World Class Atmosphere for Nurse Healing and Health Promotion

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Outline

• Burnout, Resilience, and Compassion Fatigue.
• Impact of Compassion Fatigue.
• Healthy Work Environment in Literatures.
• What is currently in place to enhance healthy work environment.
• Suggestions and recommendations.
• References
What is Resiliency…

- There are a few definitions, mostly suggesting the ability to bounce back or resume form, once stressed.
  - Ladies, think spanx
  - Gentleman… spandex

Resiliency… At work place

- Rising above, to thrive, to overcome difficult situations
- Adaptability: responding positively in the face of challenges.
- Ordinary magic: the concept that there is nothing extraordinary about resilience, but that it is grounded in our personal strengths gathered from previous experiences.

Burnout

- Research has shown that when compared to other healthcare professions, nurses exceed burnout levels by 40%.
- On any given day 50% leave extremely exhausted.
- 44% feel discouraged or dissatisfied by not being able to provide the patient with the care they felt they needed.
- 26% leave work that day worrying about their patients.
- Another study found that 23% of hospital employed nurses intended to leave the profession within 2-3 years and one of the top reasons was burnout.
So why are nurses burned out?

- Quality improvement
- Value based purchasing
- Efficiency and cost
- Acuity of our patient mix
- Achieving organizational goals

The Impact of Compassion Fatigue and Moral Distress vs. Resiliency

Emotionally
- Apathy
- Hopelessness
- Anxiety
- Depression

Physically
- Insomnia
- GI Distress
- Nightmares
- Headaches

Socially
- Isolation
- Callousness
- Indifference
- Lack of Awareness

Community
- Dissatisfaction
- Reduced loyalty

Spiritually
- Lack of Introspection
- Discomfort

However, these things do not have to happen!
• According to REACH CEO, utilization is only 4.9%.
• The 4 most common reasons people do not use Employee Assistance Programs:
  1. They feel it’s not confidential.
  2. They believe there is a stigma attached to reaching out for help.
  3. They think they have to ask permission from their manager.
  4. They simply don’t know about it. (Albrecht, S., 2014)

MemorialCare and Resiliency Initiatives

• Resiliency committee
• MemorialCare Experience
• I Care About You program
• Award celebrations
MemorialCare and Resiliency

- Awareness!
- Education is KEY!
- There is no protocol or “chain of events” in times of crisis
- There is no group of people who are trained and aware of how the daily stressors contribute to CF and MD.

So, What is Healthy Work Environment

- The World Health Organization (WHO) defines it as: a place of “physical, mental, and social well-being.”

ANA: The Nurses Bill Of Rights

Nurses have the right to:

1. practice in a manner that fulfills their obligations to society and to those who receive nursing care.
2. practice in environments that allow them to act in accordance with professional standards and legally authorized scopes of practice.
3. A work environment that supports and facilitates ethical practice, in accordance with the Code of Ethics for Nurses with Interpretive Statements.
4. Freely and openly advocate for themselves and their patients, without fear of retribution.
ANA: The Nurses Bill Of Rights
Nurses have the right to:

5. Fair compensation for their work, consistent with their knowledge, experience and professional responsibilities.
6. A work environment that is safe for themselves and for their patients.
7. Negotiate the conditions of their employment, either as individuals or collectively, in all practice settings.

AACN Healthy Work Environment Standard

1. Skilled communication
2. True collaboration
3. Effective decision-making
4. Appropriate staffing
5. Meaningful recognition
6. Authentic leadership

Suggestions and Recommendations
get SMART
SMART

Individual Level

Toolkit

Modules

Intranet Access to Resources
- The Good Life
- Spiritual Care
- Social Work
- Bio-Ethics
- Self Assessments
- MIND\n
YouLearn
- Moral Distress
- Resiliency
- Mindfulness

Stress Management and Resiliency Team
SMART Unit Level

- Designated Get SMART Champion
- Leadership Training
- Code “Pause”
- Daily Stress Audit

SMART Facility Level

- Management training
- Mindfulness & Resiliency Workshops
- Mindful Health Self-Assessment
- Get SMART Teams

SMART System Level

- I Care For You
- The Good Life
- The Virgin Pulse App
# SMART

## Individual
- Toolkit
- Intranet Resources
- Personal Life
- Spiritual Care
- Social Work
- Bio-ethics
- Self Assessments

## Unit
- Designated
- Get SMART Champions
- Leadership Training
- Code "Pause"
- Daily Stress Audit

## Facility
- Management Training
- Self Health & Resiliency Workshops
- Mandatory Health Self Assessment
- Get SMART Team

## System
- I Care For You
- The Good Life
- The Virgin Pulse App

## References
- Albrecht, S. (2014). Why Don't Employees Use EAP Services? How Can We Get More Employees to Reach Out for Help When They Are Under Stress? 