Relationship-Based Care and Meaningful Recognition: A Formula for Success in Long Term Care

Kristen Lombard, PhD, RN, PMHCNS-BC
Cynthia Sweeney, MSN, RN, CNOR, NEA-BC
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
3 Key Relationships

Self

Residents & Families

Colleagues
Framework of Care Delivery
Research on the Impact of Caring Relationships

- Resident/Family Experience
- Employee Engagement
- Clinical and Safety Outcomes
- Financial Results

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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
Wondering
HOLDING

See me.

Listen to me.

Give me your undivided attention.
Relationship-Based Care is the *means* by which you will achieve your mission, vision and culture of extraordinary care.
A story of extraordinary care...
Recognizing extraordinary care...

Tena and Pat (and baby Riley)

Bonnie and Mark

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Diseases
Attacking the Immune SYstem

Founded November, 1999
In memory of J. Patrick Barnes
VUCA

Volatility

Uncertainty

Complexity

Self

Resident and Family

Colleagues

Ambiguity

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“Job burnout: How to spot it and take action”

“Three-Quarters Of Women Suffer From Stress-Related Anxiety, Study Finds”

“Workplace Burnout Affects Your Health, Here’s how Avoid It”

“Work stress can kill you as much as secondhand smoke”
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

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Consequences of Compassion
Fatigue

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

(Coetzee & Klopper, 2010; Jenkins & Warren, 2012)
Benefits of Compassion Satisfaction

(Perry, 2008; Hooper et al., 2010; Stamm, 2010)
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)
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 reported high levels of stress reported high levels of burnout. Nurses with low satisfaction reported low compassion satisfaction. Nurses who received a DAISY nomination had lower burnout. Nurses who received a DAISY nomination had higher 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

Meaningful Recognition

Resident / Family Experience

Nurse Engagement

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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
- True collaboration
- Appropriate staffing
- Authentic leadership
- Meaningful Recognition
- Effective decision making

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Nurse Engagement/Retention

Happy Birthday
10,000 people turned 65 today!

2011 – 41 million people 65 and older

2013 - 55% of nursing workforce is 50 or older, (NCSBN)

2029 – 71 million people 65 and older
73% increase (Census Bureau)

Compassion Satisfaction is related to the intent to leave (Kelly et al., 2015)
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

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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

Meaningful Recognition

Healthy Work Environment

Nurse Engagement

Resident / Family Experience

Compassion Satisfaction, Reduced Compassion Fatigue, Recruitment

Need to say Thank you Positive Perception Patient Experience HCAHPS Scores

Organizational Culture Nourishes Teamwork Celebrates all of the ‘right’!
RBC + SMAAP + MR = Powerful tool for Transformation

- Authentic Leadership
- Collaboration in Teams
- Nourishes the team’s spirit
- Resident and Family Centered
- Cultivates a caring community
- Increases Compassion Satisfaction
- Positive perceptions of care and quality

Enhanced image of nursing
Self Awareness of Impact
Role-modeling
Retention
Recruitment
Celebrate!

Celebrate!

Celebrate!
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Question? Comments?

Kristen Lombard, PhD, RN, PMHCNS-BC
klombard@chcm.com

Cynthia Sweeney, MSN, RN, CNOR, NEA-BC
cynthiasweeney@daisyfoundation.org