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# Vitamins for Nurturing the Nursing Soul

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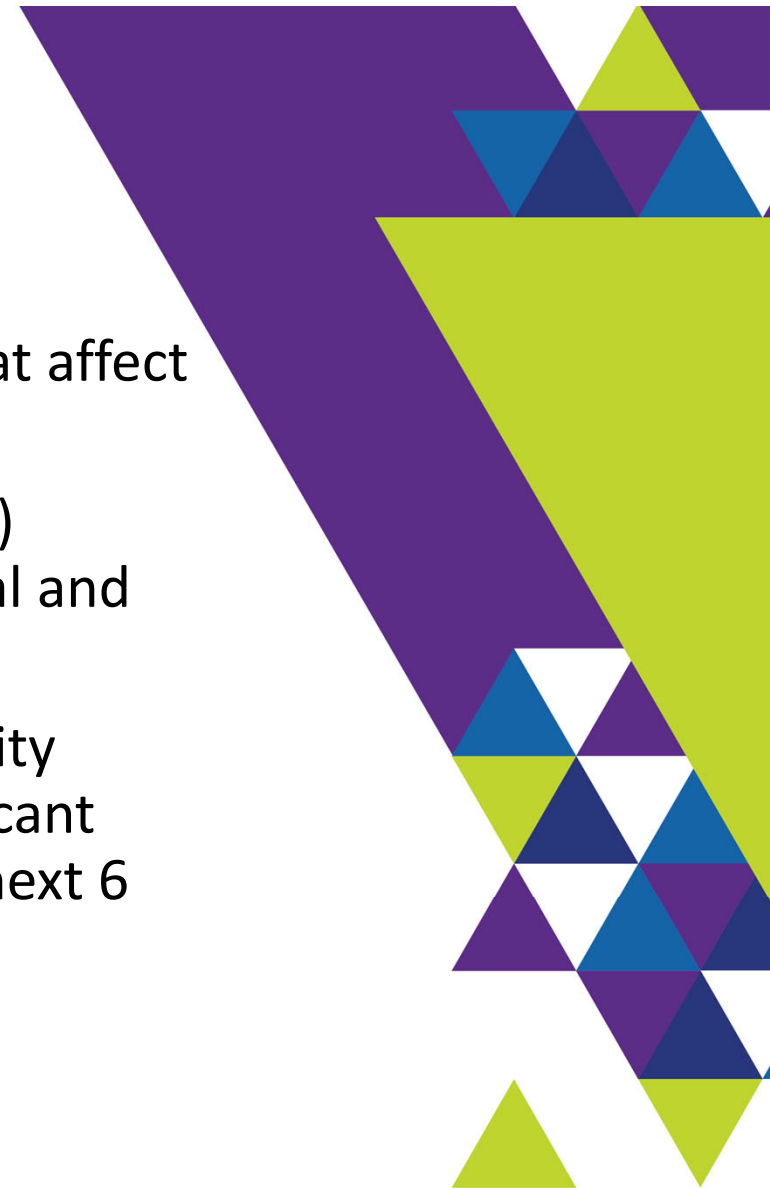
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## Objectives

- 🔗 Discuss the challenges to the nursing soul that affect job satisfaction and retention.
- 🔗 Identify the critical vitamins (behaviors, skills) necessary to thrive and excel in both personal and professional lives.
- 🔗 Outline a personal recipe for growth to identify behaviors that will help in making one significant change in the work environment within the next 6 months







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**Reboot/Reset**



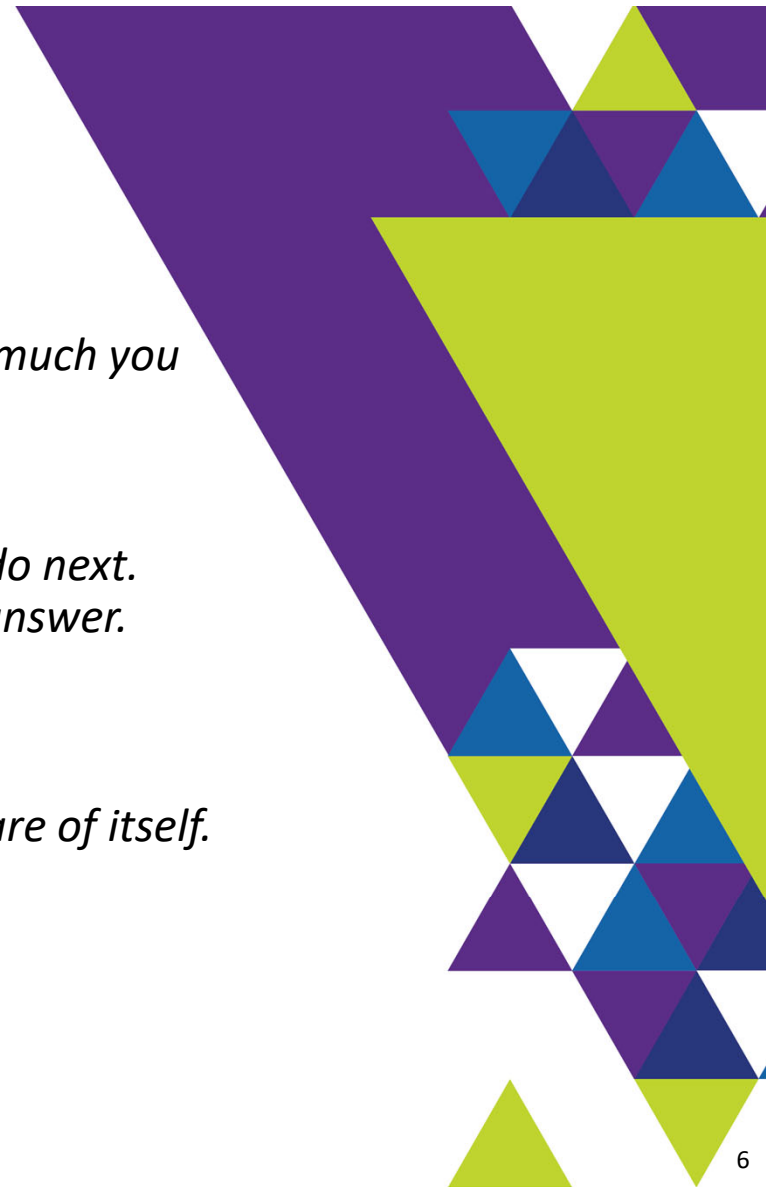
## Life Coming Out of a Crisis

*Life is about how much you can take and keep fighting, how much you can suffer and keep moving forward. ~ Anderson Silva*

*Don't dwell on what went wrong. Instead, focus on what to do next. Spend your energies on moving forward toward finding the answer. ~Denis Waitley*

*If everyone is moving forward together, then success takes care of itself. ~Henry Ford*

*One day? Or day one. You decide. ~unknown*



## Capturing the Essence of Nursing<sup>1</sup>

“Nurses primarily assists the individual (sick or well) in the performance of those activities contributing to health, or its recovery (or a peaceful death) that he would perform unaided if he had the strength, will or knowledge. It is likewise the unique contribution of nursing to help the individual to be independent of such assistance as soon as possible.

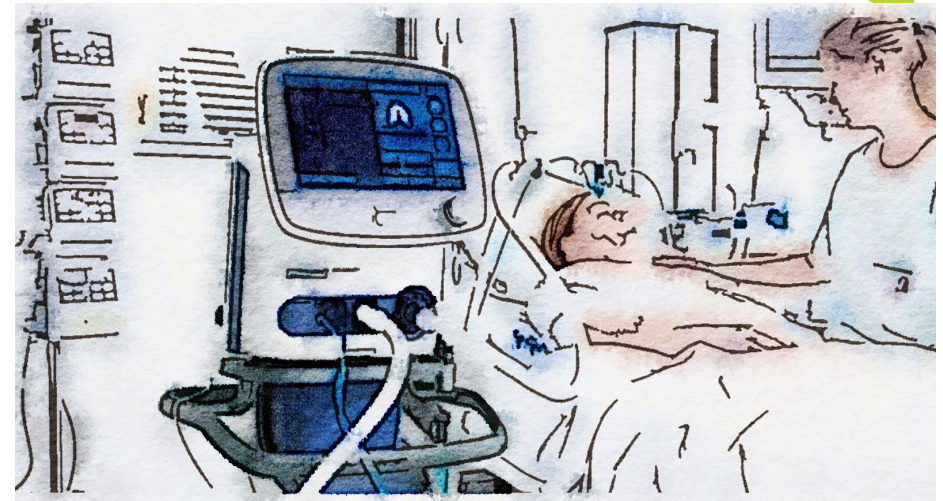
*Henderson 1966*



# Factors That Can Chip Away at Our Nursing Soul



- 🔹 Unhealthy work environment<sup>1,2</sup>
- 🔹 Inappropriate communication<sup>3</sup>
- 🔹 Rising workloads<sup>1,2</sup>
- 🔹 Challenging collegial relationships<sup>2,3</sup>
- 🔹 Burnout (15% to 45%)<sup>4</sup>
- 🔹 Lack of understanding nursing true contribution to patients & families<sup>5</sup>
- 🔹 Change fatigue



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1. Bamford M, et al. *J of Nursing Management*, 2013;21:529-540
2. Donley J. *Nurse Lead*. 2021;19(6):585-589
3. Dempsey C, et al. *Nurs Admin Q*. 2018;42(3):278-283
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5. Cowling RW. *J Holist Nurs*. 2022;40(4):308-309.
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# Factors that Keep Us Nursing



- 🔗 Positive practice environment<sup>1,2</sup>
- 🔗 Supportive manager<sup>1,2</sup>
- 🔗 Congenial staff<sup>2</sup>
- 🔗 Meaningful recognition<sup>1</sup>
- 🔗 How we feel about ourselves: If we feel good, greater confidence, we want to give back<sup>2</sup>
- 🔗 Ability to participate versus being told<sup>1,3</sup>
- 🔗 Being supported, listen to, consulted with<sup>1</sup>

1. Bamford M, et al. J of Nursing Management, 2013;21:529-540  
2. Bournes DA. Nursing Science Quarterly, 2009;22(1):47-56  
3. Dempsey C, et al . Nurs Admin Q. 2018;42(3):278-283



Blessed are the  
**CRACKED**  
for they shall let in the light



**The Vitamins  
Necessary for Thriving  
and Growth within  
the Nursing  
Profession**



# Vitamin A

 Attitude

 Advocacy





# Attitude<sup>1</sup>

- 🔗 A confident person control their attitudes, instead of attitudes controlling them
- 🔗 Confidence is a challenge without a positive attitude
- 🔗 Confident nurses take the same negativity, but they have learned to say that the garbage that goes in now needs to go out!!!!

1. <https://kevineikenberry.com/coaching-developing-others/keep-negative-attitudes-others-impacting/>



# How to Be Present

- 🔗 S: Stop for a few minutes
- 🔗 T: Take a few deep breaths
- 🔗 O: Observe where your mind is
- 🔗 P: Perceive & move on



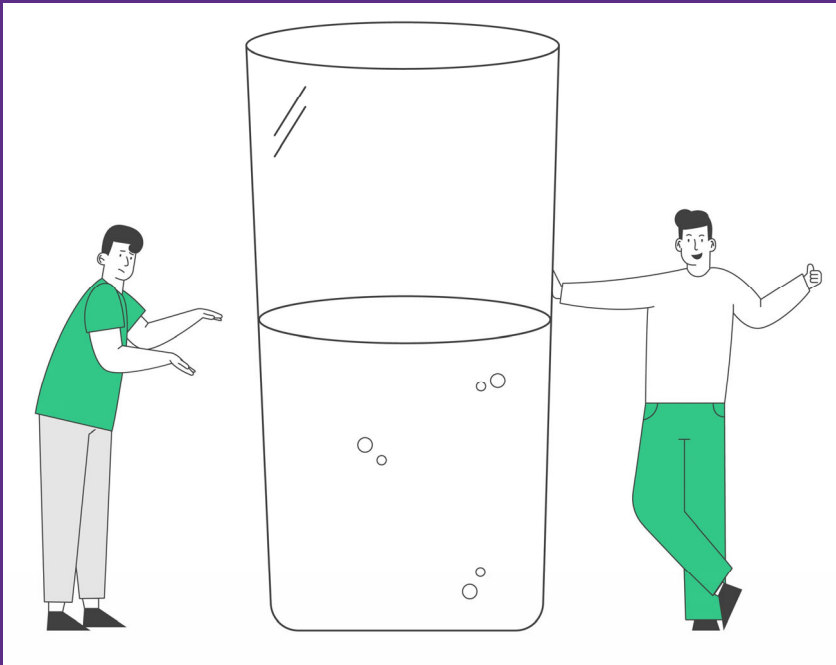
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**When We Are Present... We have Choices**

<https://accelerate.uofuhealth.utah.edu/resilience/practice-s-t-o-p>



# POSITIVE ATTITUDE



IT CHANGES EVERYTHING

# Sustaining a Positive Attitude Over the Length of Your Career



- 🔗 The most important of all human freedoms is your attitude (adapted Viktor Frankl quote)
- 🔗 We choose how we respond to each moment
- 🔗 I can complain or quit, but that gets me nothing
- 🔗 I can focus on the positive..... what you focus on is what you feel

Physiology Can  
Change Feelings



# Sustaining a Positive Attitude Over the Length of Your Career



- 🔗 Find someone to help you through
- 🔗 Set realistic goals
- 🔗 Be careful what you listen to, it becomes a feedback loop
- 🔗 Attitude is contagious, make yours positive
- 🔗 Find the calm within the crisis
- 🔗 Develop other passions, outside interest, something to help you recharge
- 🔗 Take breaks and meals, and don't work so much overtime



# Advocacy

- 🔗 **Advocacy** is the pursuit of influencing outcomes — including policy and resource allocation decisions within systems & institutions — that directly affect people's current lives.
- 🔗 Therefore, advocacy can be seen as a deliberate process of speaking out on issues of concern in order to exert some influence on behalf of ideas or persons.



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# Advocacy Starts with Us



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## Reconnect With Our Professional Purpose



“It may seem a strange principle to enunciate as the very first requirement in a Hospital that it should do the sick no harm.”

Florence Nightingale

Advocacy = Safety





## Florence Nightingale ...



- Surveillance & monitoring of patient conditions for early detection of problems
- Preventing complications

“I use the word nursing for want of a better. It has been limited to signify little more than the administration of medicines and the application of poultices. It ought to signify the proper use of fresh air, light, warmth, cleanliness, quiet, and the proper selection and administration of diet—all of these at the least expense of vital power to the patient”

Notes on Nursing (1860/1969 p. 8)



## Patient Advocacy/Safety Related to Clinical Practice



- 🔗 Nurses knowledge of the evidence-based care
- 🔗 Ability to deliver the care to the right patient at the right time, every time it is needed
- 🔗 The ability to communicate patient concerns in a concise, data driven manner and take appropriate action
- 🔗 Understanding that I am the voice of the patient



# Vitamin B

 Behavior

 Balance





## Behavior

- ▶ Your shadow
- ▶ Leader vs. follower
- ▶ Influence of peers on self and unit culture



*Dare to be Different*

# What Shadow Do You Want to Cast?

- 🔗 Looking at the unit cultures you can often see the nurse's reflection.
- 🔗 The reflection we see can sometimes maybe difficult for us to handle.
- 🔗 If not careful, we respond by trying to defend or to rationalize away why what we see in others is not of our own making.
- 🔗 In this way, we may fail to take responsibility for what has resulted from our actions.
- 🔗 Without taking responsibility the first steps required to change the situation becomes impossible....!



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*“If your actions inspire others to dream more, learn more, do more, and become more, you are a Leader”*

*John Quincy Adams*



*“Setting an Example is Not  
the Main Means of  
Influencing Others....It is  
the Only Means”*

*Albert Einstein*



# Peer Pressure



Time is the coin of your life. It is the only coin you have,  
and only you can determine how it is spent.  
Be careful lest others spend it for you.

Carl Sandburg



What are your actions inspiring others to become?  
What are your actions inspiring others to do?  
What are your actions inspiring others to learn?

- 🔗 Be the best person/nurse you can be
- 🔗 Utilize your creativity to enhance the art & science of nursing
- 🔗 Stop negativity when it comes your way
- 🔗 Demonstrate respectful communication with all disciplines
- 🔗 Participate on unit committees that shape your practice
- 🔗 Join a professional organization and participate if you can
- 🔗 Demonstrate evidence of continued learning
- 🔗 Demonstrate as best as possible life balance

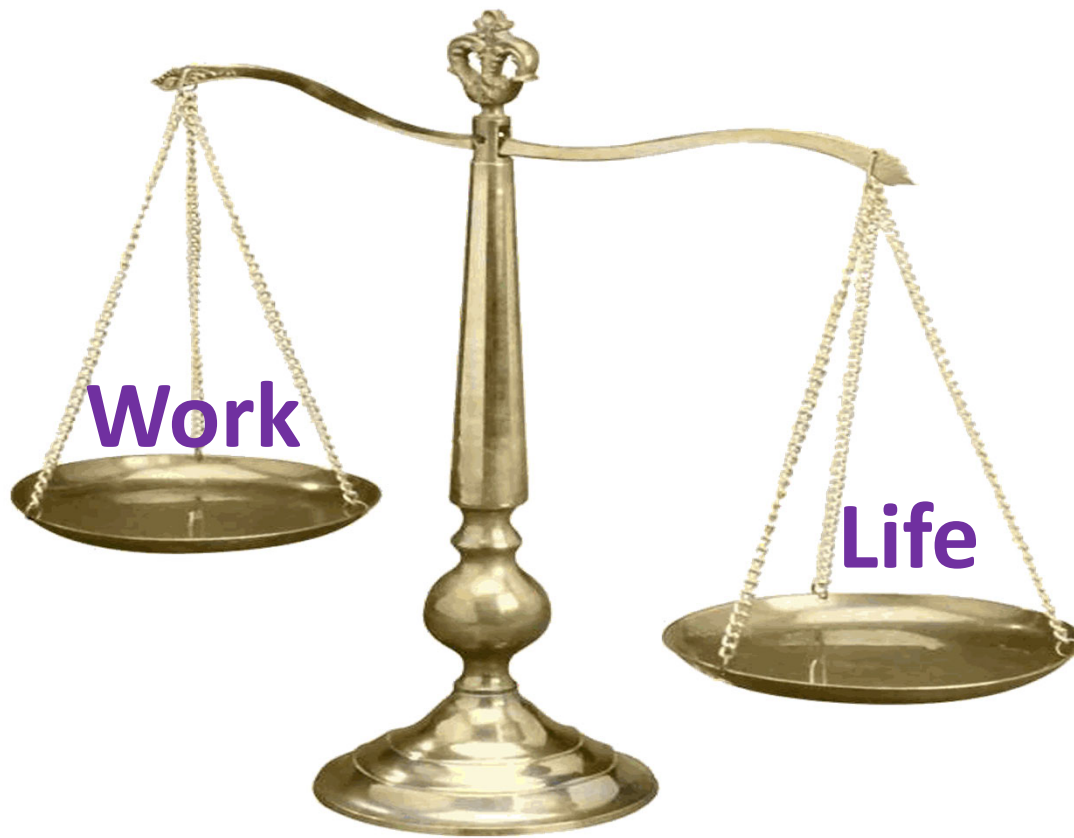


**KV0**

These are my thoughts

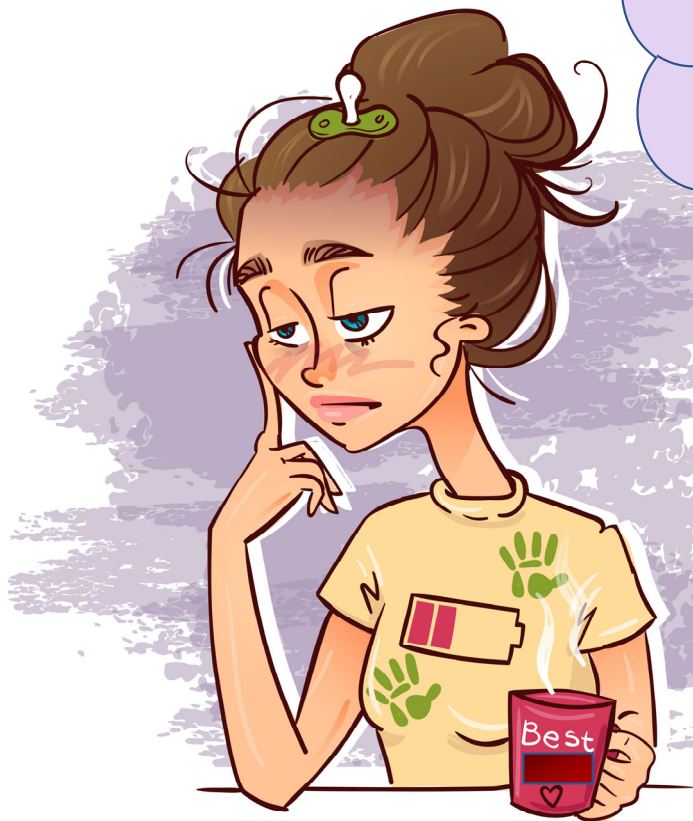
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# Balance



Mental and Emotional Steadiness

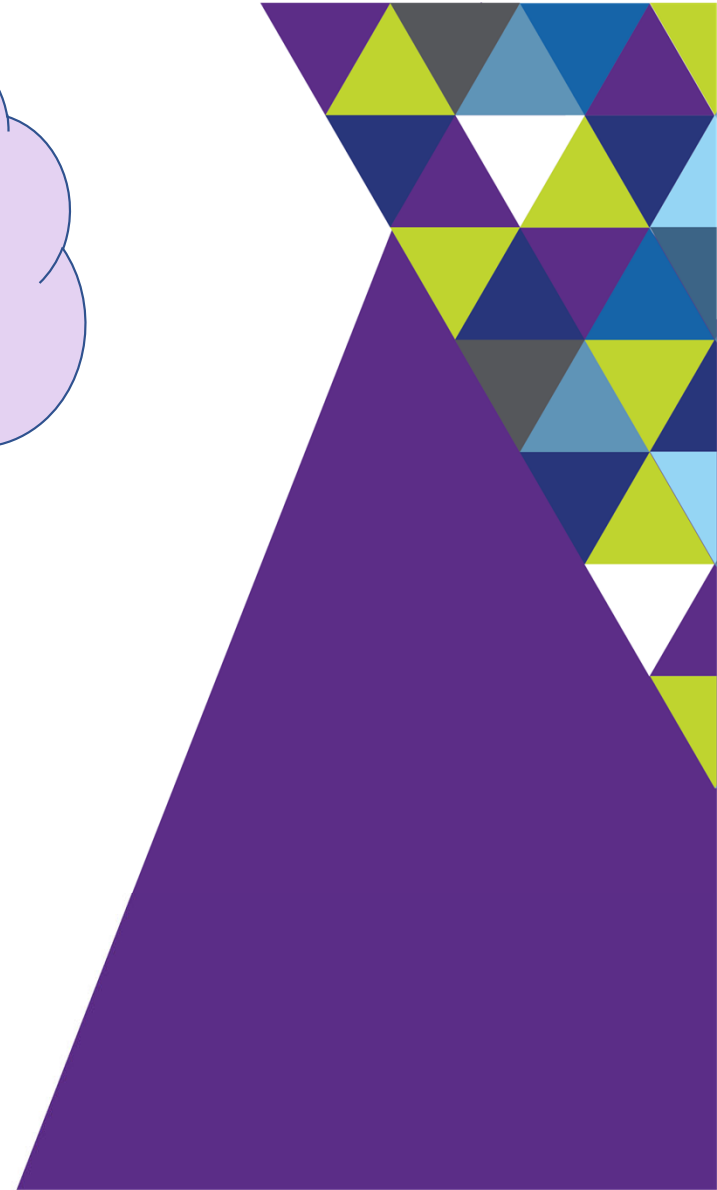




I wake up every morning,  
torn between a desire to  
save the whales, attain  
alignment, visit the Dalai  
Lama or go back to bed.

Makes it kind of hard to  
plan the day

Adapted from E.B White quote



# Perfectionism

## Are you a perfectionist?

- Protective mechanism
- Defense mechanism

## Can be a form of psychological torture

- More stress
- More anxiety
- More depression
- It can immobilize you..what is it costing you

## Put it in its place

- Don't believe everything you think
- Challenge your thinking
- Squash your inner critic



Langlois B. Seriously? Me Too, 2013.  
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**Slide 32**


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**KV0**

**This is a book**

Kathleen Vollman, 2023-02-17T19:11:59.697





For everything you have missed, you have gained something else;  
And for everything you've gained, you lose something else.  
It is about your outlook towards life. You can either reject it or rejoice  
Ralph Waldo Emerson

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Knowing yourself helps with understanding factors that affect your life balance and happiness as well as finding your purpose in life





# Strategies for Helping with Life Balance

## Manage time or it will manage you

- △ Set times to respond to e-mails
- △ Turn off the phone.... Take time for yourself
- △ It is a personal thing, and it must work for you

## Manage the environment by examining your habits and attitudes

- △ 51% felt work was a means to an end
- △ 24% found it a source of personal fulfillment
- △ Find enjoyable work that may not pay the bills or unhappy work that pays the bills
- △ Start to discover.. decide what to love...
- △ Habits are comfortable...even habitual unhappy work





# Strategies for Helping with Life Balance



- ▲ Mindfulness-paying attention in a particular way: on purpose, present in the moment and non-judgmentally
- ▲ Achieved by regulating one's attention-focusing attention on one's thoughts and emotions
- ▲ Greater frequency of practice likely to yield greater benefits
- ▲ Benefits:
  - △ Improve mental focus and reduce mind wandering
  - △ Discourage black-and-white thinking
  - △ Assist in staying organized, managing time and setting priorities
  - △ Lifts us from constant low-level panic and guilt
  - △ Improves mood and emotional stability
  - △ Build self-monitoring capacity
  - △ Reduce burnout





**We don't stop playing because we grow old...  
We grow old because we stop playing....  
So live life**

George Bernard Shaw





When would NOW be a good time to do this?



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# Vitamin C

▲ Communication/Culture/Courage

▲ Change/flexibility

▲ Competency/Continued learning



**The single biggest  
problem with  
communication is the  
illusion that it has taken  
place**

George Bernard Shaw



# Why Effective Communication May Be Challenging for Nursing





## The Silent Treatment: April 2011

- 🔹 85% of workers reported a safety tool warned them of a problem that may have been otherwise missed & could harm a patient
- 🔹 Safety tools include handoff protocols, checklists, COPE, automated medication dispensing machines.
- 🔹 58% said they got the warning, but failed to effectively speak up & solve the problem
- 🔹 3 “undiscussable” issues: dangerous short cuts, incompetence & disrespect (4/5 nurses)
  - △ 1/2 say shortcuts lead to near misses
  - △ 1/3 say incompetence leads to near misses
  - △ 1/2 say disrespect prevented them from getting others to listen or respect their opinion
- 🔹 Only 16% confronted the disrespectful behavior



# OSHA: Definition of Workplace Violence

Any physical assault, threatening behavior or verbal abuse occurring in the workplace”



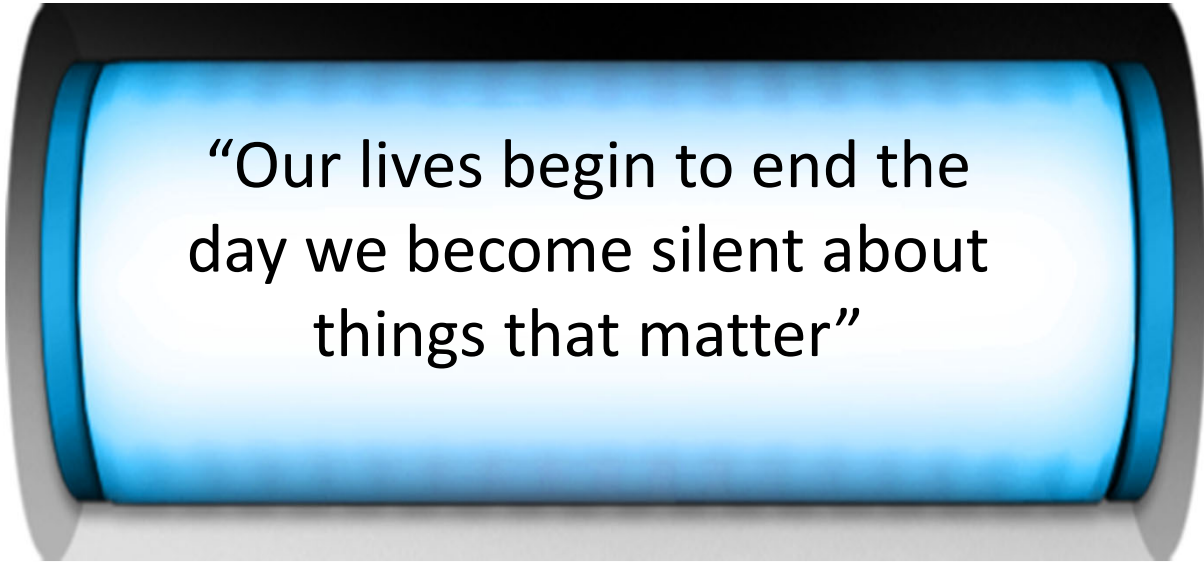
- On Average 57 nurses are assaulted each day in the US (Pressy Ganey Report 2022)<sup>1</sup>
- 44% experience physical violence and 67.8% experienced verbal abuse in one study during the pandemic & often went unreported<sup>2</sup>

<https://www.medpagetoday.com/special-reports/features/100679#>

Byon HD, et al. Workplace Health Saf. 2022;70(9):412-420







“Our lives begin to end the  
day we become silent about  
things that matter”

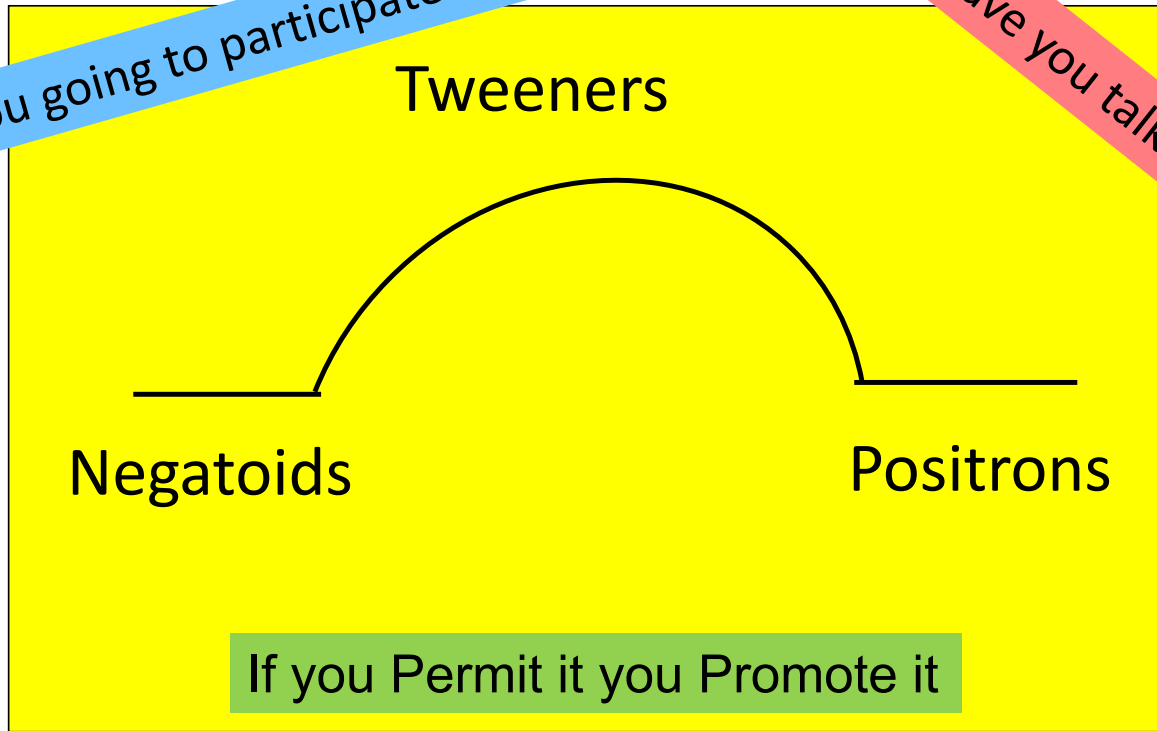
Martin Luther King Jr.




# Understanding Your Culture & Communication Strategies

How are you going to participate in fixing it?

Have you talked to.....





A good word is an easy obligation; but not to speak ill requires only our silence; which costs us nothing.

John Tillotson



# Speaking Up: Does a Plan Education Program Improve Advocacy



- 🔗 Quasi-experimental design
- 🔗 Intervention design to increase speaking up behaviors among nurses in situations where patient safety is in jeopardy
- 🔗 2 hospitals, same health system
- 🔗 51 RN's control group, 53 in intervention group
- 🔗 Intervention; remove any sanctions, viewed video from CNO & CMO expressing commitment to back speaking up, discussion of organization obstacles, then individual obstacles, generate a personal action plan, planned peer support
- 🔗 Results:
  - △ Significant increase in speaking up behaviors vs. control ( $p < .0001$ )



# Courage



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“Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen”

Winston Churchill

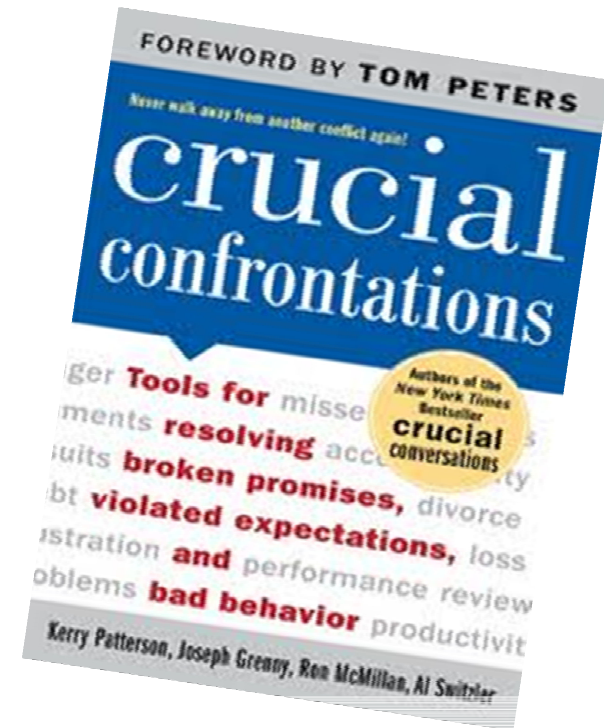
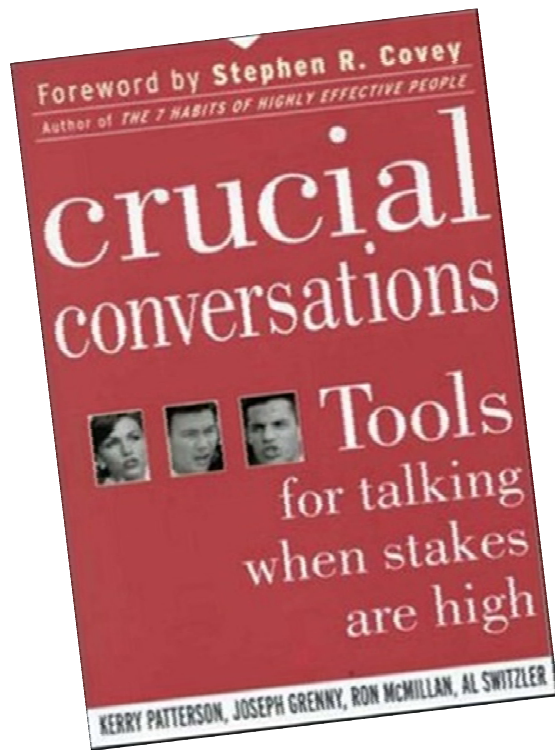
## What to Do Individually?

- ▶ Prevent from occurring through training on effective communication
- ▶ Deal in real time to prevent staff or patient harm
- ▶ Initiate post event reviews, action and follow-up
- ▶ Make it as transparent as possible
- ▶ Zero-tolerance policy and procedure
- ▶ Intervention strategy: code white



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# Communication Training



# Communication Strategies



## Tools to help structure communication

- △ SBAR for communication with Doctors: **S**ituation, **B**ackground, **A**ssessment and **R**ecommendation<sup>1</sup>
- △ CUS Words: I am **C**oncerned, I am **U**ncomfortable, This is not **S**afe<sup>2</sup>

Use CUS words when assertion of your communication fails...things go wrong...concern expressed but mutual decision not reached or proposed action doesn't happen in time frame agreed upon





# Comprehensive Unit-Based Patient Safety Program (CUSP)



- Assess culture of safety (SAQ & AHRQ)
- Educate staff on science of safety  
<http://www.safetyresearch.jhu.edu> house staff orientation
- Identify defects
- Learn from one defect per quarter
- Assign executive to adopt unit
- Implement team/communication tools
- Reassess culture annually





## Healthy Work Culture Standards

- 🔗 Skilled communication
- 🔗 True collaboration
- 🔗 Effective shared decision making
- 🔗 Appropriate staffing
- 🔗 Meaningful recognition
- 🔗 Authentic leadership

A healthy culture begins with each person & is enhanced by self work, healthy relationships & system supports



# Strategies for Retention

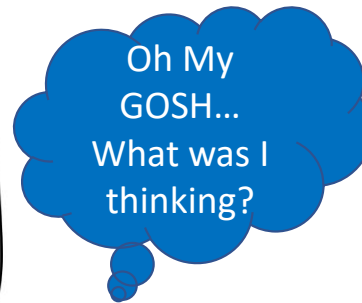
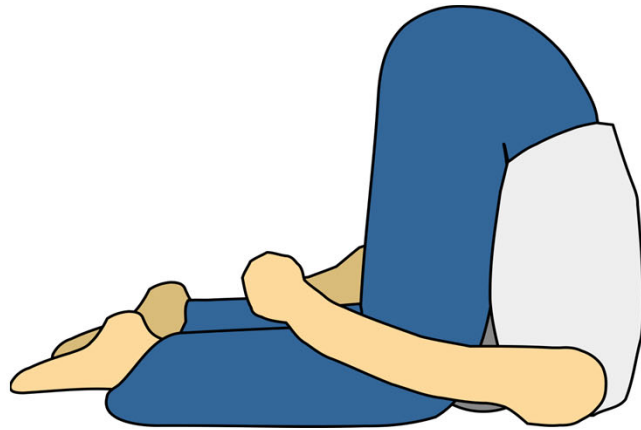
- △ Conduct stay interviews<sup>2</sup>
- △ Retention committee<sup>2</sup>
- △ Recognize staff<sup>2</sup>
- △ Leaders being present and personal & effective communication<sup>1</sup>
- △ Empowered work environment<sup>1</sup>
- △ Adequate compensation<sup>2</sup>
- △ Adequate staff<sup>1</sup>
- △ Make changes in career ladder for attainability<sup>2</sup>
- △ Nurse Residency<sup>2</sup>

1. Twigg D, et. al. *International J of Nursing Studies*;2014;51:85-92  
2. Duru DC, et al. *Nurs Manag (Harrow)*. 2022;29(1):17-24.

## Change/Flexibility

- Change is constant, and it's impacting everyone. While you may not be able to change the circumstances around you, what you can change is yourself/your reaction and sometimes that changes everything.
- To manage change.....you need to develop new and improved attitudes and habits. When those new attitudes and habits meet the skills and knowledge you already possess, anything is possible.





Blessed Are The Flexible  
For They Shall Never  
Be Bent Out of Shape

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# Comfort Zone



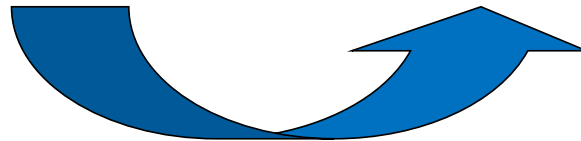
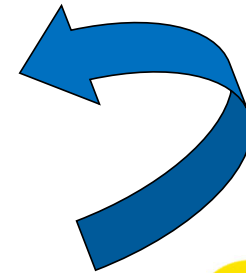
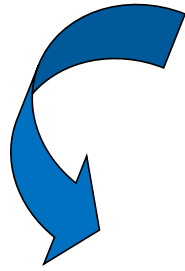
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# Opportunities for Growth

Challenges

Change







vollman

Purchased video



*The greatest difficulty in the world is not for people to accept new ideas but to get them to forget the old ones*

*John Maynard Keynes*



## Competency/Continued Learning



- 🔗 Competency is multifaceted and evidence of your actions
- 🔗 Clinically competent peers are the number one attribute of a satisfying unit culture in which nurses gave the highest quality care
- 🔗 Clinical competent peers is the most important component of the eight essentials of magnetism
- 🔗 How is competent performance demonstrated?
  - △ Adequacy with standards of practice
  - △ Having sufficient knowledge, judgment and skill



# Certification is a Measure of Competency



- 🔗 Certification validates clinical knowledge, skills and abilities<sup>1</sup>
  - △ Certified nurses feel more empowered and less likely to leave their current position
  - △ Improves patient care and satisfaction
  - △ And earns praise and recognition from peers
  - △ Shows demonstrated improved productivity, engagement and job satisfaction
- 🔗 Magnet hospitals have a higher percentage of certified nurse<sup>2</sup>

1. <https://www.newswise.com/articles/nurses-reflect-on-the-benefits-of-certification>  
2. Kelly LA. J Nurs Adm. 2011;41(10):428-433.



*One's mind, once stretched by a new idea,  
never regains its original dimensions*

*Oliver Wendell Holmes*

# Vitamin D

- ▴ Doing/Take action
- ▴ Dedication/Passion





# Bucket Board



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**Kathleen Vollman**  
ADVANCING NURSING THROUGH KNOWLEDGE & INNOVATION



*“You gain strength, courage  
and confidence by every  
experience in which you  
really stop to look fear in  
the face. You must do the  
thing which you think you  
cannot do.”*

*Eleanor Roosevelt*



# Dedication/Passion



What ultimately determines who you become  
and what direction your life goes in?



It's our decisions,  
not the condition  
of our life or  
environment  
that determines  
our destiny.



**The only limit to  
what you can achieve  
is the extent of your  
ability to define what  
it is you want and the  
Persistence & Passion to  
get it**



# Create A Life Mission Statement



The purpose of my life is to be loving to myself and others, be playful and make a difference in the world.

# Vitamin E

 Excellence

 Evidence-based





## The Foundation for Excellence

- Management of your inner circle is crucial
- Small, consistent changes are key to establishing personal success
- Always be in motion-learning and doing

Langlois B. Seriously? Me Too, 2013.

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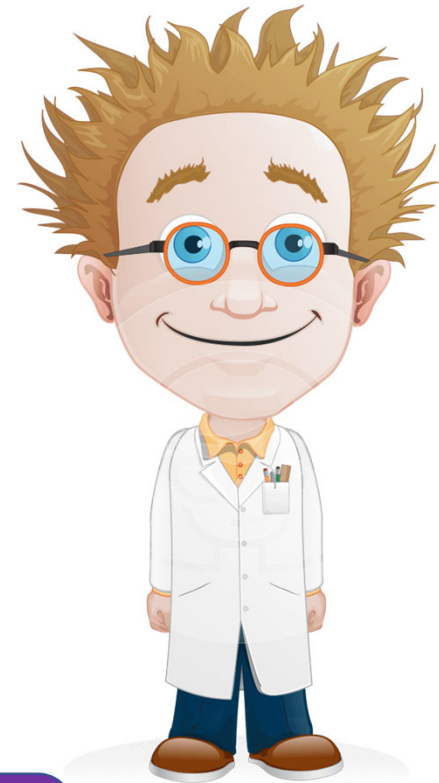


# Evidence-Based

“When you stand on the foundation of the evidence you stand on a much firmer platform on which to make a decision, whether it is in your professional or personal life.”

Kathleen Vollman

Let the Evidence Help you Make Your  
Decisions





*“Your Future  
Depends on  
Many Things,  
but Mostly  
Yourself.”*

*Frank Tyger*



## Make the Change on Your Terms!

- There may come a point in your career where you must put yourself first and say it may be time for me to start a second career or change it up by selecting a different unit or specialty



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Leap!....  
And the Net  
will appear

## Most Important Words of Personal Responsibility



The 10<sup>th</sup> most important words: I won't wait for others to take the first step.

The 9<sup>th</sup> most important words: If it is to be, it is up to me.

The 8<sup>th</sup> most important words: If it is not me, who? If not now, when?

The 7<sup>th</sup> most important words: Let me take a shot at it.

The 6<sup>th</sup> most important words: I will not pass the buck.

This 5<sup>th</sup> most important words: You can Count on me.

The 4<sup>th</sup> most important words: It **is** my job!

The 3<sup>rd</sup> most important words: Just do it!

The 2<sup>nd</sup> most important words: I will.

The 1 most important word: Me





**YOU ARE THE CAPTAIN  
OF YOUR SOUL**



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