

# Expressions of Gratitude, Meaningful Recognition and Exceptional Experiences: The Link and Outcomes

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# Principles & Elements of a Healthy Work Environment\*

Skilled Communication

Appropriate Staffing



Effective Decision-Making

Authentic Leadership

True Collaboration

Meaningful Recognition

“Nurses must be recognized and recognize others for the value each brings to the organization.”



\* American Association of Critical-Care Nurses. AACN standards for establishing and sustaining healthy work environments: A journey to excellence, 2<sup>nd</sup> edition. 2016.

<http://www.aacn.org/wd/hwe/docs/hwestandards.pdf> - Page 10

# Components of Meaningful Recognition:

- ❖ Acknowledge
- ❖ Relevant
- ❖ Equal to the Contribution

American Association of Critical-Care Nurses.  
AACN standards for establishing and sustaining  
healthy work environments:

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<http://www.aacn.org/wd/hwe/docs/hwestandards.pdf> - Page 29



# Positive Psychology

focuses on “understanding what is right with people rather than a deficit approach to solving problems.”



Avey JB, Wernsing, TS. Mhatre KH. A longitudinal analysis of positive psychological constructs and emotions on stress, anxiety, and well-being. behaviors, and performance. JLOS. 2011; 22(2): 216-218. doi: 10.1177/1548051810397368.



## What We Know - Meaningful Recognition Lit Review

# Case Study

## **From the patient:**

I am here today with the help of a very, very special angel, Dawn K. She was a very loving and caring nurse who helped pull me through my struggle to live. She is an amazing person, and I think she should be recognized for her amazing dedication.

## **From her husband:**

Dawn always made sure my wife had exceptional care. Dawn listened to our family very well and knew my wife's history. Dawn was always knowledgeable and informative about all procedures. She is the most caring and professional nurse we have ever seen. She is the kindest and most compassionate. We were blessed to have her as a nurse.

## **From her niece:**

When my aunt arrived at this hospital, the doctors were unsure if she would make it. Due to Dawn's care and knowledge, I truly believe Dawn can be credited with the reason my aunt is still alive.

## **From her daughter:**

Dawn is an excellent nurse and super-friendly. She went above and beyond to take excellent care of my mom. She made me comfortable when I had to go home and leave her in Dawn's care. She answered every question we had, and her answers weren't always what we wanted to hear. She is the BEST!

# The DAISY Award = MR

## **Patient Experience Defined:**

**“The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care”**

The Beryl Institute

<http://www.theberylinstitute.org/?page=DefiningPatientExp>



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# Impact of Meaningful Recognition



- ❖ Physiology of Extraordinary Nursing and Positive Patient Experiences
- ❖ Catch Staff Doing Something Extraordinary
- ❖ Augments Patient Satisfaction Scores
- ❖ “Extraordinary is Ordinary” Shapes and Drives an Organization’s Culture



# The “Physiology” of Extraordinary Nurses and the Patient Experience

Rank	Theme	# Noms
1	Demonstrates genuine compassion and caring	286
2	Reeks of professionalism	175
3	Contagious positive attitude	126
4	Accomplishes more than ever expected	102
5	Teaches others	97
6	Helpful	90
7	Calming/patience	79
8	Connects with family	77
9	Exalted by co-worker	69
10	Intentionally present	65
11	Tireless advocate for patients	64

Rank	Theme	# Noms
12	Teamwork	63
13	Exalted by patients	58
14	Keeps patients informed	58
15	Puts patient first	48
16	Provides inspiration	46
17	Demonstrates tenacity	45
18	Calm	39
19	Relentless Commitment	27
20	Communication	13
21	Nurse-Doctor Collaboration	8
22	Praises Others	3

] Tied

Lefton, C. (2012). Strengthening the workforce through meaningful recognition. *Nursing Economic\$,* 30(6) 331-338,355.

- ❖ Nominations tell us what an **extraordinary** nurse is...

*“[She] kept me from committing suicide.”*

- ❖ *By describing **HOW** a nurse provides care/serves the team*

**Need** + **HOW** = **Extraordinary**

*(@ the moment)* + *(nurse behaviors)*

# Catch the Extraordinary

Nominations reveal *all the “right”* going on



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# Nominations Augment Patient Satisfaction Surveys



*“A lot of times when people  
“She has taken the  
find out I am HIV positive,  
shreds of shattered souls  
they treat me differently  
and The gentle was always  
there for me. It didn’t make  
one little difference that I  
are better and richer,  
fuller, and healthier  
was HIV positive.”  
for having known her.”*

# Extraordinary Is Ordinary

CNO Themes	Honoree Themes
Extraordinary is Ordinary	Recognition that Reaffirms My “Ordinary” is Extraordinary
Nourishes Teamwork	Builds Team Spirit
Inspires and Motivates Extraordinary Nursing	Motivation Through Self-Awareness
Reinforces a Culture that Values Nursing	Re-affirms the Ministry of Nursing
Promotes Pride	Shock and Awe

Lefton, C. (2012). Strengthening the workforce through meaningful recognition. *Nursing Economic\$,* 30(6) 331-338,355.

# Key Findings

Feedback via **Interactions** from:

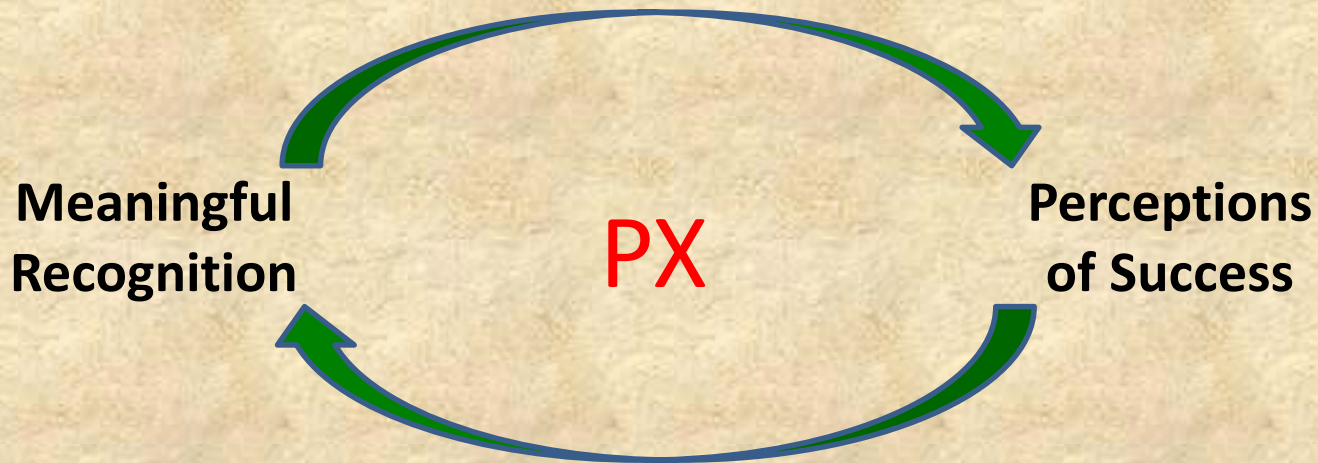
Patients

Family members

Colleagues



= Validation of efforts & describes the PX



# Case Study



# Strategies to Leverage Meaningful Recognition/Nominations and Impact

## PX

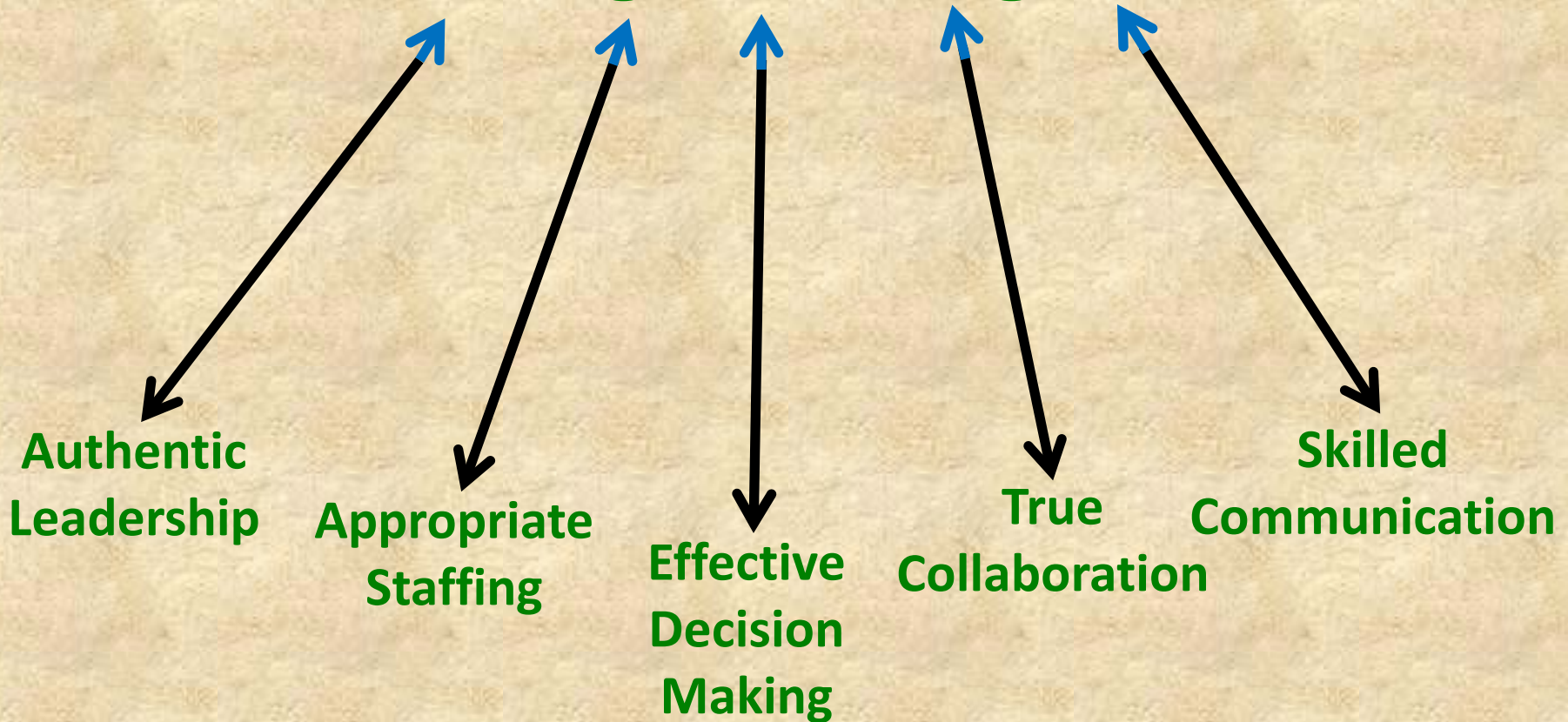
- ❖ Use stories in huddles to describe how these behaviors live your mission
- ❖ Invite leaders to DAISY Award celebrations
- ❖ Use publications - newsletters to disseminate nominations how your team members are creating the patient experience
- ❖ Invite patient and family nominators to DAISY celebrations
- ❖ RCA of all the right going on
- ❖ Invite Honorees to a BOD meeting



# Showcase Your Greatness



# Meaningful Recognition



Interactions from patients, families and colleagues are the back door to meaningful recognition

# Research

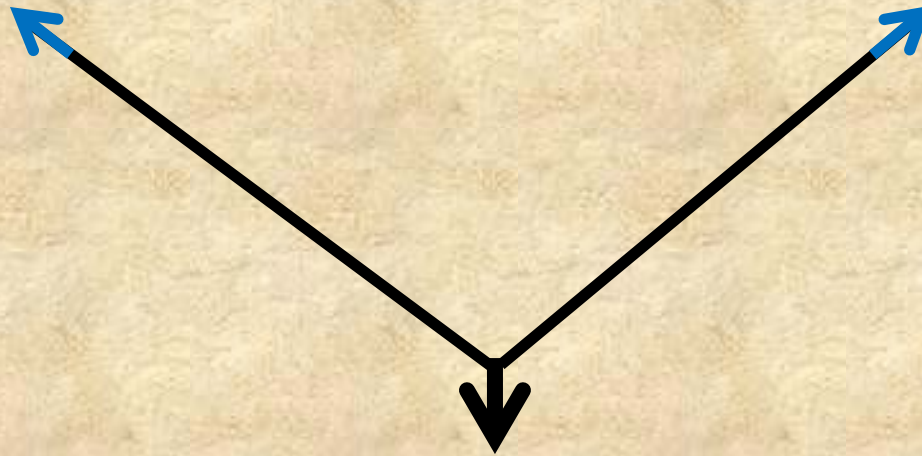
- ❖ Previous research has demonstrated nurses who have been NOMINATED for a DAISY Award are significantly more likely to have higher compassion satisfaction and lower compassion fatigue (Kelly, Spencer & Runge, 2015)
- ❖ Nurses who have been meaningfully recognized experience less burnout and higher CS (Kelly et al., 2015)
- ❖ Meaningful recognition via patient and family feedback restores emotional energy in ICU nurses (Lefton and Kelly 2017 Manuscript in Preparation)

# Key Findings

Meaningful  
Recognition



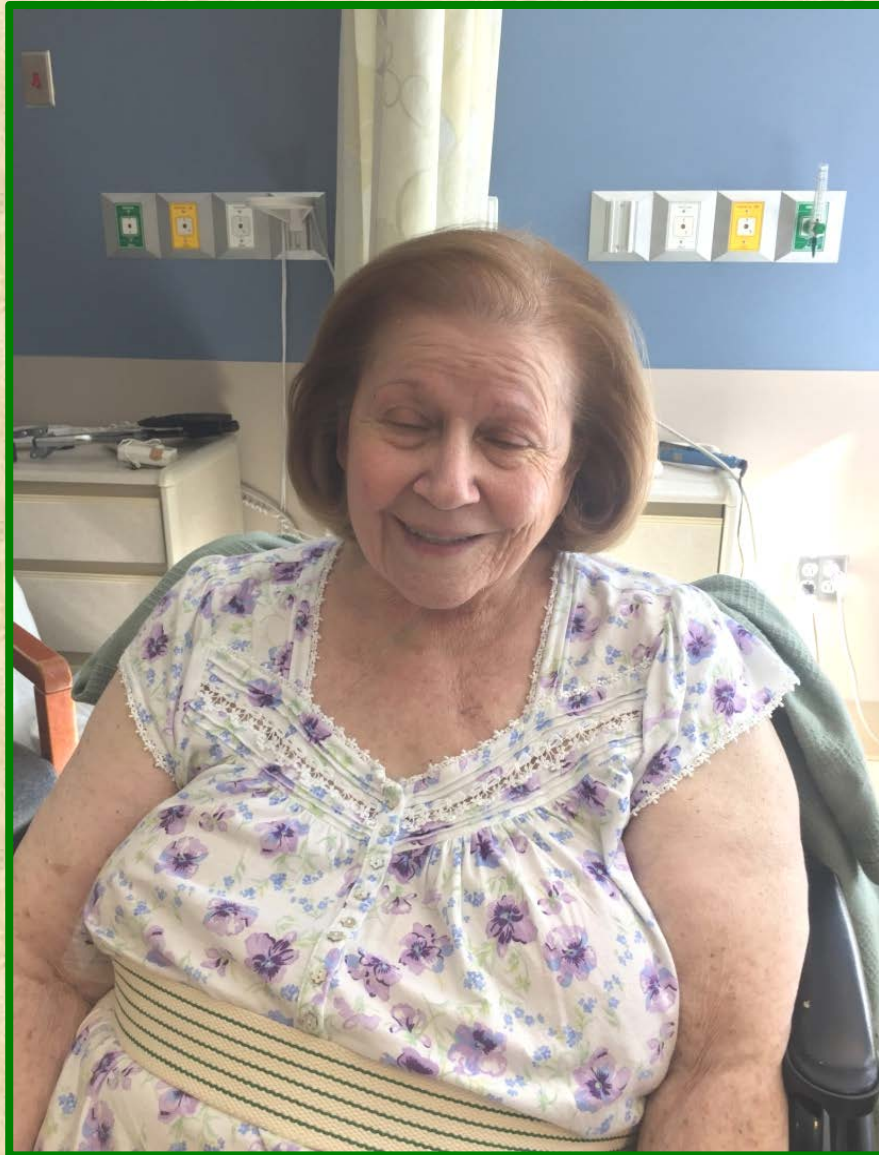
Positive  
Feedback



Compassion Satisfaction  
Healthy Work Environment  
Positive Patient Experience















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