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Strengthening the Nurse-Client Relationship.

Home health nurses travel great distances throughout the area making visits to clients in their homes. When the client is not at home, the missed appointment often means the nurse reschedules other obligations and visits. The World Health Organization views patient participation as a necessity and encourages patients to take an active role in their healthcare – minimizing missed appointments gives patients an active role in their healthcare.

Initiating a formal agreement with signatures of both the nurse and patient, creates a working and reciprocal relationship. This relationship agreement outlines the responsibilities inherent in healthcare. The Transformational Leadership Theory was used to implement this change project. The outcome of this project was to minimize missed appointments resulting in improved healthcare for community residents.