

Leveraging an Attitude of Gratitude

Innovative Strategies in Improving Health and
Wellness, Enhancing Workforce Engagement and
Participation in Professional Organizations

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Innovative Strategies in Improving Health and Wellness

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Objectives

- Describe the relationship between an Attitude of Gratitude and staff health and wellness
- Identify 3 components of a successful health and wellness program that contribute to positive health and a healthy environment



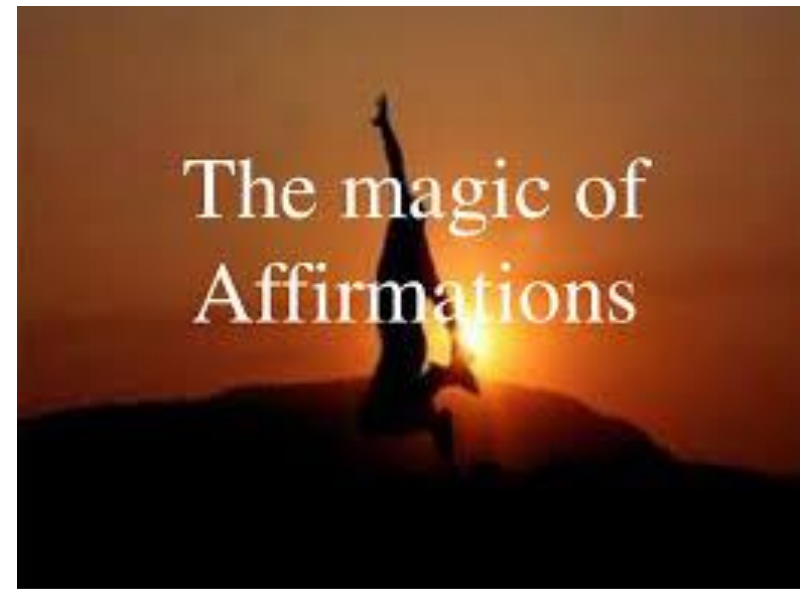
Close Your Eyes

- Let your imagine run wild
- For what are you grateful?
- Meditate
- Keep a diary, a journal, post pictures and share



The Magic Word

- The good things in life
- The things that bring us joy
- Attitude affects our health, our future, our families



Life's Little Lessons

- Be grateful
 - Be thankful
 - Focus on what you want
 - Act as if it has already happened
 - Determine what you are prepared to offer
 - Establish the exact date
 - Develop a clear plan
 - Read the written statement out loud two times daily
-*Affirmations*



Start at the Beginning



The Uniqueness

- Our culture
- Our diversity
- Our knowledge, skills, and abilities



Nutrition for the Mind

- In the words of Ziglar...

**Your attitude,
not your aptitude,
determines your
altitude.**



What is Health?



Gratitude for Health

- Stress buster: helps us to manage stressors
- Immune booster: more optimistic
- Adversity: sense of increased belonging
 - Post 9/11
 - Katrina
 - Flooding
 - School shootings



What you can do...

- Integrate your TEAM
- Establish respectful, cooperative relationships with your family, friends, community, and the environment
- Make informed wellness-oriented choices
- Actively participate in your health decisions and healing process.



Your TEAM

- The ***physical*** you requires good nutrition, appropriate weight, beneficial exercise and adequate rest.
- The ***emotional*** you needs to give and receive forgiveness, love and compassion; needs to laugh and experience happiness; needs joyful relationships with yourself and others.



TEAM

- The *mental* you needs self-supportive attitudes, positive thoughts and viewpoints and a positive self-image.
- The *spiritual* you requires inner calmness, openness to your creativity, and trust in your inner knowing.



The Captain



The Plan

- Disposition
- Perspective
- Viewpoint
- Outlook
- Impact on organization
- Choices and impact

Wellness
Components
The Plan
Disposition
Choices
Perspective
Viewpoint
Outlook
Health
Impact on organization



Do you...

- Wake up with enthusiasm for the day ahead?
- Have the high energy you need to do what you want?
- Laugh easily and often, especially at yourself?



And...

- Find solutions for the challenges in your life?
- Feel valued and appreciated?
- Appreciate others and let them know it?
- Have a circle of warm, caring friends?



The Light

“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.”

~ Albert Schweitzer

gratitude



Participant or Spectator

- No one's life is perfect.
- We all have difficult situations, hard times, losses to deal with.
- Some people's lives seem to work better than others.
- Have you ever wondered why?



Options

- Thanking
- Visualizing
- Networking
- Celebrating
- Recognizing
- Enjoying

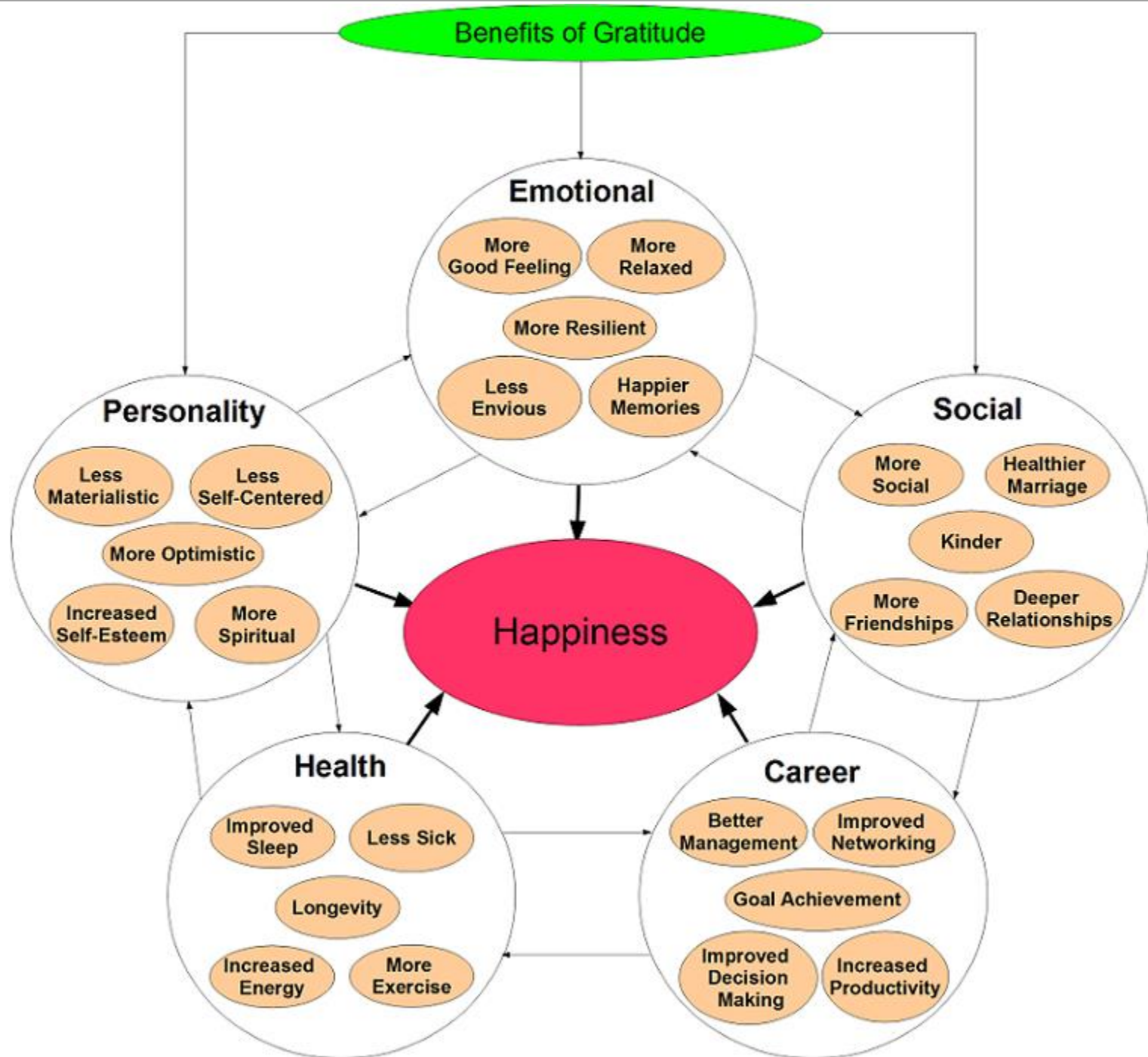


Benefits and Lifespan

- Self-worth
- Self-efficacy
- Trust between employees
- Increased happiness
- Greater satisfaction with life
- Higher resilience to stress

trust





Gratitude

感

感 GRATITUDE

Within the characters for thanks
and feelings are embedded the
symbols for heart and speech.
From the heart, with feeling,
I express my gratitude.





Enhancing Workforce Engagement

Ann Marie T. Brooks

PhD, RN, MBA, FAAN, FACHE, FNAP

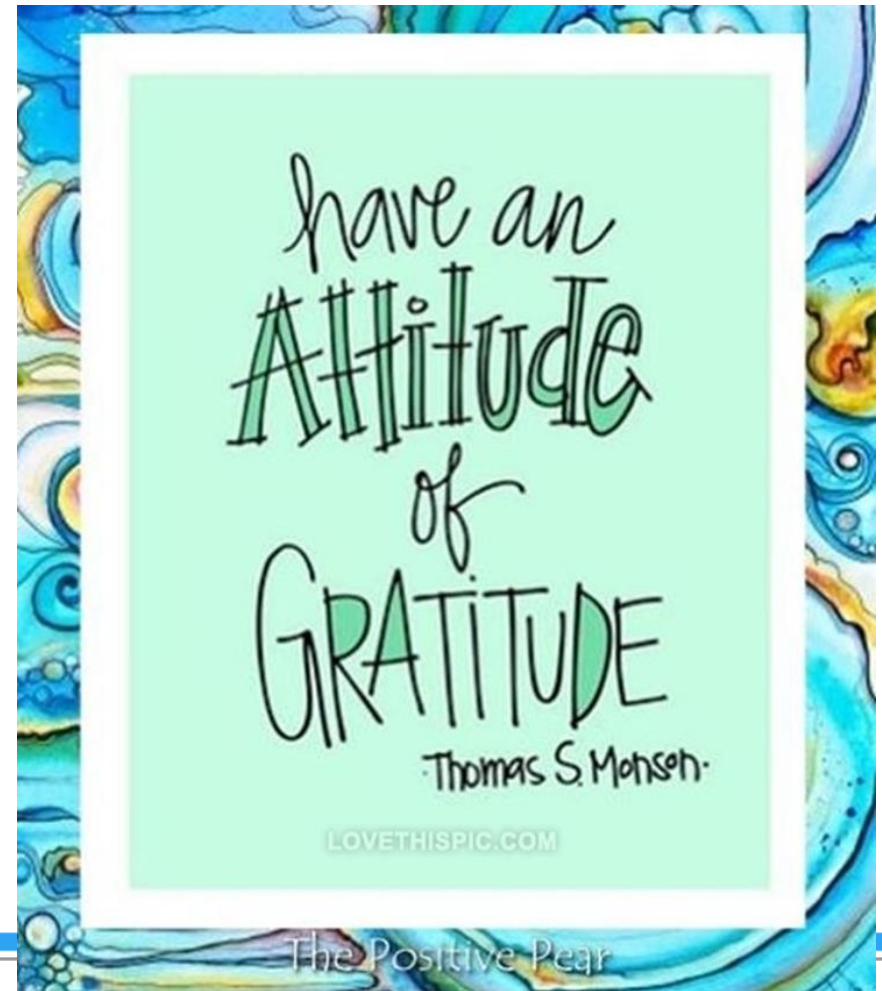
Objectives

- Describe how an organization builds a culture of engagement and recognition
- Describe strategies needed



What are we grateful for?

- Health
- Wealth
- Happiness
- Family
- Friends
- Job Security
- Random acts of kindness



Sources of Gratitude in Healthcare

- Patients
- Families
- Co-workers
- Interprofessional staff
- Leaders
- Board members
- Public -“Gallup Poll – Most trusted profession”



Values of Gratitude

- Makes you feel good
- Validates your self worth
- Motivates you to want to do more
- Reassures others that the work is important
- Gives others the chance to express feelings
- Contributes to sustainability of leading practices



Basic Requirements

- Sincerity of recognition
- Alignment of gratitude with work or action
- Timeliness of feedback
- Right fit for the individual, group, situation
- Gets to the right person in a meaningful way
- Maintains relevance to vision, mission and goals



Riddle Hospital

- Community hospital and part of a five-hospital system located outside Philadelphia
- Large geriatric population in a community that has over 15 CCRCs, Women and Children's unit and large orthopedic population
- Described as a “friendly hospital” which has made significant improvements in quality, safety, patient satisfaction and engagement



Building a Culture of Gratitude

- Expressing thanks
- Writing thank you notes
- Annual National Nurses Week awards
- Employee recognition awards
- Department and hospital events and activities
- Public praise for extra efforts
- System policy for rewards for work



Getting Started

- Variety of recognition programs in place with the majority of activities largely unknown to Riddle Hospital employees
- Current system most likely recognizes and rewards clinical staff rather than non clinical staff



How to Build a Culture

- Maximize Senior hospital leadership support for staff dinners, picnics, and spontaneous recognition activities
- Evaluate Return on Investment (ROI) on staff engagement and consider new ideas
- Nursing has the most organized methods with other departments expanding their recognition programs



Nursing

- Consistently used the traditional methods but recognized opportunities for innovation
- Internal recognition
 - Nursing Excellence Awards, Daisy Awards
- External
 - Gems Award; Nightingale, awards from professional organizations/community



Beginning Steps

- Started integrating National Nurses Week activities with hospital week activities with balloons and candy gram
- Friends of Nursing awards given to physicians, interprofessional staff and Board members
- Build consistency in recognition of “exceeding expectations” through notes, gift cards and special events- Beacon Award at Gold Level



Examples of Recognition

Second Annual
Attitude of
Gratitude Program



And...

The Schwartz Rounds Operations Committee is planning a January program that will focus on “An Attitude of Gratitude” and need your help in identifying individuals who have done great work! Help us recognize these individuals who provide outstanding care, service excellence and who add value to their teams through their commitment to excellence and motivation to make the patient experience and the work environment superior every day.

All nominations will be recognized and five select nominees will participate in the scheduled January 8th Schwartz Rounds. All nominees will receive a certificate for their work.

Describe in 75 words or less how this person contributes to the superior patient experience and/or how the nominee works to foster genuine teamwork and a positive work environment in a situation.



“Attitude of Gratitude Program”

- Announcement in 12/2012 with a request for nominations of “those who make a special difference everyday in the lives of others.”
- Nominees would be recognized at the January 2013 Schwartz rounds
- Received 59 nominations; all received a printed “Attitude of Gratitude certificate, \$5 gift card and five selected for a panel



Making Progress

- Utilized the “Attitude of Gratitude” theme throughout the year through newsletters, programs and events
- Planned a Schwartz Rounds for grateful patients
- Expanded interprofessional activities and recognition of partnership
- Expanded external nominations for awards



Journey continues...

- In December 2014, another invitation to nominate a co-worker and others for recognition at January 2015 Schwartz Rounds
- 253 nominations received with a panel of nominees chosen to share their experiences based on the number of entries
- Each nominee received a certificate, gift card and copy of program



Journey continues...

- Expanded interprofessional projects and partnerships at every level
- MLH Nursing Research Council expanded nursing research fellowship to include: pharmacy, respiratory therapy, occupational and speech therapy with outstanding outcomes



Magnet Journey

- 3 of 5 MLH hospitals have been Magnet designated hospitals since 2005
- Riddle and BM Rehab hospitals began their Magnet Journey in 2008 and were part of the system application in 2014
- Clinical nurses were integral participants in the Journey and used their “voices” to motivate, engage and recognize patient care



Magnet Journey recognition

- Magnet application process requires that Nursing involve others in the entire process with “it takes a village” operating style to achieve outstanding outcomes
- MLH and Riddle leaders support the process which requires substantial time and resources
- Riddle developed the “only interdisciplinary Magnet Champion” group with great results



Magnet Site Visit

- Magnet team comes to verify, clarify and amplify the sources within application
- Provides the opportunity for nurses and hospital to showcase excellence through unit tours, interviews and meetings
- Numerous examples of partnership, collaboration and innovation in practice, education and research



Magnet site visit

- “Gratitude” is a theme throughout the visit and is part of the storytelling by nurses and others
- Nurses are able to “provide examples of how they feel about the privilege of being a nurse, part of a healthcare team
- Community stakeholders express gratitude for the outstanding care and partnership



2015 Magnet Conference

- 9,300 attendees in Atlanta, GA: October



Next Steps

- Evaluate your own environment
- Adopt one new strategy for gratitude – writing notes, nominations
- Benchmark with others about what they use and its effects on engagement





Participation in Professional Organizations

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Objectives

- Describe the effect an attitude of gratitude has on fostering engagement in a professional organization
- Discuss strategies for creating and sustaining organizational success



Definitions

- *Relevance*: ability to retrieve material that satisfies the needs of the user
- *Value*: worth, importance
- *Sustainability*: supporting an organization, supply resources to prevent depletion

Source: Webster's Dictionary



Relevance

- People have time for:
 - Projects that are meaningful
 - Ideas that help them perform in their work
 - Initiatives that are interesting
 - Causes they care about
 - Activities that are fun

Coerver & Byers, Race for Relevance, 2011



Culture of Gratitude

- Fosters participation, engagement, and leadership
- Applies to members and staff

Gratitude



INS' Mission

- **INS sets the standard for excellence** in infusion nursing by:
- Developing and disseminating **standards of practice**
- Providing **professional development opportunities and quality education**
- Advancing the specialty through **evidence-based practice and research**
- Supporting professional **certification**
- **Advocating** for the public



Mantra

- Need to be true to the organization's mission
- Use the mission as a guiding principle
- Limited resources
 - Time
 - Talent
 - Treasury



What Members Value

- Being “connected”
- Networking and sharing ideas
- Answers to clinical questions
- Enhancement of clinical practice
- Education opportunities
- Standards of practice
- Personal and professional growth
- Ability to make a difference for the patients we serve



Organization's Objectives

- Ensure growth of the organization
 - Member engagement
 - Recruitment and retention
 - Fiscally sound
- Monitor trends in the health care environment
- Contribute to the specialty practice and nursing profession
- Promote personal and professional growth



Strategies: Members

- Identify a “champion” or “ambassador”
 - Groom mentors
 - Instrumental in maintaining momentum
- Determine needs of the members through surveys
 - Hospital-based
 - Online
 - Industry partners
 - Address clinical issues/problems
- Identify best practices



Strategies: Members

- Member engagement
 - Utilize clinical expertise for program development
 - Education programs and products
 - Development of position statements
 - Use of task force or work groups for time-limited projects
 - Recognition at meetings, in publications
 - Increase participation and diversity of thought
 - Represent INS at “other” meetings



Strategies: Members

- Meetings
 - “First-Time Attendee” ribbons
 - Mentor-Mentee program
 - Recognize international attendees
- Publications
 - Supportive reviews
 - Constructive feedback
- Certified Nurses
 - Handwritten congratulatory note from CEO
 - Letter of thanks to supporting HCOs



Strategies: Members

- INS “Shout Outs”
- INS Lea**RN**ing Center
- Testimonials
- Personal phone calls to new members



Strategies: Staff

- Like members, seek personal and professional development opportunities
- Beyond pay and benefits package
- Seek input and acknowledge feedback



Strategies: Staff

- Weekly meetings
 - Monday Morning Roundup
 - Friday Afternoon Wrap up
- White boards
 - Each department responsible for 2-week period, e.g., fun facts, brain teasers, thought-provoking questions



Strategies: Staff

- 2nd board – “Inspiration”
- “Fun” activities – off-site events, puzzles
- Participation by leadership a must!



Engagement

- Members and staff need to feel appreciated; foster such a culture
- Recognition need not cost a lot of money; saying “thank you” can go a long way
- Engaged members and staff are the foundation of a successful organization





Leveraging an Attitude of Gratitude

LET'S TALK...

