The “Self Entitlement Theory”: Equipping Nurses with Skills and Self-awareness to Care for the “Demanding and Difficult” Patient
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BACKGROUND
This poster describes a very sensitive topic for nurses at the bedside and in leadership positions. It will always benefit the nurse to examine their own thoughts and behaviors when caring for individuals as part of the nurse-patient relationship in order to provide more comprehensive care. Similarly, healthcare institutions are now rated and reimbursed accordingly for patient satisfaction scores, hospital and healthcare administrators are trying to find creative ways to “handle” the demanding and difficult patients. This discussion will review the “Self Entitlement Theory” and components from nursing theories in order to develop a framework that nurses can utilize to build skills to interact with and meet the needs of this patient population.

Similarly, we can adopt a self-awareness regarding the patient perspective and interact accordingly. This poster includes motivational and engaging elements of the nursing profession that allow us to maintain a very professional patient-nurse relationship while caring for our patients. This is certainly a delicate topic of conversation, but very much needed for every bedside nurse and nurse leader currently in practice.

14 Components of Virginia Henderson's Need Theory

THEORETICAL FRAMEWORKS
1. Hildegard Peplau: Theory of Interpersonal Relations. Four phases of orientation, identification, exploitation, and resolution.
2. Betty Neuman: Response to actual or potential stressors; primary, secondary, and tertiary nursing interventions
4. Virginia Henderson: Nursing Need Theory. Mind and body are inseparable; 14 activities to maintain health. Nurses care for patients until they can care for themselves.

BEHAVIORS AND IMPLICATIONS FOR PRACTICE

ECONOMIC & SOCIETAL FACTORS
1. New Government Policies
2. Patient Satisfaction
3. Leadership/Administration Standards
4. Patient Socioeconomic Status
5. Ethnicity and Cultural Diversity
6. Vulnerability and Dependence

THE OUTCOMES
1. Improved Patient Care
2. Healthy Work Environment
3. Supportive Leadership
4. Improved Patient Satisfaction
5. Improved Nurse Satisfaction

OTHER FACTORS
1. Nurse Self-awareness
2. Understanding of Nursing Theories
3. Creative Problem-Solving Techniques
4. Critical Thinking Skills
5. Knowledge of Resources

REFERENCES

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