Using a Microscope to Examine Human Caring through the Lens of the Nurse Manager

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Disclosures

• Katherine Ricossa
• No conflict of interests exists with employer nor was commercial support was given
Objectives

At the end of this session, the learner will be able to:

1. Define the term Concept Analysis and apply human caring among nurse managers.

2. Explain the Evolutionary Method and describe the 7 guiding principles as it applies to this Concept Analysis.
Background

- Significance of examining caring among nurse managers corresponds directly with
  - Considered a vulnerable population
  - Balancing quality of work life
  - Day to day demands requires nurse managers to proper staffing
  - Ensure quality of care at the bedside
  - Being Fiscally Responsible
  - Direct oversight of frontline staff
  - Little support is provided by nursing leadership
  - Imbalance of quality of work life
  - Job longevity is non-existent
Purpose

• Analyze the concept of human caring personally and professionally from the slant of the nurse manager.
• To uncover and critically evaluate perceptions of human caring among this vulnerable population
• To gain insight in order to have senior nursing leadership can proceed to provide support to this at risk group.
So what is a Concept Analysis?

- It is a review of the literature on a particular subject which examines different attributes
- In this case the human caring was examined among the nurse manager population
Method

Evolutionary Method of Concept Analysis was selected to further explore the dynamic concept of human caring.

SEVEN GUIDING PRINCIPLES

1. Identification of the concept of interest
2. Choosing the setting and sample
3. Collecting and managing the data
4. Analyzing data
5. Identification of an exemplar
6. Interpreting the results
7. Identify implications

1. Identification of the concept of interest

Review the Process

• Target the area of focus through written and verbal communication

• Researcher must perform a repetitive examination of keywords related to the topic or subject matter to determine what is in the literature using a variety of databases

Application

• Concept of Caring

• Keywords
  – Watson
  * Human Caring
  * Nurse Managers

• Job Satisfaction
  – Job Enjoyment
2. Choosing the setting and sample

Setting and Sample

- Setting refers to the target timeframe
- Sample refers to the isolating a variety of databases in other domains

Domains
- Nursing
- Psychology

Setting
- Initial Review of the Literature 1990-2010
- Refocused Literature Review 2010-2016

Application

- Sample as it related to the topic of human caring
  - *CINAHL
  - Cochrane Library
  - Clin-eguide
  - Nurse Standard
  - *Pubmed
  - *Proquest
  - *Psyc-Net
3. Collecting and Arranging the Data

Collect and Manage the Data

- Conducting a comprehensive review of the literature and extract themes and code verbatim passages

Application

- 1st a list was created
- 2nd this list was categorized into themes

1st List Identified

- Genuine concerns
- Personal connectives
- Wanting to help others
- Loyal
- Wanting to make a difference
- Friendship
- Parents influence
- Gender
- Family structure
- Birth position
- Education
- Culture
- Nursing Experience
- Years in role as manager

- Guilt
- Responsibility
- Feeling sorry for others
- Sense of responsibility
- Stress
- Financial responsibility of another
- Time commitment
- Physical or mental illness
- Change in employment
- Joy
- Sense of accomplishment
- Self satisfaction
- Marital status
- Work experience
2nd List Identified

- Intentional Moral Commitment
- Knowledge Based Competencies
- Skills
- Cognition
- Attitude
- Behavior
- Health Promotion
- Technical Knowledge
- Scientific Knowledge
- Communication
- Professionalism
- Professional Values

- Moral maturity
- Abandonment of Commitment
- Knowledge Deficit
- Gaps in Skills or Critical Thinking or Attitudes or Behaviors
- Health Disparities
- Physical or Psychological Disturbances
- Lack in Professionalism
- Change in Employment
- Reduced Self Satisfaction
- Compassion Fatigue
- Fatigue
- Sleep Status
- Family Issues
- Stress
- Joy Engagement
- Commitment to each patient
- Family Structure
- Gender
- Birth position
- Education
- Ethnicity
- Marital Status
- Work
- Work Experiences
- Nursing Experience
- Years in role as nurse manager
Influences of Caring Among Nurse Managers
Evolutionary Method (2010)

- Antecedents
  - Genuine concerns
  - Personal connectives
    - Wanting to help others
    - Loyal
  - Wanting to make a difference
  - Friendship
  - Parents influence
    - Gender
    - Family structure
    - Birth position
    - Education
    - Culture
    - Marital status
    - Work experience
    - Nursing Experience
    - Years in role as manager

- Temporal Variation
  - Guilt
  - Responsibility
  - Feeling sorry for others
  - Sense of responsibility
  - Stress
    - Financial responsibility of another
    - Time commitment
    - Physical or mental illness
    - Change in employment
    - Joy
    - Sense of accomplishment
    - Self satisfaction

- Socio-Cultural

Consequences
2. Themes Were Categorized Using the 4 Guiding Principles (2016)

Antecedents
- Intentional Moral Commitment
- Knowledge Based Competencies
- Skills
- Cognition
- Attitude
- Behavior
- Health Promotion
- Technical Knowledge
- Scientific Knowledge
- Communication
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Consequences
- Moral maturity
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Temporal Variation
- Emotional Status
- Fatigue
- Sleep Status
- Family Issues
- Stress
- Joy Engagement
- Commitment to each patient

Socio-Cultural
- Family Structure
  - Gender
  - Birth position
  - Education
  - Ethnicity
- Marital Status
  - Work Work Experiences
  - Nursing Experience
- Years in role as nurse manager
5. Identification of an Exemplar

Journal Article

Summary
Qualitative Study
Purpose: to explore the cultivation between nursing student (NS) faculty experiences to promote human caring
Sample (n = 47) Junior & Senior NS
Research Method: Phenomenological
Results are Student Focused:
• Attentive Presence
• Sharing of Selves
• Consequences of feeling valued
Implications
• Faculty were living these behaviors which shaped the nursing students to become more caring personally & professionally
5. Identification of an exemplar

**Journal Article**

**Summary**
Quantitative Study

**Purpose**
•To evaluate the quality of work life and nurses’ health

**Sample**
•(n = 246)
•Nurses in private (1) and public hospitals (3) in Greece

**Method: Survey 300 Items**

**Instruments**
•Expanded Nursing Stress Scale
•Health Survey SF-12
•Caring Behaviors Inventory

**Statistical Measures**
•Univariate and Multivariate Analyses

Stressors were related to death & dying; patient & family, problems with supervision, uncertainty concerning treatments; conflict with MD, workload, lack of emotional prep; problems with peers, discrimination

**Implications**
•Stress affects the nurses ability for human caring in the workplace
6. Interpreting the results

- Dynamic process
  - Obtaining additional information
  - Conducting another literature search
- Ongoing
- Going back and forth
- Generation of new ideas
- Thinking changes over time when re-evaluating conducting new literature reviews
  - Explores relationships between guiding principles
  - Examining the contrary view points
- Non caring
  - Indifference
  - Burnout
  - Compassion fatigue
7. Identify implications

Continue to investigate

1. Combination
   – Join factors to determine further inquiry
   – Examining the steps of the evolutionary method

2. Interaction - conduct field work to confirm findings
   Interviews conducted
   – (n=2)
   – Definition of caring identified

3. Unity of concept map & interaction of Nurse Managers
   • Bring attributes of combination and interaction together for review again

Caring Definitions from NM Interviewees

Interviewee 1
• “My definition of caring consists of a positive attitude, compassion, taking care of the needs of others versus over the needs of the self.”

Interviewee 2
• “Caring means when you can put yourself in someone else's wants and needs and being there for others”.
Results

• The literature on caring is prolific
• References were non-existent on human caring among nurse managers
• References found were mostly older than 10 or more years, although there is a resurgence with human caring in the literature in other areas
• A dichotomy exists between each of the distinguishing features examining contrary viewpoints that could affect how the nurse manager functions at work and home based on each individual circumstance
• Perhaps examining details work life balance may be the key to retaining Nurse Managers in the role
• Additional research focusing on Nurse Quality of Work Life to determine opportunities to develop a special program to support Nurse Managers in the role
• Focusing on the areas that Nursing Administration can affect a change
Conclusions

• The Evolutionary Method provided a formal structure to investigate the concept of human caring by creating a strong foundation for evaluation.
• The concept map demonstrates a visual depiction to gain insight
• This process stimulates new thinking on divergent perspectives to aid nursing administrators to support nurse managers’ quality of work life and promote retention in the role
References

Questions?

Thank you attending this session!
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