

Returned Surveys	20-Sep	20-Oct
Short Question	52	143
Domain	82.1%	85.5%
Nurse Communication	78.8%	83.8%
Nurses explain in a way you understand	78.8%	83.2%
Nurses listen carefully to you	78.8%	83.2%
Nurses treat with courtesy/respect	88.5%	89.5%



XAVIER
UNIVERSITY

Leaders, Take Action: Becoming the Caregiver During Crisis

Kelli King RN, BSN, CMSRN
Xavier University

BACKGROUND

- Nurses are experiencing more stress than ever
- This project took place during the 2020 COVID-19 pandemic on a medical surgical nursing unit.
- The unit of focus has been through many challenges prior to and during the pandemic
 - New leadership
 - Designated COVID-19 unit
 - Staffing shortage
 - COVID-19 outbreak among staff
 - Unit closure due to COVID-19 outbreak
 - Unit relocation

LITERATURE REVIEW

- The stress of nursing can cause depression, isolation from patients and decrease in job performance (Najimi, Goudarzi, & Sharifirad, 2012).
- International Labor Organization (ILO) found that work stress is a cause of decreased productivity and absenteeism.
- According to Dimitroff, Sliwoski, O'Brien, and Nichols (2017), journaling had a significant positive impact on nurse burnout and compassion fatigue
- Positive thinking, using positive reflection, showed decreased nurse mortality, improved well-being
- Practicing daily affirmations improves one's ability to handle stressful events or news.
- Having a grateful outlook improves overall well-being. Gratitude was found to have a positive impact on life-satisfaction and overall happiness.

METHODS

- The self-care tools, journaling, gratitude, and reflection/affirmation, were implemented every day for 21 days during the daily morning huddle.
- Nurses were prompted, by the leader, to use the designated tool for the first minute of the huddle
- Nurses were given an informational pamphlet describing the self-care tools
- Patient satisfaction scores were measured before and after the implementation of the self-care tools.

OREM'S SELF-CARE DEFICIT THEORY

- Who is going to care for the caregivers? Amid the COVID-19 pandemic, caregivers are becoming overwhelmed and exhibiting signs and symptoms of distress (Moore & Kolencik, 2020).
- The nurse leader is the caregiver
- Enabling people to implement self-caring behaviors

EVALUATION

- The patient satisfaction scores increased from 82.1% to 85.5% overall, after the implementation of self-care tools. These numbers are the average of the three questions on the Press Ganey Patient Satisfaction Survey.
- It cannot be determined if the results were directly impacted by the implementation of the self care tools.
- The other variables to consider were the integration of a new leadership team and new staff members.
- Fifty-two surveys from September 2020 were included in the data review. The number of October surveys included in the data review were 143.

DISCUSSION

- More research is needed to determine the impact of self-care tools, utilized by nurses, on patient outcomes and patient satisfaction scores
- The topic of self-care and nurse well-being is relevant to nursing with the increased stress nurses are facing during the COVID-19 pandemic.

CHANGE THEORY

Kubler-Ross's Change Curve has seven stages

- Shock
- Denial
- Frustration
- Depression
- Experiment
- Decision
- Integration

Domain: Nurse Communication

	September 2020	October 2020
Short Question Overall Score	82.1%	85.5%
Nurses explain in a way you understand	78.8%	83.8%
Nurses listen carefully to you	78.8%	83.2%
Nurses treat with courtesy/respect	88.5%	89.5%

RECOMMENDATIONS

- During crises, leaders need to be creative in finding ways to implement self-care tools on nursing units
- Leaders become aware of the need for caring for their employees is imperative.