### The Core of Nursing is Knowledge and Caring

- Nurses apply an understanding of person, health and environment to their practice of caring for patients. Knowledge of science and technology and commitment to the therapeutic relationship guide the clinical and caring decisions that nurses make. In illustrating the full scope of nursing, knowledge and caring are consistently linked as its core.
- Within their social mandate to serve others and society, nurses provide clarity to patients in a complex health care setting; they are present for others and take action for others in a changing and expanding environment.
- Nursing knowledge is used to empower others and drive system change. It is dynamic, and lifelong learning is required for its continued application.

### Care is User-Based

- Patients are becoming more knowledgeable and informed, using information technology for research and taking care into their own hands. Nurses serve as patients' guides as they navigate the health care system, advocating for those patients who cannot or choose not to speak for themselves.
- The caregiver-patient partnership is built on mutual trust, respect and communication and provides physical and emotional safety when meeting the unique needs of each patient and family.
- Nurses, acting according to the nursing code of ethics, must have the cultural competence and leadership skills to support this style of care, with the patient at the center of each care conversation. Patients are then more likely to actively plan and manage their own care, and nurses guide care according to patients' preferences.
- Nurses must reframe their roles and relationships, understanding that they are guests in the patient's world rather than considering patients as guests in the nurse's world. Reframing roles changes the experience not only for the patient, but for the nurse as well.

### Knowledge is Access-Based

- Although there is a foundation of nursing knowledge, medical science and technology advances require a lifelong learning process for a clinical practice nurse. To keep pace with expanding amounts of evidence and knowledge, nurses must know how to access the knowledge he/she needs in order to practice.

- Nurses practice in an active and changing environment, openly sharing and gaining knowledge with interdisciplinary teams, coordinating care that is based on the user and accessed by the patient.
- This method of practice ensures evidence-based care and leads to a continuous path of discovery and innovation.

### Knowledge is Synthesized

- Nurses in all practice areas (home health, long-term care, ambulatory care, future virtual settings, etc.) need to synthesize many pieces of information using creativity and intuition and going beyond medical analysis done by physicians. Nurses synthesize knowledge by evaluating the information they have on hand at the point of decision-making. This knowledge may be gained through using technology, communicating with a colleague, or speaking with the patient, family, or other significant social support person.
- With projected advances in technology, nursing science, biological sciences and genetic science, nurses need the ability to synthesize more information with more depth. They must evaluate complex and sometimes ambiguous patient care scenarios in different provider settings and with interdisciplinary teams to ensure safe, excellent patient care.

### Relationships of Care

- Nurses encounter and create many levels of relationships of care with patients, colleagues and themselves that are healing and intentional. They also establish professional and personal relationships with each other through negotiation and teamwork and bring these experiences to their patient encounters.
- These relationships, established in changing practice environments, will continue to be forged in new ways and are crucial to preserve the patient experience and achieve positive outcomes.

### The Virtual and Presence Relationships of Care

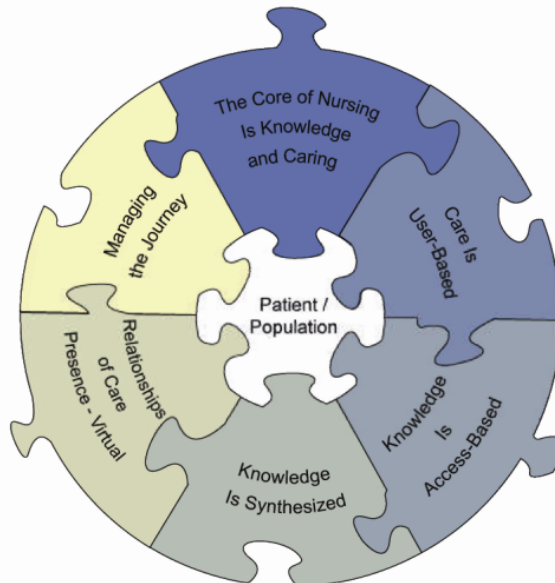
- The value of the therapeutic relationship between the nurse and patient is as important as the clinical relationship. As technology advancements reframe the definition of presence, whether virtual or in person, the patient remains at the center of care. Nurses bring legitimacy to however presence is defined.
- Patients' needs are the basis by which both the virtual and presence relationship can be equally considered as caring. Nurses of the future will value both virtual and presence-based caring.
- Generational issues of nurses need to be taken into consideration. Both new and experienced nurses must be able to respond to different patients' needs while working in such virtual environments as telenursing and e-ICUs.

### Managing the Journey

- Nurses integrate all contributions to patient care and serve as managers of the patient's journey – not only their responsibilities, but also the interdisciplinary hand-offs throughout the patient care process.

- Integrated teams achieve patient outcomes. As managers of the patient's journey, nurses are responsible for clarifying, integrating, and coordinating the roles of the interdisciplinary team.
- The role of manager ensures that what the patient has negotiated with his/her caregivers is carried out appropriately and that the nurse-patient team stands above all as the model for care delivery.

**AONE Guiding Principles for the  
Role of the Nurse in Future Patient Care Delivery**



© 2005 by the American Organization of Nurse Executives. All rights reserved.

*Copyright 2005 by the American Organization of Nurse Executives. All rights reserved.*