

# Create Trust-Worthy Atmosphere Between Health Professionals and Patients

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Department of Nursing, National Taiwan University (NTU), celebrated its 60th anniversary in 2016. The education I have received at my alma mater back in the days has now become the essential criteria in hospital assessment today. Basic education such as patient-centered, interdisciplinary collaboration, patient safety, patient-nurse relation, patient rights, infection control, cost control, and the disease-prone behaviors I came across during a qualitative field research that is similar to contemporary narrative medicine consolidated the foundation of my nursing practice. From NTUH to Hualien Tzu Chi Hospital, I have learnt to identify my patients' needs by combining the nursing education I have received and the concept of great love from Tzu Chi. My time in Hualien is about to reach the 26th year.

Dated 2018, Department of Nursing, Hualien Tzu Chi Hospital has progressed through, 30 years since establishment, the infancy of dependence on NTUH, stumbling childhood, striving juvenescence, peer learning adolescence, to innovative adulthood that possesses critical thinking and confidence. It also went from sowing, sprouting, branching, to leafing, from training novices as the whole Tzu Chi family nursing partners mature and letting go when they do, allowing them to expand social relations. Hualien Tzu Chi Hospital began to train nursing staff from diverse countries as each of the six hospitals across Taiwan grew independent. As it innovates successfully and confidently.

The rapid changes of the society affect how the public thinks. The public's reverence for medical personnel have been eliminated by the proliferation of education and the free flow of information on the internet, and the medical personnel must comply with the changes by removing patriarchalism from physician-patient relationship. Medicine is a profession. Patients' and families' obedience to medical personnel's advices is a thing of the past. Modern physician-patient communication places emphasis on the welfare of patients, bridging the knowledge gap between patients and medical professionals. Although information today is more accessible than ever before, they can be too overwhelming to be effectively applied in real life scenario, and in that case information can be an impedance to health care decision-making.

Since 2011 nursing in Taiwan faced mass resignations and outcry from nursing staff on poor working condition. The ongoing effort of Taiwan Union of Nurse Association and Taiwan Association of Nursing Education in reducing cases of occupational hazards and work overloading by raising nurse-patient ratio has provided nursing staff with friendlier working environment. Hualien Tzu Chi Hospital changed its teaching strategy in the wake of staff shortage. The use of mind maps can efficiently convey the concept of holistic nursing, facilitate comfort care and innovation, and inspire passion in nursing staff. Innovative teaching was also introduced in the health education in the hospital wards, using QR codes in pediatric health education, cloud system in palliative home care, e-books to instruct complicated treatment period of colorectal cancer, and nursing instruction apps contest to create positive atmosphere of nursing creation. In term of quality, the Tzu Chi hospitals implemented evidence-based nursing (EBN) to reduce ICU infection and win a variety of competitions on EBN and medical quality; together with the integration of nursing projects that identify root problems by analyzing and filtering patients' clinical data, our hospitals continue to improve and innovate care quality by persevering through hardship. That is how our hospitals endured the challenge of staff shortage.

In 2017, hospitals across Taiwan are instituting shared-decision making (SDM) program. Nursing instructions as a bridge that eliminate differences between clinicians and patients can effectively improve quality of care. We hope that innovative nursing can bridge the gap between patients and medical knowledge and grant patients the ability to make medical decisions, a thorough understanding of the mindfulness of medical care, and the power to manage their own illnesses, generate a positive cycle between clinicians and patients, and eliminate violence against medical practitioners.