

COURAGEOUS CARE



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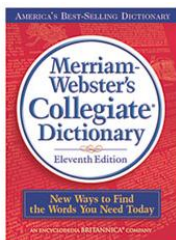
Objectives:

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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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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In one word, what is the biggest barrier that impedes your ability to deliver on your promise of providing optimal patient-family centered care?



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...takes tremendous
courage to deliver



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



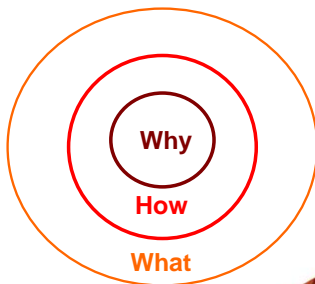
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- "Want to make a difference in the lives of others"
- "Care about others"
- "Want our patients and their families to achieve optimal outcomes"



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The Golden Circle



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



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Nursing Care...



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What does it take to provide
Courageous Care?

Compassionate
Care
Renewal
Knowledge
LEADERSHIP



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Compassionate Care...

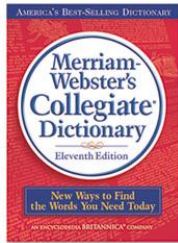
- Safe care is expected
- Connecting with patients and their families in compassionate ways to alleviate and prevent suffering is key to improving the patient experience.
- Studies demonstrate positive associations between better patient experiences and improved health outcomes

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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Burnout

- Effects all types of health professionals
- Reached epidemic proportions

Mealer, et al. 2009

- 25-33% critical care nurses have severe burnout
- 86% have at least 1 of 3 classic symptoms
- Caused by work related stressors



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Renew



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



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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."*

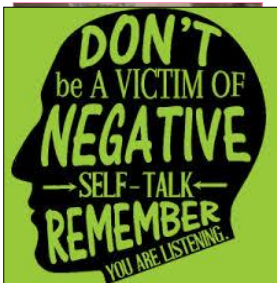
Stephen Covey

- 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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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"

Brene Brown
Kevin Cashman



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Crabism



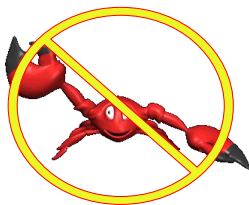
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Take home message...



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

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Leadership



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"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



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



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>



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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



Leadership Character



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How do we grow and develop courage?



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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



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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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