SPECIAL SESSION: Expressing Gratitude: What It Means to Patients and Families

Keywords:
Engagement, Gratitude and Meaningful Recognition

Description/Overview:
Expressing gratitude is important for patients and families. Results of research examining what it means to patients and families to say thank you for the care received will be shared. Three themes emerged which can be operationalized to leverage greater engagement between patients and families with their healthcare organizations.

References:

Organizer
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Author Summary: Cindy is Vice President for Nursing at The DAISY Foundation, engaged in program development, providing the nursing perspective. Previously in her role with the American Nurses Credentialing Center, she provided oversight for the development of educational products and services that support nursing certification and organizational credentialing. Previously, she served in the Navy Nurse Corps, retiring with the rank of Captain. She has just completed her doctorate at The Johns Hopkins School of Nursing.
**Author Summary:** Dr. Susan Grant is the executive vice president and chief nurse executive of the largest healthsystem in southeastern Michigan. She has led four large health systems in the adoption of patient- and family-centered care, has achieved Magnet designation in three hospitals and led the implementation of the DAISY recognition program in three healthsystems. She is a member of the IPFCC and The DAISY Foundation boards. Susan is a Fellow in the American Academy of Nursing.

Any relevant financial relationships? No
Signed on 03/18/2019 by SG / MLF