Patient satisfaction is an established indicator of quality care measuring patient and family perceptions and expectations of nursing care and communication. Caring interactions between nurses, patients, and families represent 30% of the value-based incentive payments of which half is specific to nurse communication. TCM addresses the nurse’s role in improving patient and family satisfaction and experience with nursing care. Caring as defined in nursing literature:

- Active listening, making eye contact, touching, offering verbal reassurance, physical and mindful presence, being emotionally open and available, being technically competent, and taking cultural differences into consideration.

Patient satisfaction measures:

- Anticipating needs, responding to requests, calming fears, offering comfort, listening, talking with the patient, willingness to help, prompt service, introducing oneself, communicating effectively, explaining procedures, and medications, and concern shown by nurses.

TCM Four Education Modules are:

- Module 1: Concepts of Caring and Application of Caring Theory
- Module 2: Caring Behaviors and Models of Nursing Practice
- Module 3: Caring Environments and Workforce Engagement
- Module 4: Outcomes of Caring, Consumerism, and Satisfaction

There is a predictive relationship between patient-family-nurse perceptions of caring and satisfaction with care. Patient and family perceptions, experience, and satisfaction with care are associated with how well nurses provided information and respond to their needs in every encounter, every day. The project sought to compare nurse perceptions of caring with those of the patient and family and to determine if nurse perceptions of caring practice changed after education.

TCM is a frontline nursing practice innovative initiative to engage nurses in the patient and family experience of care delivery.

Translating existing research into nursing practice promoting affective and technical aspects of caring makes good economic sense.