

Compassion

It's Our Calling Card

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Compassion

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

Nurses

Patient Experience

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

Compassion

What is it?

Concern for the
suffering of others



Compassion

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

Bedside Shift Report

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

Compassion

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

Purposeful Hourly Rounding

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

Compassion

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

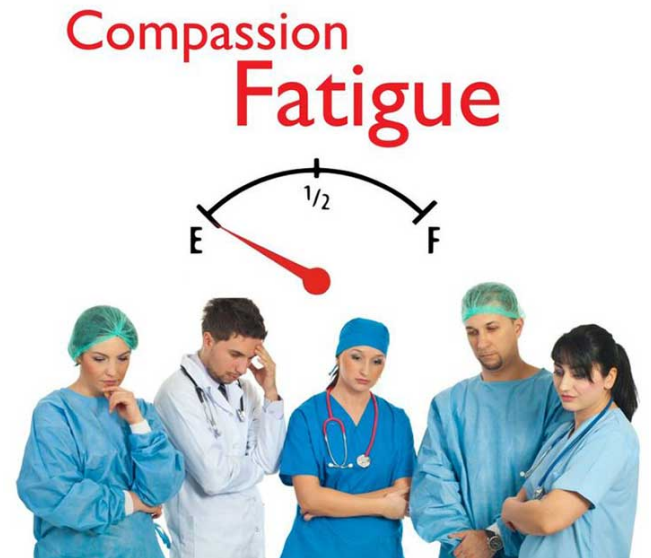
Compassion

Nurses, PX, All Teams

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

Compassion Fatigue

- Definition
- Symptoms
- Recovery



Compassion and Empathy

The Nurse's Calling Card

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



Compassion

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!

- 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



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

Dalai Lama

QUESTIONS?

CALL US!



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