Objectives

• Identify the concepts that define the human connection between nurse and patient/family.
• Discuss the impact of gratitude and meaningful recognition on organizations, nurse engagement and the patient/family experience.

Today

• Defining the See Me As A Person Framework
• Compassion Fatigue and Compassion Satisfaction
• The Impact of Honoring Extraordinary Compassionate Care – the Evidence
• Special Inspiration
Presence

Paired Interactions

• Have you had experience with anyone in the state of mind you imagine this man to be in?

• Does a name or descriptor come to mind for this state of mind, this state of being?

• Have you or someone you love been in such a state?
See me.

Listen to me.

Give me your undivided attention.

Attunement

Connection increases Healing

~

Isolation increases Suffering
We are neurologically wired for attunement.

Wondering
Wondering ...

A state of mind characterized by curiosity, openness and acceptance.

Wondering happens when we have a devotion to the principle that the patient always has something to teach us, without which we cannot really do our jobs.

Following...

A series of intentional acts of devotion to being led and taught by the patient and family ...

Following refers to the practice of listening to, respecting, and acting on what we learn from our patients about who they are and what they need and want.
Holding ...

A devotion to safeguarding the person in your care ...

- Clinical competence
- Respecting personhood/dignity
- Communicating information
- Anticipating and preparing for transitions
- Being a sturdy and nonjudgmental presence

My Caregiving Stance for Today
BREAK
10 MIN

Compassion Fatigue and Compassion Satisfaction: Impact to Care
Cindy Lefton, PhD, RN, CPXP
Vice President, Organizational Consulting
Psychological Associates
Patient Experience Manager and Researcher,
Emergency Services
Barnes-Jewish Hospital

So, What Exactly Are Compassion Fatigue and Compassion Satisfaction?
The Nurse’s Experience

“...I have been struggling to keep my heart in my job, wondering if I should leave my job to do something that would be easier, less demanding of my time and energy.”
Draining Your Emotional Energy

• Think of an example of Compassion Fatigue that you have experienced.
• Did it lead you to question yourself as a nurse and/or think about leaving the nursing profession?
• Why?
  In groups of two, share with each other. (5 min)

Consequences of Compassion Fatigue

- Emotional Distress
- Safety Risks
- Apathy
- Loss of Empathy
- Workdays Lost
- Desire to Quit
- Poor Judgment

Compassion Satisfaction

“The ability to receive gratification from caregiving”
Simon, Pryce, Roff & Klemmack, 2005 (pg. 6)
Restoring Your Emotional Energy

• Think about a positive patient care experience which energized you.
• How did it make you feel?
• How did it reinforce your choice to be a nurse?
• Why?

In groups of two, share with each other. (5 min)

Benefits of Compassion Satisfaction

- Caring
- Patient Satisfaction
- Retention
- Self-esteem
- Feelings of contribution
- Energized Moments

Perry, 2008; Hooper et al., 2010; Stamm, 2010, 2012

BREAK
10 MIN
The DAISY Foundation
Bonnie Barnes, FAAN
Mark Barnes, FAAN
Co-Founders, The DAISY Foundation

Our Story of Gratitude
November, 1999

The “Expected”
Clinical skill
The “Unexpected”

• Not just what but how
• Kindness, thoughtfulness
  ▪ Of Pat
  ▪ And all of us
• Pat as a whole person

Our Awesome Experience

• Never rushed
• Our interpreters
• Included us
• Educated us
• Engaged us
• Patient, tender, gentle

There is no hug like a nurse’s hug.
Gratitude Beyond Borders

- Over 2,600 healthcare facilities and colleges of nursing committed to honoring their nurses with The DAISY Award
- Over 80,000 nurses honored
- Over 850,000 nurses nominated

Fundamental Principles of our Gratitude

- On-going recognition
- Simple to implement
- Flexible to meet organization needs and cultures
  - Criteria reflect each organization’s nursing model and description of nursing excellence
  - Compassionate care is key

Gratitude in Action

- Nurses are nominated with stories of extraordinary care and compassion
  - Stories describe how nurses live organization’s mission and values
  - Honorees chosen by committee of peers
DAISY Stories

April Cole, RN
North Mississippi Medical Center

Leena Sezay, BSN, RN
Children’s National Medical Center

Discussion

• What was meaningful/extraordinary in these stories?
• Why?
• What was the connection in these stories? (Wondering, Following and Holding)

In groups of two, share with each other. (5 min)

How do nurses feel when their stories are read aloud, celebrated publicly?
First, Shock  Then, Pride

Surprise Celebration in the Unit

Each DAISY Honoree Receives
At Every DAISY Celebration

“I didn’t do anything special. I was just doing my job.”

BREAK 10 MIN
Meaningful Recognition: Evidence of Impact
Cindy Lefton, PhD, RN, CPXP

Principles & Elements of a Healthy Work Environment
- Skilled Communication
- True Collaboration
- Meaningful Recognition
- Authentic Leadership
- Effective Decision-Making
- Appropriate Staffing

AACN Standards for establishing and sustaining healthy work environments: A journey to excellence.
What is Meaningful Recognition?

- A powerful form of positive feedback that
  - Acknowledges how a person’s actions affect the life of another
    - “Nurses desire recognition for their work and commitment to their patient. When recognition is meaningful, an individual’s true essence and uniqueness are recognized and honored.”
  - Is relevant to the recipient
    - “Nurses consistently rate recognition from patients, families and other nurses as the most meaningful”
  - Is equivalent to his or her contribution
    - “Effective recognition programs do not occur automatically and require formal structures and processes to ensure the desired outcomes”

Impact of Meaningful Recognition

- Physiology of Extraordinary Nursing and Positive Patient Experiences
- Catch Staff Doing Something Extraordinary
- Augments Patient Satisfaction Scores
- "Extraordinary is Ordinary" Shapes and Drives an Organization's Culture

What is the Patient Experience?
It reflects what patients appreciate

“Physiology” of Extraordinary Nurses: Patient/Family Perspective

<table>
<thead>
<tr>
<th>Rank</th>
<th>Theme</th>
<th># Noms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Demonstrates genuine compassion and caring</td>
<td>286</td>
</tr>
<tr>
<td>2</td>
<td>Reeks of professionalism</td>
<td>175</td>
</tr>
<tr>
<td>3</td>
<td>Contagious positive attitude</td>
<td>126</td>
</tr>
<tr>
<td>4</td>
<td>Accomplishes more than ever expected</td>
<td>102</td>
</tr>
<tr>
<td>5</td>
<td>Teaches others</td>
<td>97</td>
</tr>
<tr>
<td>6</td>
<td>Calming/patience</td>
<td>79</td>
</tr>
<tr>
<td>7</td>
<td>Connects with family</td>
<td>77</td>
</tr>
<tr>
<td>8</td>
<td>Intentionally present</td>
<td>65</td>
</tr>
<tr>
<td>9</td>
<td>Timeless advocate for patients</td>
<td>64</td>
</tr>
<tr>
<td>10</td>
<td>Exalted by patients</td>
<td>58</td>
</tr>
<tr>
<td>11</td>
<td>Keeps patients informed</td>
<td>58</td>
</tr>
<tr>
<td>12</td>
<td>Teamwork</td>
<td>63</td>
</tr>
<tr>
<td>13</td>
<td>Puts patient first</td>
<td>48</td>
</tr>
<tr>
<td>14</td>
<td>Provides inspiration</td>
<td>46</td>
</tr>
<tr>
<td>15</td>
<td>Demonstrates tenacity</td>
<td>45</td>
</tr>
<tr>
<td>16</td>
<td>Calm</td>
<td>39</td>
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<tr>
<td>17</td>
<td>Exalted by co-worker</td>
<td>27</td>
</tr>
<tr>
<td>18</td>
<td>Communicates</td>
<td>13</td>
</tr>
<tr>
<td>19</td>
<td>Nurse-Doctor Collaboration</td>
<td>8</td>
</tr>
<tr>
<td>20</td>
<td>Praises Others</td>
<td>5</td>
</tr>
</tbody>
</table>

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Catch the Extraordinary

“She sat by our side as we battled the monsters that this condition brought forth.”

“I know few things for sure, but one of these is that this woman was put on earth to heal and comfort and God have mercy on anyone who stands in her way.”

Nominations Tell You the How and Why Behind Patient Satisfaction Ratings

“Just when I was ready to give up, she was there to give me the extra nudge I needed to make it through.”

“She gave me the will to live.”

Meaningful Recognition

Authentic Leadership  
Appropriate Staffing  
Effective Decision Making  
True Collaboration  
Skilled Communication

Interactions from patients, families and colleagues are the back door to meaningful recognition.
Patient Satisfaction

“...when a hospital explicitly rewards compassionate acts by its staff and supports its staff during tough times, it is associated with patients more highly rating the care experience and being more likely to recommend the hospital.”
McClelland & Vogus, 2014

Restoring Emotional Energy: Key components of Compassion Satisfaction

Positive Feedback
“The times you get thanked stand out in your mind.”

Clinical Outcomes
“Seeing a patient get better right before my eyes.”

Quality Teamwork
“Knowing the people I work with have my back.”

Increasing One’s Self-Awareness
“Recognizing that I am affecting you more than I realize.”
Marie Manthey, on the right at age 5, with a friend... has always appreciated the importance of relationships!

---

Meaningful Recognition
“She never knew....”
Marie Manthey, MSN, RN, FAAN
Founder, CHCM

---

Florence Marie Fisher---- relationships were important to her too!

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Thank you

Mark Barnes, FAAN
Co-Founder, The DAISY Foundation

Questions?

References


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