

Evaluation & Monitoring

Organizations implementing the recommendations in this nursing best practice guideline are recommended to consider how the implementation and its impact will be monitored and evaluated. The following table, based on framework outlined in the RNAO Toolkit for Implementation of Clinical Practice Guidelines (2002), illustrates some indicators for monitoring and evaluation:

	Structure	Process	Outcome
Objectives	<ul style="list-style-type: none"> To evaluate the supports available in the organization that allow for nurses to have therapeutic relationships with their clients. 	<ul style="list-style-type: none"> To evaluate changes in practice that lead towards greater therapeutic relationships between nurses and clients. 	<ul style="list-style-type: none"> To evaluate the impact of implementation of the recommendations.
Organization/ Unit	<ul style="list-style-type: none"> Does the model of care delivery facilitate continuity of care & caregiver? Availability of clinical experts. Availability of experts for clinical supervision and coaching. 	<ul style="list-style-type: none"> Nurses self report on value of clinical supervision and coaching. Modification of policies and procedures consistent with guideline 	
Provider	<ul style="list-style-type: none"> Number of professional to unregulated nursing staff. Per cent of full time professional nursing staff. Nurse to client ratio. Availability of education. Per cent of nurses attending educational opportunities. 	<ul style="list-style-type: none"> Nurses evaluation of educational sessions Nurses report on changes in practice and quality of care Costs for education and other interventions. 	<ul style="list-style-type: none"> Knowledge acquisition measures relating to therapeutic relationship theory, and therapeutic relationship process: <ul style="list-style-type: none"> Assessment of current baseline knowledge Post-educational session level of knowledge Retention of knowledge Nurses' self report on their comfort with establishing therapeutic relationships. Nurses' satisfaction.
Client	<ul style="list-style-type: none"> Client acuity levels. 		<ul style="list-style-type: none"> Client satisfaction measures. Number of complaints/ compliments. Length of stay. Readmission rates.
Financial costs	<ul style="list-style-type: none"> Nursing turnover costs. 		<ul style="list-style-type: none"> Overall resource utilization.