Renewing the Heart of Nursing for Self and Others: Sustaining Resiliency Through Caring Science

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- Why did you come to nursing?
- What will help you stay?
- What can you do to stay?

“We are the ones we have been waiting for.” (Hopi Elders)

“We rarely think or talk about where we came from and what we are here to do. We need to. Otherwise, we deaden our souls, stunt our spirit, and live our lives half-heartedly.”

Dilemma:
Many health care professionals get lost at times in how to bring their caring, creative self into synch within a task-oriented world to provide competent, compassionate, holistic care of self and others in ways that sustain healing, wholeness, and human dignity.

Why Caring Nursing?
Redefining a new way of being in relationship....

“Tired and in pain, I searched the world for help until I found in love the cure for my pain.” (Rumi)

“Moral obligation to develop practitioners, able to mature as reflective learners and caring professionals.” Pew Fetzer Report (1994)

The ANA established a non-negotiable Code of Ethics that promotes nurse well-being, integrity, professional growth, and the moral/ethical obligation of caring colleague and patient relationships and collaboration. (ANA, Code of Ethics, 2015)

Experiences of Science & Heart
- Disease ~ Suffering
- Health ~ Healing
- Curing ~ Caring
- Doing ~ Being
- Responding ~ Loving

Task ~ Compassion
Strong ~ Vulnerable
Object ~ Person
Science ~ Art
Time ~ Attitude
A Caring Model for Well-being & Relationships

Based on Watson’s Theory of Human Caring:
Caring for Self, Other, and Larger World

- Patients/families
- Communities
- Hospitals
- Systems
- Institutions
- The Environment
- The Earth/Global

Evolution of Watson’s Theory…to a Living Theory from Inside Out

Carative Factors® (1979, 1985)
1. Formation of humanistic-altruistic system of values.
2. Instillation of hope

Caritas Processes® (2002-2008)
1. Practicing loving-kindness, compassion, and equanimity for self and other.
2. Being authentically present, enabling faith/hope/belief system; honoring subjective inner life view of self and other.

Caritas Literacies®
Observable behaviors (competencies)

Watson’s 10 Caritas Processes®:
CPs #1-5: Meaningful Relationship-Building

- CP1: Practicing loving-kindness, compassion, and equanimity with self and others.
- CP2: Being authentically present to others, enabling faith/hope/belief systems; honoring subjective inner life view of self and others.
- CP3: Being sensitive to self and others by cultivating spiritual practices; beyond ego-self to transformative presence.
- CP4: Developing/sustaining trusting relationships.
- CP5: Allowing expression of positive and negative feelings; listening with presence to another’s story.

Watson’s 10 Caritas Processes®:
CPs #6-9: Creating Healing Environments

- CP6: Creative solution-finding, using all ways of knowing in healing practices.
- CP7: Transpersonal teaching-learning, honoring another’s frame of reference.
- CP8: Creating healing environment, potentiating wholeness, beauty, comfort, dignity, and peace
- CP9: Reverently assisting with basic needs as sacred acts: potentiating mind-body-spirit wholeness; sustaining human dignity.

CP #10: Open to Unknowns and New Possibilities

- CP10: Opening to the spiritual-mysterious unknowns; allow for miracles in life events.

Core Concepts of Caring Science®

- Relational Caring for self and others based on moral/ethical/philosophical foundation of love and values
- Transpersonal Presence
- Caring Moments of shared humanity
- Wholeness of person—sustains human dignity
- Reflective Practice leading to higher caring consciousness
- Caring Healing Modalities
- Multiple Ways of Knowing
- Curiosity & Openness to Mystery

A. Lynne Wagner
A spirit to spirit connection occurs in sharing one’s humanity that changes both forever, potentiating self-healing and wholeness.

A relational turning point that results from conscious intention to be present with another that brings meaning to the human experience.

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Ethic of ‘Belonging’

Infinite Field of LOVE – Human to Human Connectedness;
Sustaining Wholeness of Humanity with Grace & Dignity (Levinas)

Ethic of ‘Face’

“When we look into the face of another human being, we look into the mystery and infinity of the human soul; in looking into the mystery and infinity of another’s soul, it mirrors back our own infinite soul.” (Levinas)

Ethic of Hands:

“We literally hold another person’s life in our hands and we are the source for sustaining our own and other’s humanity.” (Logstrup)

Connectedness of All—Relational Worldview

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Transpersonal Caring requires ....

Multiple Ways of Knowing

All Knowledge Counts as Evidence!

“Critical thinking and caring practice requires...a combination of scientific knowledge, context, meaning, and subjective views of reality.” (Watson, 2008)

Empirical (science)
Aesthetics (art, poetry, music, dance)
Personal / Intuitive
Spiritual / Metaphysical
Cultural / Political
Ethical / Moral

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Nursing Practice through the Lens of Caring Science

Cultivating...

• self care and loving-kindness for self (and others).
• trusting-healing presence and relationships.
• caring-healing environments and culture in the workplace.
• a wonder/ gratitude for life.
Renewing the Heart of Nursing

Caring for Self
Do you believe you deserve loving care of yourself? What time do you make

• Caring for body-mind-spirit wholeness.
• All Caritas Processes guide Self Care—loving kindness, compassion, protection, healing, environment, creative solution-seeking, openness.
• Cannot care for others unless you attend to your own well-being.
• Continual journey of renewal and new possibilities.
• Finding a mentor

“We are the source for sustaining our own and other’s humanity.”
(Logstrup)

Self Care Requires…Physical care—Caring for basic needs as sacred acts—sleep, food, exercise, relaxation

Self Care Requires…Emotional Care—“Caring for Heart”—honor feelings, meaningful life, fun, fulfillment, being in right relationship, coherence, nature

Self Care Requires…Spirit-Soul Care
renewing spirit, sustaining faith, finding balance, rituals that bring you to heart-center and soul work, reminders of love in your life, time in nature, honoring the mysteries and miracle of life

Healing-Caring Modalities……
Caring for Self and Others

• Healing Touch, Reiki
• Massage
• Visualization
• Imagery
• Music
• Drumming
• Poetry
• Reflective Journaling
• Centering/Meditation
• ‘HM Heart-breathing’

• Art
• Humor
• Prayer
• Pet Therapy
• Photography
• Nature
• Aromatherapy
• Dance-Movement
• Practices of Gratitude

Self Care Requires……
A Reflective Practice

journaling
meditation
storytelling/sharing
multiple ways of knowing—art, poetry

With each experience you change and expand your consciousness of self and world, but you can only “know” these changes through reflective practice.

Cognitive
• rational
• science
• theory
• descriptive

Affective
• non-rational
• emotional
• meaningful
• aesthetic

Collective
• sharing stories and insights
• understanding relationships
• co-discovery of knowing

A. Lynne Wagner (2016)
Renewing the Heart of Nursing

“A bird needs to see the substance in all things beneath his wings in order to fly about the planet.....

“Perhaps you are too accustomed to what you know and need to know what you don’t know.....”

Self Care Requires...
Attending to your Healing

- Compassionate Loving-Kindness for self
- Surrendering to what is...accepting, letting go
- Forgiveness of self & others
- Gratitude & Celebration
- Compassionate service

• “What you hold in your heart matters.”

Setting Intentions For Compassionate Service

Centering

In the Beginning of day
In the Middle of day
At the End of day
Before meetings
Reminders throughout units
At the entrance of patient rooms
In your stories
Before entering your home

Provides a pause to:
• Take a deep breath
• Wash away old experience
• Start clean and fresh
• Fill with gratitude
• Center in caring intention
• Honor self and others
• Reconnect to core values

The Hand Washing Pause:

Building Caring Relationships with Colleagues
Consequences for Caring & Non-caring for Nurses

<table>
<thead>
<tr>
<th>When Nurses Are Cared For</th>
<th>When Nurses Are Not Cared For</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Well-being enhanced</td>
<td>- Hardened, robot-like, unaware</td>
</tr>
<tr>
<td>- Sense of accomplishment</td>
<td>- Depressed / frightened</td>
</tr>
<tr>
<td>- Satisfaction in life &amp; career</td>
<td>- Worn down / Loss of control</td>
</tr>
<tr>
<td>- Purpose, gratitude</td>
<td>- Increased illness/ absences/ burnout</td>
</tr>
<tr>
<td>- Preserved integrity, wholeness</td>
<td>- Interactions cold, detached, insensitive</td>
</tr>
<tr>
<td>- Fulfillment, self-esteem</td>
<td>- Work is a task, not fulfilling</td>
</tr>
<tr>
<td>- Living own values</td>
<td>- Work environment toxic</td>
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<tr>
<td>- Respect for life and death</td>
<td>- Irritable and agitated mood</td>
</tr>
<tr>
<td>- Love of nursing</td>
<td>(Swanson, 1999)</td>
</tr>
<tr>
<td>- Open to change &amp; learning</td>
<td></td>
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<tr>
<td>- Reflective practice</td>
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Cultivating Caring Relationships Through Storytelling

After nourishment, shelter and companionship, stories are the thing we need most in the world. ~ Phillip Pullman

- Caring Moments—Connecting to our shared humanity
- Deeper understanding of self and others
- Creative co-discovery & solution-finding together
- Openness to life mysteries
Stories give meaning to the lived experience and teach us about our humanity and connectedness……

❖ In every story, I hear a part of my own story……

❖ “If you want to know me then you must know my story, for my story defines who I am. And if I want to know myself, to gain insight into the meaning of my own life, then I, too, must come to know my own story. I must see in all its particulars, the narrative of the self……”

(Dan MacAdams, 1993)

Caring requires a heart-centered relationship-building
Wagner’s Evolution of Caring Relationship

Inviting Storytelling as Healing Modality

How would you use storytelling in your personal life and nursing practice?

❖ Explore own story—Journaling
❖ Create Culture—Story Boards
❖ Caring moment booklets
❖ Shift huddles—caring moments
❖ Lunch breaks—positive meaningful sharing
❖ Inviting and sharing patient stories
❖ Starting meetings with caring moment

Cultivating Healing Environments

Hallldorsdottir’s Modes of Being With Another

Healing Environments for self and others
Sustaining Heart-Centered Human-to-Human Caring Practice within medicalized / mechanized world….

Moving from biocidic to biogenic environments

“Love… The Old
Un/familiar Name...
Behind the Hands,
Not Known
Because Not Looked For,
But Hidden in the Stillness,
Behind the Scenes.”

T.S. Eliot
Nurse is the Environment

Love and appreciative thoughts create a positive field of energy that can be felt by those around you.

Anger and frustration thoughts create a negative field of energy.

Caring Science gives us a language for what we do. Language names and reflects intent of our caring practices. Words carry positive or negative energy and affect communication.

Beliefs and Language Matter... Humanize Experiences & Display our Values

<table>
<thead>
<tr>
<th>Industrial/Customer Service</th>
<th>Nursing/Envision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Coach-Mentor</td>
</tr>
<tr>
<td>Competency-skill</td>
<td>Literacy-understand</td>
</tr>
<tr>
<td>Competition</td>
<td>Collaboration</td>
</tr>
<tr>
<td>Noncompliant</td>
<td>Challenged by...</td>
</tr>
<tr>
<td>Care Tasks</td>
<td>Caring processes</td>
</tr>
<tr>
<td>Prescriptive-Fix It</td>
<td>Adaptive—Lead to understand it</td>
</tr>
<tr>
<td>Obstacles</td>
<td>Opportunity/Solution-seeking</td>
</tr>
<tr>
<td>Light a fire underneath</td>
<td>Stoke the fire within</td>
</tr>
<tr>
<td>“Doing to” [object]</td>
<td>“Being/doing with” [person]</td>
</tr>
</tbody>
</table>

Our beliefs become our thoughts.
Our thoughts become our words.
Our words become our actions.
Our actions become our habits.
Our habits become our values.
Our values become our destiny!
(The Oracle)

Emerging Caring Science Criteria
New Standards

- All Voices—staff and patients
- Human Flourishing—System-Wide
- Human Caring Relationships
- Evidence of Caring Processes/ Language
- Invite Staff to Rediscover Their Own Practice of Human Caring
- Promote Research on Caring

Steps to Building a Caring Environment

- Share stories....Articulate needs
- Explore caring belief system
- Create common caring language
- Create a vision and mission together
- Make caring practices visible....Celebrate
- Build a Caring Professional Model of Care
- Support caring practices throughout system
- Promote interdisciplinary collaboration

Examples of Using Caring Science in Practice

- Building into Professional Practice Models, Philosophy, Mission and Vision
- Making Caring practices visible—story boards, pamphlets, contracts
- Including in Culture of Relationships
- Creating Healing spaces—outdoor redesigns; healing rooms
- Sharing Stories
- Language—communications, patient documentation
- Healing modalities for staff and patients
- Celebrating together—fairs, cafes, awards.

Visibility of Caritas in Culture of System

- Initial Job Interview—Questions of caring values
- Orientation—job descriptions—clinical ladder
- Policies / procedures—performance reviews
- Caring champions/ caritas coaches
- Caring note cards
- Sharing life stories and caring moments
- Caring circles/ councils
- Interdisciplinary patient rounding
- End-of-shift warm handoffs
- Starting all meetings with centering
- Ending meetings with gratitude
- Creating Healing Spaces for Staff and patients

A. Lynne Wagner
Winter Haven Hospital’s Philosophy
Winter Haven, Florida

We believe there is a potential inherent in every human being for self-actualization that can be empowered through the caring nurse-patient relationship.

We value diversity of human experience and expression by accepting the person not only as he or she is now, but as what he or she may become.

We believe that we have an ethical and social responsibility to both individuals and society to protect human dignity and preserve humanity.

Visibility of Caring/Caritas Culture

“Caring travels in concentric circles, from self to other to community to planet to universe” - Jean Watson

Acknowledging that:

Care of body includes: exercise, grooming, massages, breathing, yoga, conscious eating.

Care of mind includes: quiet contemplation, meditation, focusing on the moment, healing music, laughter.

Care of spirit includes: meditation and prayer, reading and activity that renew your spirit, listing positive things in your life, gratitude, random acts of kindness.

Acknowledging that: In order to facilitate the healing process of others, healthcare providers must learn the process of self-healing through the inward/outward journey of self-care.

I, as a _________________________(Nurse, Therapist, other healthcare provider), have a commitment to myself, my family, the staff, the patients and the institution to care for my body, mind and spirit.

To that end I commit to performing one self-care activity a week to promote my health and wholeness.

Taking Care of myself is important and I will make this a priority.

Signed: ____________________________ Date ____________________________

Signed: ____________________________ Date ____________________________

Witness

Contract to Promote Self Care

Healing Rooms

Transforming Spaces

Baptist Medical Center, Nassau
Renewing the Heart of Nursing

Nursing Diagnosis

Resurrection Health Care, Chicago, IL

Celebrating Together---Fairs, Cafes, and Carts
(Atlanta VA Medical Center)

A. Lynne Wagner

Nursing Department Pamphlet
NOVA Health System

Comfort Measure Menu: Healing Modalities

- Pain Medication
- Guided Imagery
- Music (Preferred selection)
- Hand massage
- Healing touch
- Warm blanket

Commitment to My Team Members

With the intent of creating and sustaining a caring, healing environment for each team member and the public we serve, I commit to the following:

- I will not generate or listen to gossip
- If an issue arises, I will speak to you directly, with respect and care, to resolve the issue
- I will thank someone each day for their contributions to our Caritas environment

Caring Hands, Caring Moments Award

presented monthly to the unit or department that has received the most extraordinary caring comment for that month.

Kaiser Permanente, Walnut Creek Medical Center
Blending Nursing Science & Caring Science
Biogenic Mode of Being

The true value of the Caring Science is realized when it lives within the heart, soul and practice of each nurse, each therapist, each team member, each leader, each system. It is about your knowledge, skills, and what you hold in your heart.

Personal Goals

1. Why did you come to nursing?
2. Write one goal to improve your self-care and well-being to help you stay.
3. Write one goal of how you can improve your caring nursing practice.

References


Practicing from the HeART,
WE ARE THE LIGHT.

Igniting a Spark "WITHIN", allows our light to shine.

Questions

Thankyou

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