

Meaningful Recognition: Expressing Gratitude and What it Means to Nursing Care

Sigma 45th Biennial Convention

Monday, 18 November 2019: 9:00 AM-9:45 AM

Special Session

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Objectives

- Identify themes of gratitude expressed through meaningful recognition by patients and families for their nursing care.
- Discuss operationalizing these themes and what it means to nursing care.



What am I grateful
for today?



EVERYONE HAS A STORY... WHAT IS YOURS?

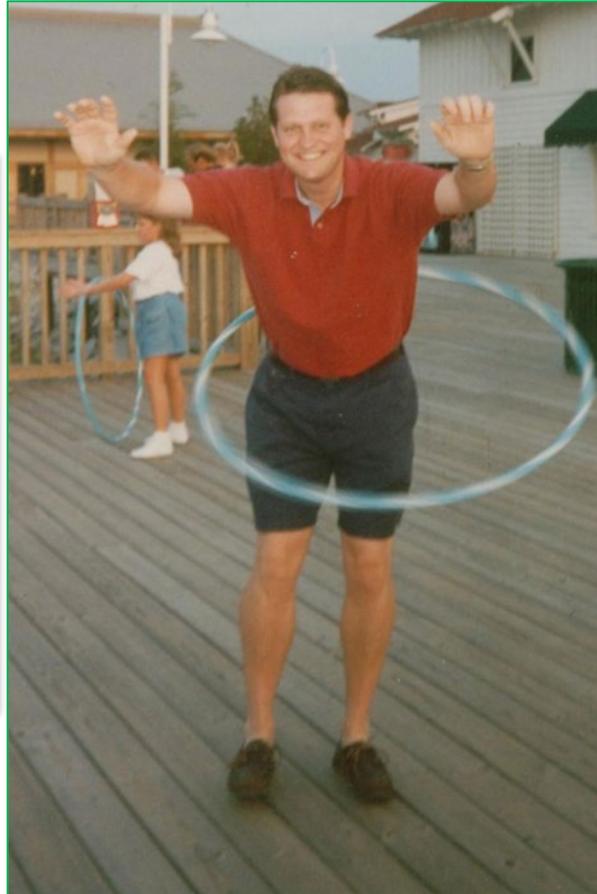
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One Family's Story = Gratitude



Tena and Pat (and baby Riley)



Bonnie and Mark

The DAISY Foundation

Diseases
Attacking the
Immune
System

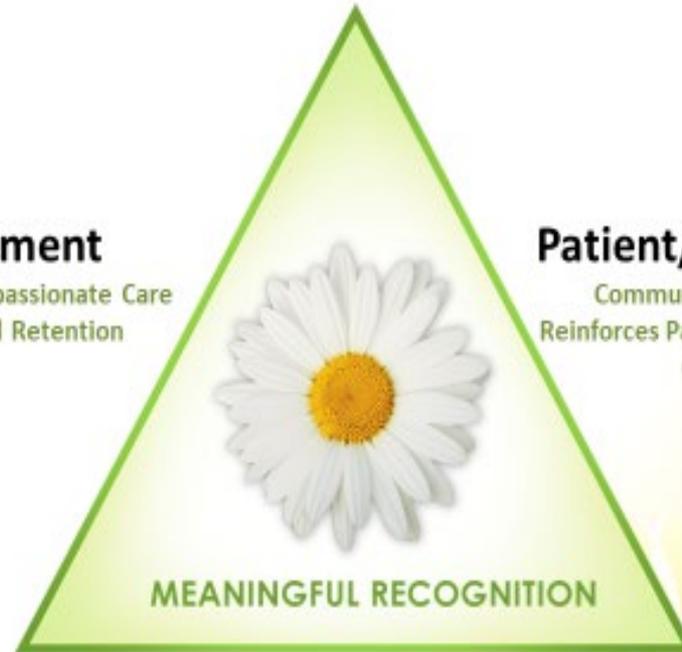
Founded November 1999
In memory of J. Patrick Barnes



The DAISY Impact

Nurse Engagement
Promotes Extraordinary Compassionate Care
Improves Satisfaction and Retention
Resilience

Patient/Family Experience
Communicates Profound Gratitude
Reinforces Patient and Family Centered Care
Community Loyalty



Healthy Work Environment
Celebrates All the Right
A reminder of the 'why' in nursing
Team Spirit



Gratitude is a quality similar to
electricity:

It must be produced and
discharged and used up in
order to exist at all

William Faulkner



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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)*

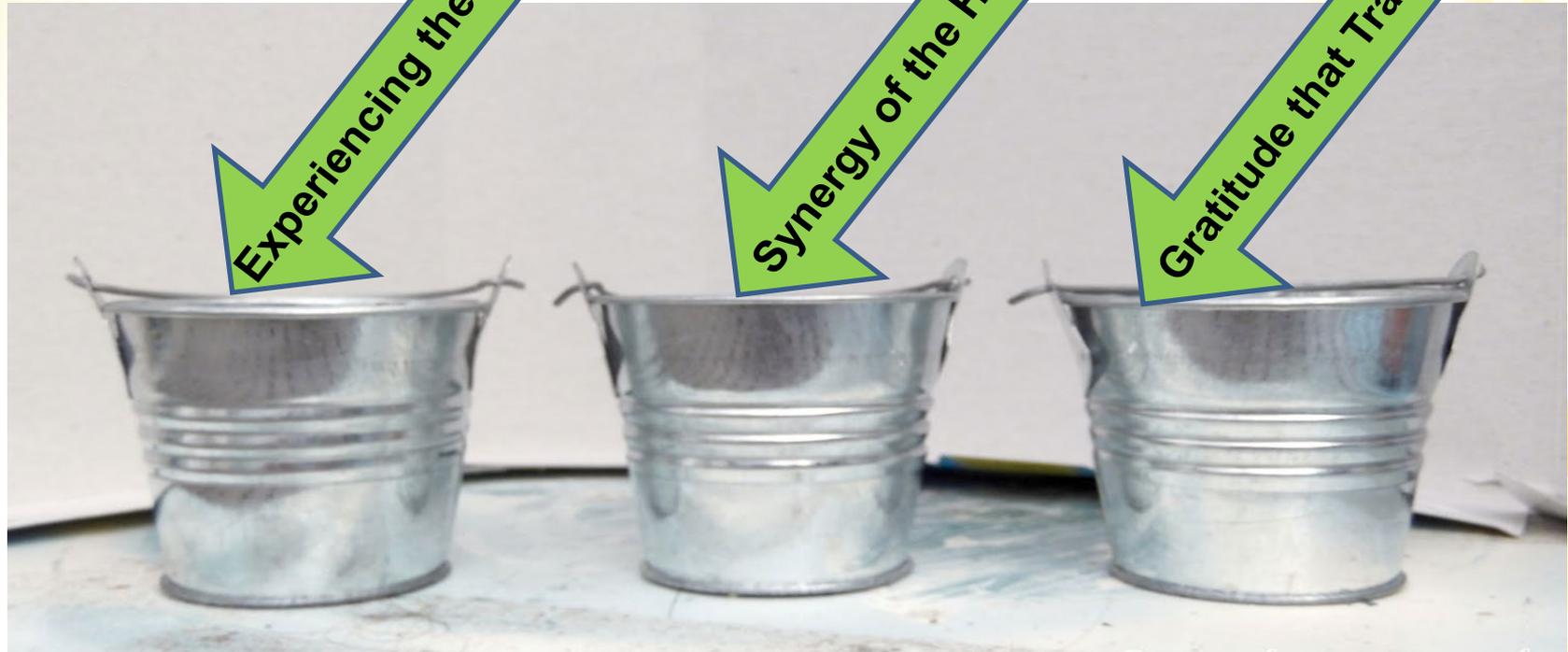
Methods

- 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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Sometimes the most
ordinary things could
be made extraordinary,
simply by doing them
with the right people.

(Nicholas Sparks)

Experiencing Extraordinary Care

“[she] was remarkable in trying to comfort her - let alone take care of everybody else on the floor. And, you could see that she was not frustrated; she was very calm, very easygoing, she was very quiet when she came in - she wasn't real loud. She was always smiling. She was just very nice. Her bedside manner just made it - made my day. It was nice to see her.”



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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.”

“Well, I think that it's an important thing to do because it's such a difficult profession and I think it is important for people to hear the positive impact they can make on someone's hospital experience.”

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**



“Well, I think that it's an important thing to do because it's such a difficult profession and I think it is important for people to hear the positive impact they can make on someone's hospital experience.”

“... he was a float nurse up there, um, but you never would have known it, um, because he just had such great caring and bedside skills. I - I was certainly impressed. I am a nurse.”

“I actually think the best part of me filling out the form was you calling and actually knowing that someone took the form, read it . . . you never know where those things go.”

Implications for Your Practice

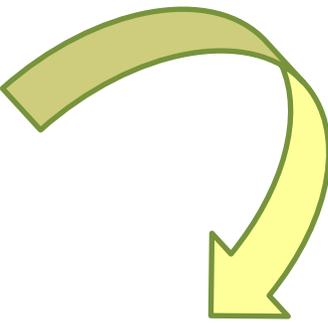


Small group discussion

Identify a group spokesperson

5 minutes: How would you apply these themes to your nursing practice?

- Experiencing the Extraordinary
- Synergy of the Human Connection
- Gratitude that Transcends the Moment

TRUST 

RELATIONSHIP 

LOYALTY

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 3,900 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 1.4 M nominations written!

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



***“I think it does reach more
than just recognizing one nurse.”***

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*To our fellow researchers
Dr. Cindy Lefton
Dr. Melissa Foreman-Lovell
And a very special
Thank you to
Suzanne Kern who kept us focused!*

THANK YOU



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