

# Caring is Not Just for Patients

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# What is Caring in Nursing?

“The terms care and caring are predominantly used to describe the inherent work and value of nursing. Nursing is a nurturing profession and caring is the essential component of its holistic practice (Wilkin, 2003).”

“And at the very core of nursing practice is the act of caring. Caring and nursing are so intertwined that nursing would not be nursing without the act of caring (McDonough, n.d.).

# Why Choose Nursing as a Profession?

- “I think my main source of inspiration to become a nurse comes from an innate desire to help people and care for them in times of need (Needham, 2011).”
- “Besides caring for others, here are 25 reasons to choose a career in nursing....(Nursejournal.org, 2017).

## Bullying in Nursing: Why Nurses 'Eat their Young' and What to Do About It

By Katy Katz on 6/24/2014

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Imagine being a new nurse on your first day at a hospital. You are anxious about treating a difficult patient or accurately completing all of your medical records. The last thing you want to be thinking about is whether your peers are going to give you a hard time. Unfortunately, bullying in nursing happens a lot more than most people think!

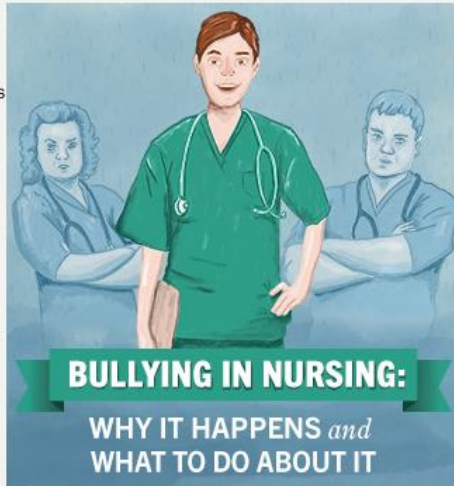
Nursing is a profession that is dedicated to caring for others and is consistently rated as one of the most **trustworthy** fields by patients. This dedication to the wellbeing of their patients makes it even more shocking to hear that 65 percent of nurses surveyed by **American Nurse Today** have witnessed some form of nursing incivility.

If patients can expect kind and courteous bedside manner from their care providers, why can't nurses count on other nurses?

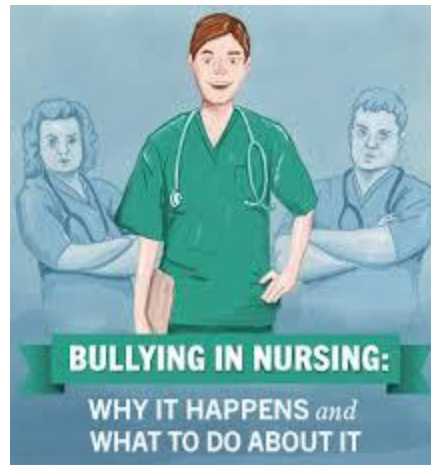
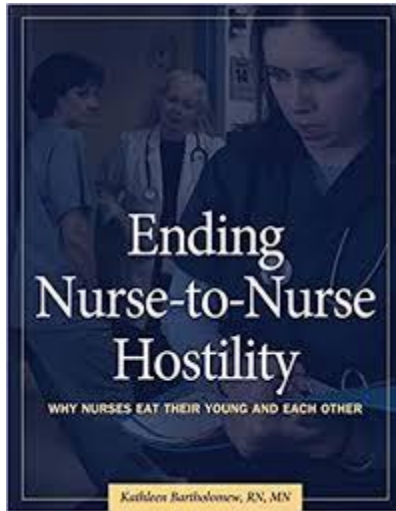
We spoke to Rasmussen College faculty and **Renee Thompson**, a renowned expert on incivility in nursing, to dig into this precise question. We also provide some expert tips on how nurses can prevent it from happening to them.

### Do nurses really 'eat their young'?

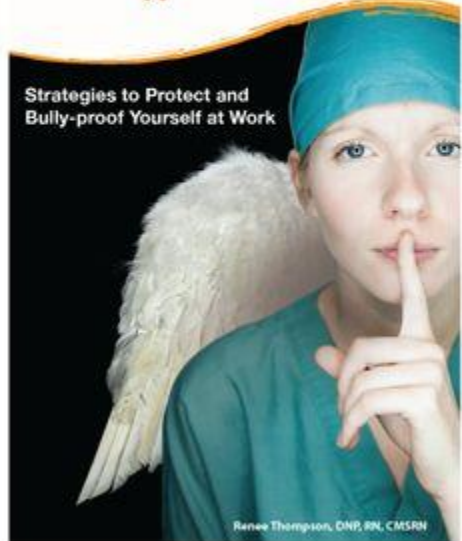
"Nurses eating their young" is a common phrase referring to the sometimes high levels of hazing or initiation new nurses experience at the hands of their more experienced coworkers. But this type of behavior is not



# The Problem



**"Do No Harm"**  
*Applies To Nurses Too!*



## Old problem...New names

- Workplace incivility
- Disruptive behavior
- Horizontal hostility
- Lateral violence
- Horizontal violence
- Bullying

# The Problem

- 85% of nurses have been abused by a fellow nurse and approximately one in three nurses have considered quitting the profession due to bullying (Becker's Healthcare, 2017).
- 45% of nurses have been verbally harassed or bullied by other nurses (Gooch, 2017).
- 41% have been verbally harassed or bullied by managers or administrators (Gooch, 2017).
- 38% have been verbally harassed or bullied by physicians (Gooch, 2017).

# The Problem

The World Health Organization identified workplace bullying as a serious public health threat based on evidence that workplace bullying is reaching epidemic levels worldwide (WHO, 2010).

# Proposed Reasons This is a Problem

- Intensely stressful work that is highly regimented and characterized by extremely challenging and often sizable workloads (Rainford, Wood, McMullen, & Philipsen, 2015)
- Tired and cranky staff due to long shifts and overtime (Littlejohn, 2012)
- Theory of Oppression (Purpora & Blegen, 2012)
- Shrinking resources (Embree & White, 2010)
- Learned behaviors (Embree & White, 2010)
- Imbalance of power (Embree & White, 2010)



# ANA Statement on Incivility, Bullying, and Workplace Violence

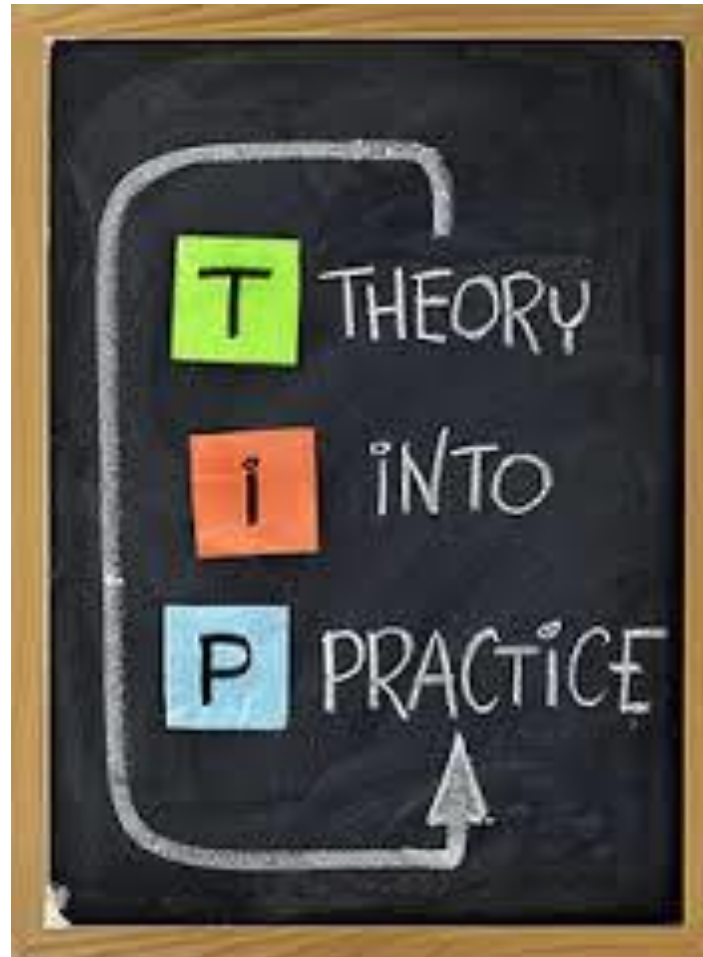
- Nurses are required to create an ethical environment and culture of civility and kindness, treating colleagues, co-workers, employees, students, and others with dignity and respect.
- The nursing profession will no longer tolerate violence of any kind from any source.
- All registered nurses and employers in all settings, including practice, academia, and research must collaborate to create a culture of respect, free of incivility, bullying, and workplace violence.
- This position statement is also relevant to other health care professionals and stakeholders who collaborate to create and sustain a safe and healthy interprofessional work environment.
- Best practice strategies based on evidence must be implemented to prevent and mitigate incivility, bullying, and workplace violence; to promote the health, safety, and wellness of registered nurses; and to ensure optimal outcomes across the health care continuum.

(ANA, 2015)

# How We're Trying to Fix the Problem

- CDC Workplace Violence Prevention for Nurses Course
- Team STEPPS Training
- Conflict Management
- Mentoring
- Emotional Intelligence Training
- Classes like 'How to Create a Positive Work Culture'
- Behavioral performance policies
- Shared Governance

# The Real Problem



# The Theory and Practice Gap

- A theory-practice gap exists because theories are traditionally thought of as formulations not relevant to practice.
- Evidence based healthcare is the deliberate and critical use of theories.

(Butts & Rich, 2014)

# Theory Application to Interprofessional Relationships

- Watson's Theory of Human Caring
- Swanson's Theory of Caring
- Relationship Based Care Model
- McDowell-Williams Leadership Model

# Watson's Theory of Human Caring

- Ten carative factors
- Transpersonal caring relationships
- Caring moment/occasion

(Watson Caring Science Institute, 2017)

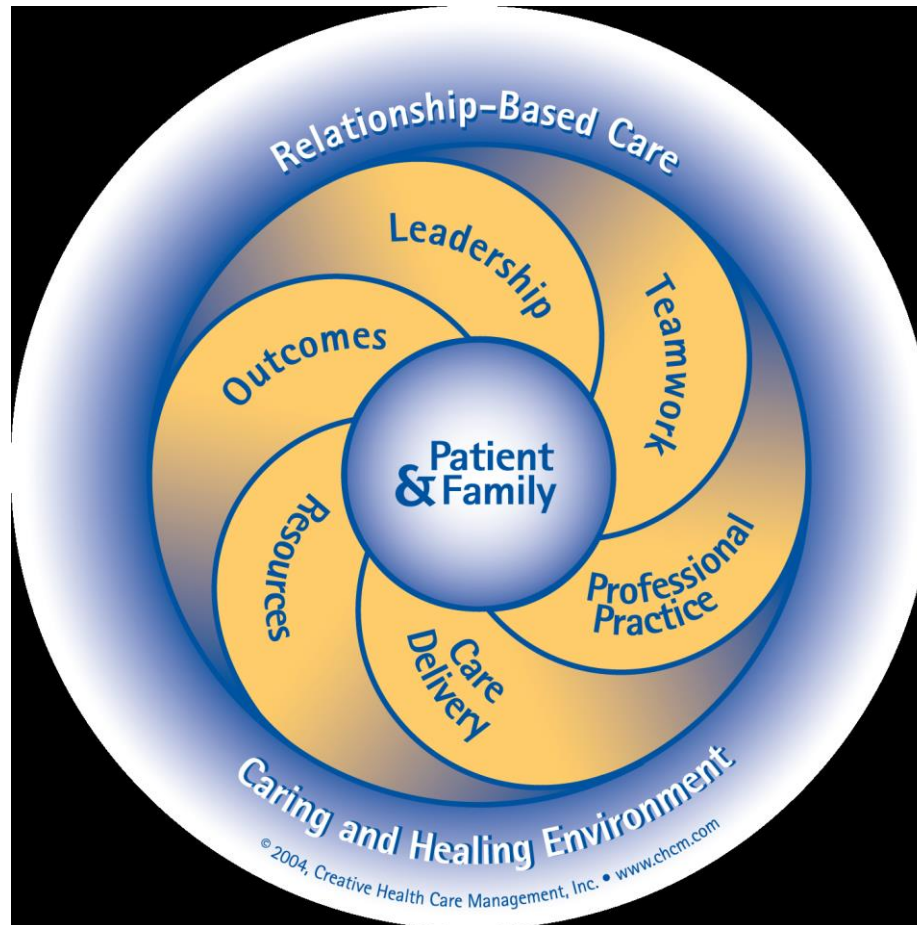
# Swanson's Theory of Caring

## Five basic processes

- Knowing
- Being with
- Doing for
- Enabling
- Maintaining belief

(Swanson, 2010)

# Relationship-Based Care Model





# Relationship-Based Care Model

- Based on existing caring theories by Swanson and Watson
- Three crucial relationships
  - Care provider's relationship with patient/family
  - Care provider's relationship with self
  - Care provider's relationship with colleagues

(Koloroutis, M., 2014)

# McDowell-Williams Leadership Model

- Created from Watson's Theory of Human Caring and Kouzes & Posner's Leadership Theory
- 3 basic tenets
  - Care of the patient/family
  - Care of the team
  - Care of self

(Williams, McDowell, & Kautz, 2011)

# McDowell-Williams Leadership Model

## AGAPE Core Values (Williams, McDowell, & Kautz, 2011)

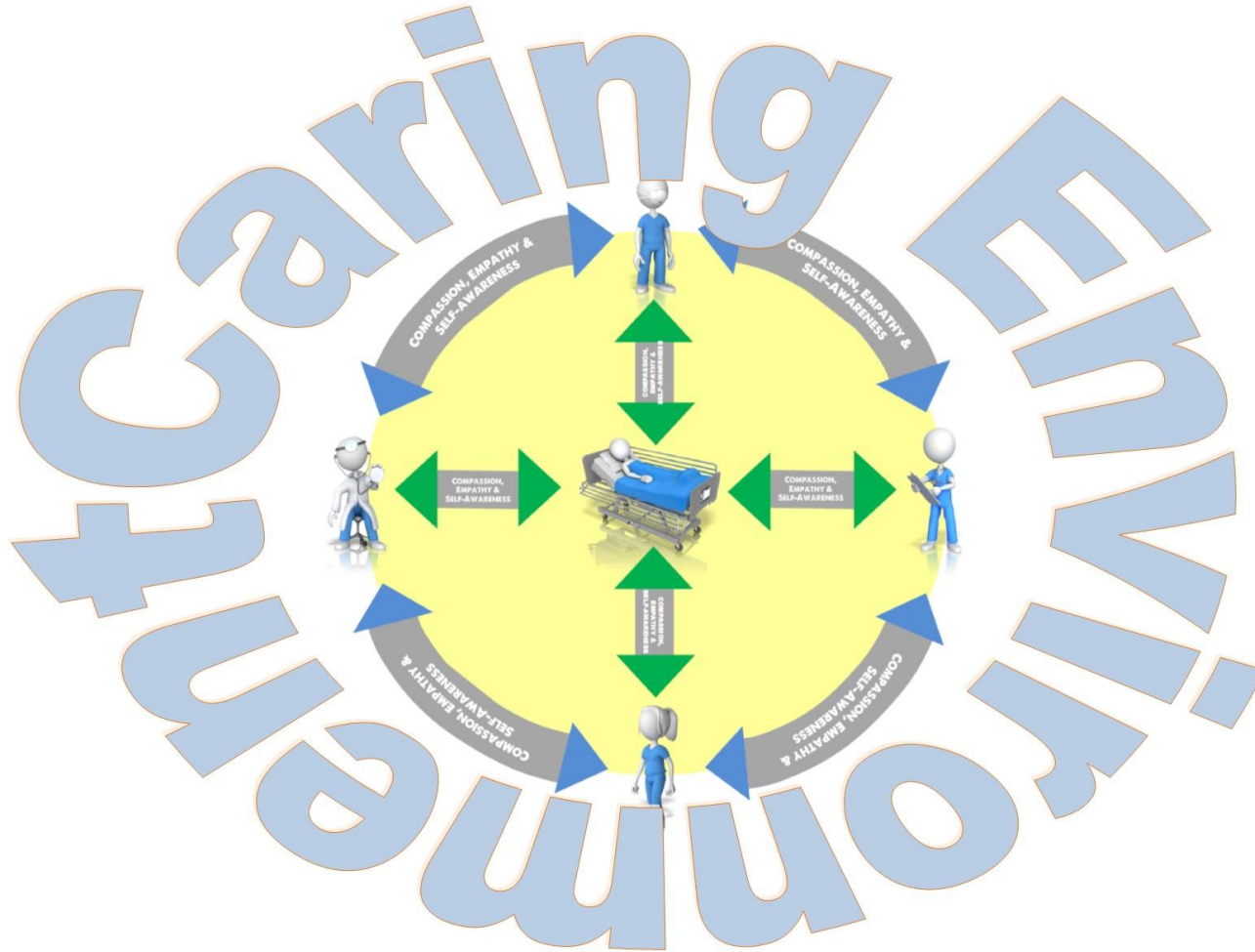
- Always lead with kindness
- Generate hope and faith through co-creation
- Actively innovate with insight, reflection, and wisdom
- Purposely create protected space founded upon mutual respect and caring
- Embody an environment of caring-helping-trusting for self and others

“Caring is our core business in healthcare.”

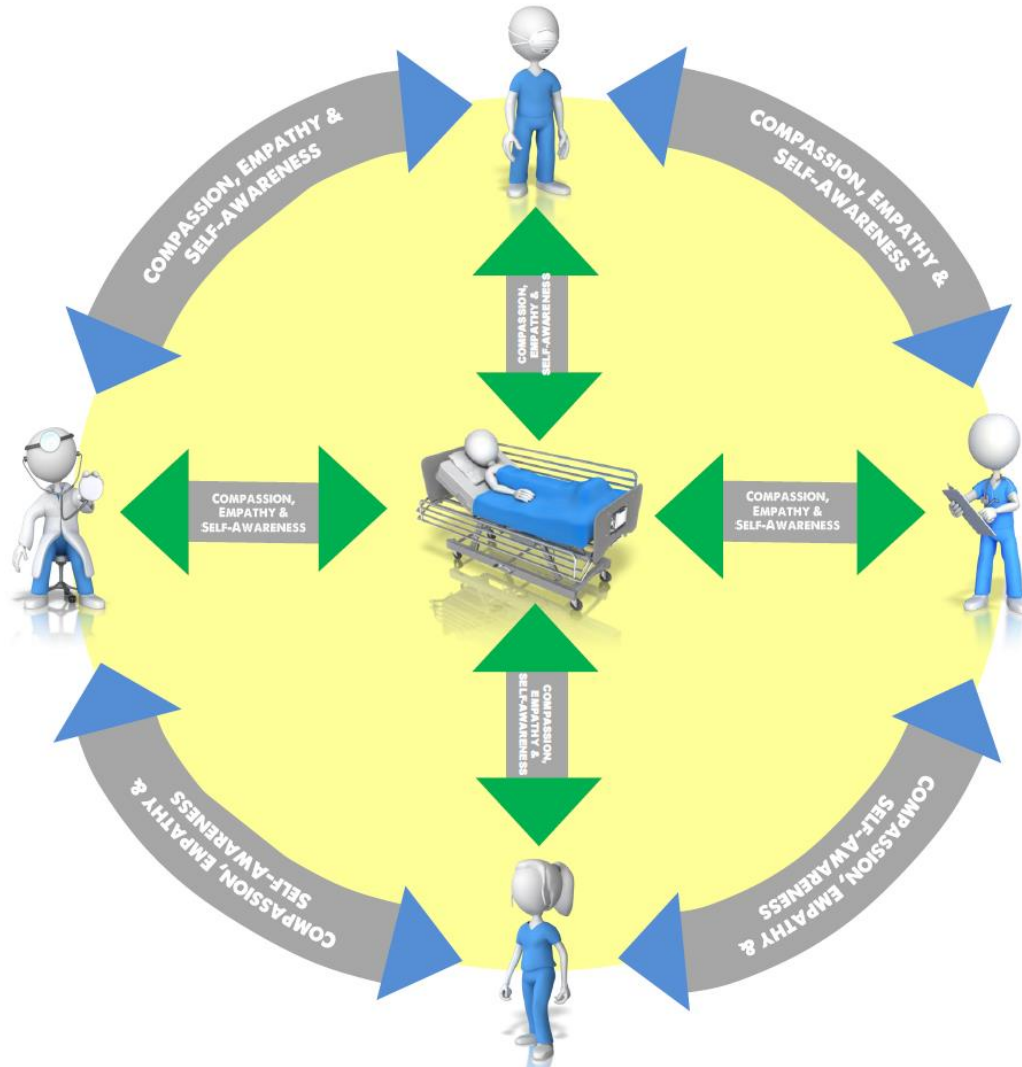
# Common Themes in Identified Theories/Models

- Compassion
- Empathy
- Self-Awareness
- Caring
- Relationship building

# The Answer



# The Answer



# The Theory and Practice Gap

Education strives to close the gap between theory and practice (Ajani & Moez, 2011).

**“In theory, there is no difference between theory and practice. But, in practice, there is.”**

- Jan L. A. van de Snepscheut





# Everybody Matters

“You know we measure success the wrong way in this country. We measure it by the financial performance and the growth of a company, and yet we’ve got people whose lives are being destroyed every day by the way in which many companies operate. Let’s start measuring success by the way we touch the lives of people. ALL the people: our team members, our customers, our vendors, our bankers. For every action we take, we need to understand the impact it has on all the people whose lives we touch. If every business did that, the world would be a much better place than it is today.”

-Chapman and Sisodia

# Everybody Matters

“The most powerful energy in the universe and thus in human beings and in organizations is caring. It starts with the profound recognition of the impact our words and actions have on the lives we have the privilege to touch. Every organization should be an instrument of service to humanity, a vehicle for human beings to experience and practice true caring.”

-Chapman and Sisodia

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I care.  
I care a lot.  
It's kinda  
my thing.  
- Leslie Knope