Integrating Caring Science Pedagogies as a Framework for Nursing Leadership and Professional Practice Development Symposium

29th International Nursing Research Congress
Melbourne, Australia
Friday, 20 July 2018: 10:45 AM-12:00 PM
2007-2009
Units developing mission/vision
Jean Watson visit

2013
Caring Science Self Assessment

2015
Jean Watson visit
National Caring Science Affiliate
Professional Practice Model revised

2017
Jean Watson visits
Foundations of Acute Critical Care (FACC)
International Caritas Consortium (ICC) sponsored

2010
Professional Practice Model
Jean Watson visit

2014
Jean Watson visit
Charge Nurse Leadership Program
Nurse Mentorship Program
Caring Science Integration Plan FY2015-17

2016
Jean Watson visits
Leading with Heart Workshop
Professional Nursing Development Program (PNDP)
Caring Science Integration

2018
Jean Watson visit
Caring Science Integration Plan revised FY2018-20
C.A.R.I.N.G. LEARNING ENVIRONMENT MODEL – ENGAGING HEAD, HEART, HANDS

- Allows room for **authentic dialogue, reflection and knowledge integration**
- Honors the lived experiences and expertise of each participant, **creating a sacred learning environment/safe space**
- Promotes, values and role models **caring, respect, authentic presence, trust, connection and self care**
Engaging Head, Hearts, and Hands
Transforming Leadership Development in the Acute Care Setting From Within

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Nursing Professional Development Specialist

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Manager, Center for Education and Professional Development
Center for Education and Professional Development
Stanford Health Care, Palo Alto, California USA
Presenters:

Grissel Hernandez, MPH, BSN, RN, HNB-BC, Caritas Coach®
Gisso Oreo, MSN, RN-BC, Caritas Coach®

Learning Outcome:

Integrate six (6) transformative, student-driven learning strategies to co-create a C.A.R.I.N.G. learning environment to engage head, heart, and hands in nursing professional development programs

Disclosures:

✓ No Presence of conflict of interest
✓ No Commercial Support
✓ No Sponsorship
Charge Nurse Role Description & Competency Assessment Tool

1. 6 domains—Leader-Self Direction (SD), Leader-Decision Making (DM), Scientist, Transferor of Knowledge, Practitioner, and **Caritas Leader Literacy**

2. Online assessment, Likert scale score—Novice (1) to Expert (5)
   - pre-assessment prior to workshop
   - post program assessment at 6 months

3. Professional Development Plan in collaboration with Patient Care Manager
COURSE AGENDA SAMPLES

Stanford HEALTH CARE

Charge Nurse Role Leadership Development Workshop
Friday, October 7, 2016

7:30 am Sign in
The Leader Within: Creating a Caritas Leader in Yourself
8:00 am Welcome & Program Overview - Why Leadership Development for Charge Nurses?
Grisel Hernandez, MPA, EMT, RN, NH-BC
Gizso Oreo, MSN, RN, CMSRN

8:30 am The Leader Within: Self-Awareness, Authentic Presence, and Self-Reflection
Grisel Hernandez, MPA, EMT, RN, NH-BC

9:30 am SELF CARE BREAK (15 minutes)

The Science: Managing the Business
9:45 am Healthcare Operations and Environment - Part I
Leen Rodofich, MSN, RN, CCMH, CNE

10:00 am Resource Management
Leen Rodofich, MSN, RN, CCMH, CNE,
Joanne Mergesso, MSN, RN, CMSRN

12:15 pm LUNCH ON YOUR OWN (60 minutes)

The Science: Managing the Business
1:15 pm Healthcare Operations and Environment - Part II
Dorcie Rodriguez Shono, MS, RN
Gizso Oreo, MSN, RN, CMSRN

2:00 pm SELF CARE BREAK (15 minutes)

The Art: Leading People
2:15 pm Communication and Relationship Management
Gizso Oreo, MSN, RN, CMSRN

3:00 pm SELF CARE BREAK (15 minutes)

The Leader Within: Creating a Caritas Leader in Yourself
3:15 pm Creating Healing Work Environments & Expectations
The Leader Within: Professional Role Development and Self-Renewal
Grisel Hernandez, MPA, EMT, RN, NH-BC

4:30 pm Evaluation/Adjourn

*Online course evaluation must be completed on HealthStream within one week of course completion.

Stanford HEALTH CARE

LEADING WITH HEART
CARITAS LEADERS CARING FOR SELF & OTHERS
May 17, 2017
August 10, 2017

Center for Education and Professional Development
Division of Patient Care Services
Stanford Health Care

PROGRAM AGENDA

Wednesday, May 17, 2017
Thursday, August 10, 2017

7:30 am Registration

8:00 am A Competent Nurse is a Caring Nurse: The Ethical and Moral Dimensions of Caring

9:15 am Caring Science Essentials

10:15 am SELF CARE BREAK

10:30 am Healer Love Thyself: Practicing Loving Kindness and Self Care – Part 1 (Caritas Process 1, 2, 3)

11:15 am Caritas Language: Giving voice to what we do (Caritas 6, 7)

12:00 pm SELF CARE LUNCH (provided)

12:45 pm Ways of Being and Becoming Creating a Caritas Consciousness (Caritas 4, 8, 9)

1:30 pm Authentic Listening: Hear Me With Your Heart (Caritas 5, 10)

3:00 pm SELF CARE BREAK

3:15 pm Healer Love Thyself: Practicing Loving-Kindness and Self Care – Part 2

4:00 pm Adjourn

Stanford HEALTH CARE

MAGNET RECOGNIZED
AMERICAN NURSES CREDENTIALING CENTER
PRE-WORKSHOP SELF-REFLECTION ASSIGNMENT

1. **Self-Care Practices**: What daily rituals or activities do you currently practice to care for yourself AND how these activities impact your charge nurse practice?

2. How does quality data inform your current practice and how it is used for process/quality improvement in your unit? How do you feel it will impact your charge nurse role? Please come to the class prepared and bring the latest copy of the Unit/Department Nursing Dashboard. You can obtain a copy from your manager or assistant manager.

3. Reflect on a recent challenging situation that has come up, whether as charge nurse or as a clinical nurse dealing with a charge nurse. What happened? What did you like/dislike about the experience? What specific skills or creative resources did you use to resolve the challenging situation? What learning occurred for you in this experience? If you could do it again, what would you do differently?

4. **What is a caring professional practice? What does it include?** The response can be in first person narrative (250 or more words), or it can be a picture, a symbol, create a collage or bring a personal item that represents the feeling or image to you with brief explanation (50-100 words).

**Make a Charge Nurse Playlist**: What better way to get to know each other than to share some of our favorite songs! For this quick activity, choose ONE of your favorite songs that represent your idea of what a charge nurse leader is to share in a discussion with your classmates. This way, you’ll have a soundtrack for the course—you can listen to the playlist while driving to work to get energized for the day!!!

If you need a little help, head over to your favorite digital music store Google Play Music: [https://music.google.com/](https://music.google.com/) or Apple Music: [https://www.apple.com/itunes/](https://www.apple.com/itunes/) or Spotify: [https://www.spotify.com/](https://www.spotify.com/) to create an account (if needed - you can also sign in using Facebook or Google). Atmospheric music is very conducive to reducing stress and creating a positive environment. Make sure the music is low volume.

Next, when you find and click on your first song, you’ll see a button that says Add Song next to the title. Click and select Add to New Playlist, giving it a title and description (and maybe a short explanation of why you chose your songs).

Last step: share the song Title and artist no later than Wednesday, October 5, 2016 via email changereflection@stanfordhealthcare.org. You might want to write the titles and artist of the songs down to share with the group. We will create a soundtrack of the group songs and have it ready for our workshop for discussion and enjoy the music!

Bring your answers to the workshop—it will be part of our discussion.

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**Leading with Heart: Caritas Leaders – Caring for Self & Others**

**Exploring Caritas Leadership Self-Awareness through Reflective Practice**

**Introduction**: Please read the articles provided before answering each question. The questions can be answered in a story-telling/narrative format, bullets points by answering each question or part individually or as picture/collage/drawing/music.

1. **“What is caritas leadership practice? What does it include?”** The response can be in first person narrative (250 or more words). OR it can be a picture, a symbol, create a collage or bring a personal item that represents the feeling or image to you with brief explanation (50-100 words).

2. **Self-Care Practices**: What daily rituals or activities do you currently practice to care for yourself AND how these activities impact your leadership practice?

3. We invite you to share any notable caring or uncaring moments you have experienced.

Bring your answers to the workshop—it will be part of our discussion.
COURSE SPACE REDESIGN

- Re-arrange physical space and chairs into circle/semi-circle
- Bring flowers and special items to add to the center of room
- Circle Process
- Group Agreements
ENGAGE CREATIVITY AND ALL WAYS OF KNOWING

- Use of coloring books, coloring journals, and art supplies

Sources
http://touchdrawing.com/soultouch-coloring-journals/
http://www.hobbycraft.co.uk/SupplyImages/605428_1000_1_800.jpg

Stanford HEALTH CARE
STANFORD MEDICINE
SELF-REFLECTION ANSWERS

Expressed using journaling and creative strategies such as music, poetry, art and collage.

1) Daily activities that I currently practice to take care of myself include exercising, being outdoors and spending time with friends and family. All of these things help to keep me feeling centered and balanced, as well as prepared to give 100% when I am at work. I believe that my ability to live a well-balanced life will enable me to be mentally prepared to take on my new role as a charge nurse.

4) A caring professional practice includes one in which compassion, knowledge of science and medicine as well as integrity are all encompassed into the provision of care for patients. It requires putting the patient first in all regards. In order to do this, it requires strong communication skills and excellent team-work, as well as fully focusing on what is best for the patient, both in the short-term and long-term.
SELF CARING PRACTICES

- Teach breathing awareness and other techniques to decrease stress and anxiety and improve wellness
- Encourage laughter and demonstration of gratitude
- Incorporate self-care practices into educational activities (i.e. pre-assignment reading, reflection on self caring practices, breaks, self care station with aromatherapy angels, angel cards, self massage tools, stress balls, slinkies)
CHARGE NURSE PRE AND POST INTERVENTION RESULTS COMPARISON

All Cohorts Pre/Post-Assessment Results Comparison

**Leader-Self Direction**
- Pre Assessment: 3.26
- Post 6 months: 3.89
- Post 12 months: 4.01

**Leader-Decision Making**
- Pre Assessment: 2.97
- Post 6 months: 3.83
- Post 12 months: 3.92

**Scientist**
- Pre Assessment: 2.98
- Post 6 months: 3.59
- Post 12 months: 3.65

**Communicator**
- Pre Assessment: 2.93
- Post 6 months: 3.71
- Post 12 months: 3.78

**Practitioner**
- Pre Assessment: 3.09
- Post 6 months: 3.85
- Post 12 months: 3.95

**Caritas Leader (C7-C24)**
- Pre Assessment: 3.74
- Post 6 months: 3.87
- Post 12 months: 4.25

### Intervention Period:
1. Eight Hour Charge Nurse Workshop
2. Charge Nurse Unit Based Orientation

**Assessment Level Rating**
- 1 = Novice
- 2 = Advanced Beginner
- 3 = Competent
- 4 = Proficient
- 5 = Expert
Pre/Post Program Practice Integration - All Cohorts
Almost Every Time/Frequently Use Scores

Question: Since the completion of the Charge Nurse Leadership Program, how much have you integrated the following into your functional role as charge nurse?

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<th>Pre-Workshop</th>
<th>6 months</th>
<th>12 months</th>
<th>18 months</th>
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<td>The Science:</td>
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SHARE ONE PERSONAL DEVELOPMENT YOU HAVE IMPLEMENTED AS A RESULT OF ATTENDING THE CHARGE NURSE LEADERSHIP WORKSHOP

“I have had a renewed faith, a new perspective, on how Stanford tries to value their nurses, after hearing Wendy speak, as well as others.” Charge Nurse C1 - 3 month follow up (CP2: Authentic Presence, CP10: Understand Patients/Other View)

“I am now more aware and conscientious about the importance of self-care in our profession.” Charge Nurse C13 – 3 months follow up (CP1: Lovingkindness)

“More aware of how I am perceived by my coworkers as far as being a positive influence when I am in the charge role.” Charge Nurse C8 – 6 month (CP2: Authentic Presence, CP8: Healing Environment)

“I am practicing more "authentic presence," and am more aware of my role in creating an overall mood or tone for the day on my unit.” Charge Nurse C8 – 6 month (CP2: Authentic Presence)

“I was able to look at my practice and lack of self care, especially after a busy or stressful shift. I didn’t realize how this was negatively affecting me until the class brought that to my attention.” Charge Nurse C9 – 9 month (CP1: Lovingkindness)

“I continue to implement self-awareness as I feel that it greatly affects the functioning of the unit, especially as the nurses and patients around you.” Charge Nurse C7 – 12 months follow up (CP1: Lovingkindness, CP2: Authentic Presence, CP3: Cultivating Spiritual Practice)

“Ensuring self-care practices and self awareness when at work.” Charge Nurse C5 - 18 month follow up (CP1: Lovingkindness, CP2: Authentic Presence, CP3: Cultivating Spiritual Practice)
SHARE ONE PRACTICE IMPROVEMENT (RELATED TO STAFF SATISFACTION, CLINICAL PRACTICE OR PATIENT OUTCOMES) YOU HAVE IMPLEMENTED AS A RESULT OF ATTENDING THE CHARGE NURSE LEADERSHIP WORKSHOP

“**I am trying to improve nurse satisfaction by showing I am there for them and show support every shift.**”
Charge Nurse C13 – 3 months (CP2: Authentic Presence)

“I have implemented making sure the RNs are giving the NAs a quick report on their patient's in the morning, so NAs and RNs can work together more effectively”
Charge Nurse C13 – 3 months (CP4: Helping, Caring, CP6: Creative Problem Solving/Solution Seeking)

“I make a conscious effort to communicate clearly, and actively listen. I feel like I was doing a pretty good job of that before the class, but once again, it was just highlighted how crucial clear, compassionate and concise communication is as a leader.”
Charge Nurse C9 – 9 month follow up (CP5: Authentic Listening, CP7: Relational Teaching-Coaching)

“**Worked to improve use of patient care board after hearing patient feelings that they were under utilized**”
Charge Nurse C4 – 12 months follow up (CP5: Authentic Listening/CP10: Understand Patient/Other View)

“**Staff appreciation. The hospital has been short staffed lately, most days we need staff staying over to compensate. I make sure they are provided with a meal, because when they stay longer, they usually do not packed lunch prepared. I have seen that this helps, the staff appreciates it, and it makes it easier to ask staff to stay over again the next time....**”
Charge Nurse C2 – 18 month follow up (CP6: Creative Problem Solving/Solution Seeking, CP9: Human Needs)

“I think the class helped me to identify that I am a leader. After the class, I looked for ways that I could be a role model for the staff. I joined the shared leadership council after attending the class. I also pursued my passion in my personal life. I started volunteering at Stanford Hospital.”
Charge Nurse C1 – 12 months (CP1: Lovingkindness, CP3: Cultivating Spiritual Practices, CP8: Healing Environment)
LEADING WITH HEART PRE/POST PROGRAM PRACTICE INTEGRATION RESULTS

All Cohorts Pre/Post Program Practice Integration Almost Every Time/Frequently Use Scores

- Authentic Listening/Caring Language
- Creating Healing Work Environments
- Self Awareness
- Nursing Professional Standards/Code of Ethics
- Authentic Presence
- Self Renewal/Self Care

Pre Assessment
- Authentic Listening/Caring Language: 34.07%
- Creating Healing Work Environments: 63.58%
- Self Awareness: 67.40%
- Nursing Professional Standards/Code of Ethics: 69.54%

Post 3 months
- Authentic Listening/Caring Language: 73.34%
- Creating Healing Work Environments: 90.00%
- Self Awareness: 100.00%
- Nursing Professional Standards/Code of Ethics: 100.00%

Post 12 months
- Authentic Listening/Caring Language: 100.00%
- Creating Healing Work Environments: 100.00%
- Self Awareness: 100.00%
- Nursing Professional Standards/Code of Ethics: 100.00%

Almost Every Time/Frequently Use Scores

Authentic Listening/Caring Language
- Pre Assessment: 34.07%
- Post 3 months: 73.34%
- Post 12 months: 100.00%

Creating Healing Work Environments
- Pre Assessment: 63.58%
- Post 3 months: 90.00%
- Post 12 months: 100.00%

Self Awareness
- Pre Assessment: 67.40%
- Post 3 months: 100.00%
- Post 12 months: 100.00%

Nursing Professional Standards/Code of Ethics
- Pre Assessment: 69.54%
- Post 3 months: 90.00%
- Post 12 months: 100.00%

Authentic Presence
- Pre Assessment: 79.12%
- Post 3 months: 80.00%
- Post 12 months: 100.00%

Self Renewal/Self Care
- Pre Assessment: 80.47%
- Post 3 months: 90.00%
- Post 12 months: 100.00%
LEADING WITH HEART WORKSHOP CARITAS SELF-CARING SCORES

Pre/Post Watson Caritas Self-CARING Score

- **Treat self with Lovingkindness**: Pre Assessment 4.50, Post 3 months 5.10, Post 12 months 6.00
- **Practice self-care as means for meeting own basic needs**: Pre Assessment 5.00, Post 3 months 4.90, Post 12 months 5.10
- **Have helping and trusting relationships with others**: Pre Assessment 6.00, Post 3 months 5.70, Post 12 months 7.00
- **Create caring environment that helps me flourish**: Pre Assessment 7.00, Post 3 months 5.40, Post 12 months 6.40
- **Value own beliefs and faith, allowing for personal success**: Pre Assessment 5.00, Post 3 months 5.67, Post 12 months 6.00

Scale: 1=Never 2=Rarely 3=Occasionally 4=Sometimes 5=Frequently 6=Usually 7=Always
SUMMARY

- Acute care settings should devote more resources to cultivating and developing caring literacy of nurse at all levels and strengthening transpersonal caring relationship with staff and patients.

- Learning strategies that engage head, heart, hands easily integrated into nursing professional development and nursing practice.

- Model aligns with emancipatory pedagogies by honoring the lived experiences and expertise of both student and facilitator, creating a sacred learning environment/safe space that promotes, values and role models caring, respect, authentic presence, trust, connection and self care.

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Head • Heart • Hands

What have you learned? How do you feel? What are you going to do?
REFERENCES


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