

关心

Institut Haute
Ecole de la Santé La
Source
Lausanne, Switzerland


Jean Watson
Caritas
Caring
Science =
Quality –
Safety

May 26, 2015

CARING

关: PASSAGE
TO THE
心: HEART

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REFLECTIVE PAUSE
FOR NEW CONSCIOUSNESS

The Red Blouse, 1923
Henri Matisse
The Museum of Modern Art, New York



Shifting Paradigms from medical science to human
caring/health/healing
UNITARY FIELD MODEL _ CARING SCIENCE

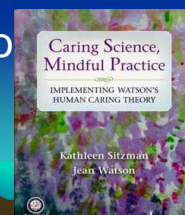
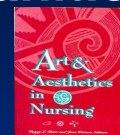
Caring Science: Arts & Humanities

Goals:

- Preserving and sustaining Human dignity; wholeness, subjective meaning, integrity of mindbodyspirit-healing environment – living Caritas

Outcomes:

- Self-care; self-knowledge, self-control
healing potential = Safety - Quality



21st Century Return to Caring Science as Disciplinary Foundation

- Caring as relational – expanding ways of knowing –being-doing;
- Intersection of Caring Competencies with Technical competencies
- Energetic Caring-Healing Modalities
- *Caritas/* Heart-centered Love



Kaiser and a Culture of Caring Science

■ What Can You Anticipate in Doing This Work?

■ You

■ Kaiser/Your Hospital

■ Patients

■ The Community

- ↑ Culture of Safety
- ↑ Human Flourishing
- ↑ ROI (Key Financial & Organizational Indicators)
- ↑ Quality & Clinical Outcomes
- ↑ Constituent Satisfaction
- ↑ Recruitment & Retention
- ↑ Community Health and Relationships
- ↑ Results, Rewards & Recognition

Watson – WCSI Copyright 2010

Identifying Expected Outcomes and Return On Investment

- What Context?
- What Conditions?
- What Outcomes Can You Expect?
- If Nurses and Entire Care Teams Practice Caring Science and Use 10 Caritas Processes Under Certain Conditions of Support from Within System; Leadership/Managers Under Philosophical–Ethic of Caring Science Standard Conditions, You Can Expect Better Outcomes: Patients, Nurses, Improved Services Patients/Families/Communities

Underlying Processes, as well as New Forms of Evidence and Evaluation?

A Culture of Safety & ROI

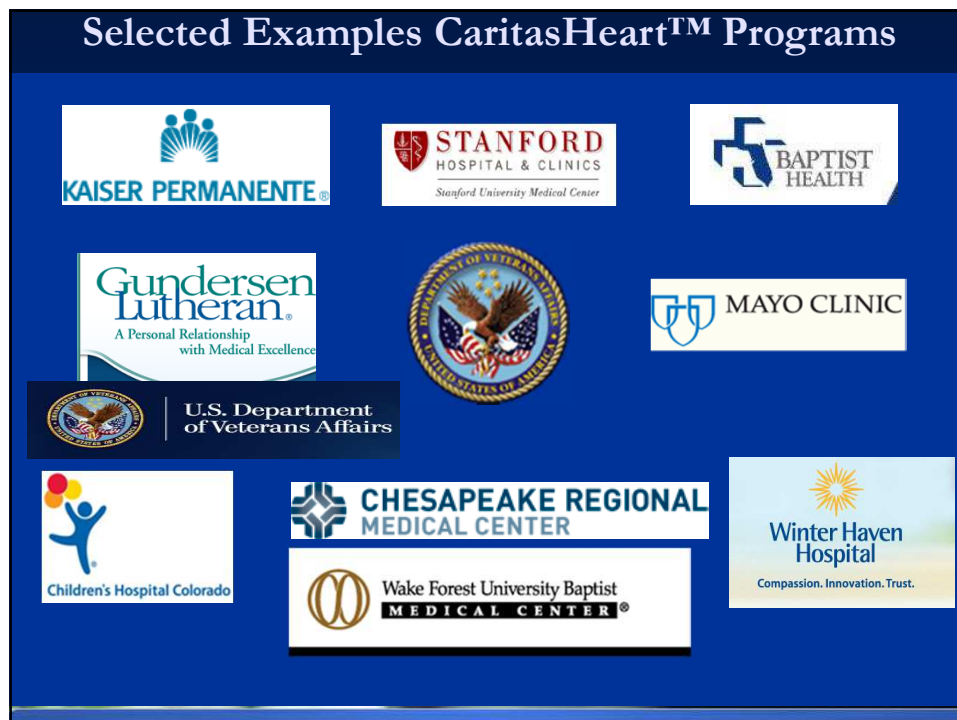
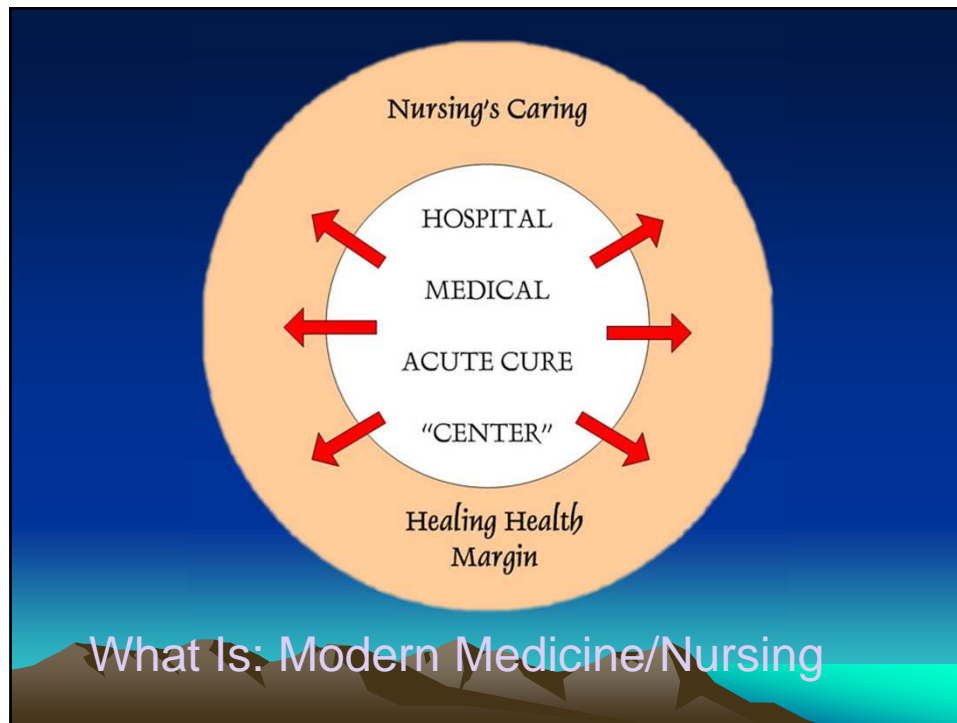
NY Times March 16, 2010

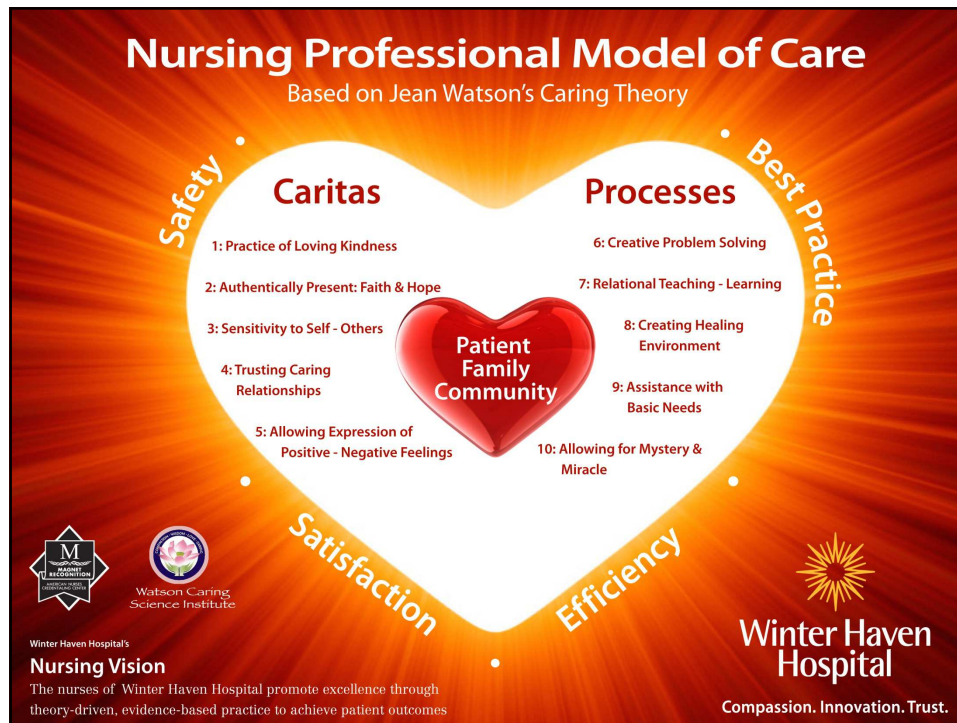
“Every hospital in America is wrestling with how to hold practitioners accountable for key safety behaviors...the “just culture model” is designed to address risky behaviors before they lead to harm.”

Jean Watson: Nursing - The Philosophy & Science of Caring, 2008

“The Caritas Nurse makes sure to address the person by his or her preferred name and to make direct eye contact when appropriate. The Caritas Nurse use a technical occasion as a caring occasion, allowing a caring moment to emerge from the presenting situation. For example, in instances where medication administration is using bar codes to ensure safety rather than “work around” the bar code system, the nurse can use the occasion to correctly identify the person, to connect with the patient at the human level. Thus, the Caritas Nurse can use the moment as an occasion to touch the other while swiping the bar code, turning a routine requirement into a caring occasion and a potential caring moment. Likewise, when administering medications, the Caritas Nurse pauses and “centers”/empties out so she or he can focus and more clearly concentrate on administering the correct patient with the correct dosage and the correct route at the designated time.”

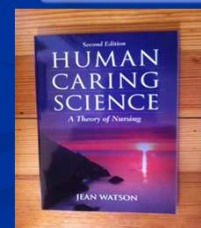
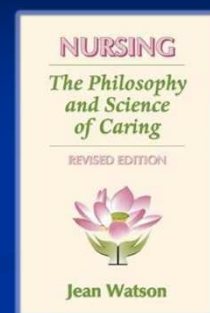
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Core Aspects: Unitary Caring Science Theory of Human Caring

- Moral – Philosophical Values-Guided Foundation
- Universals Caring - 10 Caritas Processes – Love-Heart-Centered Caring/Compassion
- Transpersonal Caring Moment – The Caritas Field
- Caring as Consciousness –Energy - Intentionality – Heart-Centered Human Presence
- Energetic Caring-Healing Modalities



EMBRACE ...

***Caritas Process 1: Humanistic – Altruistic Values
– Practice of Loving-Kindness and Equanimity
with Self and Other***



INSPIRE...

***Caritas Process 2: Enabling Faith and Hope,
Being Present Authentically***



Amor A Todas Horas Simon Silva

TRUST...Caritas Process 3: Sensitivity to Self - Others, Ongoing Spiritual Development



DEEPEN...Caritas Process 6: from Creative Problem-Solving Process > to Strength-based Caring Process



Angel Turner Dyke
www.neworleans-paintings.com

Nurture... Caritas Process 4: Developing Authentic
Trusting Caring Relationships



FORGIVE... Caritas Process 5: Allowing
Expression of Positive-Negative Feelings:
Listening to Another's Story



BALANCE... Caritas Process 7: Relational
Teaching
Learning / Inner Subjective Meaning



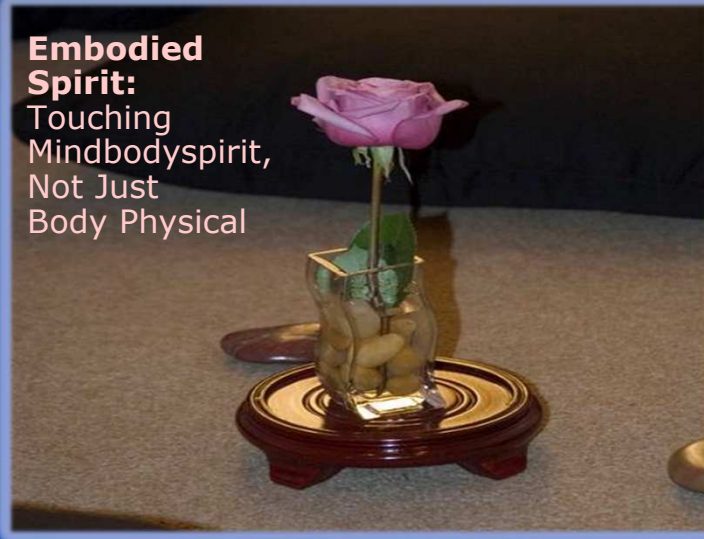
CO-CREATE... Caritas Process 8: Creating Healing
Environments Being / Becoming the Caritas Field

Heart-Centered Loving Kindness Changes Whole Environmental Field:
Subtle Environment/Consciousness



MINISTER... Caritas Process 9: Assistance With
Basic Needs – Sacred Acts

**Embodied
Spirit:**
Touching
Mindbodyspirit,
Not Just
Body Physical



OPEN... Caritas Process 10: Open to Existential -
Spiritual Unknowns:
Allow for Mystery & Miracle





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Search for new forms of Evidence

Informed Action

A dance of HumanCaring Heart-centered Practice



Theory-Research- Practice
Knowing/Doing/Being As

one caring action...

Rational for Assessing and Measuring

- Improvement of Caring Practices; Mindful – Intentional Interventions;
- Benchmarking Settings, Structures for Improvement;
- Tracking Caring Against Routine-Robotic Practices; (from Bio-cidic to Bio-genic)
- Evaluating Caring-Non-Caring: Patients/Practitioners

Caring Science Criteria Outcomes

“The outcomes we have seen since adopting Caring Science, include improved nurse retention, increased satisfaction scores and improved benchmarking on our clinical outcomes.”

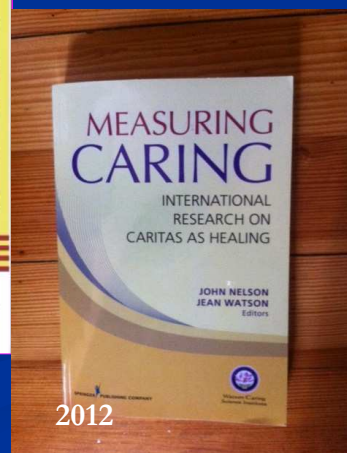
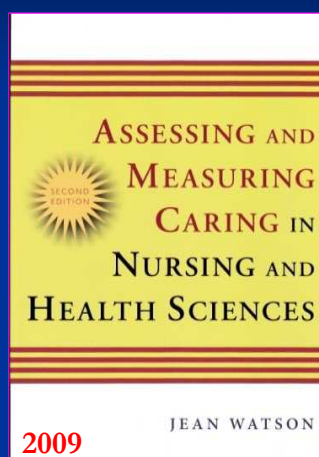
Lance Anastasio, President and CEO
Winterhaven Hospital, Winterhaven, FL

“A major part of creating a Caring environment includes measuring outcomes.”

Diane S. Raines, MSN, RN, NEA-BCSr.
Vice President, Chief Nursing Officer
Baptist Health, Jacksonville, Florida

Caring Science Research: Caring assessment instruments

- Assessing and Measuring Caring and Outcomes



Empirical – Theoretical Measurement Clinical Caring collaborative Research/ 17 hospitals in 7 states WCPS® –Tool

Watson Caritas
Patient Score -
WCPS
(Apgar* score of
caring)

WCPS® - ©Watson
Caring Science Institute:
Watson, Brewer, &
D'Alfonso, 2009

Watson Caritas Patient Score®

DIRECTIONS: When answering the questions, please consider the overall consistency of human-to-human CARE you have received during this hospital stay. Please circle the number for the one best answer.

My caregivers:	Never	1	2	3	4	5	6	7	Always
Deliver my care with loving-kindness.									
Meet my basic human needs.									
Have helping and trusting relationships with me.									
Create a caring environment that helps me to heal.									
Value my personal beliefs and faith, allowing for hope.									

Would you recommend our hospital to someone you love?
Yes ☐ No ☐

We invite you to share any notable caring or uncaring moments you experienced during this hospital stay.

Thank you for completing our survey!

Caring vs. Uncaring Economics

“In the Old Models, Caring is Considered
Irrelevant to a Well Functioning Economy,
or Even an Obstacle to Economic Success.
In Reality, The Opposite is True.”

Eisler, “Creating caring economics: The real
wealth of nations”, 2008.

**Caring
Economics:**

Can Meet our
Needs

Partnership
System




**Uncaring
Economics:**


Cannot Meet our
Needs

Domination
System






The
Watson Caring
Science Institute



INSTITUTE OF HEARTMATH®
Empowering Heart-Based Living

New Forms of Evidence

Uniting Caring Science and Heart Science/ HearthMath





INSTITUTE OF HEARTMATH®
Empowering Heart-Based Living

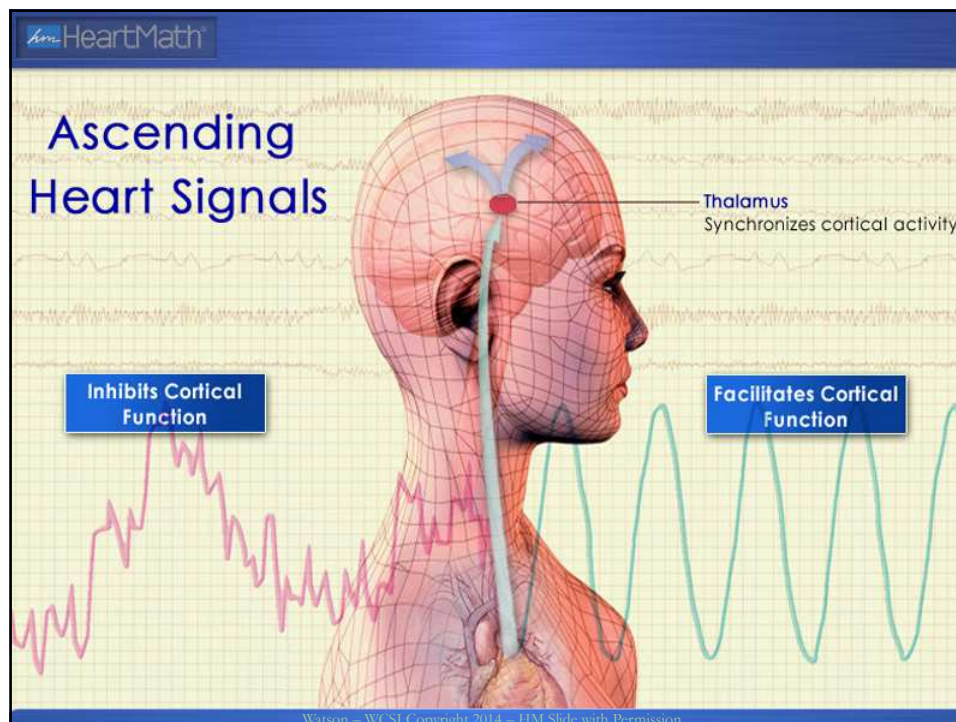
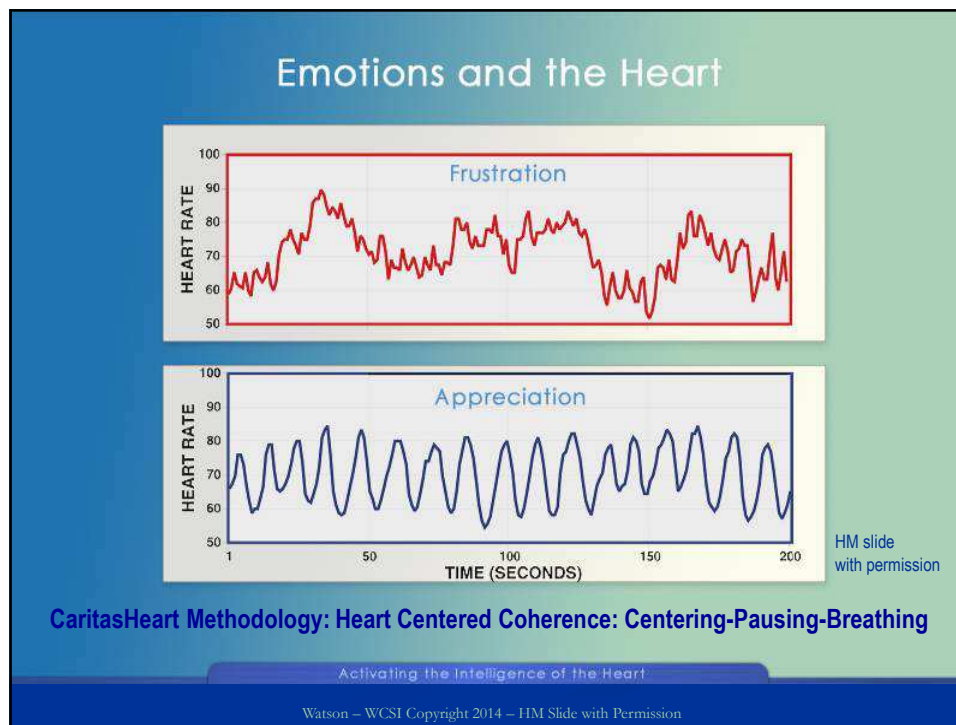
Heart-Brain Communication



Source: Caring/Compassion –
Inner Truth; Beauty, Our Very Humanity

Decoding the Intelligence of the Heart

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Caring Science Indicators Criteria, Citations and Outcomes

- 130 Studies of Patients/Nurses Outcomes: Caring-Non-Caring (Swanson, 1999)
- 3 Year Pilot (The Children's Hospital of Denver)-
Caring Science Research on RN – Staff Turnover Rates: (1) 32%
- (2) 17% - (3) 6% (Watson, Foster, Darden, 2000)
- Classic Levels of Caring Research Biocidic-Biogenic;
(Halldorsdottir, 1999)
- Caring Economic Indicators (Eisler, 2008);
- RN Educ-Patient Data Outcomes (Aiken & others, 2003),
2010, 2014;
- MAGNET HOSPITAL RESEARCH - current ongoing positive
- Patient Satisfaction/Nurse Retention (Sung-Heui Bae,
Mark, B.,Fried, B.2010)

Retention Scores: Pilot Study: Attending Nurse Caring Model The Children's Hospital of Denver

- Year 01 = 32% Turnover
 - Return to School, Traveling, Transfers
In-house
- Year 02 = 17% Turnover
 - Relocation, Traveling, Transfers In-
house
- Year 03 = 6% Turnover
 - Return to School & Traveling

Caritas HeartMath Pilot Baptist Health, Jacksonville, FL

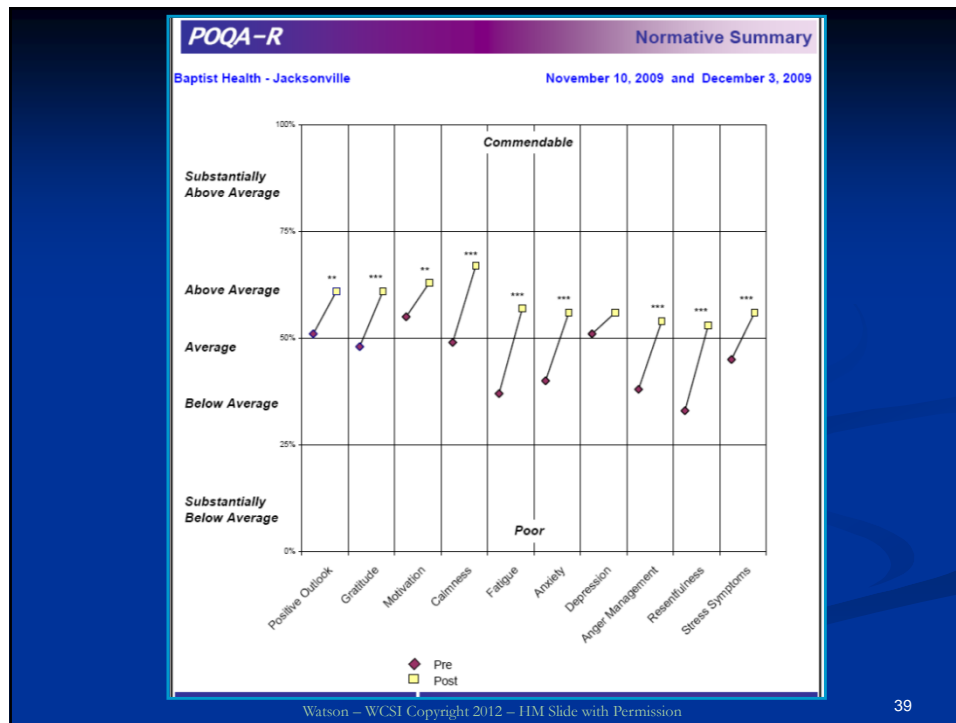
- **Personal Clinical Indicators of Stress** (e.g. Outlook, Motivation, Fatigue, Resentful, etc.) – 10 or 10 Indicators Improved with Caritas HM Program After 1 Month
- **Organizational Qualities** (e.g. Work Attitude, Strategic Understanding of Organizational Goals, Goal Clarity, Value of Contributions, Communication Effectiveness, Productivity, Time Pressure, Morale Issues and Intention To Quit.) – 9 of the 10 Here Also Improved Whereby 1 Item Remained the Same.

Caritas HeartMath Pilot Baptist Health, Pre and Post Data

% of responses: often – always:	Pre	Post
I feel thankful	60%	88%
Grateful	62%	82%
Enthusiastic	54%	78%
Calm	31%	52%
Peaceful	31%	55%
Tired	50%	26%
Fatigued	55%	24%
Exhausted	31%	14%
Anxious	30%	14%
Resentful	16%	4%
Annoyed	39%	6%
Angry	17%	6%
There is never enough time	60%	37%
I feel like leaving this organization	8%	2%

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N = 52



Caritas HeartMath Pilot Kaiser – Antioch Medical Center

% of responses: often – always:	Pre	Post
I feel optimistic about the future	76%	97%
My life is deeply fulfilling	62%	85%
Grateful	74%	88%
Dynamic	55%	76%
Peaceful	41%	68%
Relaxed	29%	47%
Tired	53%	12%
Fatigued	41%	9%
Anxious	18%	6%
Worried	35%	6%
Unhappy	18%	3%
Annoyed	24%	6%
I get upset easily	21%	3%

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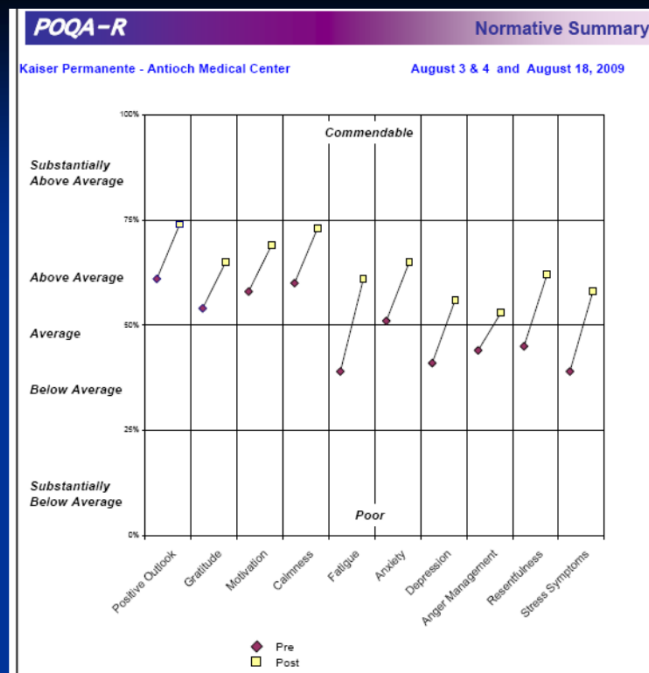
N = 34

Caritas HeartMath Pilot Kaiser – Antioch Medical Center

% of responses: often – always:	Pre	Post
My sleep is inadequate	41%	21%
Body aches (joint pain, backaches, etc.)	38%	12%
Muscle Tension	33%	6%
Headaches	9%	3%
% who agree or strongly agree:	Pre	Post
A strong rapport with my supervisor	36%	56%
Tension b/w management and staff	41%	26%
I feel very useful in my job	74%	94%
I am creative and innovative	53%	74%
Conflict b/w work & personal priorities	29%	15%
We have great confidence about being successful in the future.	72%	91%

N = 34

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Human Flourishing Caring Science Evidence - Examples

- Energized Caring Consciousness Presence- New Ideas - Positive Morale
- Positive Expressions/Outlook - Hopeful
- Calmness Under Pressure - Peaceful
- Resilience – Flexibility/Positive Work Attitude - Adaptable
- Collegial and Accountable - Respect for Leadership, Lack of Fatigue and Fully Engaged

Human Flourishing Criteria New Caring Science Evidence - Examples

- Self Confidence - Organizational Confidence
- Valuing Self and Other - Caring Heart-Centered Trusting Authentic Communication
- Eagerness To Be At and Engage In Work - Support From Leadership (Supervisor and Manager)
- Satisfied With Position/Job
- Intention To Stay In Position and Support Vision

Caritas HeartMath Pilot Baptist Health, Jacksonville, FL

- Personal Clinical Indicators of Stress (e.g. Outlook, Motivation, Fatigue, Resentful, etc.) – 10 of 10 Indicators Improved with *CaritasHeart™* Program After 1 Month
- Organizational Qualities (e.g. Work Attitude, Strategic Understanding of Organizational Goals, Goal Clarity, Value of Contributions, Communication Effectiveness, Productivity, Time Pressure, Morale Issues and Intention To Quit.) – 9 of the 10 Improved



HUMANISTIC - Caring Science Transformation

- Moving From the “Case” to the “Face”
- From Patient to The Spirit Filled Person Behind a Disease
- From Medical Diagnosis to The “Meaning” of Illness;
- From Performance/Doing – to Presence; Authenticity
- From Medical-Clinical Views of Humanity to Unity of Mindbodyspirit, Oneness – Connectedness
- From Conventional science to Unitary Caring Science
- From Industrial Models to Mature converging Science/Art/Humanities/Spirituality Caring-Healing/Health



Department of Nursing

No Boundaries, No Limits

Creating a Caritas culture of Safety – Quality for self and others

Washington
Hospital Center
MedStar Health



**Call to Nursing and Health
Care Systems to Come of Age:**

**Establish Nursing as a Full, Mature
Health, Healing and Caring
DISCIPLINE and Profession**

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