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.

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

Merriam-Webster Dictionary
In one word, what is the biggest barrier that impedes your ability to deliver on your promise of providing optimal patient-family centered care?
...takes tremendous courage to deliver

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.

What is the reason that you wanted to be a nurse?


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

The Golden Circle

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

What does it take to provide Courageous Care?

- Knowledge
- 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

Compassionate Care...

- Leadership
- Renewal
- Knowledge
Compassionate Care...

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

Merriam-Webster Dictionary

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

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
Renew

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

Foster Resilience

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

Foster Resilience

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

“Your highest priorities are and have the courage—pleasantly, smilingly, nonpedantically, to say “no” to other things. And the way you do that is by having a bigger “yes” burning inside.”

Stephen Covey
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

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 lifelong learning
  - Orientation – Basis
  - Continuing education

Developing Courageous Care
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.

“Courage is contagious”
Brene Brown

“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

Crabism
Take home message...

Don't be a crab, 
be a goose!

Leadership

“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
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

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

• 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

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
  Mark Miller

Leadership Skill

How do we grow and develop courage?
Developing Courage

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

“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

Courageous@aacn.org