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Exploring Nurse Managers' Views About the Practice of Compassion in the US

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Background: This research study was part of the 18-country research study, "International survey exploring nurse managers' views about the practice of compassion." The study stemmed from our previous study understanding the culture of compassion in nursing. Fifteen countries participated in the research, which was published in 2017.

Research Methodology: This survey study used closed and open-ended questions which were delivered via Survey Monkey. The member mailing list was purchased from the American Organization of Nurse Executives (AONE). Random selection was done for 500 members who were nurse managers, directors or chief executive officers. Each was sent a direct mail postcard with information about the study and a link to the survey, no email addresses were provided in the AONE member list. No responses were received from the mailing. A second IRB approval was obtained to post on social media and recruit via snowball sampling. Facebook blasts were sent out, LinkedIn posts and emails were done, it was posted on the Circle and emails were sent out to all nurse leaders that I and colleagues in the survey group knew. With this concerted effort 35 responses were obtained after 6 months. Manual content analysis was conducted of the open-ended questions. Responses were coded, then categorized and four themes were developed.

Results: The four themes were: Compassion is showing empathy, caring and concern; Create opportunities to listen and interact with staff; Barriers to providing and receiving compassion; Being culturally sensitive with staff.

Recommendations: Implications for nurse leaders include that it is important to create time to listen to and interact with staff to build trust and opportunities to provide and receive compassion. It's important for nurse leaders to recognize the nurses and their colleagues provide and receive compassion in different ways depending on their culture and incorporate this into their demonstration of compassion. Recommendations for future research would include collecting data from a larger sample that would provide statistically significant data.

Title:

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Keywords:

Compassion, Culturally sensitive and Nurse Leaders

References:

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Papadopolous, I., Zorba, A., Koulouglioti, C., Ali, S., Aagard, M., et al. (2016). International study of nurses' views and experiences of compassion. *International Nursing Review*. 395-405. DOI: 10.1111/inr.12298.

Papadopolous, I., Taylor, G., Ali S., Aagard, M., et al. (2015). Exploring Nurses' Meaning and Experiences of Compassion: An International Online Survey Involving 15 Countries. *Journal of Transcultural Nursing*. 1-10. DOI: 10.1177/1043659615624740.

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Abstract Summary:

Nurse leaders from the U.S. were surveyed regarding compassion. Data were analyzed for themes through content analysis revealing compassion is showing empathy, care and concern; create opportunities to listen to and interact with staff; barriers to providing and receiving compassion from staff; and being culturally sensitive with staff.

Content Outline:

1. Introduction
1. Stems from previous research study conducted from 2014 - 2016
Papadopolous, I., Zorba, A., Koulouglioti, C., Ali, S., Aagard, M., et al. (2016). *International study of nurses' views and experiences of compassion*. *International Nursing Review*. 395-405. DOI: 10.1111/inr.12298.
Papadopolous, I., Taylor, G., Ali S., Aagard, M., et al. (2015). *Exploring Nurses' Meaning and Experiences of Compassion: An International Online Survey Involving 15 Countries*. *Journal of Transcultural Nursing*. 1-10. DOI: 10.1177/1043659615624740.
2. This was part of an International survey research study with 18 countries; this poster/presentation is on only the U.S. results.
2. Research method
 1. Survey study using closed and open-ended questions using Survey Monkey
 2. Purposeful random sampling
 3. Followed by snowball sampling, convenience sampling and social media
3. Data collection
 1. AONE member list, random sample of 500 mailed postcards with no responses
 2. Shifted to snowball sampling sending emails to anyone we knew who met criteria and advertising on social media n = 35

4. Data analysis
1. Content analysis conducted by hand to code, categorize and develop themes.
5. Results
1. Compassion is showing empathy, caring and concern
2. Create opportunities to listen to and interact with staff
3. Barriers to providing and receiving compassion
4. Being culturally sensitive with staff
6. Discussion
1. Definition of compassion similar to other research in the U.S.
2. Comparison to other literature
7. Conclusions
1. Challenges in recruitment
2. Implications for nurse leaders
3. Recommendations for future research

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Author Summary: Dr. Aagard has been teaching for Walden University for five years and in higher education for fifteen years. Prior to obtaining her doctorate and teaching, she served in several hospital and clinic leadership roles.