The Power of Gratitude in the Age of Compassion Fatigue

A presentation to

OMNE
NURSING LEADERS OF MAINE
The Extraordinary Profession of Nursing
The “Expected”

• Clinical skill
The “Unexpected”

• Not just *what* by *how*
• Kindness, thoughtfulness
  • Of Pat
  • And all of us
• Pat as a whole person
Our Awesome Experience

- Never rushed
- Our interpreters
- Included us
- Educated us
- Engaged us
- Patient, tender, gentle

Confidence and Trust
There is no hug like a nurse’s hug.
Our Nurses
Diseases Attacking the Immune System
The DAISY Award *Today*

- Over 2,150 healthcare facilities committed to honoring their nurses with The DAISY Award
- Over 65,000 nurses have received it to date
- More than 700,000 nominations written
Gratitude To Nurses

The DAISY Award
FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES

The DAISY Team Award™
IN MEMORY OF J. PATRICK BARNES

The DAISY Nurse Leader Award™
IN MEMORY OF J. PATRICK BARNES

The DAISY In Training Award™
IN MEMORY OF J. PATRICK BARNES

The DAISY Faculty Award
IN MEMORY OF J. PATRICK BARNES

J. Patrick Barnes Grants
For Nursing Research and Evidence-based Practice Projects
“Kitty is an incredible nurse.

• She is part Pit Bull (she will not let go of a problem until she finds answers),

• part rocket scientist (OK, we have this, this and this, let's look at this for a solution, if that doesn't work we will do this),

• and part Tom Hanks in "A League of Their Own" (there's no crying in baseball - we're not done yet).

All this is wrapped up in an incredible nursing package of skill, competence, tough-love kindness, and a "can do" attitude.”
“After that experience, Garrett popped right back into his assignment like he had been gone for 10 minutes. But I am sure he will remember this patient forever as she will remember him.”

Garrett Curtis, RN
Maine Medical Center
“Beth advocates for all patients, no matter what role she has for the day. She is a natural leader in the Emergency Department, and when she is working as a supervisor. I feel a great amount of comfort knowing she is on the job.”
“Kelly Anderson was creative, found something that this patient enjoyed, and took the time to sit and read with him. In everything that Kelly does, she shows compassion and advocacy for her patients. She truly is a DAISY!”

Kelly Anderson, RN
Bridgton Hospital
Technical competence was a given.

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. ~ Maya Angelou
Research: The Impact of The DAISY Award

- *Strengthening the Workforce Through Meaningful Recognition*, C. Lefton, PhD, RN, Nursing Economic$, December, 2012

Healthy Work Environment

• Skilled communication
• True collaboration
• Meaningful recognition
• Authentic leadership
• Effective decision-making
• Appropriate staffing

Benefits of Meaningful Recognition

- Healthy Work Environment (Ulrich et al., 2009)
- Job Satisfaction (Qassem, 2007)
- Workgroup Cohesion (Tourangeau and Cranley, 2006)
- Self-Esteem (Begegiz et al., 1992)
- Perceived Org’l Support (O’Driscoll and Randall, 1999)
- Retention (Chan and Morrison, 2000)
- Job Embeddedness (Hayes et al., 2006)
- Organizational Commitment (Lu et al., 2005)

Literature Review: Meaningful Recognition
The Physiology of Extraordinary Nurses

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<th>Rank</th>
<th>Theme</th>
<th>Noms</th>
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<td>1</td>
<td>Demonstrates genuine compassion and caring</td>
<td>286</td>
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<td>2</td>
<td>Reeks of professionalism</td>
<td>175</td>
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<td>3</td>
<td>Contagious positive attitude</td>
<td>126</td>
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<td>4</td>
<td>Accomplishes more than ever expected</td>
<td>102</td>
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<td>5</td>
<td>Teaches others</td>
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<td>6</td>
<td>Helpful</td>
<td>90</td>
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<td>7</td>
<td>Calming/patience</td>
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<tr>
<td>8</td>
<td>Connects with family</td>
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<td>9</td>
<td>Exalted by co-worker</td>
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<td>10</td>
<td>Intentionally present</td>
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<td>Tireless advocate for patients</td>
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<td>Teamwork</td>
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<td>Exalted by patients</td>
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<td>Keeps patients informed</td>
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<td>Puts patient first</td>
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<td>Demonstrates tenacity</td>
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<td>Calm</td>
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<td>Relentless Commitment</td>
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<td>22</td>
<td>Praises Others</td>
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Need + HOW = Extraordinary

(at the moment) (nurse behaviors)
“I slept better at night, knowing she was taking care of my girls.”
Key Findings

• Reveals all the “right” going on in your hospital
Extraordinary Is Ordinary
First, Shock

Then, Pride

“I didn’t do anything special. I was just doing my job.”
“I didn’t do anything special. I was just doing my job.”
“A DAISY Nurse”
Walter Reed National Military Medical Center Nominees
Thank you!

We Love our NURSES!
Questions?

Janet Silvestri
Regional Program Director
The DAISY Foundation
janetsilvestri@daisyfoundation.org
(586) 995-8861