

# Expressing Gratitude: What It Means to Patients and Families

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**Special Session**

Cynthia D. Sweeney  
DNP, RN, CNOR, NEA-BC  
Vice President for Nursing,  
The DAISY Foundation

Susan M. Grant  
DNP, RN, NEA-BC, FAAN  
EVP and Chief Nursing Officer  
Beaumont Health

[www.DAISYfoundation.org](http://www.DAISYfoundation.org)



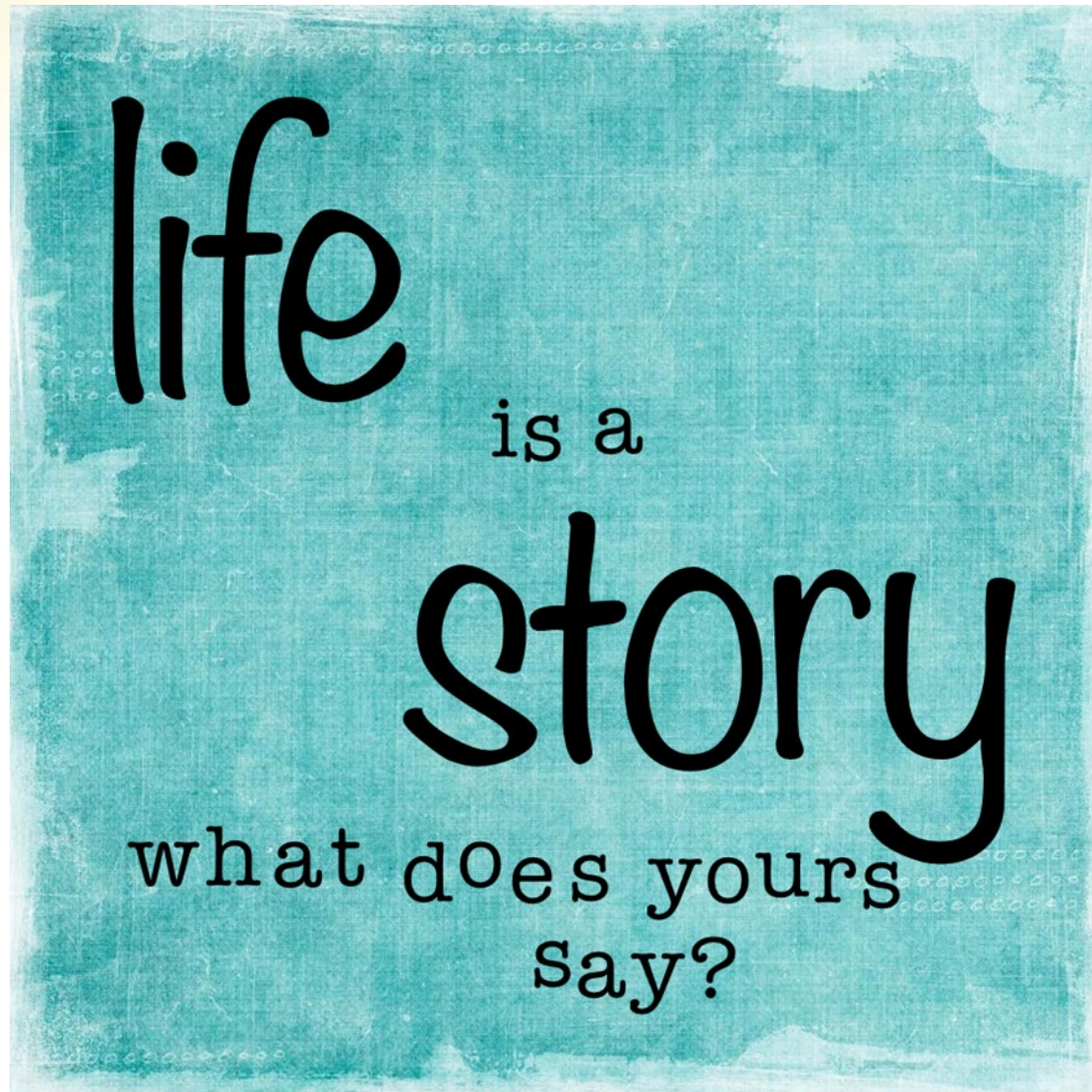
# Objectives

- Identify themes of gratitude expressed by patients and families for their nursing care.
- Discuss how to better understand what it means to patients and families to express their gratitude for their nursing care.



What am I grateful  
for today?





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# One Family's Story = Gratitude



Tena and Pat (and baby Riley)



Bonnie and Mark

# The DAISY Foundation

**D**iseases  
**A**ttacking the  
**I**mmune  
**S**ystem

**Founded November, 1999**  
**In memory of J. Patrick Barnes**



# Evidence of DAISY's Impact

The DAISY Award<sup>®</sup>



# Study Objectives

1. Better understand the positive emotions and potential benefits a patient and/or family member experience when they recognize a nurse in a meaningful way.
2. Expand the existing literature by gaining insights regarding why patients and family members are motivated to recognize nurses.
3. Explore how meaningful recognition (a heartfelt thank you in the form of a DAISY Award nomination) nourishes human connections and creates positive emotions.
4. To better inform hospitals around the patient and family experience during hospitalization



# Background

- Review of Literature- Patient and Family Gratitude
  - Relationship and Loyalty with Organizations
  - Sense of Closure
  - Reciprocity of Care
- Healthy Work Environments (HWE) improve nurse satisfaction, retention and patient outcomes.
- Meaningful Recognition is one of 6 components of a HWE.
  - ***” A powerful form of positive feedback, meaningful recognition acknowledges how a person’s actions affect the life of another, is relevant to the recipient, and is equivalent to his or her contribution.” (Lefton, 2012)***

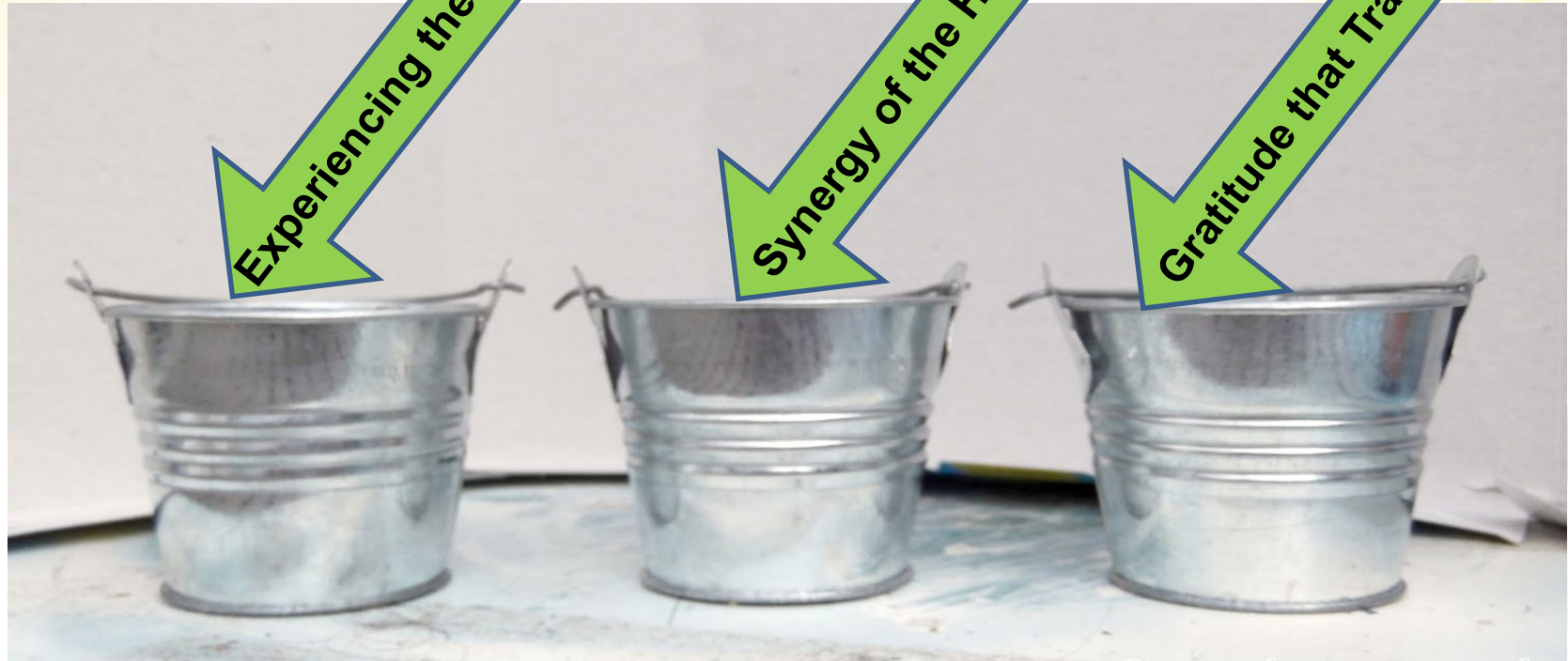
# Methods

- A retrospective review of existing DAISY Award nominations and identifying potential interviewees.
- Scripted, recorded phone interviews with patients, family members and significant others.
- IRB Approval
- Convenience sample, 8 hospital health system
  - Random sampling for interviews
  - Aggregated data; subject de-identified
- Content Analysis

# Interview Questions

- Why did you want to nominate this nurse for the DAISY Award?
- What did it mean to you to nominate your nurse?
- How did it make you feel to nominate your nurse?
- How did nominating this nurse impact you?
- Did this nomination connect you to Beaumont? If so, how?
- Do you personally know a nurse as a friend or as someone in your family? If so, how are they related to you?
- Do they work at the hospital where the care was provided?
- As the Nominator – are you the patient, family member or other, such as a friend or neighbor?
- Do you have any questions for me before we end this interview?

# Results- Themes



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# Experiencing Extraordinary Care

***“She wasn't, like, rushing 'cause she had to get to the next patient or she was just in there to do your stats and then had to get out. She was there to do her job and she smiled, and talked with you, and saw how you were doing, and if your ice was low, she went and got you ice without asking. I mean, little things like that made her stand out to me more than anybody else.”***



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# Synergy of the Human Connection

***“... I mean, it made me feel good that we could possibly do something nice for her. Because I, there's, you know, what - what can you do other than say thank you which, just didn't seem like enough. It's still so emotional for me.”***



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# Gratitude that Transcends the Moment

- ***“... I go back to Beaumont, you know, the same one, over and over and over again. Because I know I'm in good care.”***
- ***“... the good care that I received there; that was the essential part, so I felt more that thanking the person for the care that I received was the impactful part.”***

# Implications for Practice

- Implementation of DAISY award recognition programs reflect positively on hospital/health system reputation and influence “would recommend” in HCAHPS scores-LOYALTY
- Nominations as Data
  - Identify nursing behaviors that improve the connection between nurse/patient/family and organization.
  - Identify patient and family centered nursing actions
  - Identify nurse competencies that may improve the patient/family experience
- Important to patients and family members to know the outcome of their nomination and be involved in the recognition when possible.
  - Links to their own healing and closure
  - Validation and recognition of the patient/family voice matters





# Implications for Research

Small group discussion

Identify a group spokesperson

Identify a group note taker

5 minutes: Brainstorm on research implications based on this presentation.



# Recognition Experience



Nurse Manager  
Reads Nomination



Patient/Family  
Invited



Chief Nursing Officer  
participates



Celebration  
In the Unit  
with  
Honoree's  
peers



# The Honoree Experience

*“It may sound crazy, but **having received this award has made me a better nurse.** The sense of pride that I feel when people that I barely know come up to congratulate me and tell me that no one deserves it more, it brings tears to my eyes each time.”*



# The DAISY Award *Today*

- Over 3,700 healthcare facilities and schools of nursing internationally committed to honoring their nurses with The DAISY Award
  - Across the continuum of care
  - From urban teaching hospitals to small rural community facilities
  - Includes 200 schools of nursing
- Close to 125,000 nurses honored!
- Over 1,300,000 nominations written!

	Bahrain
	Belgium
	Brazil
	Canada
	Chile
	China
	Ireland
	Italy
	Jordan
	Lebanon
	Mexico
	Oman
	Philippines
	Qatar
	Saudi Arabia
	Sweden
	Taiwan
	Thailand
	United Arab Emirates
	United Kingdom
	United States
	Vietnam

***To our fellow researchers  
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THANK YOU



[cynthiasweeney@daisyfoundation.org](mailto:cynthiasweeney@daisyfoundation.org)

[Susan.Grant@Beaumont.org](mailto:Susan.Grant@Beaumont.org)

[www.daisyfoundation.org](http://www.daisyfoundation.org)



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