

Patient Empowerment” Raises the Confidence Level

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Speaking from my own personal experience, a nurse who feels accomplished can recharge much faster after work. First a front line nurse, then a nursing head and now a supervisor, I often hear from new colleagues that positive feedback from patients and families are their best medicine for recovery. It helps replenish energy and confidence. Therefore, when nurses are able to “empower” patients, they are most likely to assert confidence and strengthen their ability for recovery.

The Less a Patient Cooperates, the More the Accomplishment Afterwards

The pregnant lady Ann had in-vitro fertilization procedure and successfully conceived. But because of complications, she needed an urgent caesarian section; her baby was born premature at 27th week and placed in the intensive care. As a mother for the first time, Ann and her husband had no confidence in taking care of their pre-mature baby. During visiting hours, Ann would stare at the monitor and said, “There are so many tubes on my baby. I am afraid to touch him. If I accidentally touch the wire, it may trigger the monitor so I worry.” After consultation with the nurse, Ann realized that the monitor makes noises only when the baby cries or suffocates, not because of an emergency. This calmed her down.

Once the baby was stabilized, the nurse encouraged Ann to try breast feeding. At first the baby wasn’t able to suck on her nipple, Ann blamed herself and withdrew from trying. But the nurses were determined to “empower” the patient. The term “empowering” means helping patients



Help the new parents with health education.

overcome problem under guidance. During the process, a patient will adapt his/her behavior to effectuate better outcome.

Nurses from the Neonatal Intensive Care unit did an assessment on Ann whose anxiety came from postpartum fatigue. Therefore, before a breast feeding session, they would teach her relaxation techniques. After mastering relaxation, she was able to follow the instruction techniques to breastfeed. Her baby started to gain weight so it strengthened her will to continue. Moreover, when the family was discharged, nurses provided them telephone numbers of the Neonatal Intensive Care unit for 24 hours consultation.

After their discharge, the nurses conducted a video conferencing with the family. Ann said the baby was able to feed easily, and she thanked the nurses for their caring and guidance during their hospital stay, now even the father could help taking care of the baby. She also shared some pictures to show how excited and happy she was being a new mother. The whole nurse team at the Neonatal unit was very pleased to hear a success story.



The pediatric nurses use the health education courses to guide the new parents to take care of newborns. When the parents learn how to take care of their infant, the nurses feel the accomplishment.

Nurse Yi-Ru who has been working in the neonatal care for many years expressed that they are grateful for the compliments from parents of newborn babies, but the real satisfaction of their care is the existence of a comprehensive program empowering parents of their newborns. Patients and their newborns are safe and adjust well after discharge. This proves that the quality of patient oriented care is one major reason for staying on the job.

During the Pandemic, Taking Care of Oneself Is Paramount

Since 2020, visiting hours are limited with the number of visitors and only one time a day, how do the nursing staff react and cope with versatile policy during the COVID-19 pandemic?

As front line defenders, nursing personnel working in high risk areas can easily be affected with emotion and stress. Many people tries to encourage them with handwritten encouragement cards: "I am OK, you first (to obtain face masks)." These are motivations as well as encouragements to continue their commitment to safeguard lives.