Objectives

- Identify Relationship-Based Care as seeing each patient as an individual with a unique background which is fundamental to the provision of safe, high-quality care.
- Integrate the knowledge, skills, and attitudes required to consistently establish therapeutic connections with patients in LTC and their loved ones.
- Describe Meaningful Recognition of extraordinary care and the impact to patients and care providers in long-term care practice settings.

Intentions and Agreements

- Enhance organizational culture through deeper relationships and meaningful recognition
- Lift up the knowledge, skills, and attitudes which establish therapeutic connections
- Improve the care experience for residents, families, self, and colleagues in LTC

We learn from our shared experiences.

Rewards and Recognition are good for you!
Relationships and Recognition

- Pair up
- 2 minutes each
- State your name, role and place you work
- Share a time when you were thanked by a resident or family member for the work that you do.

What is Relationship-Based Care?

- A philosophy
- A culture
- Focus on 3 key caring relationships
  - With ourselves
  - With our residents and families,
  - And with colleagues,
- An operational framework for transforming care delivery

Philosophy of RBC

- Intentional nurturing of relationships with self, residents/families and colleagues are morally valuable and ethically imperative
- Therapeutic relationships are core to safe, quality care
- Knowledge of self and self-care is vital to caring for others
- Healthy work relationships create the conditions for caring
- A way of being
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3 Key Relationships

- Self
- Residents & Families
- Colleagues

Framework of Care Delivery

Research on the Impact of Caring Relationships
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Work Environment Impacts Outcomes

- How nurses' work environment influences key performance indicators,
- Buhlman, American Nurse Today Volume 11 – No 3

Employee Engagement Improves Patient Experience

- Building a High Performance Workforce,
- Press Ganey, 2016

Being a Healing Presence

- Question for dialogue in pairs:
- What is one of your most important caring practices (something you do, or say) that your residents or colleagues seem to really appreciate?
What is the Therapeutic Relationship?

- Balancing technical and relational proficiencies.
- Different from the social relationship.
- Promotion and guiding of compassionate care.

See Me as a Person

- The Four Therapeutic Practices

Presence through attunement

Connection is Healing
~
Isolation increases Suffering
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Wondering

See me.
Listen to me.
Give me your undivided attention.

FOLLOWING

HOLDING

See me.
Listen to me.
Give me your undivided attention.
Relationship-Based Care and Meaningful Recognition:
A Formula for Success in Long Term Care

Relationship-Based Care is the *means* by which you will achieve your mission, vision and culture of extraordinary care.

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A story of extraordinary care...

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Recognizing extraordinary care...

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How much stress do you currently experience with your current work?

A. Very little stress
B. A little stress
C. Moderate stress
D. Very stressful

Professional Quality of Life

Compassion Satisfaction
Compassion Fatigue
Burnout
Secondary Trauma

Consequences of Compassion Fatigue

Emotional Distress
Safety Risks
Apathy
Loss of Empathy
Workdays Lost
Desire to Quit
Poor Judgment
Benefits of Compassion Satisfaction

- Caring
- Patient Satisfaction
- Feelings of Contribution
- Energized Moments

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)

Building a Body of Evidence

- Millennial nurses were more likely to have higher compassion fatigue than Generation X and Baby Boomer nurses.
- As nurses gained experience, they are more likely to have higher compassion fatigue and lower compassion satisfaction.
- Nurses who report high levels of stress report lower levels of burnout.
- Nurses with low levels of stress reported high levels of compassion satisfaction.
What on the Job Restores Your Emotional Energy?

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’”

The Impact of Meaningful Recognition

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, 2016)

Skilled communication
Appropriate staffing
True collaboration
Meaningful Recognition
Effective decision making
Nurse Engagement/Retention

Happy Birthday
10,000 people turned 65 today.

2011 - 41 million people 65 and older

2013 - 53 million people 65 and older

2015 - 50% nursing workforce is 50 or older, (NCSBN)

2019 - 71 million people 65 and older

73% increase (Census Bureau)

Resident and Family Experience

“...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 et al., 2014)

Meaningful Recognition

Meaningful recognition can elevate the value of nursing, reconnect people with why they became nurses, nurture team spirit, increase one's self-awareness of the impact they had on the lives of others, instill individual pride, and motivate extraordinary nursing. (Lefton, 2012)
The DAISY Award IS Meaningful Recognition

- Self Awareness of contributions to care
- Nurtures the spirit of team by recognizing and celebrating together
- Value of Nursing
- Operationalizes organizational mission and values, reflecting the culture
- Provides models of extraordinary and compassionate care
- Impacts the resident and family experience
- Ongoing, embedded structure for residents and families to say Thank you!

Nurses Are Nominated...in a Story

- By residents, families, colleagues, physicians, other staff
- Every nomination tells a story of extraordinary care and compassion

Award Presentations in the Unit

- Nurse Manager Reads Nomination
- Nominator Invited
- Director of Nursing participates
- Celebration in the Unit with Honoree’s peers
The DAISY Award Today

- Over 2,100 healthcare facilities internationally committed to honoring their nurses with The DAISY Award
- Over 65,000 nurses honored
- Over 700,000 nurses nominated
- 15 Countries use The DAISY Award

The Impact of The DAISY AWARD

Resident and Family Centered
Enhanced image of nursing
Role-modeling
Retention
Recruitment
Authentic Leadership
Collaboration in Teams
Nourishes the team’s spirit
Cultivates a caring community
Increases Compassion Satisfaction
Positive perceptions of care and quality
Meaningful Recognition
Healthy Work Environment

RBC + SMAAP + MR = Powerful tool for Transformation
Relationship-Based Care and Meaningful Recognition: A Formula for Success in Long Term Care

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- United States Census Bureau. 2014.