**Effectiveness of the Provider Resilience Mobile Application (PRMA) to Increase Nurses Compassion Satisfaction and Reduce Fatigue While Improving the Hospital Ethical Climate: A Descriptive, Observational Study**

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**BACKGROUND**
Securing and maintaining a stable nurse workforce include fostering an ethical work environment, which could promote job satisfaction and diminish moral distress. The demand for nurses is likely to intensify in the wake of the restructuring of our health care system with a concurrent need for primary care services, particularly as baby boomers age. Intensive care nurses have increased exposure to patients with prolonged illness and loss. As a result they have higher risk for developing compassion fatigue and burnout.

**STUDY AIMS**

**PRIMARY AIM**
Describe the hospital ethical climate and identify clinical and environmental variables that may create barriers that influence the ethical climate.

**SECONDARY AIM**
Examine the usability and effectiveness of the Provider Resilience Mobile Application (PRMA) to Increase Nurses’ Compassion Satisfaction (CF) and Decrease Moral Distress (MD) and Compassion Fatigue, among neonatal, pediatric and adult intensive care unit (ICU) nurses.

**END POINTS**
- Improve nurse resiliency and reduce compassion fatigue, stress/burnout.
- Perception and scope of hospital ethical climate.
- Improve compassion satisfaction; reduce intention to leave.
- Gain an understanding of the efficacy and utility of nurses using an interactive phone app (PRMA) as a quick methodology to increase compassion satisfaction, while reducing moral distress.

**METHODS & DESIGN**

**DESIGN:**
Prospective, descriptive, cross-sectional.

**SETTING:**

**SAMPLE:**
Convenience sample of 500 RNs for primary aim to understand Hospital Ethical Climate; and 150 ICU RNs for the intervention to test the effect of (PRMA) on CF and MD (secondary aim).

**INCLUSION CRITERIA:**
Direct care RNs from our pediatric and adult hospital for primary aim, direct care ICU RNs from PICU, NICU and adult ICUs.

**EXCLUSION:**
Non-direct care RNs, administrators, managers, and educators.

**MEASUREMENT**

**Hospital Ethical Climate Study (HECS)**
HECS is a 26-item survey with a 5-point Likert scale ranging from 1 (almost never true) to 5 (almost always true). HECS help organizations measure the ethical climate as perceived by RNs. The demand for nurses is likely to intensify in the wake of the restructuring of our health care system with a concurrent need for primary care services, particularly as baby boomers age.

**Professional Quality of Life Survey (ProQoL)**
ProQoL 5, a 30-item instrument with a 5-point Likert scale ranging from 1 (never) to 5 (very often). ProQoL assesses the positive and negative quality-of-life (QoL) elements that health professionals experience in their work. ProQoL 5 has three subscales: STS, compassion satisfaction, and burnout. STS and burnout are components of CF. STS addresses an individual’s exposure to extreme or stressful traumatic events in the workplace. Cronbach’s alpha for the three subscales is .88, .75, .91, respectively. Demographic/study variables will be collected.

**INTERVENTION**

**Neuman Systems Model (NSM)**
A comprehensive holistic and system-based Model served as the Framework to guide the research study.1

**PRMA PROVIDES THE FOLLOWING:**
- Psychoeducation on risks of burnout, CF, and STS.
- A method to evaluate healthcare providers’ level of burnout, CF, compassion satisfaction, and STS using a standardized assessment and a visual analog scale. The STS is used to track symptoms/document changes over time.
- Tools that serve as reminders to healthcare providers to engage in self-care and brief interventions to increase resilience and reduce burnout. Resilience rating is based on the last ProQoL score, burnout rating, resilience builders and killers responses, on the last ProQoL score, burnout rating, resilience builders and killers responses, and the last self-recorded vacation day.

**RESULTS**

**IMPLICATIONS**

- In nursing, a variety of stressful factors and negative situations affect compassion fatigue and burnout, whereas, positive affect is helpful in achieving compassion satisfaction.
- Compassion fatigue and burnout are detrimental to the nursing workforce so identifying ways to mitigate or decrease these factors will be important to creating a healthy work environment.
- Interventions to create healthy hospital ethical climates is an area of growing research and identifying gaps in the climates will be paramount.

**REFERENCES**