Mechanism: Humanized Support

Approach to role: Better care for patients

View of AN: Integral being with hard job

“We are human beings, anything can happen to us. Even if we are close by, if we don’t know how they are, we can’t support them.”

Supervisor Activities

- Attentive to ANs’ own assessment of their needs
- Actively engaged in addressing needs
- Support to improve patient care

Outcomes in AN

- Feel supervisor recognizes and values her work
- Takes initiative to resolve problems
- Shared vision of importance of work