

Self-Care While Caring for Others as a Strategy to Improve Reflection and Clarity of Self

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Objectives

- Describe the relationship self-care had with the components of Relationship Based Care (RBC)
- Specify correlates of self-care identified and refined within the RBC initiative

Agenda

- Background
- Methods
- Procedures
- Results
- Next steps

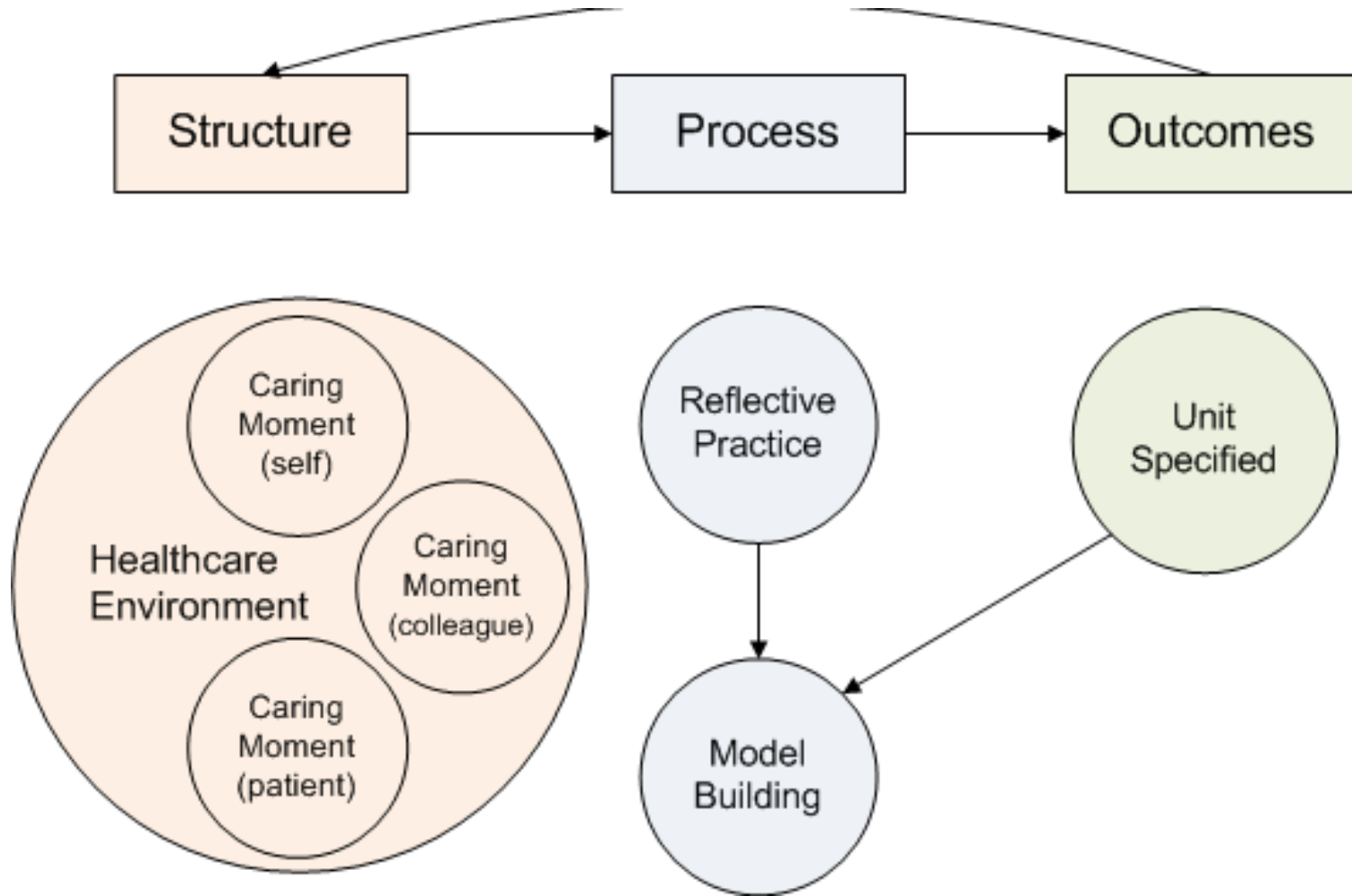
Background

- St. Joseph's Regional Medical Center
 - Founded 1868
 - A 651-bed academic tertiary medical center
 - State designated Trauma Center
 - 13th Magnet hospital in the country
 - 2010, Magnet hospital of the year
 - 2011, in top 100 healthcare facilities considered as a good place to work

Background

- Wayne campus
 - Part of St. Joseph's Regional Medical Center as of 2001
 - A 229-bed acute-care community hospital in Northern New Jersey

Background



Background

- Relationship Based Care (RBC) concepts were a primary focus, alongside caring theories
- Unit practice councils, a dimension of RBC, were the primary contact for action planning for refinement and change

Methods

- Qualitative and quantitative data used
- Psychometrically tested measures
 - Healthcare Environment survey (HES)
 - Caring Factor Survey
 - Caring Factor Survey – Care Provider Version
 - Caring Factor Survey – Caring for Self

Procedures

- IRB approval was obtained for study
- Electronic surveys were sent to employees via email
- Employees used a kiosk with a computer and survey link if they did not have hospital email
- Hard copy surveys were distributed to patients by the charge nurse upon discharge from unit

Variables Measured by HES

- Professional patient care
- Job satisfaction
- Professional growth
- Autonomy
- Relationships with Physicians, Nurses, Coworkers
- Participative management (unit management)
- Executive leadership
- Organizational commitment
- Staffing/scheduling
- Distributive justice
- Workload

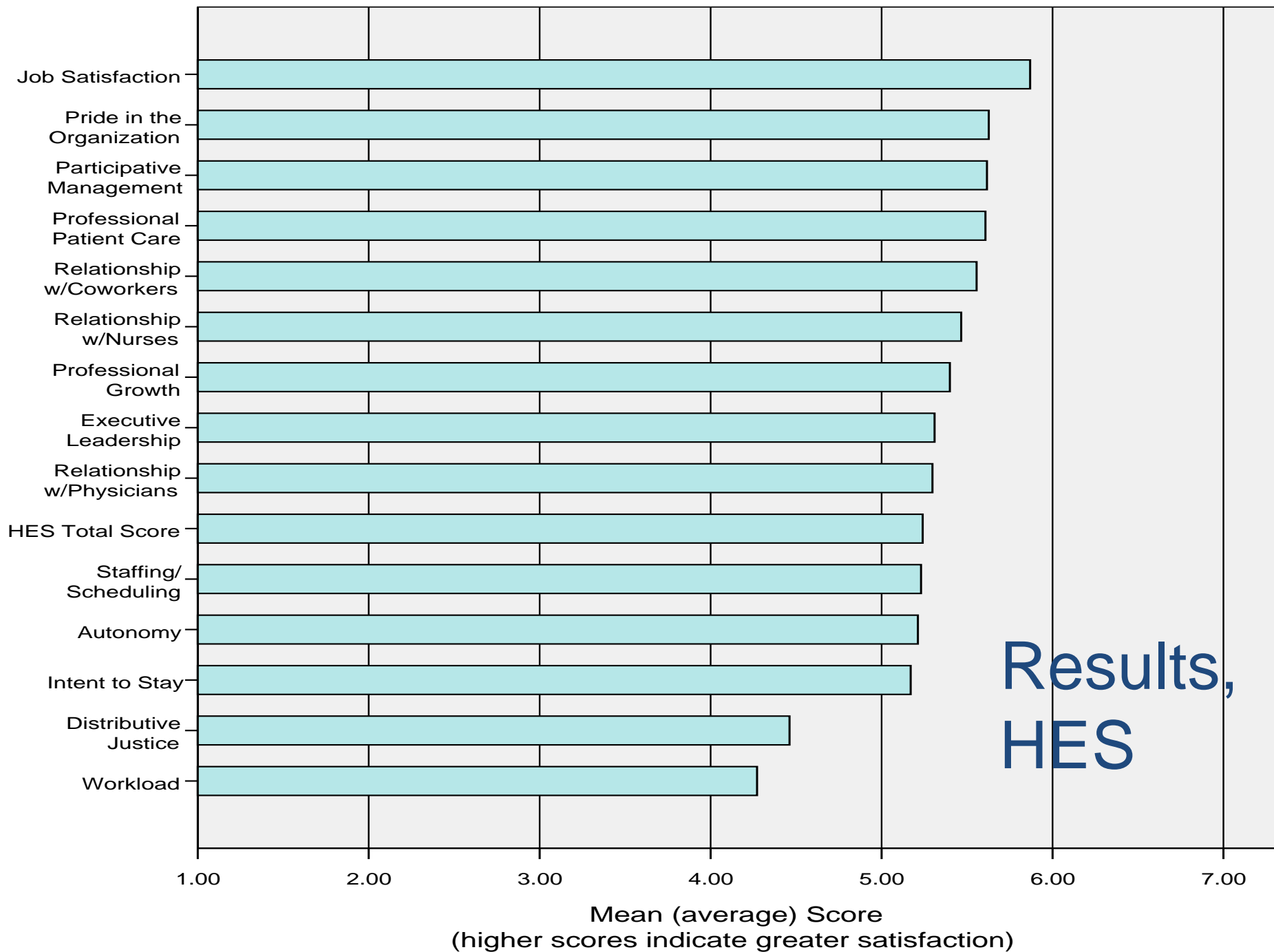
Results

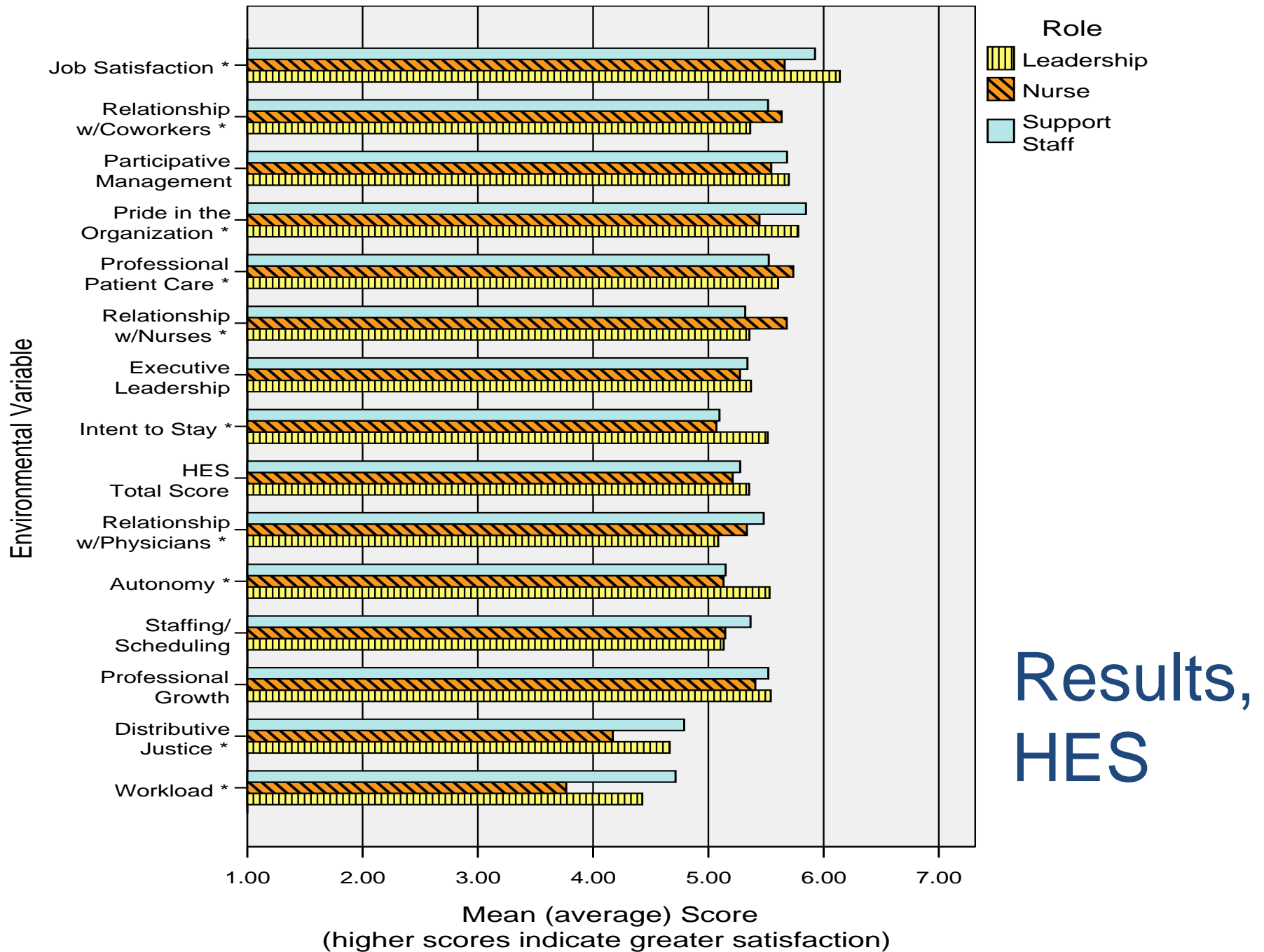
HES Response Rate

Campus	Sample	Responses	Response Rates
Wayne Campus Total	682	196	28.7%
Paterson Campus Total	3,108	562	18.1%
Total (Wayne and Paterson)	3,790	758	20.2%

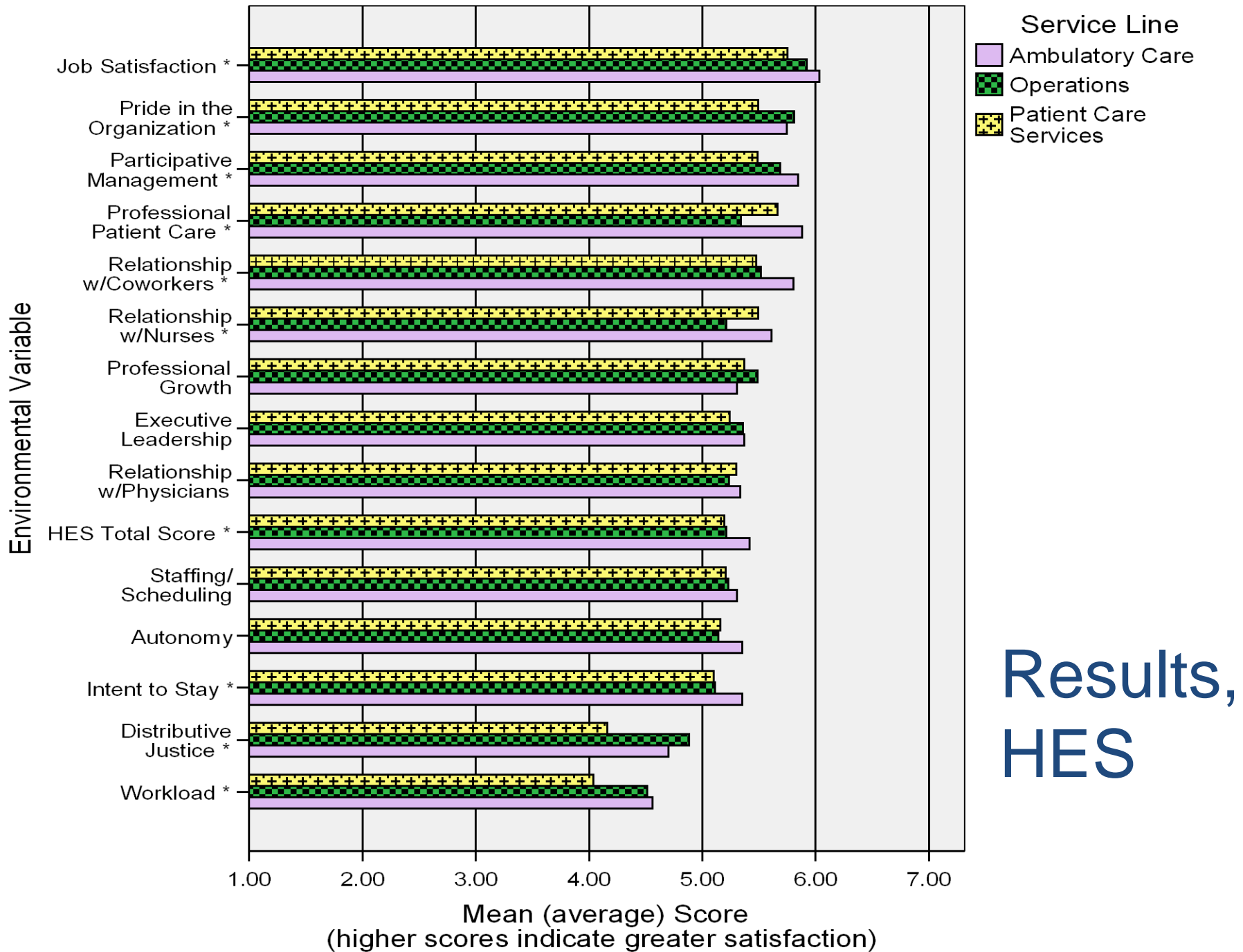
Results

Role Grouping	Frequency	Percent
Chaplain	3	.4
Cook	6	.8
Coordinator	20	2.6
Educator	11	1.5
Leadership	114	15.0
Nurse	281	37.1
Nutritionist	10	1.3
Other	12	1.6
Pharmacist	7	.9
Physician	5	.7
Social Worker	9	1.2
Speech Pathologist	6	.8
Support Staff	255	33.6
Therapist	19	2.5
Total	758	100.0

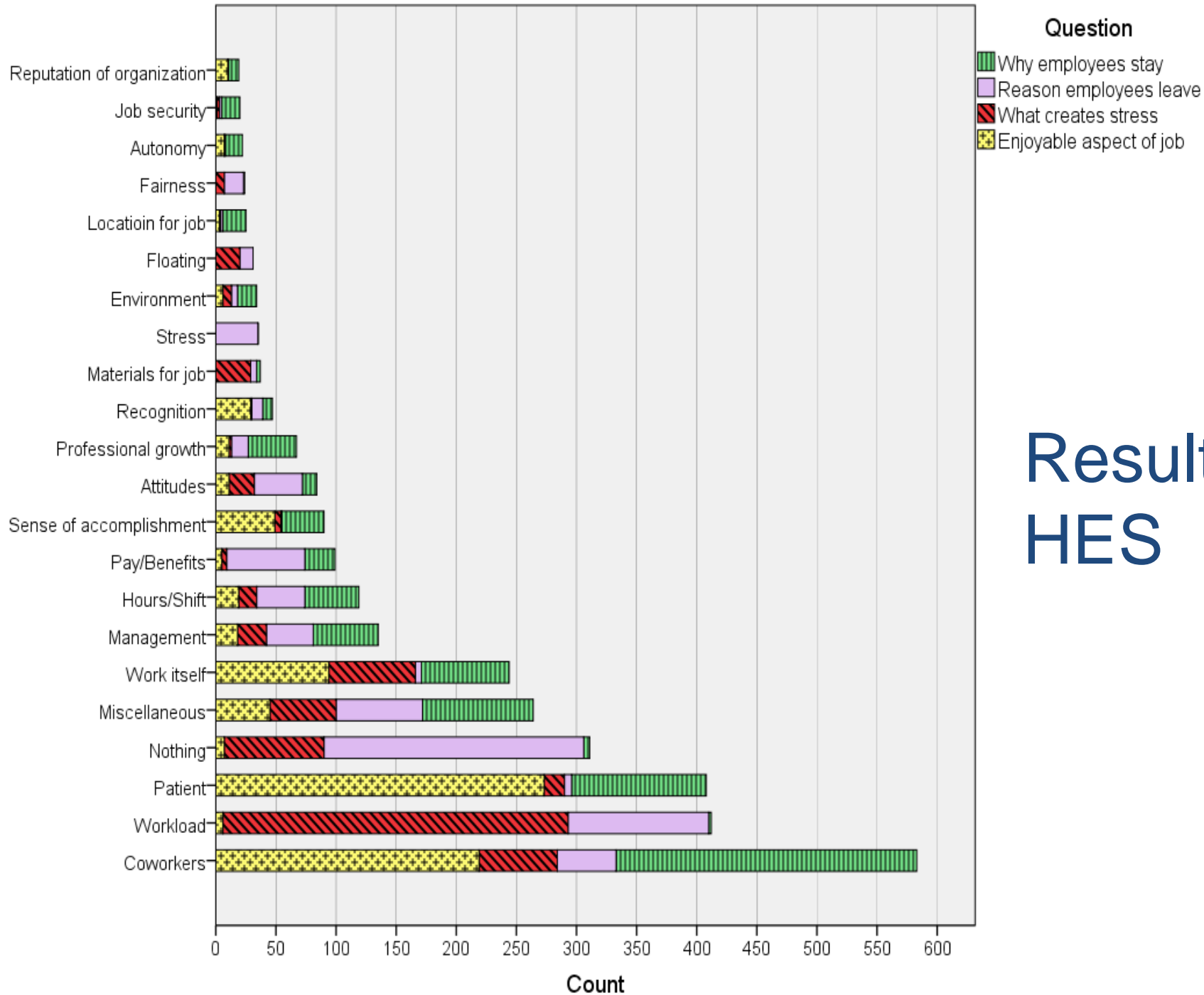




* Statistically significant at .05



* Statistically significant at the .05 level



Results, HES

Caring Factor Survey (CFS)

- **Caritas Process #1:** Loving Kindness
- **Caritas Process #2:** Instill Faith and Hope
- **Caritas Process #3:** Support spiritual beliefs/practices
- **Caritas Process #4:** Helping-trusting relationship
- **Caritas Process #5:** Promote feelings, both positive and negative

Caring Factor Survey (CFS)

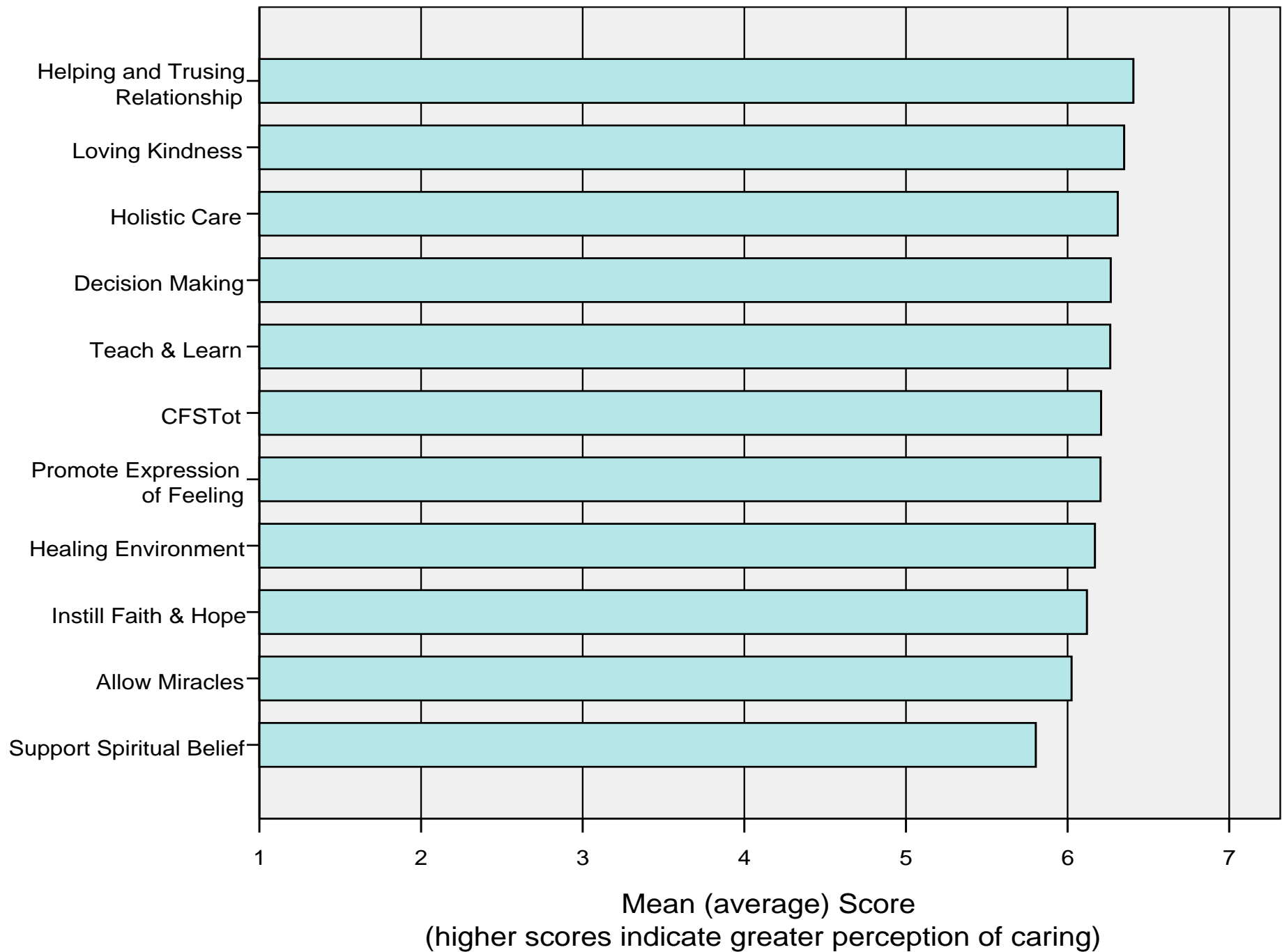
- **Caritas Process #6:** Creatively problem solve
- **Caritas Process #7:** Effective teaching
- **Caritas Process #8:** Create healing environment
- **Caritas Process #9:** Tending to Basic Needs (holistic care)
- **Caritas Process #10:** Allows belief in miracles

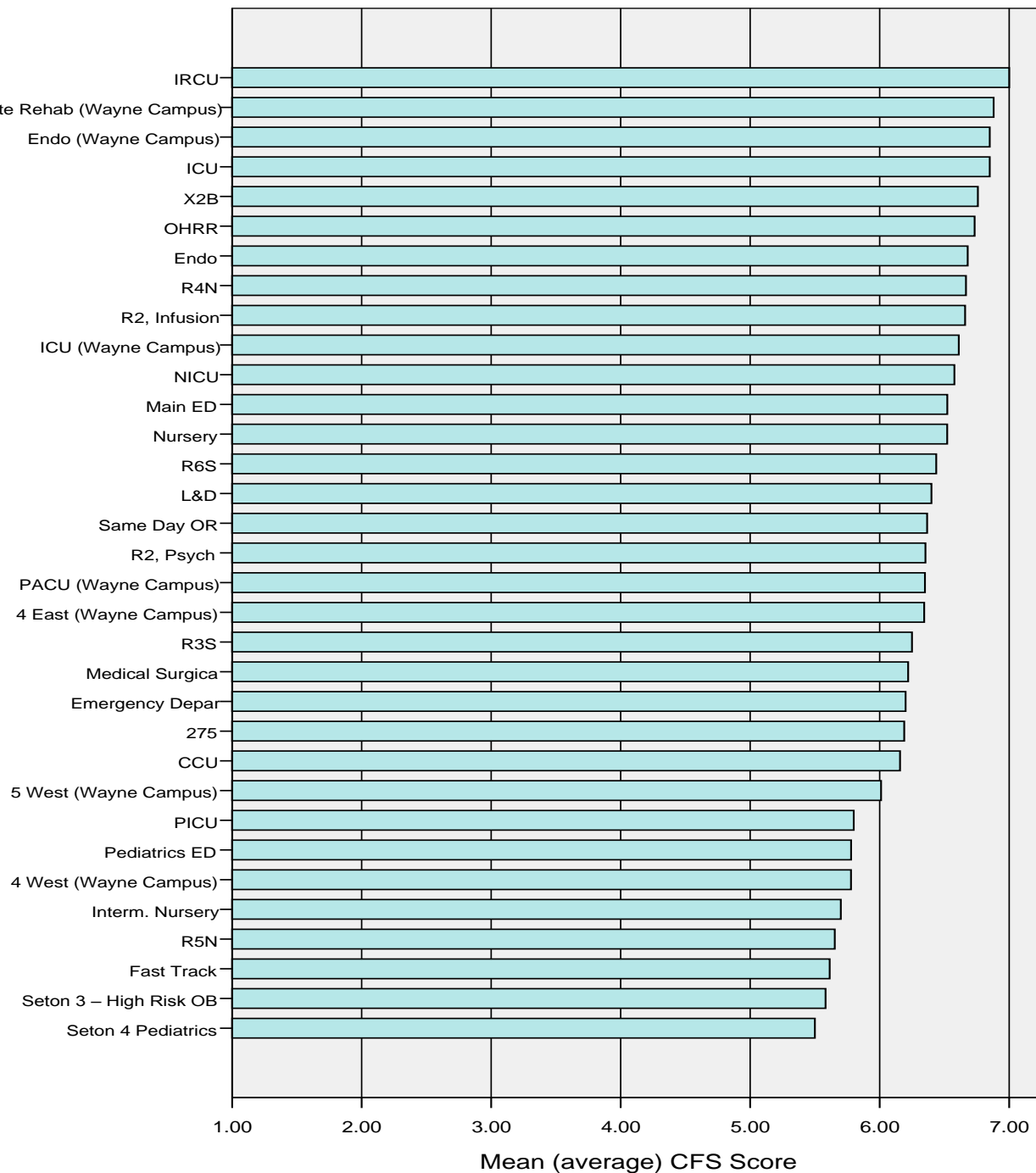
Caring Factor Survey (CFS)

- A total 455 surveys were distributed to patients and 419 were returned, a 92.1% response rate.
- Thirty-four of the 36 who did not respond provided their reason

Caring Factor Survey (CFS)

- Helping/trusting relationship had the highest mean score of 6.41
- Spiritual support had the lowest mean score of 5.80.
- All scores were above 6.0 except perception of support spiritual belief.

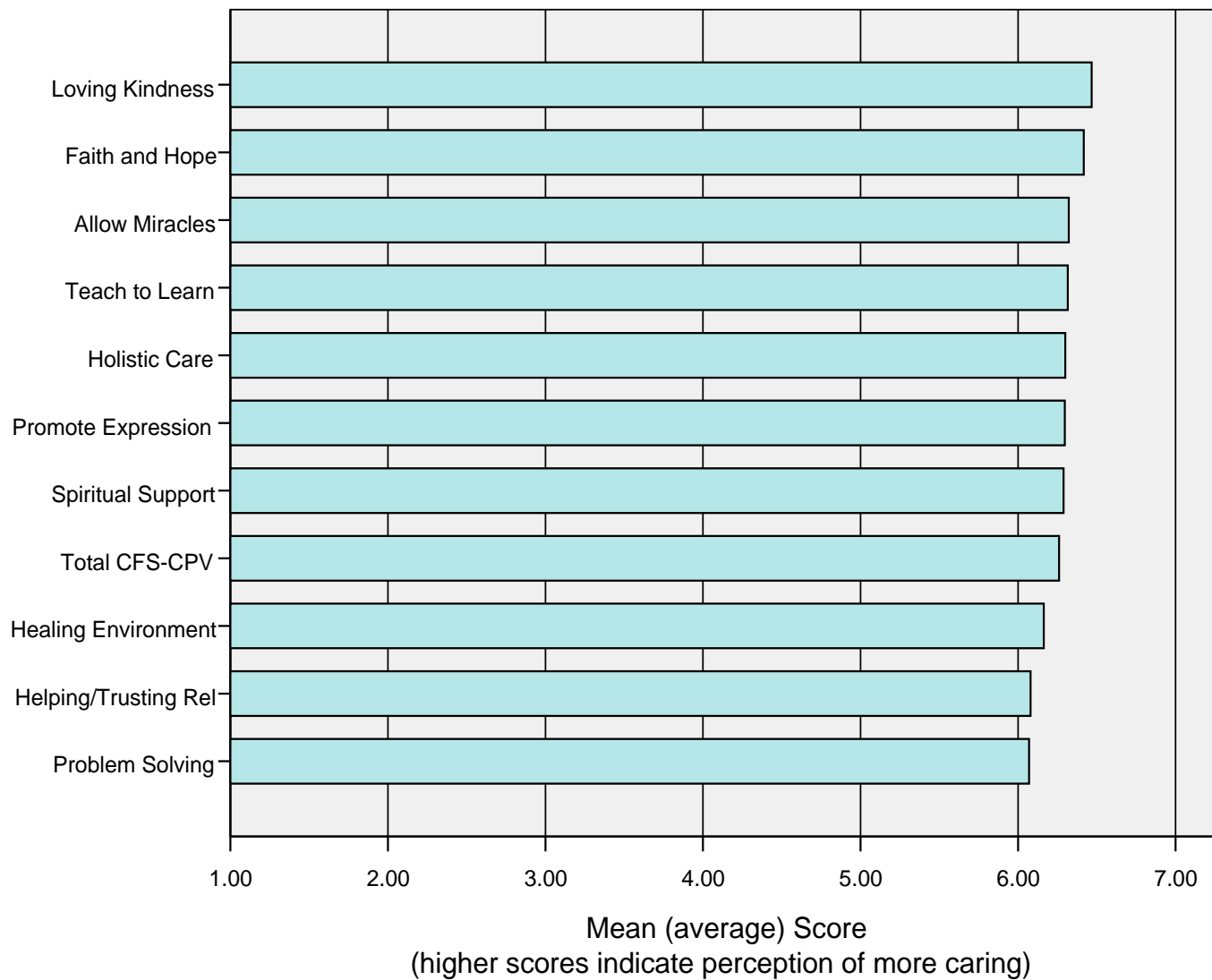




Caring Factor Survey, by unit

CFS – Care Provider Version

- There were 382 staff of the 3,790 staff who responded to the CFS-CPV, a 10.1% response rate



CFS –
Care
Provider
Version

CFS – Care Provider Version

- Comparing campuses
 - 305 employees from the Paterson campus and
 - 77 from the Wayne campus.
 - No differences found that were statistically significant using an alpha of .05.

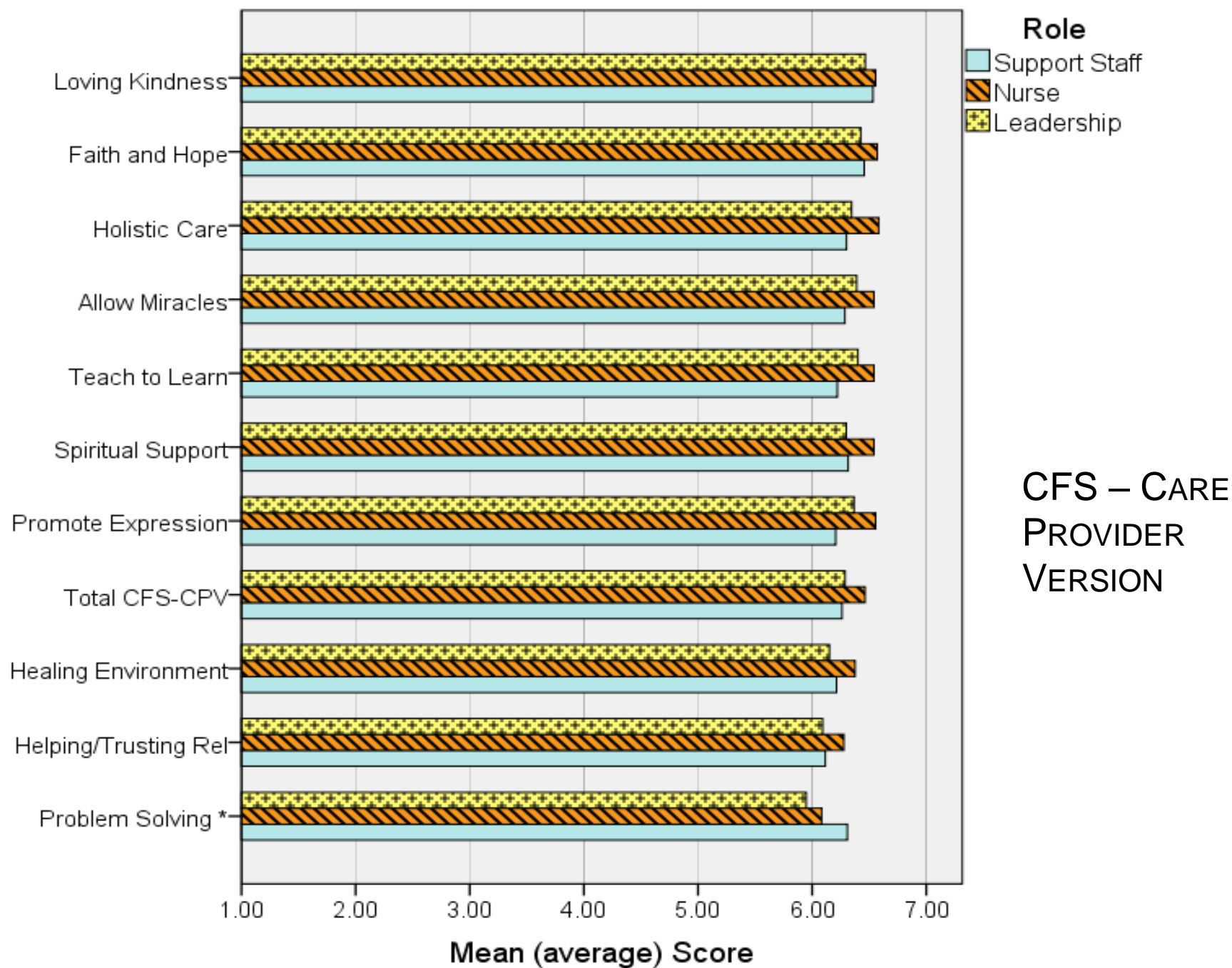
CFS – Care Provider Version

- Comparing roles
 - Trend that nurses reported the highest score for all factors within CFS-CPV, except for perception of problem solving.
 - Problem solving is repeatedly found to be the lowest ranked factor in repeated studies

CFS – Care Provider Version

- Differences between role
- Only problem solving was statistically significant with difference existing between leaders and support staff

Caring Factor - Care Provider Version

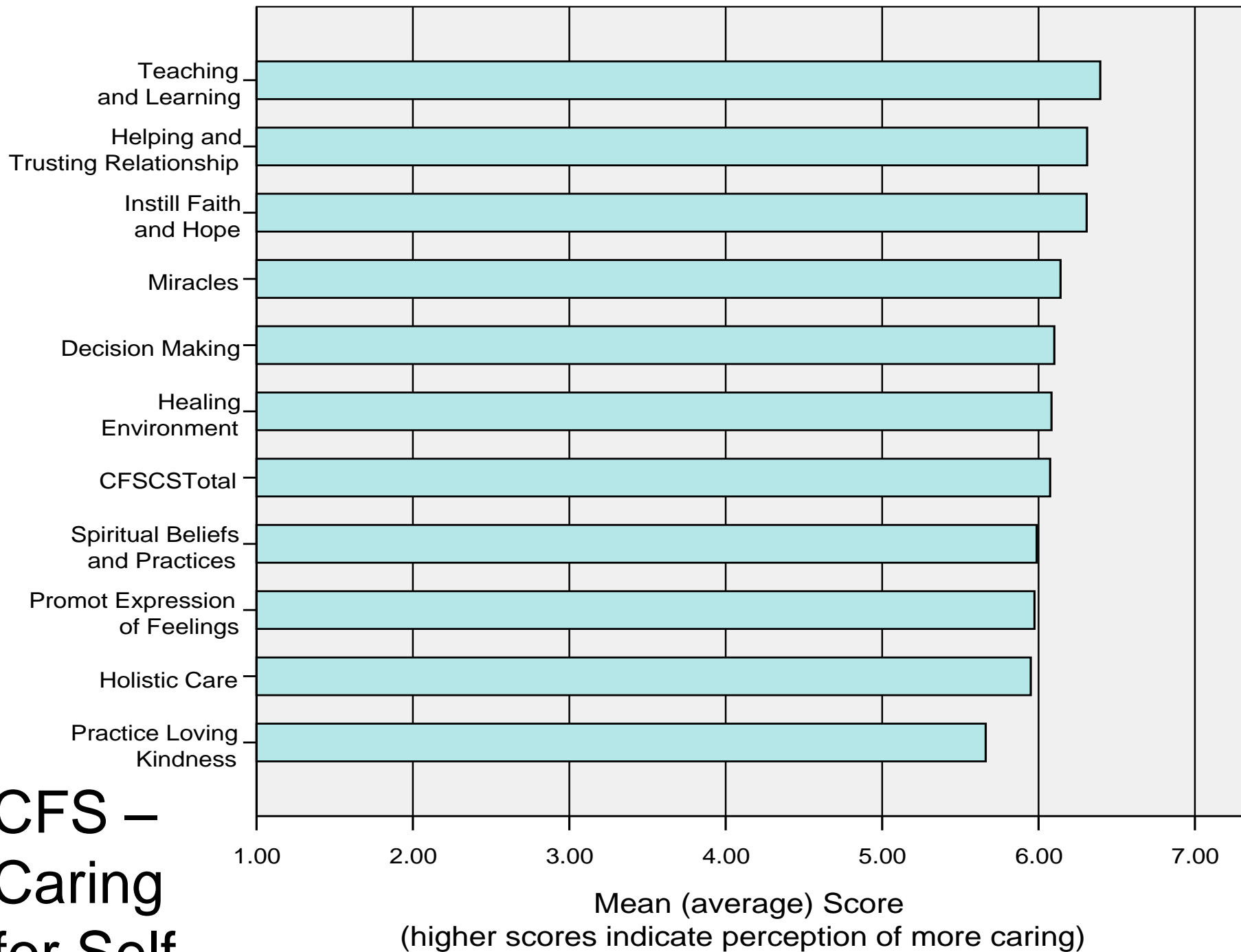


* Statistically significant difference using an alpha of .05

Results: CFS – Caring for Self

- There were 427 employees of the 3,790 who responded to the Caring Factor Survey – Caring for Self (CFS-CS) which represents a 11.3% response rate

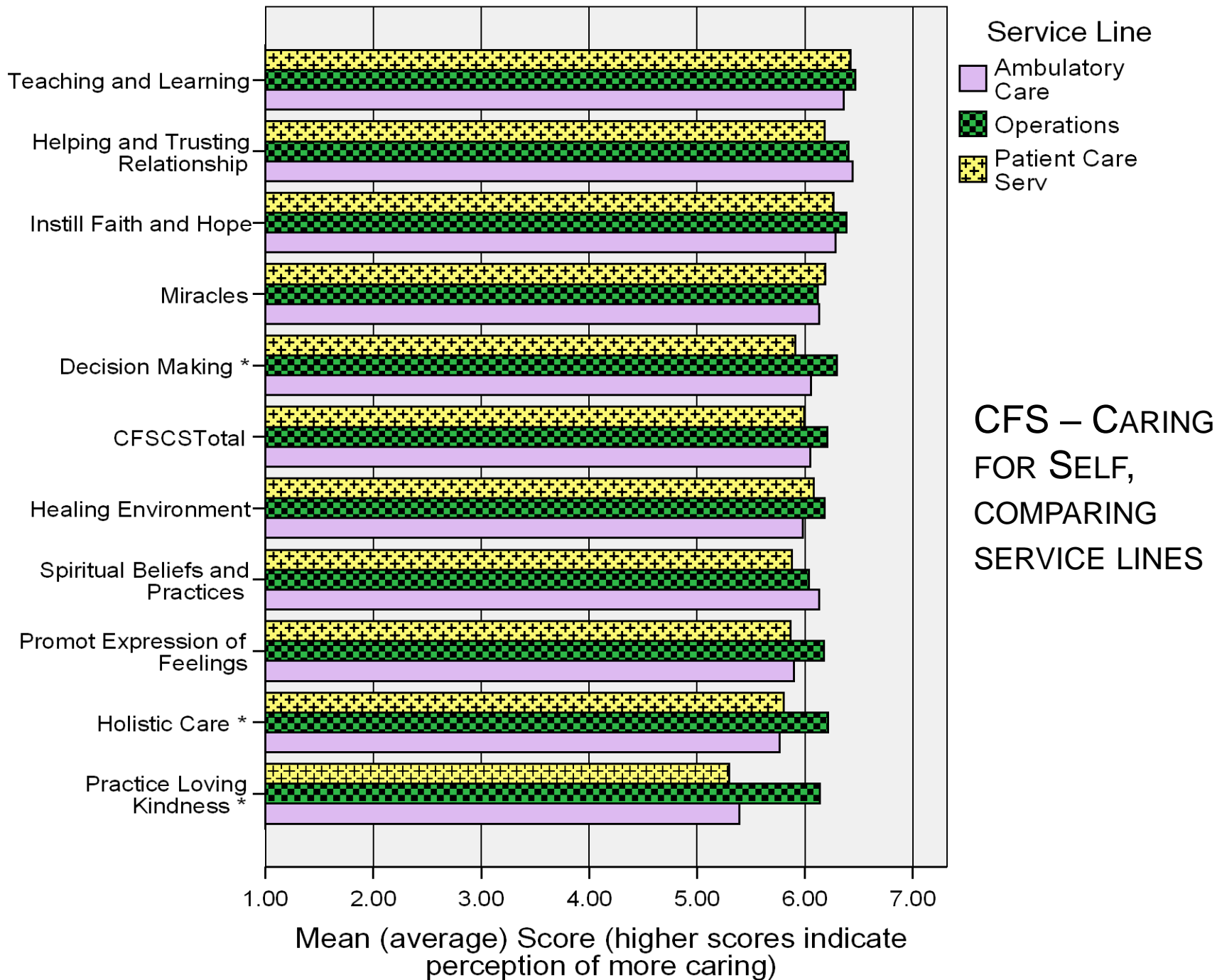
CFS – Caring for Self



CFS – Caring for Self

Differences between service lines

- loving kindness,
- decision making, and
- holistic care.



* Statistically significant difference using an alpha of .05

CFS – Caring for Self

Differences between units

- loving kindness,
- decision making,
- holistic care,
- healing environment,
- promoting feeling,
- allowing to believe in miracles, and
- the total CFS-CS score.

Correlations between Measures

- Employee Perception of Caring for Others (CFS-CPV) and the Work Environment
 - Relationship with physicians ($r = .137$, $p .035$).
 - Hours worked ($r = .134$, $p .022$).
 - Total HES score ($r = .161$, $p .027$).

Correlations between Measures

- Caring for Self and the Work Environment
 - positive relationship between self care and
 - relationship with nurses ($r = .142$, $p .024$)
 - relationships with physicians ($r = .125$, $p .046$).

Interventions

- Holistic Care Program for employees and patients
 - Pranic healing
 - Guided imagery
 - Massage and aroma therapy
 - Hospital renovation designed around self-care

Next Steps

- Remeasure September, 2012
- Prior to remeasure, identify outcomes specified by staff and process (e.g. space/architecture for self care)
- Use more complex statistical procedures to bring the conversation deeper (e.g. within subject evaluation and path analysis between variables)

Thank you!