

# Compassion

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## It's Our Calling Card

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W W W . C A P S T O N E L E A D E R S H I P . N E T

# Compassion

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Nurses  
Patient Experience

- Connect with Compassion
  - Bedside Shift Report
    - Managing Up
    - Care Narration
  - Purposeful Hourly Rounding
  - Day-to-Day “Tasks”
- Compassion Fatigue
  - What is it?
  - How can I fix it?
- Just Start!

# Compassion

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Nurses  
Patient Experience

- The current state of compassion.
- One nurse's story.

# Compassion

What is it?

Concern for the  
suffering of others



# Compassion

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## Bedside Shift Report

- Why do we hand off to the next RN at the bedside, and why is compassion important?
  - SAFETY
  - Engage patient as care partner
  - Manage Up – Transfer of Trust
  - Narrate Care
    - Use common language!

# Compassion

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## Bedside Shift Report

- WIIFM?
  - Managing up in front of the patient improves team morale
  - Shared accountability for patient handoff

# Compassion

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## Purposeful Hourly Rounding

- What is the purpose of asking the same four questions every single hour?
  - SAFETY
    - Reduced patient falls
    - Reduced pressure injuries
    - More successful pain management
    - Increased patient and family satisfaction

# Compassion

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## Purposeful Hourly Rounding

- WIIFM?
  - 40% fewer call lights
  - Higher staff satisfaction!

# Compassion

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Nurses  
Patient Experience  
All Teams!

- Hi in the Hallway
- No Pass Zone
- Nurse Leader Rounding on Patients
- Leader Rounding on Staff
- Daily Huddles
- Updating the Whiteboard
- Behavior Standards

# Compassion

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Nurses, PX, All Teams

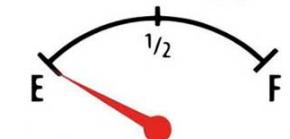
- WIIFM?
  - Reconnect to your “why?”
  - Hello Human Kindness!

# Compassion Fatigue

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- Definition
- Symptoms
- Recovery

Compassion  
Fatigue



# Compassion and Empathy

# The Nurse's Calling Card

- Nursing care is enhanced when it is delivered with empathy and compassion.



# Compassion

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Just Start!

- Invest in a compassion buddy at work!
- Cultivate empathy.
- Think of each “task” as a mission to connect with the patient in a way that is meaningful
- Compassion is our calling card!

# JUST START!

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- Infuse your life with compassion
  - Start with yourself
  - Practice empathy (what are others going through?)
  - Practice kindness
  - Listen carefully (be present)
  - Suspend judgment

# Compassion

Caring

BE THE  
REASON  
SOMEONE  
SMILES  
TODAY



“If you want others to be happy, practice compassion. If you want to be happy, practice compassion.”

Dalai Lama

# QUESTIONS?

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CALL US!



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JUST  
J  
START

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