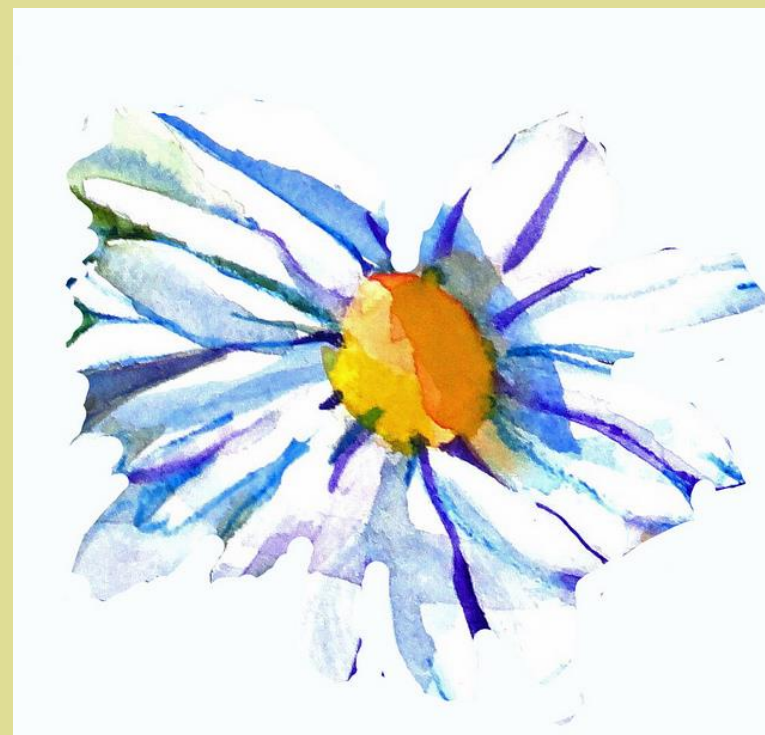


Effect of Meaningful Recognition on Registered Nurses' Compassion Satisfaction & Compassion Fatigue



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Objectives

- Build knowledge regarding the effects of meaningful recognition on nurses and organizations via the **Daisy Award Program™**.
- Within DAISY Award Partners, examine the differences in compassion satisfaction/fatigue between DAISY-recognized nurses and nurses who have not been recognized (nominated or honored).
- Examine the difference in compassion satisfaction/fatigue between hospitals with formal recognition programs for nurses compared to hospitals who have not yet formalized a nursing recognition program.
- Gain insight into how compassion satisfaction influences one's perceptions about the meaning of their work and enhances well-being.
- Assess how the "by-products" of The DAISY Award—reinvigoration, inspiration, reconnecting with nursing, re-igniting, & authenticating a nurse's career—impact compassion satisfaction.

Background

- Nearly 2400 healthcare facilities in 50 states and 15 countries use the **Daisy Award Program™** for extraordinary nurses for Nurse Recognition.
- Miami Valley Hospital (MVH) was **one of ten centers** in the US invited to participate in this national study.
- MVH has been involved in the Daisy Award Recognition Program™ since April 2010.
- 726 intensive care unit nurses in 14 hospitals with established meaningful recognition programs and 410 nurses in 10 hospitals without recognition programs participated in this nationwide study.

Design

- National mixed methods study designed to uncover the effects of meaningful recognition (**Daisy Award™**) on nursing compassion, satisfaction and compassion fatigue in ICU nurses.
- 24 hospitals were included in the study: 14 hospitals who participate in the **DAISY Award™** recognition program (study hospitals) and 10 hospitals that have not implemented the program (control hospitals).
- Full-time or part-time ICU nurses were asked to voluntarily complete the survey. Per diem, float pool, and advanced practice nurses were excluded.

Methods

- 237 MVH nurses in 4 ICU units were invited to participate. Nurses who agreed to participate were able to access assessment surveys via web link for three weeks after receiving the email invitation.
- All ICU nurses were offered an option to participate in a brief telephone interview after completing the web survey.
- Instruments to measure satisfaction and fatigue included the Professional Quality of Life (ProQQL) and Psychological Capital (PsyCap).
- Study approved by ASU & WSU IRB.

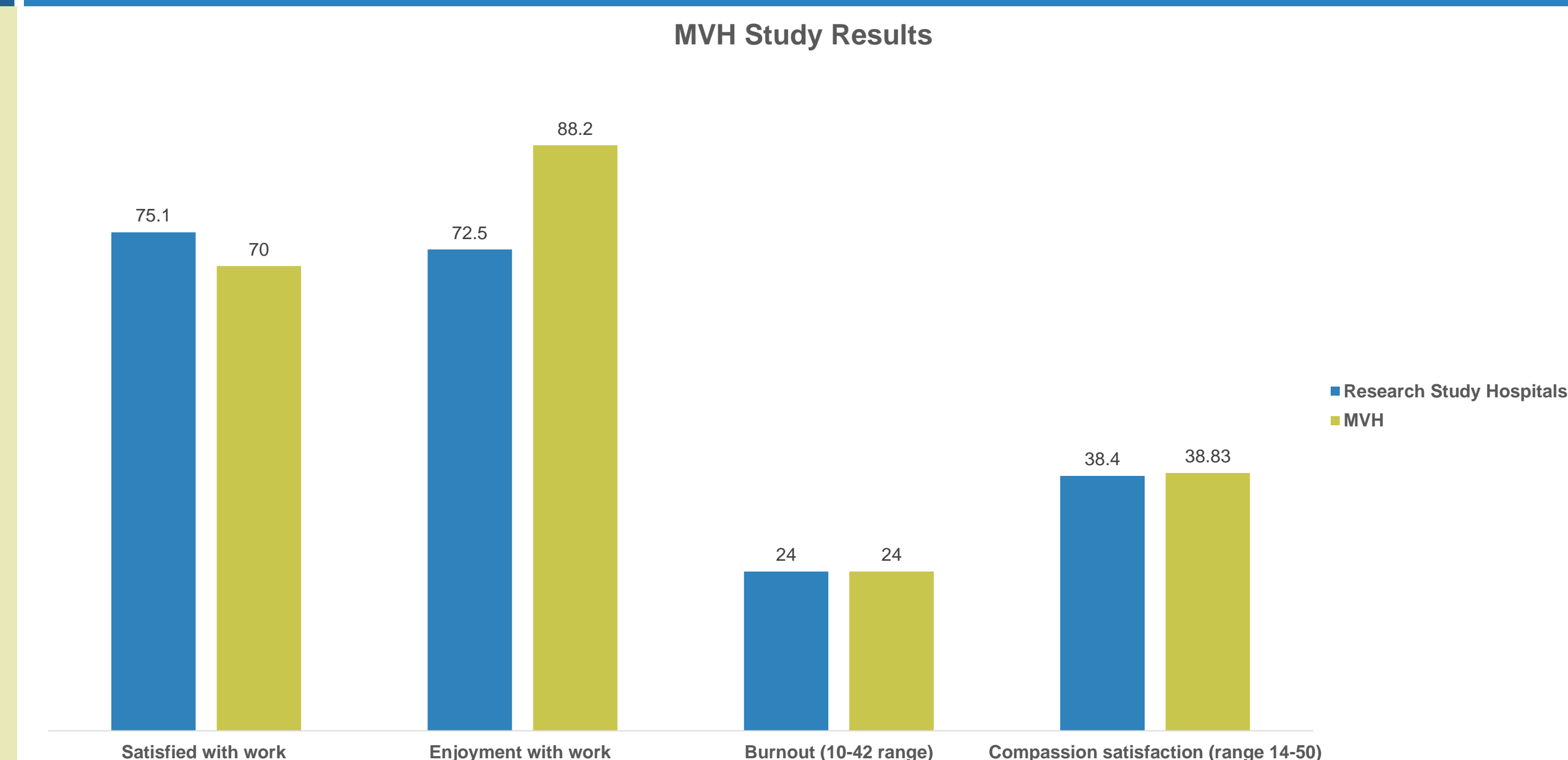
*A nurse is
compassion
in
Scrubs.*
~Lexie Saige



Results

- 1,136 or 42% of the invited sample completed the survey nation wide.
- 100 ICU nurses completed the post survey confidential phone interview in the US.
- Nearly 70 % of the subjects had a BSN, and 45% were certified.
- A not surprising finding- stress contributes to burnout & compassion fatigue.
- Results for the MVH cohort (40% participation) revealed high satisfaction with work (nearly 70%), and nearly 80% reported moderate to high enjoyment of work.
- Measures of compassion fatigue for MVH ICU nurses were not significantly different from the national benchmark with similar scores for hope, resilience & optimism.
- Over half of the respondents had attended a DAISY Award and nearly half of the ICU responders had received a DAISY nomination.

Results



- Meaningful recognition, as proxy measured through nurses who had received a nomination for a **DAISY Award**, demonstrated significantly decreased burnout and higher compassion satisfaction ($p < .05$).
- Additional findings continued to support that highly satisfied nurses and nurses that find enjoyment from their work environment are significantly less likely to experience compassion fatigue ($p < .001$) and more likely to have high compassion satisfaction ($p < .05$).
- Moreover, high stress in the nurses' work environment significantly predicts an increased likelihood of compassion fatigue ($p < .001$).
- Results from qualitative interviews revealed the power of meaningful recognition's ability to restore emotional energy, as well as how patient, family, & peer feedback fuels compassion satisfaction for nurses.
- Meaningful recognition create cultures that elevate the value of nursing, and sustains healthy work environments.

Source: Executive Summary – MVH Results

Conclusions

- The **DAISY Award Program™** appears to reduce indices of burnout & helps to create a favorable work environment for nurses.
- Findings suggest being part of team helps restore emotional energy for nurses.
- All forms of recognition from patients & family members (*verbal, written, or physical such a hug or wink*) also improves job satisfaction and compassion indices.
- "When families report feeling safe to leave the patient to go home, nurses perceive this outcome as important recognition of their work."

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