

Building Compassion Into Everyday Practice

Christy Dempsey, MSN MBA CNOR CENP FAAN  
Chief Nursing Officer




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First.....

## Back to the Why

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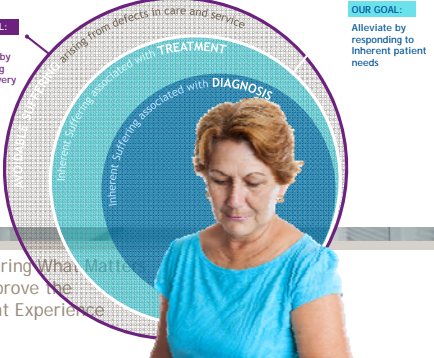
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**OUR GOAL:** Prevent suffering by optimizing care delivery

**OUR GOAL:** Alleviate by responding to Inherent patient needs

Measuring What Matters to Improve the Patient Experience

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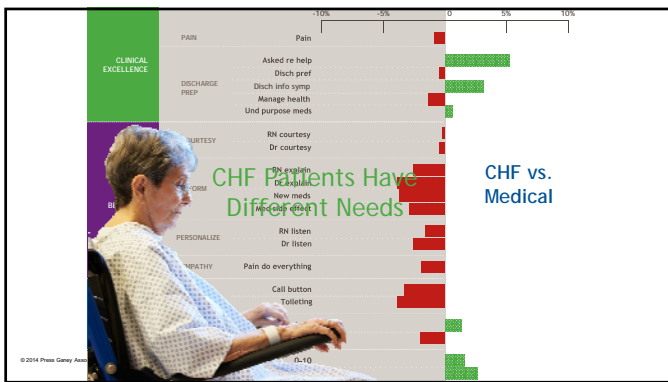
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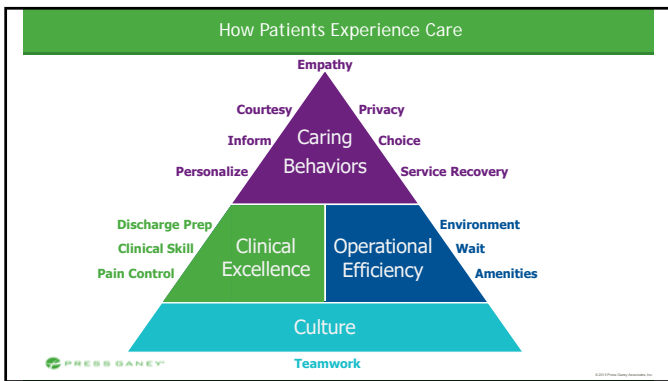
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### Compassionate Connected Care™ Themes

- Acknowledge Suffering  
We should acknowledge that our patients are suffering, and show them that we understand.
- Body Language Matters  
Non-verbal communication skills are as important as the words we use.
- Anxiety is Suffering  
Anxiety and uncertainty are negative outcomes that must be addressed.
- Coordinate Care  
We should show patients that their care is coordinated and continuous, and that "we" are always there for them.
- Autonomy Reduces Suffering  
Autonomy helps preserve dignity for patients
- Caring Transcends Diagnosis  
Real caring goes beyond delivery of medical interventions to the patient

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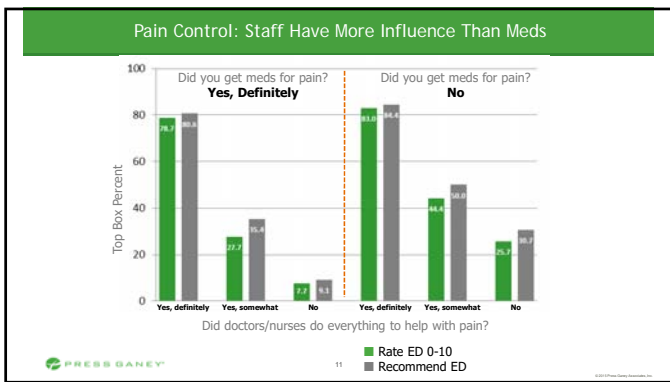
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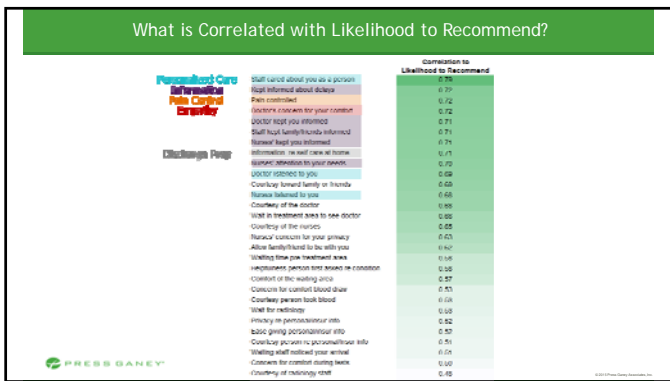
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### Best Practice Strategies

- Courtesy/Respect
- Promptness in Response
- Skill of the nurses/doctors
- Help at Home
- Cleanliness
- Attention to Special/Personal Needs
- Accommodation and Comfort for Visitors



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### Staffing and Work Environment

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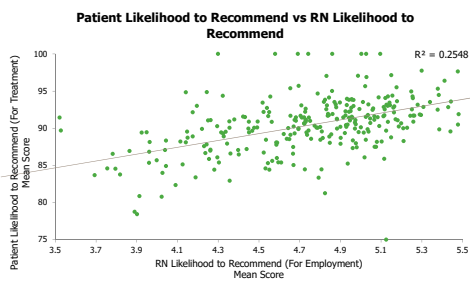
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### Patient Loyalty and Nurse Loyalty Are in Sync



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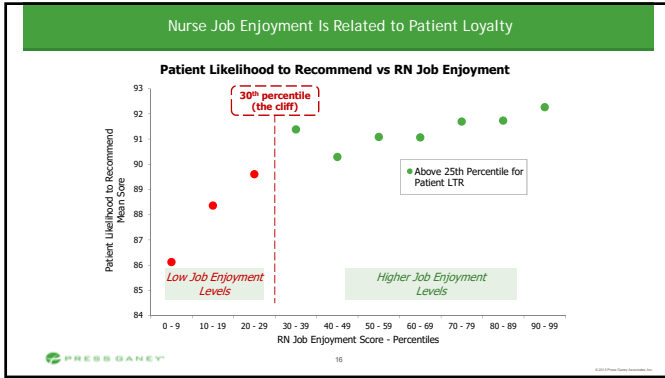
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### Nursing Structure, Process & Perceptions

	Total Staffing HPPD	Intent to Remain	Status of Nursing
<b>RN Perception</b>			
Job Satisfaction	.370**	.784**	.763**
Quality in General	.354**	.682**	.779**
<b>Patient Experience</b>			
Rate Hospital 0-10	.261**	.330**	.678**
Nurses Listen	.190**	.342**	.634**
Prompt Response	.199**	.392**	.609**
<b>Patient Outcomes</b>			
Unassisted Falls	-.202**	-.248**	-.558**
CLABSI	-.168**	-.142**	-.383**
HAPU II	-.189**	-.202**	-.500**

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- ### Composite Measures using NDNQI Data
- **Staffing Composite** measures Nurse Staffing and Expertise
    - RN Hours per Patient Day, RN Skill Mix, and Education and Certification of Nurses
      - Emphasis on RNs rather than non-RNs, Education (higher % BSN prepared nurses) and Certifications (higher % of certified nurses)
    - Hospitals categorized as **above** the median or **below** the median
  - **Nursing Work Environment Composite** measures quality of work environment
    - Uses 4 of the subscales of the RN Practice Environment Survey:
      - Foundations for Nursing Quality of Care
      - Nurse Manager Leadership and Ability
      - Nurse Participation in Hospital Affairs
      - Nurse – Physician Interactions
      - (Staffing and Resource Adequacy omitted – staffing factors isolated in Staffing Composite)
    - Hospitals grouped according to quartile from least favorable to most favorable work environment
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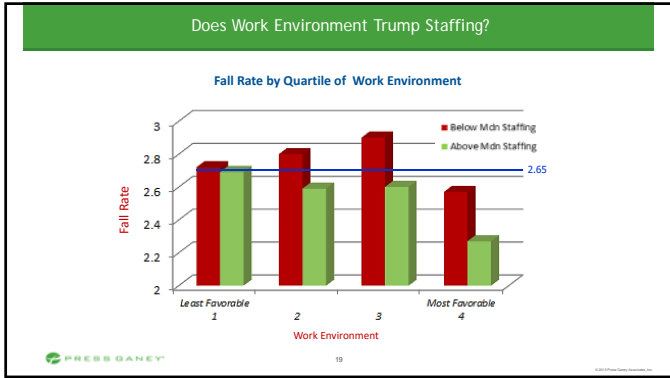
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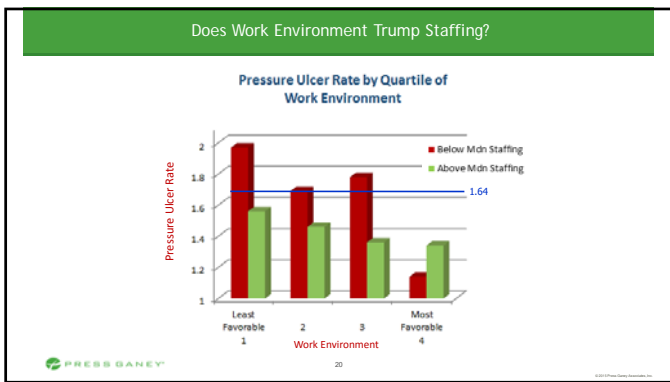
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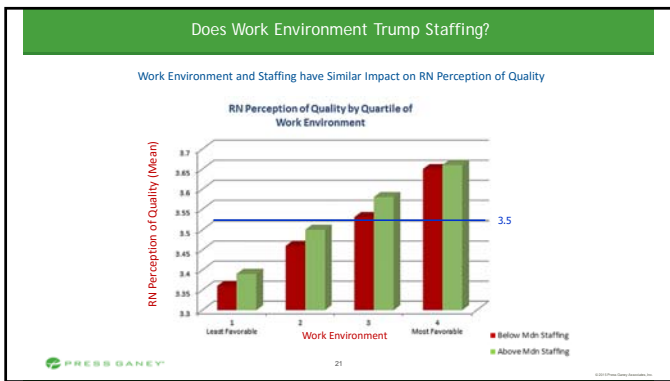
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## Safety and Surveillance

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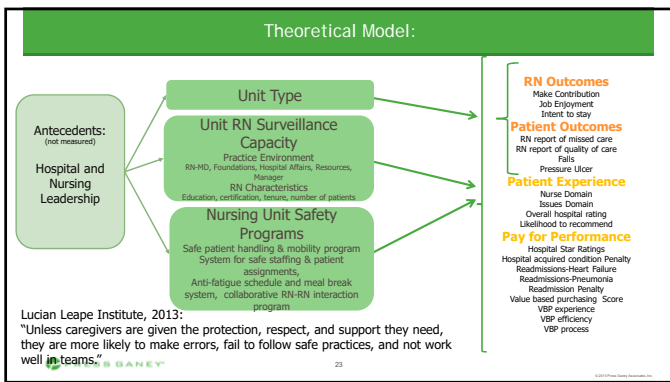
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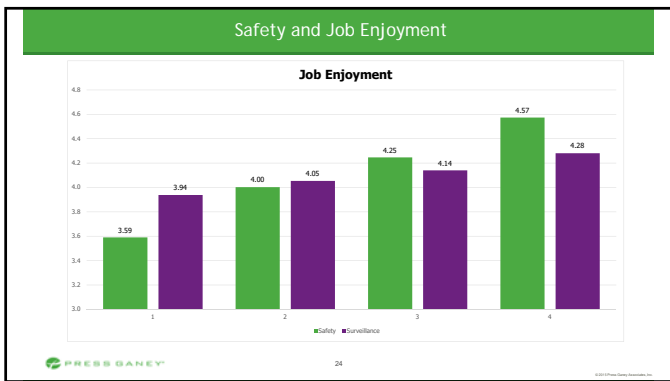
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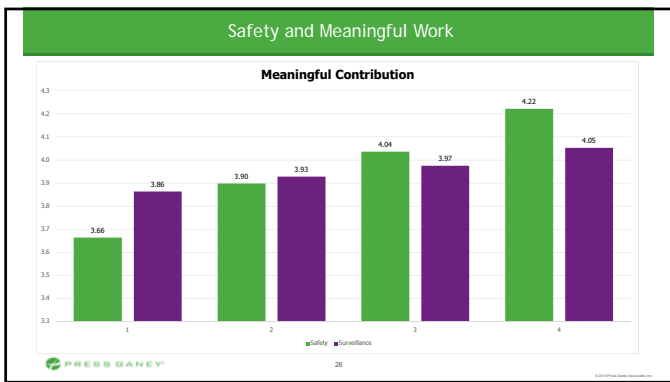
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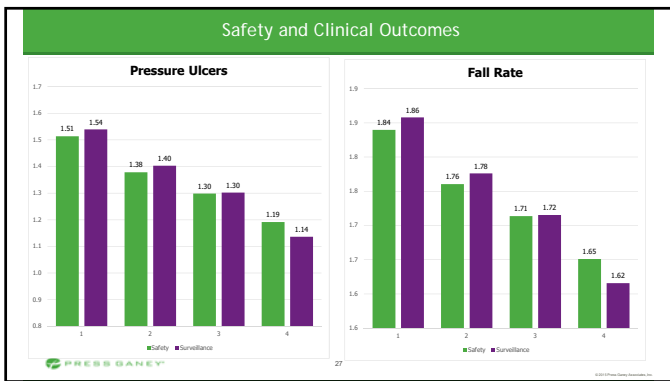
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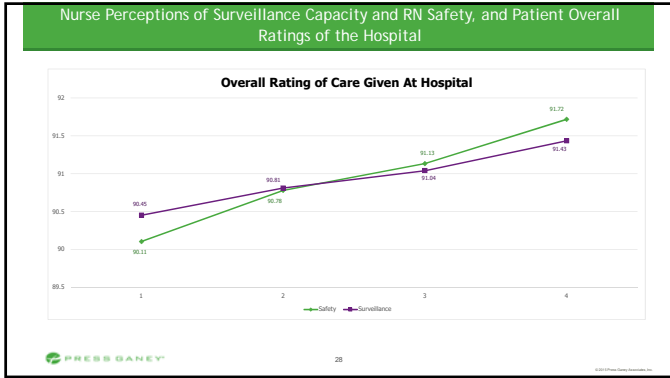
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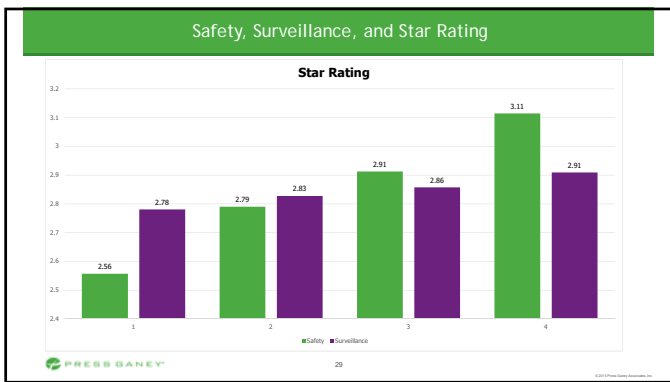
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Caregivers

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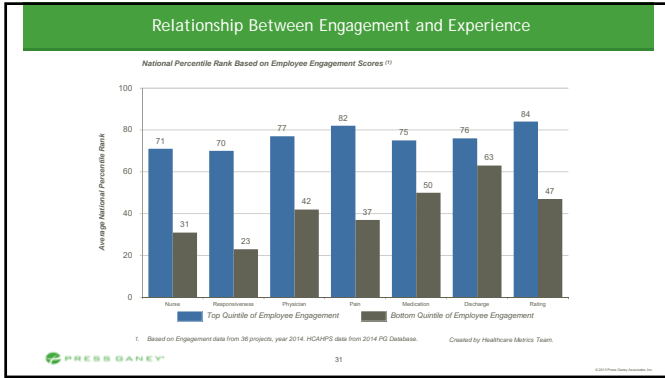
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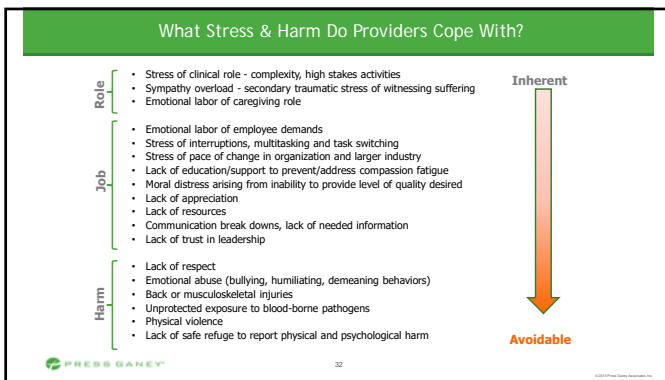
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### The Burden of Emotional Labor

**Emotional labor** or 'emotion work' is an element of job that requires an employee to display required emotions toward customers or others.

Creates an emotional cost embedded in the role.

Requirement to not display (turn off) an emotion you are feeling

- Stress, surprise, disgust, fear, uncertainty, sadness, grief

Requirement to display an emotion you are not feeling

- Deference, optimism, assurance, compassion

Much of clinician training requires the turning off of felt emotions and then we compound that emotional work by asking to simultaneously turn on the positive emotional displays.

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### The Process of Emotional Labor

**Emotional labor** or 'emotion work' is an element of job that requires an employee to display required emotions toward customers or others.

**Surface Acting** - the process of displaying behaviors that would be congruent with the required emotion.

- Associated with burnout

**Deep Acting** - the process of creating an internal emotional state that is congruent with the required action.

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### How Caregivers Experience Care

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### Compassionate Connected Care™ for the CareGiver

- We should **acknowledge** the complexity and gravity of the work provided by caregivers
- It is the responsibility of management to provide **support** in the form of material, human, and emotional resources
- **Teamwork** is a vital component for success
- **Empathy** and **trust** must be fostered and modeled
- Caregivers' perception of a positive **work/life balance** reduces compassion fatigue
- **Communication** at all levels is foundational

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### Key Drivers of Engagement

1. I feel like I belong in this organization.
2. This organization provides high-quality care and service.
3. I have confidence in senior management's leadership.
4. This organization treats employees with respect.
5. The amount of job stress I feel is reasonable.
6. My pay is fair compared to other healthcare employers in this area.
7. My work provides me an opportunity to be creative and innovative.

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### Best Practice Strategies

- Work toward a culture of caring
- Know people
- Develop leaders formally
  - Not simply the tasks for management
  - Coaching
  - Mentoring
  - Succession planning
- Frequent senior leader rounding
- Assure transparency

<http://helpandtraining.pressganey.com/nurse-resource-center>

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### Remember the Patient

- Remember: your patient is **scared**
- Remember: your patient has **lost** almost all control
- Remember: they **hurt** and they are the **ONLY** judge that matters
- Remember: YOU are likely their only means of **information**
- Remember: they need **compassion**

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...and the CareGiver

- Remember: caregivers are **working hard**
- Remember: they are members of a **team**
- Remember: they need **information**
- Remember: they need **resources**
- Remember: they need **compassion**

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What is causing the suffering in nurses? Sometimes we want to reduce that to a phenomenon called compassion fatigue. But you know what? It's the opposite of that. It's that nurses are working in systems that keep them from having these moments with [patients]—a caring occasion, a moment where two people see each other, and meet in a place that is beyond time and space."

• —JANET QUINN  
PhD nurse, Lyons, CO

<http://www.humanmedia.org/nurses/>

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This is Why it Matters

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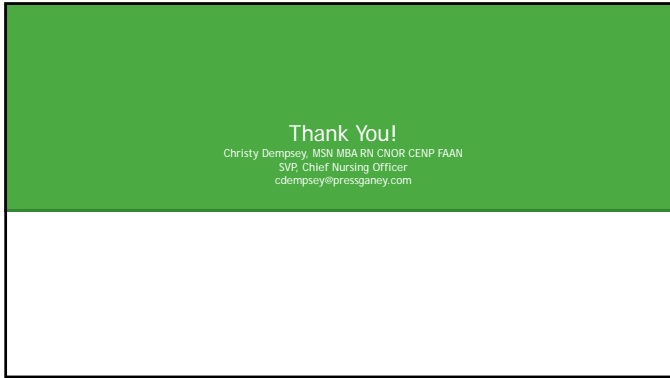
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