

# Expressing Gratitude: What it Means to Patients, Families and Healthcare

*Compassion in Action Webinar Series*

February 11, 2020

# Moderator



**Stephanie Adler Yuan**  
Director, Education & Training  
The Schwartz Center for Compassionate Healthcare

# Audience Reminders

- This webinar is funded in part by a donation in memory of Julian and Eunice Cohen.
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# Host



**Beth Lown, MD**  
Medical Director

The Schwartz Center for Compassionate Healthcare

# Today's Speakers



**Dr. Cynthia D. Sweeney**  
**DNP, RN, CNOR, NEA-BC, FAAN**  
**Vice President for Nursing**  
**The DAISY Foundation**



**Jodie McGinley**  
**Parent Partner**  
**Arkansas Children's Hospital**

# Objectives

Today we will:

- Define meaningful recognition as it relates to the healthcare setting.
- Examine the evidence-based practice of meaningful recognition.
- Discuss what it means to patients and families to express their gratitude for their nursing care based on current research.

# The DAISY Foundation



Patrick



Tena and Pat (and baby Riley)



Bonnie and Mark

# DAISY

*The nurse recognition program based on what is most meaningful-stories of patient and family gratitude for their extraordinary compassionate care*

- **Honoring extraordinary nurses internationally for 20 years**
- **Over 4,000 healthcare facilities and schools of nursing**
  - Across the continuum of care
- **136,000 nurses honored!**
- **Over 1,600,000 nominations written!**

	Australia
	Bahrain
	Belgium
	Brazil
	Canada
	Chile
	China
	Ireland
	Italy
	Ivory Coast
	Jordan
	Lebanon
	Mexico
	New Zealand
	Oman
	Peru
	Philippines
	Qatar
	Saudi Arabia
	Sweden
	Taiwan
	Thailand
	United Arab Emirates
	United Kingdom
	United States
	Vietnam



# ***Mission***

*The DAISY Foundation expresses gratitude to Nurses with programs that recognize them for the extraordinary compassionate, skillful care they provide for patients and families.*

*By honoring compassionate nurses, DAISY reinforces the importance of compassion in healthcare.*

# The Nurse's Experience

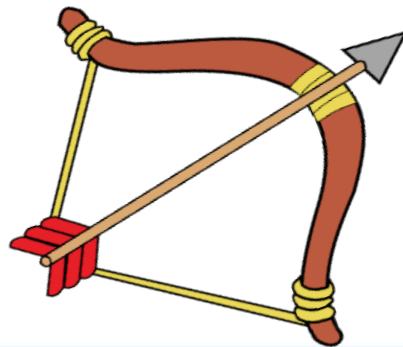
***...I have been struggling to keep my heart in my job, wondering if I should leave my job to do something that would be easier, less demanding of my time and energy.***

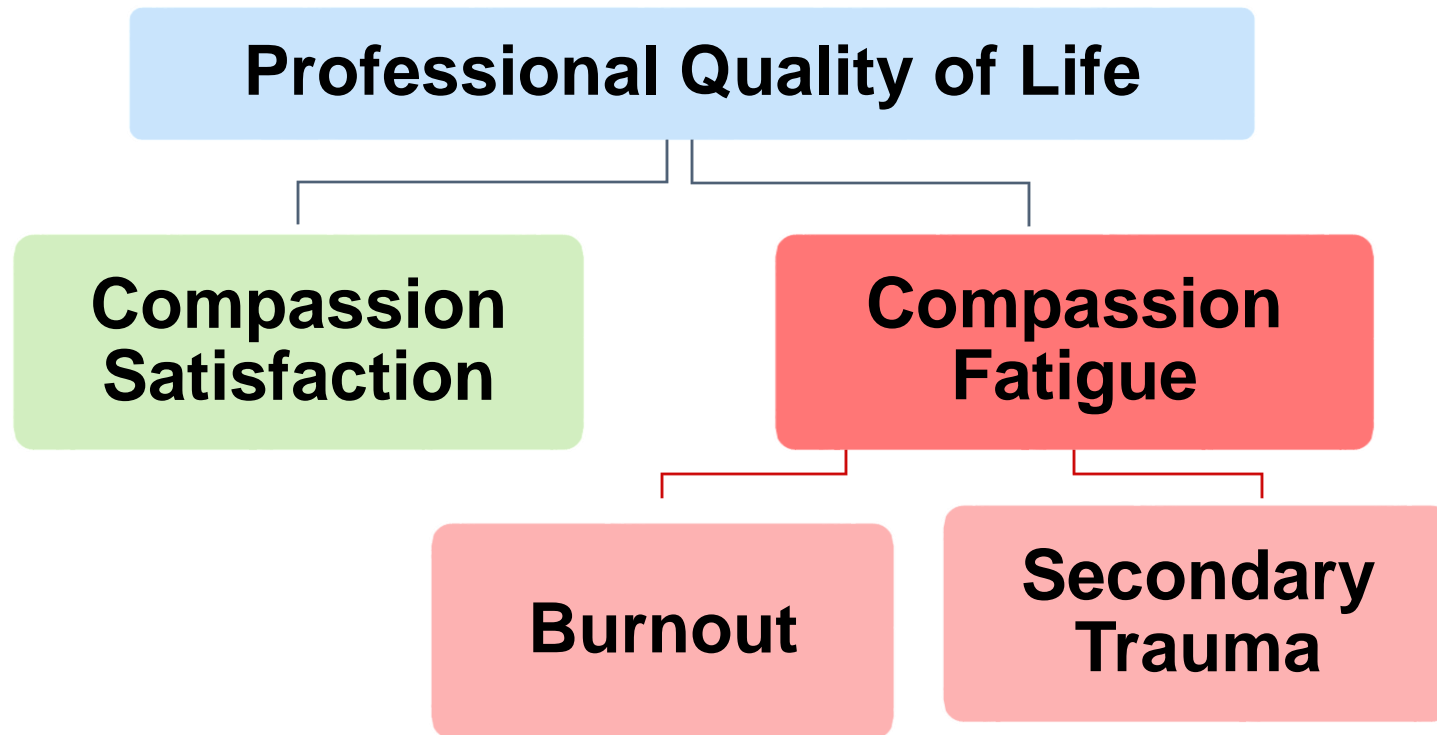


# Take Aim

- **Triple Aim**
  - improving population health
  - increasing patient satisfaction
  - reducing health care spending
- **Quadruple Aim**
  - **clinician and staff satisfaction**

<https://integrationacademy.ahrq.gov/resources/new-and-notables/quadruple-aim-proposed-address-workforce-burnout-retrieved-5-1-2017>





# Consequences of Compassion Fatigue

**Emotional  
Distress**

**Safety  
Risks**

**Apathy**

**Loss of  
Empathy**

**Workdays  
Lost**

**Desire to  
Quit**

**Poor  
Judgment**

Coetzee & Klopper, 2010; Jenkins & Warren, 2012; Kelly, et al 2015

# Compassion Satisfaction

**Caring**

**Feelings  
of  
contribution**

**Energized  
Moments**

**Patient  
Satisfaction**

# 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.”

# Healthy Work Environment

***“The creation of healthy work environments is imperative to ensure patient safety, enhance staff recruitment and retention, and maintain an organization’s financial viability.” (AACN,2017)***

***Skilled communication***

***Appropriate staffing***

***Effective decision making***

***Authentic leadership***

***True collaboration***

***Meaningful Recognition***



# NURSE RECOGNITION





# *Meaningful Recognition*

*“ A powerful form of positive feedback, meaningful recognition acknowledges how a person’s actions affect the life of another, is relevant to the recipient, and is equivalent to his or her contribution.”*

*(Lefton, 2012 )*

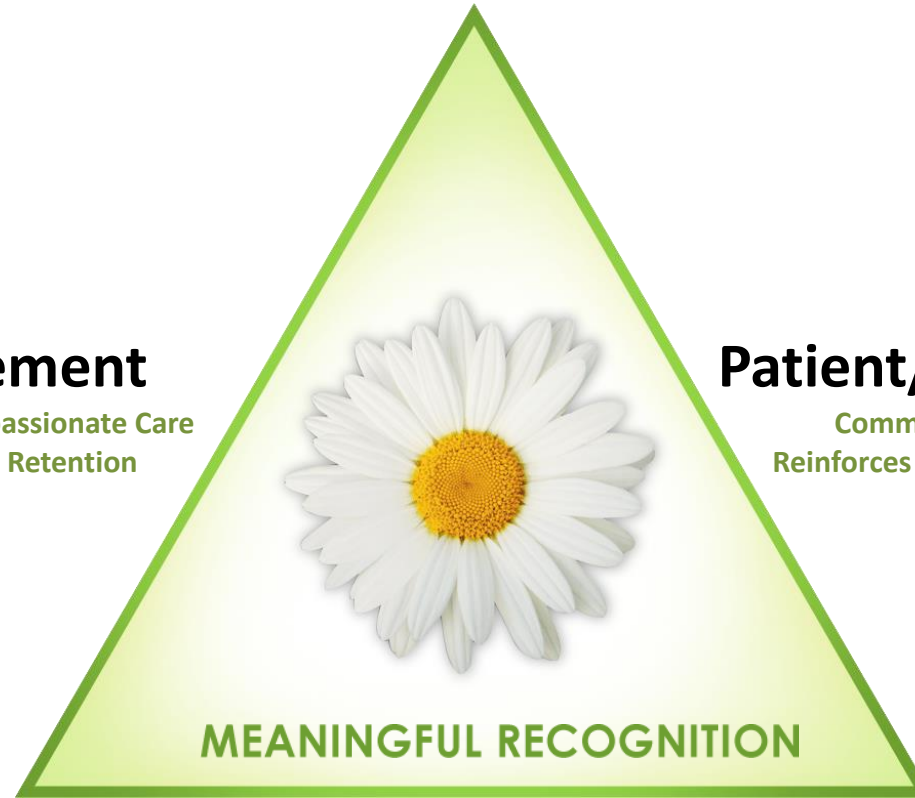
# DAISY's Impact

## Nurse Engagement

Promotes Extraordinary Compassionate Care  
Improves Satisfaction and Retention  
Resilience

## Patient/Family Experience

Communicates Profound Gratitude  
Reinforces Patient and Family Centered Care  
Community Loyalty



## Healthy Work Environment

Celebrates All the Right  
A reminder of the 'why' in nursing  
Team Spirit



*Here is one family's DAISY story.....*

# Our Story.....of our twin baby boys,



Eli  
6lbs 3oz



Walker  
5lbs 9oz

# Our Loss....



# Our gain....our two DAISY nurses...



**Laura Ryan, RN**  
**Neonatal Intensive Care Unit**  
**UAMS Medical Center**



**Lindsey Deaton, RN**  
**NICU**  
**Arkansas Children's Hospital**

# Our family's experience.....compassionate care





# We have redefined what our 'Family' looks like...

## Cambrie

Maine, USA

Transplant Jan. 2013  
2 days old



## Luis

Dominican Republic  
Transplant April 2015  
9 years old



# And what our new normal is today as a family...



...and how to use our loss to help others understand the importance of compassion in care.



# The Power of Gratitude

What is **Ordinary** to Nurses  
is **Extraordinary** to Patients and Families

**Gratitude, Satisfaction, Recognition**

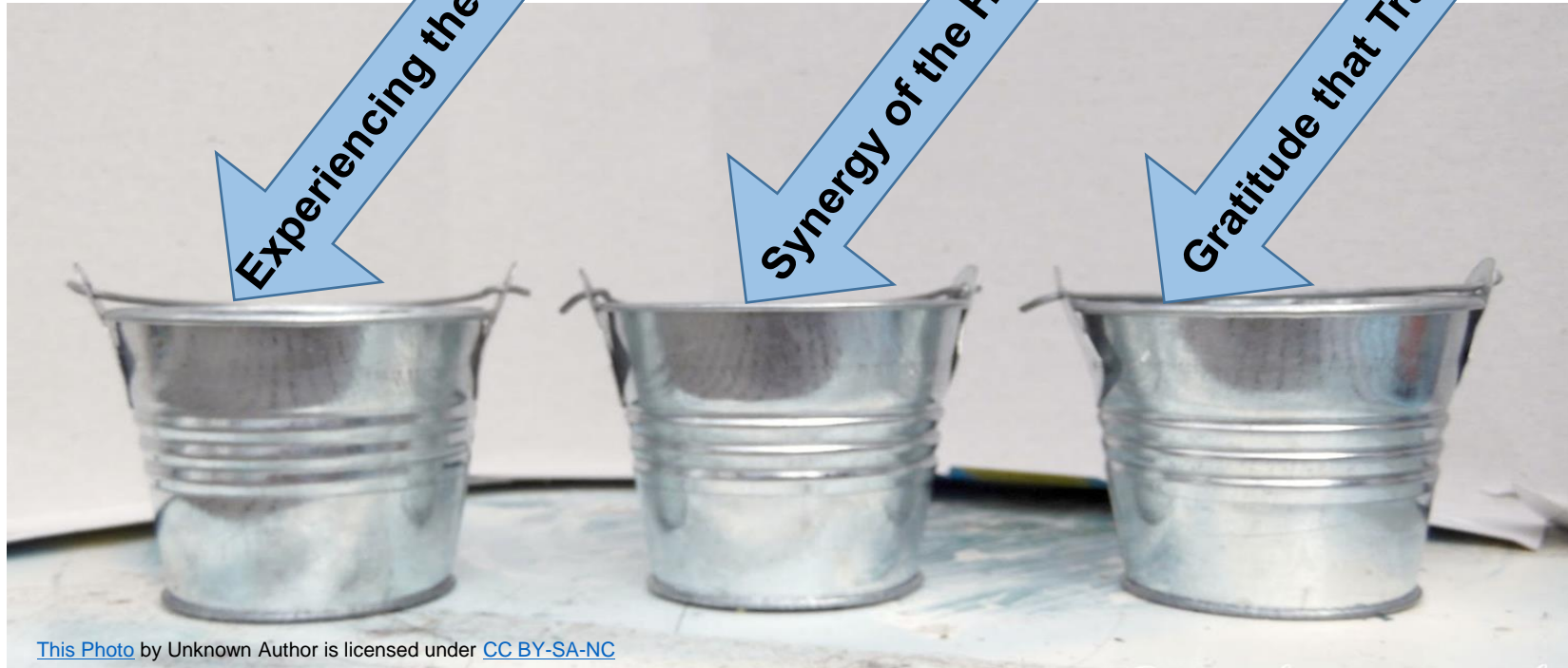


**An Environment of Excellence**



So, what does it mean to patients and families to be able to express their gratitude for compassionate and extraordinary care?

# Results- 3 Themes



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# Experiencing Extraordinary Care

**Sometimes the most  
ordinary things could  
be made extraordinary,  
simply by doing them  
with the right people.**  
(Nicholas Sparks)

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# Synergy of the Human Connection



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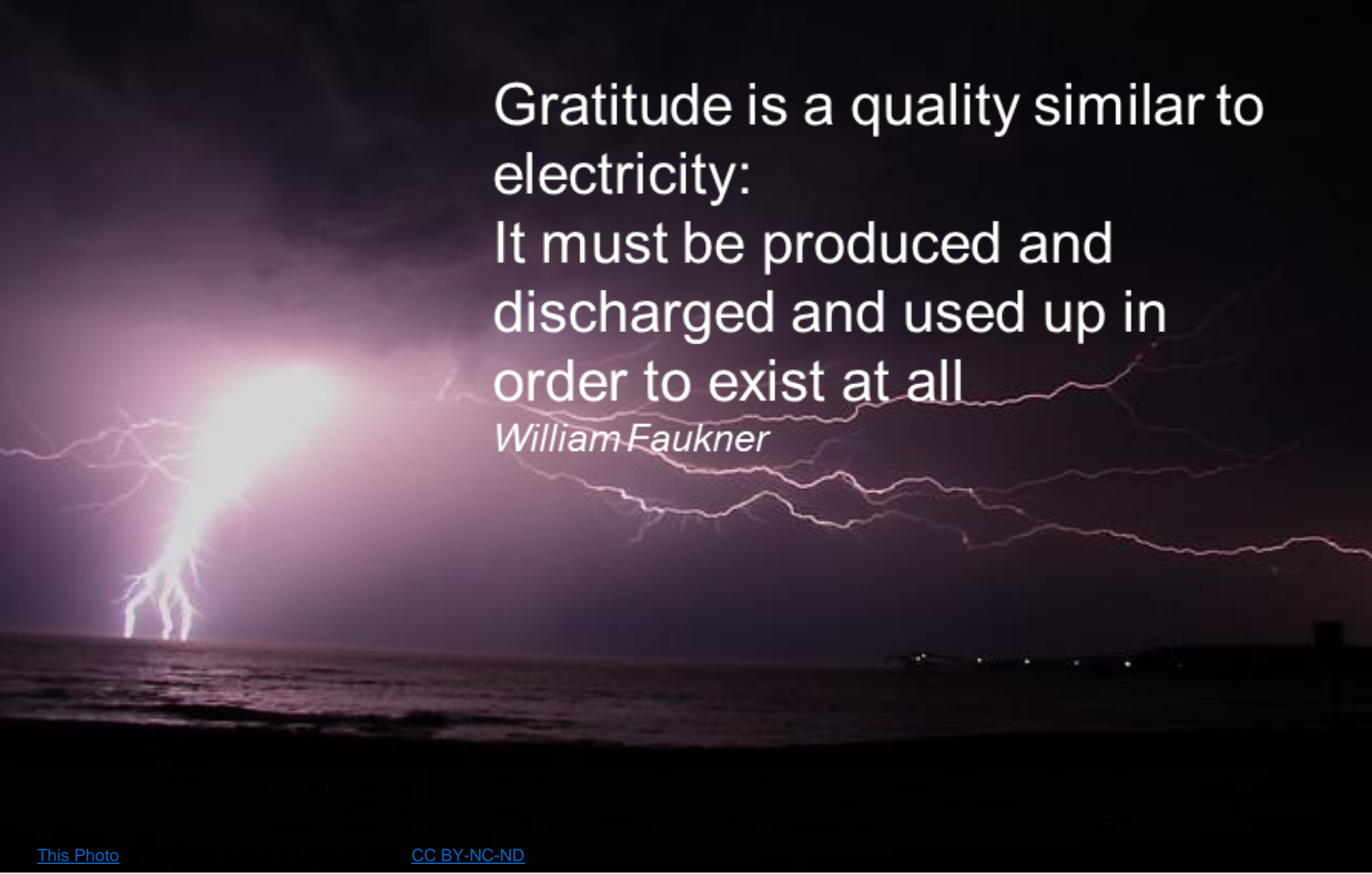
# Gratitude that Transcends the Moment



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# Implications for Practice

- Nominations as Qualitative Data
  - Identify **nursing behaviors** that improve the connection between nurse/patient/family and organization.
  - Identify patient and family centered **nursing actions**
  - Identify **nurse competencies** that may improve the patient/family experience
- Important to patients and family members to **know the outcome** of their nomination and be involved in the recognition when possible.
  - Links to their own **healing and closure**
  - Validation and recognition of the **patient/family voice matters**



Gratitude is a quality similar to  
electricity:  
It must be produced and  
discharged and used up in  
order to exist at all  
*William Faulkner*

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# QUESTIONS???



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# Questions & Answers



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