

Compassion Awareness

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PICO Question

Does raising awareness and education on compassion fatigue versus compassion satisfaction improve HCAHPS nursing composite scores?

Background

- HCAHPS - quality metrics and patient experience ratings
- Transparent metrics = stress on caregivers from high acuity, staffing shortages
- "Nurses in the study who had received meaningful recognition showed significantly decreased burnout and higher compassion scores" (Kelly, 2017, p. 443)

Signs & Symptoms

- Inability to let go of work-related matters
- Cut corners, avoid patient contact
- Exhausted, patients become irritants
- Overwhelmed, ill, leaving profession

Conceptual Framework

Watson's Theory (Butts & Rich, 2015)
10 Carative factors - Led to development of 10 caritas processes

- To guide & improve practices to equip nurses with interventions to improve their compassion satisfaction & patient experiences

PDSA

Outcome #1

Following education on compassion satisfaction versus compassion fatigue, participants will have an awareness of self-score on compassion spectrum.

Plan

- Educational PowerPoint on compassion fatigue, satisfaction and burnout to critical care nurses at staff meeting
- Professional Quality of Life (ProQOL) survey for voluntary participation to score and self-identify level on compassion spectrum

Do

- Educate critical care nurses on identification of compassion fatigue, signs
- Provide HCAHPS nursing composite baseline to participants to establish baseline
- Complete voluntary demographic sheet and anonymous ProQOL survey

Study

- Analyze data from the ProQOL surveys
- Acknowledge self-score

Act

- Present strategies to identify and help reduce compassion fatigue which includes burnout and secondary traumatic stress to unit managers

Outcome #2

Identify resources to deliver the data and information to the nurse managers on the results of compassion fatigue and compassion satisfaction strategies.

Plan

- Share with the nurse managers collective results
- Provide evidence based strategies to combat compassion fatigue

Do

- Analyze Data from ProQOL surveys compared to the HCAHPS scores
- Collect initial and 3 months after completion of the surveys re: HCAHPS

Study

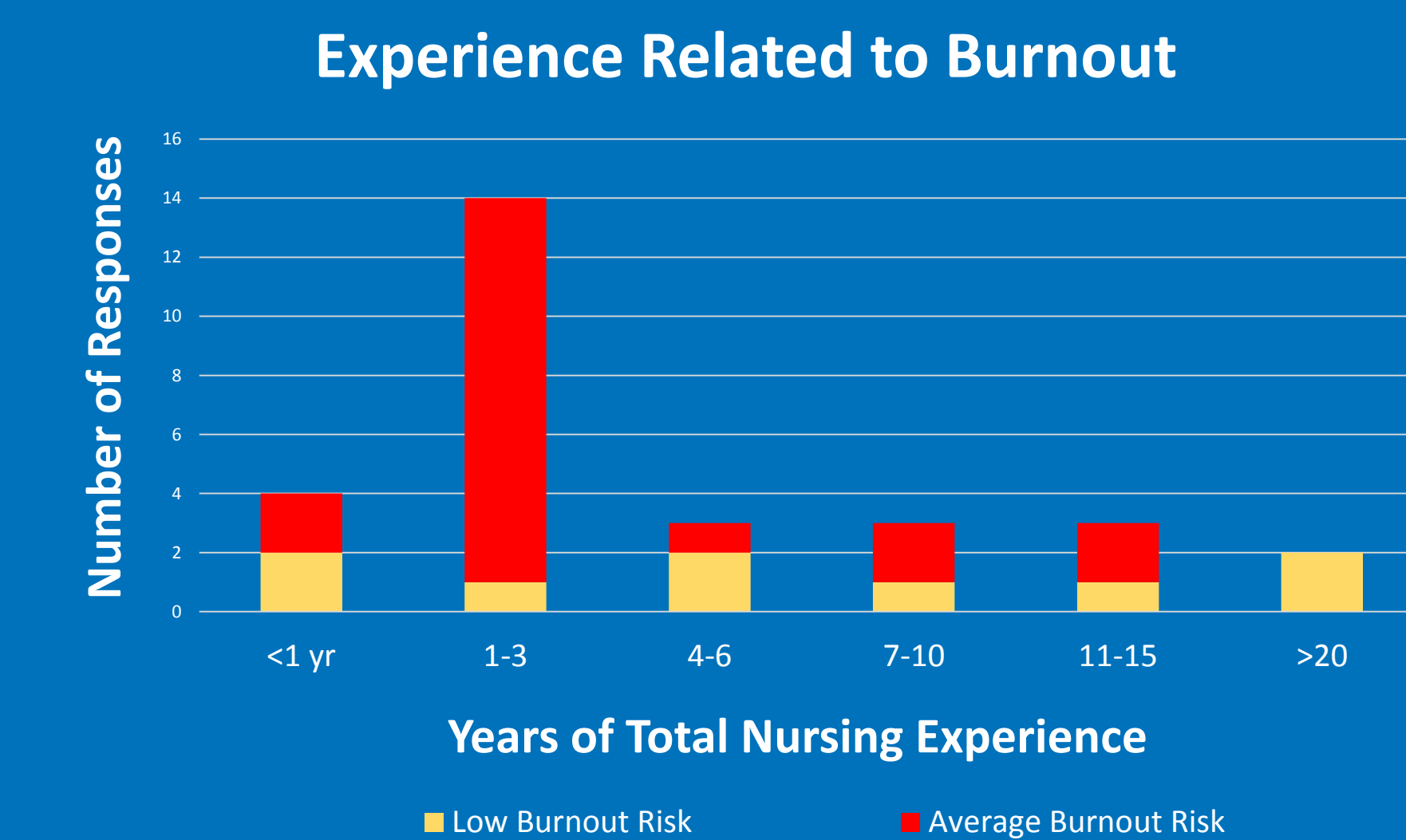
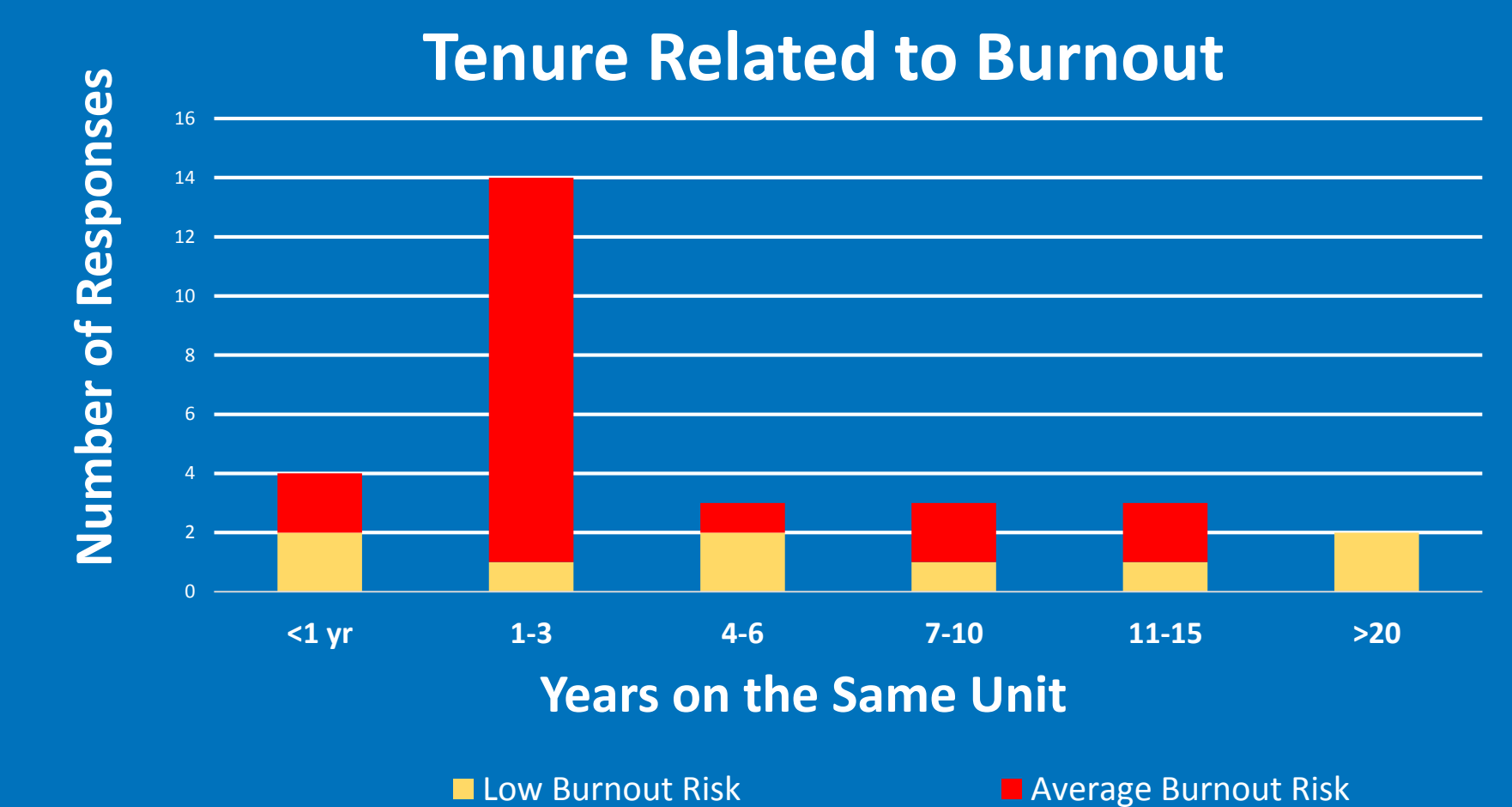
- Analyze Data to see if correlation between compassion fatigue and HCAHPS nursing composite scores

Act

- Provide nurse managers with strategies to identify and share with staff on ways to help reduce compassion fatigue which includes burnout and secondary traumatic stress

Results

- Chi-Square analyzes were used
- Burnout and unit tenure ($X^2 = 15.3, p < .009$)
- Burnout and nursing experience ($X^2 = 10.6, p < .05$)
- HCAHPS = No Change



Recommendations

- Utilizing Professional Quality of Life survey in recognition of staff compassion level
- Focusing on educating 1 to 3 years with nursing experience and unit tenure
- Transformational Leadership
- Meaningful Recognition

Timeline

