

COURAGEOUS CARE



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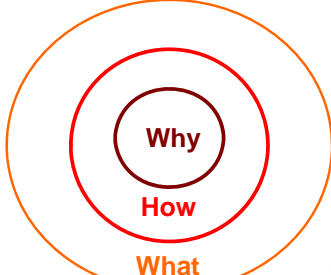
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President, American Association of Critical Care Nurses

Objectives:

1. Define courageous care and why it is important to provide.
2. Explain the vital components of courageous care – compassionate care, renewal, knowledge, and leadership.
3. Share a story of a time when you provided courageous care.

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The Golden Circle



Start With Why
How Great Leaders Inspire Everyone to Take Action
By: Simon Sinek

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Why?

- "Want to make a difference in the lives of others"
- "Care about others"
- "Want our patients and their families to achieve optimal outcomes"

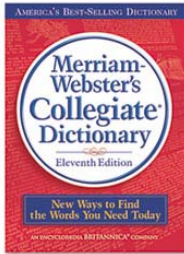
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Care...

"Caring is the essence of nursing"
Jean Watson

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Care...



"effort made to do something correctly, safely, or without causing damage" or "things done to keep someone healthy and safe"
Merriam-Webster Dictionary

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Nursing Care...

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Nursing Care...



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...takes tremendous
courage to deliver

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Nursing Care...



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Courage...

- "most admiral of human virtues"
John F. Kennedy
- "the first of human qualities...because it is the quality which guarantees all others"
Winston Churchill
- "Courage is not the absence of fear, but rather the assessment that something else is more important than fear."
Franklin Delano Roosevelt

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Courage

- We face our fears to do what we know is right, even when it's not easy.
- Courageous Care means doing what is necessary to provide the best possible care for our patients and their families.

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AACN's Mission

Patients and **their families** rely on nurses at the most **vulnerable times** of their lives.

Acute and critical care nurses rely on AACN for **expert knowledge** and **influence** to fulfill their promise to patients and families.

AACN drives **excellence** because **nothing less is acceptable**.

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Our Mission

A nurse's everyday work is the work of AACN, because our mission is lived at the point of care.

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Compassionate Care...

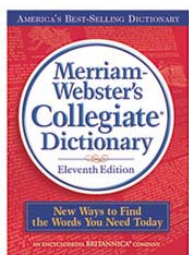
- Safe care is expected
- Connecting with patients and their families in compassionate ways to alleviate and prevent suffering is key to improving the patient experience.
- Studies demonstrate positive associations between better patient experiences and improved health outcomes

Dempsey, et al; JONA. October 2014

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Compassionate Care...



Compassion – “sympathetic consciousness of others' distress together with a desire to alleviate it”

Merriam-Webster Dictionary

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Compassionate Care...

- Acknowledge suffering
- Individualized, coordinated patient and family care that promotes full patient participation
- Convey interest, invoke trust and enhance perception of empathy
 - Proximity
 - Positioning
 - Proactivity
 - Pace

Dempsey, et al; JONA. October 2014

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Nursing consistently rated highest on honesty and ethical standards

	% Very high or high	% Average	% Very low or low
Nurses	80	17	2
Medical doctors	65	29	7
Pharmacists	65	28	7
Police officers	48	31	20
Clergy	46	35	13
Bankers	23	49	26
Lawyers	21	45	34
Business executives	17	50	32
Advertising practitioners	10	44	42
Car salespeople	8	46	45
Members of Congress	7	30	61

Gallup Poll, December 18, 2014

Compassion Fatigue

- Reduced capacity or interest in being empathetic or bearing witness to another's suffering
- After repeated exposure to stressful events of patients and families the nurse developed a special relationship with
- Physical, emotional, social, work, spiritual indicators



Moral Distress

- Occurs when...
 - You know the ethically appropriate action to take, but are unable to act upon it
 - You act in a manner contrary to your personal and professional values, which undermines integrity and authenticity
- Experienced by 1 in 3 nurses
- May cause
 - significant physical and emotional stress
 - loss job satisfaction → resignation from job or profession
 - reduced quality of care
- Use AACN 4 A's to Rise Above Moral Distress

AACN Public Policy Position Statement

Burnout

- Effects all types of health professionals
- Reached epidemic proportions
 - 25-33% critical care nurses have severe burnout
 - 86% have at least 1 of 3 classic symptoms
- Caused by work related stressors



Burnout

- **Develops gradually**
 - Initially feel emotional stress and increased job related disillusionment
 - Unable to adapt → develop negative attitude about their job, co-workers and patients
 - Eventually → exhaustion, reduced personal accomplishment, depersonalization, others



"That which is to give light must endure burning."

Burnout

- **Consequences**
 - Negative effects on the mental health and physical well being of providers (e.g., PTSD, drug abuse)
 - Increased turnover
 - Poor work performance
 - Decreased patient satisfaction
 - Reduced quality of care



Change Fatigue

- Change in healthcare
 - increasing amount
 - more rapid
- **Change Fatigue** – rapid and continuous change creates overwhelming feelings of stress, exhaustion and burnout

McMillan & Perron



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Renew

You can't care for others if you don't care for yourself

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Self Awareness



"I think self-awareness is probably the most important thing towards being a Champion."

Billie Jean King

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Foster Resilience

"You have to decide what your highest priorities are and have the courage—pleasantly, smilingly, nonapologetically, to say "no" to other things. And the way you do that is by having a bigger "yes" burning inside."

Stephen Covey

- Practitioner focused
 - Develop a "Why"
 - Relax/reduce stress
 - Mindfulness/Meditation
 - Time management

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Foster Resilience

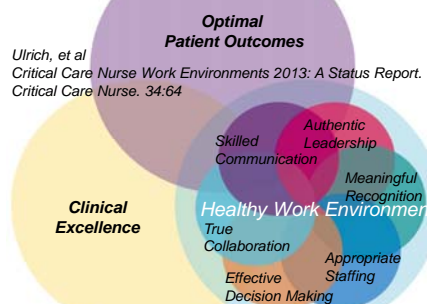


- Practitioner focused
 - Rest, exercise, healthy eating
 - Laugh!
 - Share stories
 - Hobbies, social activities
 - Spirituality
 - Supports
 - Self talk

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American Association of Critical Care Nurses Healthy Work Environment Standards

Ulrich, et al
Critical Care Nurse Work Environments 2013: A Status Report.
Critical Care Nurse. 34:64



<http://www.aacn.org/WD/HWE/Docs/HWStandards.pdf>

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Foster Resilience

- Communication tools
- Team debriefings - Pause
- Teambuilding
- Scheduling/ time off
- Support groups
- Palliative care/ Ethics consults
- Patient goals
- Family conferences



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Resilience Dividends

- Associated with less PTSD and burnout in ICU nurses [Mealer, et al, 2012](#)
- Increases institutional loyalty
- Decreases turnover
- Cultivates engagement
- Boosts empathy and compassionate care

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Building and maintaining a strong knowledge base

- Increased complexity of patients and the technology that supports them → Need
 - sound knowledge base
 - strong critical thinking skills
- Rapid and frequent changes
- Continuum of life long learning
 - Orientation – Basis
 - Continuing education

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Developing Courageous Care



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Building and maintaining a strong knowledge base



- *Courageous Care*
 - Saying we don't know something
 - ...then go and learn about it in order to gain the knowledge to provide the best possible care for the patient.

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"The true measure of your leadership will not turn out to be your greatest achievements, but the number of great leaders you turn out"
[Kevin Cashman](#)

"courage is contagious"
[Brene Brown](#)

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Crabism



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Take home message...



***Don't be a crab,
be a goose!***

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Leadership



"We can all learn to lead"

Sinek

Start With Why How Great Leaders Inspire Everyone to Take Action

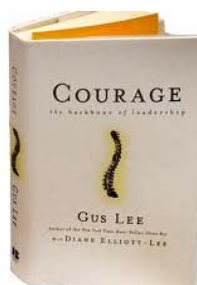
"We can be leaders that make a positive difference regardless of our position or title."

Sanborn

You Don't Need a Title to be a Leader

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Leadership



- Gus Lee describes courage:
 - the "backbone of leadership"
 - "the single most decisive trait in a leader"
- 3 Acts of Courageous Leadership
 - Honoring all persons
 - Encouraging and supporting others
 - Challenging wrongs
- "We can use the transformational power of courage to lead effective change."

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The Future of Nursing: Leading Change, Advancing Health

- Remove scope of practice barriers
- Expand opportunities for nurses to lead and diffuse collaborative improvement efforts
- Implement nurse residency programs
- Increase nurses with BSN to 80% by 2020
- Double nurses with a doctorate by 2020
- Ensure that nurses engage in lifelong learning
- Prepare and enable nurses to lead change to advance health
- Build an infrastructure to collect and analyze interprofessional healthcare workforce data

Institute of Medicine, 2010

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Change

Change can be scary,
but you know what's
scariest? Allowing fear
to stop you from
growing, evolving,
and progressing.

-mandy hale-

WWW.LIVELIFEHAPPY.COM

- Change in healthcare is rapid and rampant
- Can be a good thing!
- Can be difficult
- "If we don't drive change, change will drive us."

Kevin Cashman

Leadership

- Engage nurses to lead change!
- Develop proficiency in
 - Leadership
 - Project management
 - Change theory
 - Stakeholder engagement
 - Performance improvement
 - Data and financial analysis
 - Social entrepreneurship
 - Impact of health policy



Altman, et al. Nursing
Management. May 2015

Leadership Character

- Hunger for wisdom
- Expect the best
- Accept responsibility
- Respond with courage
 - Articulate future vision
 - Build relationships with challenging people
 - Challenge others to grow
 - Mend broken relationships
 - Confront difficult problems
 - Make hard decisions
- Think of others first

Leadership Skill



Leadership Character

Mark Miller

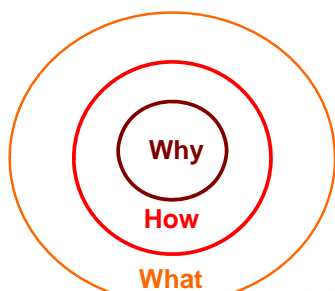
Leading Change

- "Paradoxically, pause powers purposeful performance"
- "Leaders pause to discover new ways of being and achieving"



Kevin Cashman

Key to Inspiring Change



Start With Why
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By: Simon Sinek

AACN
CSI Academy™
Clinical Scene Investigator

- Hospital based nurse leadership and innovation training program
- Empowers and engages bedside nurses as clinician leaders and change agents
- Lead changes that improve patient care and the hospital bottom line
 - Decreased LOS, days on ventilator, HAI's and ICU complications, delirium, falls and pressure ulcers
 - \$28 Million for the first 6 AACN CSI cohorts
 - About 50% moved projects to other units
 - 75% sustaining key aspects

<http://www.aacn/csi>



COURAGE

How do we grow and develop courage?

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Good	Courageous
Honesty	Integrity
Honor	Courage
Ethics	Character
Morals	


River of Fear

Gus Lee

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Developing Courage

- Do something to stretch yourself
- Have difficult conversations
Maxwell
- Have a reason you value
- Recognize and face fear
- Get support from others
- Remember successes and build on them



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Developing Courage

- Constantly affirm your strength and determination
- Hurdle obstacles and take risks
- Manifest vision
- Reflect self-esteem
- Speak up

Sandra Ford Walston
Being called to do what you fear the most is a direct route toward experiencing just how powerful, resourceful, brave and amazing you really are.
Margie Warrell

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Developing Courage



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"Science and technology are the palate and paint of the profession; nurses are the artists of healing"
An RN



The Soul of the Caring Nurse Storied and Resources for Revitalizing Professional Passion
By Henry and Henry

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