

# Implementing Compassionate Care in an Urban Primary Care Setting

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## Problem

Stress in health care setting can negatively affect both health care professionals and support staff, leading to:

- decreased job satisfaction
- psychological stress
- increased medical errors

## Hypothesis

Implementation of a compassionate care intervention will: improve mindfulness, increase awareness of lateral violence, increase self-reported practice changes in motivational interviewing and cultural competence.

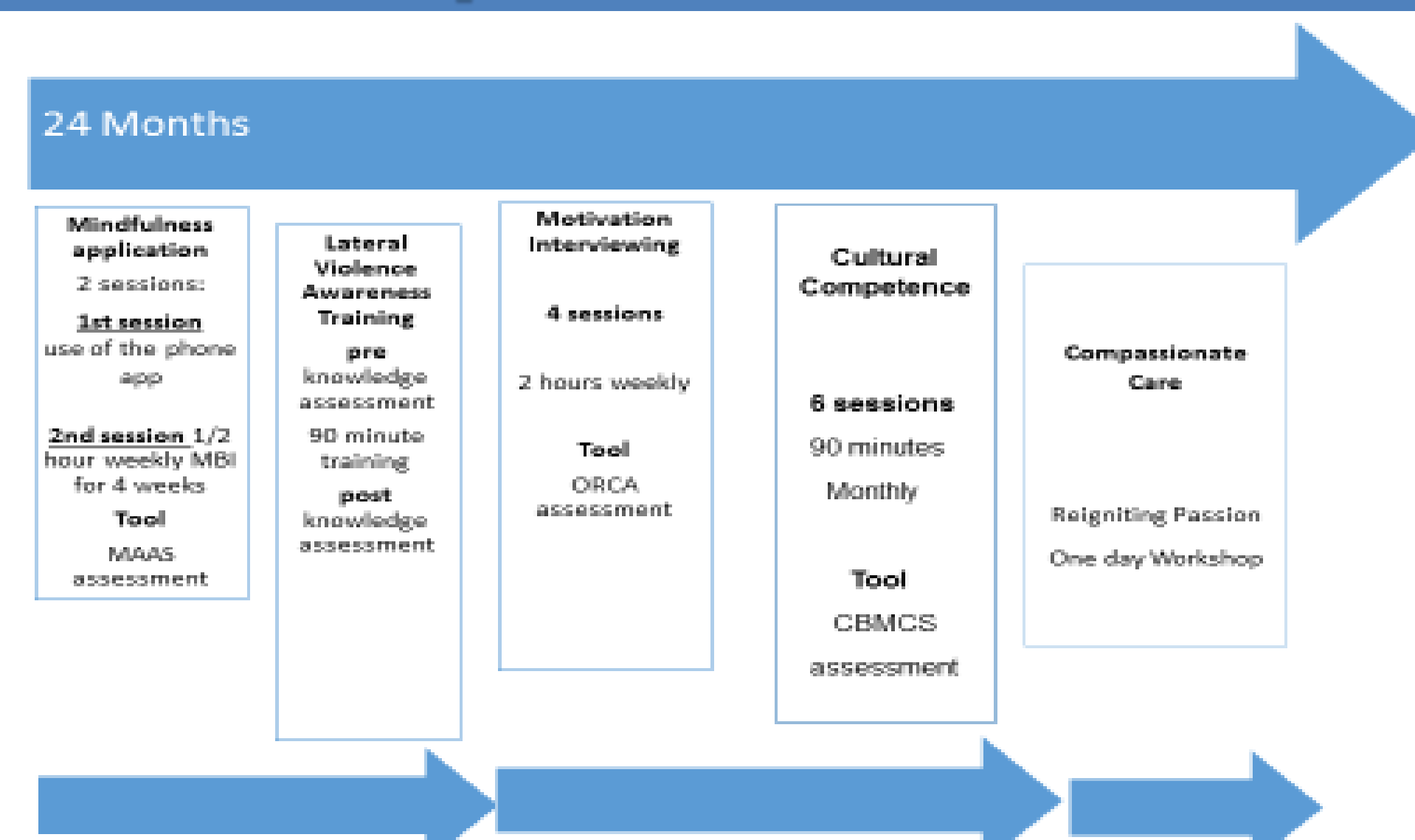
## Project Overview

The purpose of this intervention is to provide evidence-based education, interventions, and support with the goal of enhancing a culturally focused and compassionate environment for both staff and patients. Interventions include: mindfulness training, lateral violence awareness, motivational interviewing techniques, and culturally appropriate care training. Outcome measures will be evaluated.

The construct of a Compassionate Care program in an urban primary care setting consists of an overarching series of interventions and education aimed at enhancing culturally appropriate care to an underserved population



## Implementation



## Interventions

### Mindfulness

- Mindfulness practice with its attendant qualities of presence and self-compassion supports development of skills necessary to provide competent compassionate care.

### Lateral Violence

The direct effects of lateral violence include increased stress, poor morale, physical symptoms and feelings of isolation from other staff members. One of the first interventions in addressing lateral violence is for staff to make an effort to care for one another, engage in self-awareness and name LV for what it is.

### Motivational Interviewing

Motivational interviewing (MI) is a form of collaborative conversation for strengthening a person's own motivation and commitment to change. The collaborative partnership between provider and patient is an alliance that takes into account both participants expertise.

### Cultural Competence

Cultural competence is often encountered in the primary care areas in an urban center, yet, literature reports gaps in provider knowledge in intercultural communication.

### Compassionate Care

Outcomes from the development of a relationship included promotion of the patient's self respect, increased mental health, and enhanced the promotion of the patient's health and well being. Desirable attributes from the nurse, as identified by the patients, included compassion, a positive outlook, conveyance of hope, a gentle nature, approachability, honesty, humor and empathy.

## Results

- A total of 84 pre assessment surveys and 89 post assessment surveys were returned. Of the total surveys returned, 35 surveys (N=35) were able to be matched and analyzed. Score averages ranged from 32-90 on the pre-assessment surveys, 44-90 on the post-assessment surveys. Although the minimum score increased on the post-assessment surveys, the overall mean was (M=69.4, SD=13.39) on the pre assessment and (M=67.55, SD=12.61) on the post assessment surveys. No statistically significant difference was demonstrated (p=.375)

### Individual Scores

- Two of the participants total scores demonstrated a 20 point increase and two demonstrated a 20 point decrease in the mindfulness pre and post surveys.
- 10 participant scores demonstrated an increase of less than 20 points when comparing mindfulness pre and post surveys.
- 19 participant scores demonstrated a decrease of less than 20 points when comparing mindfulness pre and post surveys.
- 2 participant scores were unchanged when comparing mindfulness pre and post surveys.

### Participant Comments

- Bring presentation to orientation on the first Monday and follow through weekly during training process
- Multitasking when working with employees
- I have had more stress recently. I intend to use the app now and forward. I believe this simple exercise is effective and thank you for bringing it to us personally and professionally.
- Perhaps a "Joanne" prize for those of us who use it.
- I think it is a wonderful tool, I have done deep breathing not only at work but in my personal life. Very effective.
- Yikes! I think I need some mindfulness training
- Since the training, I have remembered to breathe through difficult situations
- Add to orientation

## Lessons Learned

### Project ongoing through January 2017

- First mindfulness survey did not include questions regarding utilization, subsequent surveys should include specific information regarding usage.
- Follow up surveys should be administered earlier after initial training.
- Incorporate mindfulness app training into initial employee orientation and weekly follow up through orientation period.
- Ongoing regular reminders would be valuable via employee health promotion announcements.
- Ensure standard employee identification to match pre and post surveys.
- Life stress presents a confounding factor for measuring individual mindfulness.

## Results

Expected results will see an improvement in:

- Self compassion
- Staff and patient self respect
- Staff and patient health and well-being
- Universal empathy

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