

Patient-centred nursing, compassion satisfaction and compassion fatigue in intensive care units

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Aim

To determine
critical care nurses'
experience of
compassion
satisfaction and
compassion fatigue



What is
compassion satisfaction
and
compassion fatigue?



Compassion satisfaction

Professional
Compassionate
Presence

Expert
Clinical Skills
Knowledge



Compassion fatigue

Burnout

Secondary
Traumatic
Stress

'... it's a bit hidden because it's kind of like admitting that if you're fatigued that you're kind of failing in some way and that you're not coping.' RN15

Significance



Patients

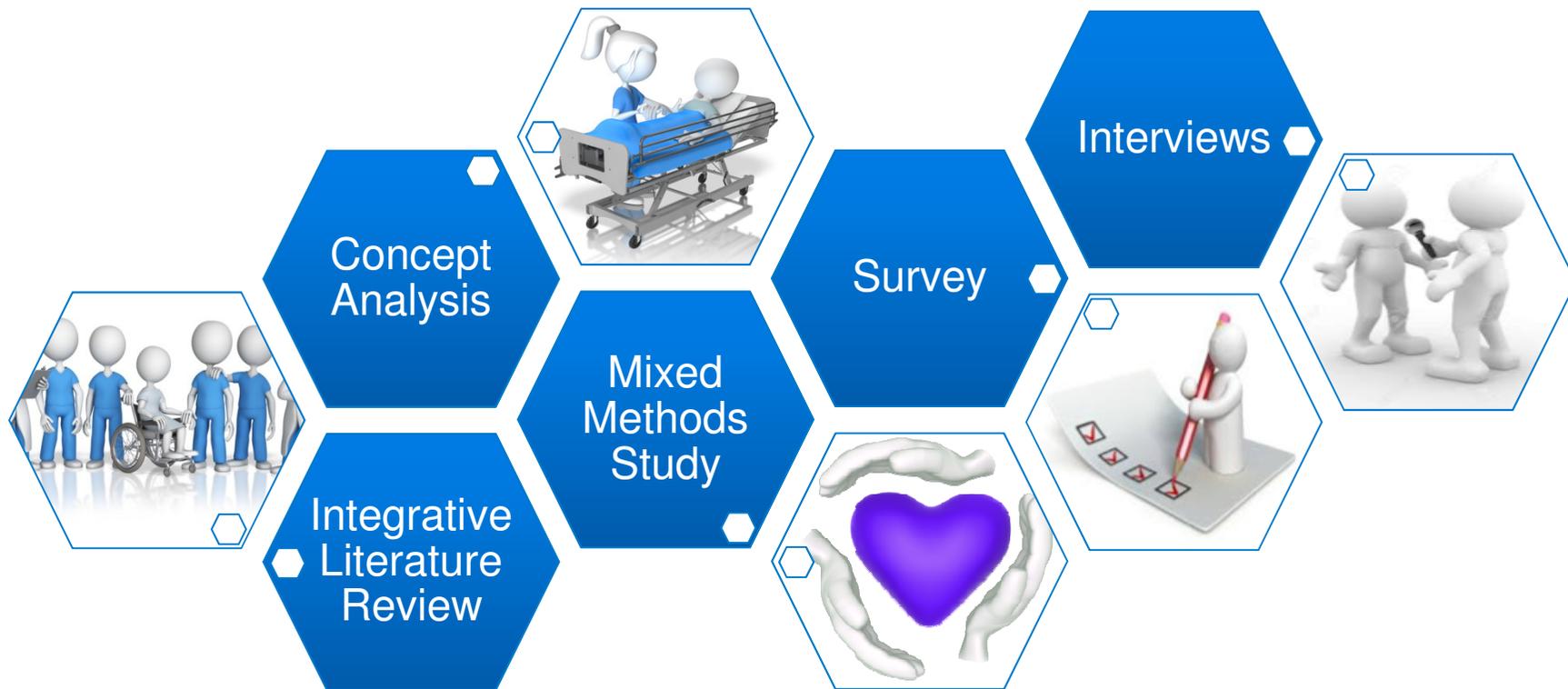


Nurses



Health Systems

Project Design



Methods

- A self-reported cross-sectional survey
- Two adult Australian ICUs
- The Professional Quality of Life Scale 5
- Analysis - SPSS



Professional Quality of Life

Compassion Satisfaction

Compassion Fatigue

Burnout

Secondary
Traumatic
Stress

Scoring:

- Low = 22 or less
- Average = 23 to 41
- High = 42 or above

Scores across dataset

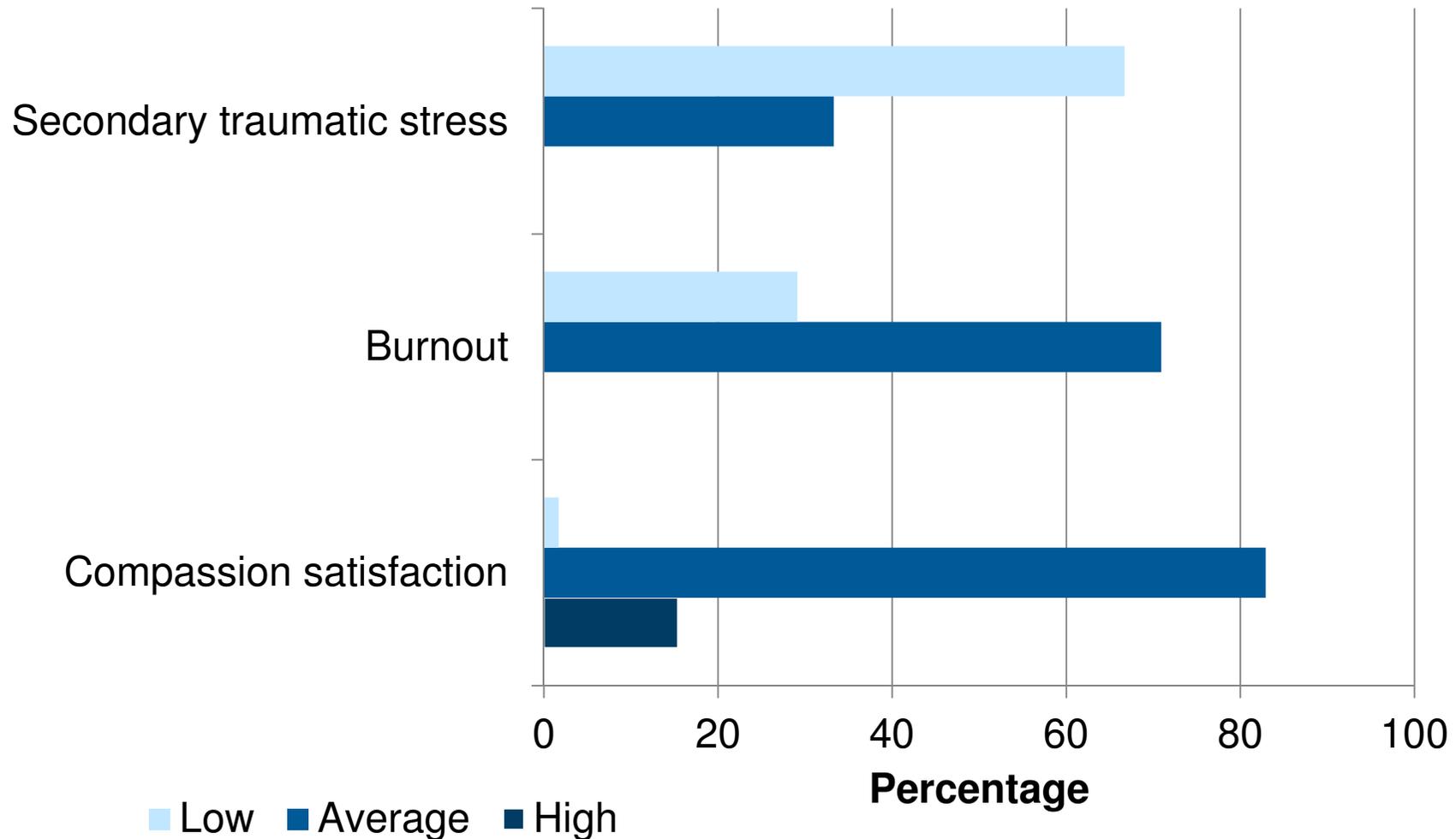
Compassion satisfaction **35.49** (6.00)

Burnout **25.47** (5.31)

Secondary traumatic stress **21.43** (4.64)

Low = 22 or less Average = 23 to 41 High = 42 or above

Compassion satisfaction, burnout & secondary traumatic stress



Demographic comparison between sites

Majority female – more males at Site A



Postgrad qualifications – same



Difference in years of experience and tenure – not significant

Differences in age groups – significant



Compassion satisfaction, burnout and secondary traumatic stress

Compassion satisfaction

- Increased with years of practice and tenure
- Higher with post grad qualifications
- Site A higher CS than Site B



Burnout

- Reduced with increasing age, years of practice and tenure
- Mid-career nurses at higher risk

Secondary Traumatic Stress

- Site B higher STS than Site A

Predictors and Key Findings

Higher **compassion satisfaction** and lower **burnout** with *increasing* years of practice/tenure.



Post-grad qualifications =
higher **compassion satisfaction**

Mid-career nurses at highest risk

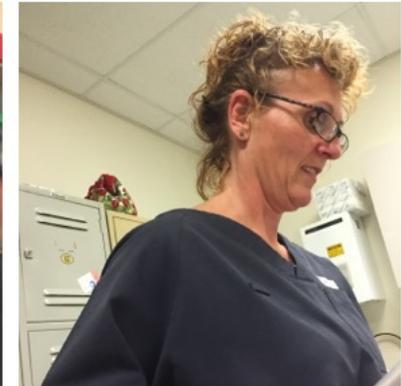


Site and tenure impact
professional quality of life



Conclusion ... more questions





Thank you to the ICU nurses for participating and supporting my research

Patient in the bed ...

'Sometimes if the patients are really, really sick, you can sometimes forget that there's a body in the bed because there is so much else going on that you've got to manage and if you don't manage that there's not going to be a body in the bed.' RN15

'Like we're really good with our turning and our pressure area prevention and our management of IV lines, CVADS but I think there are other things that we forget about' RN8



You can't be giving love to somebody when they haven't got an airway ...'
RN12

Keep going

'.... patients beg me to stop. I'll be doing suctioning and I'll be doing all the stuff and they'll be saying please stop. And the family are going like "nope, got to go, keep going" ... Let the patient go with dignity.' RN8 Site A



'At the coal face you feel like you're the only one that cares and um, I think that's one of that areas here that's really challenging when we see people who are at the end of their lives and they just keep going for a bit longer.' RN8 Site B

Burdened

'I was always carrying the arrest page, I was always getting the new admissions, I was always having the sickest patient in the unit. I felt like I was being burdened a lot with a lot of responsibility. Like a lot of senior RN's.' RN8

'Yeah, we do get the Arrest Page when we're in charge and on night shift we generally have it as well. And you have to go to the arrests and sometimes you're leaving the unit. And you run then and could be an hour or 2 hours out for a major arrest.' RN20

'..... It means those patients are often getting nurses that are feeling, what I was feeling, feeling fatigued. ... So I definitely think it would affect the patient centred care when you don't feel like there is an even distribution of workload in the unit.' RN8

Fatigue

'I don't think I could do ICU for another 5, another 10 years. I don't think I could.' RN8

'It's just a job now – I used to care but now ... no support .. Just a job'
RN15

'You need to be able to be the professional and to control your emotions. This is part of your job this is part of your responsibility.' RN8

'It's assumed you will cope. I was told 'you're a good nurse, you'll cope' RN15

' ... I never want them to see me upset. I think one time I did cry, and I thought, oh no. I think you've got to maintain that kind of professional ...' RN8



Satisfaction

'Those little moments of thanks go a long way.' RN15



'There's days when you go home and decide that you've done the best you can even if it might be a bad result, you know what I mean. You know that you've done everything that you possibly could. You're satisfied with yourself that you've done that.' RN20

'Sometimes it can be really stressed and really, really busy but then I like, at the end of the day I like it when I've got everything done.' RN3

'In this job, when the patients are unconscious and things like that you don't always get that positive feedback that you want.' RN8

Colleagues

'It's nice to talk to someone about your feelings sometimes....' RN20

'You know you develop friendships and things like that and people you're confident and comfortable to talk to you kind of in an informal way. But I don't think there is an actual supportive kind of network..' RN8

'Yeah, debriefing definitely helps. I think it does. I think management - there's more of a gap between.. I think sometimes in management they lose the ability to remember what its like to be in the clinical role.' RN3

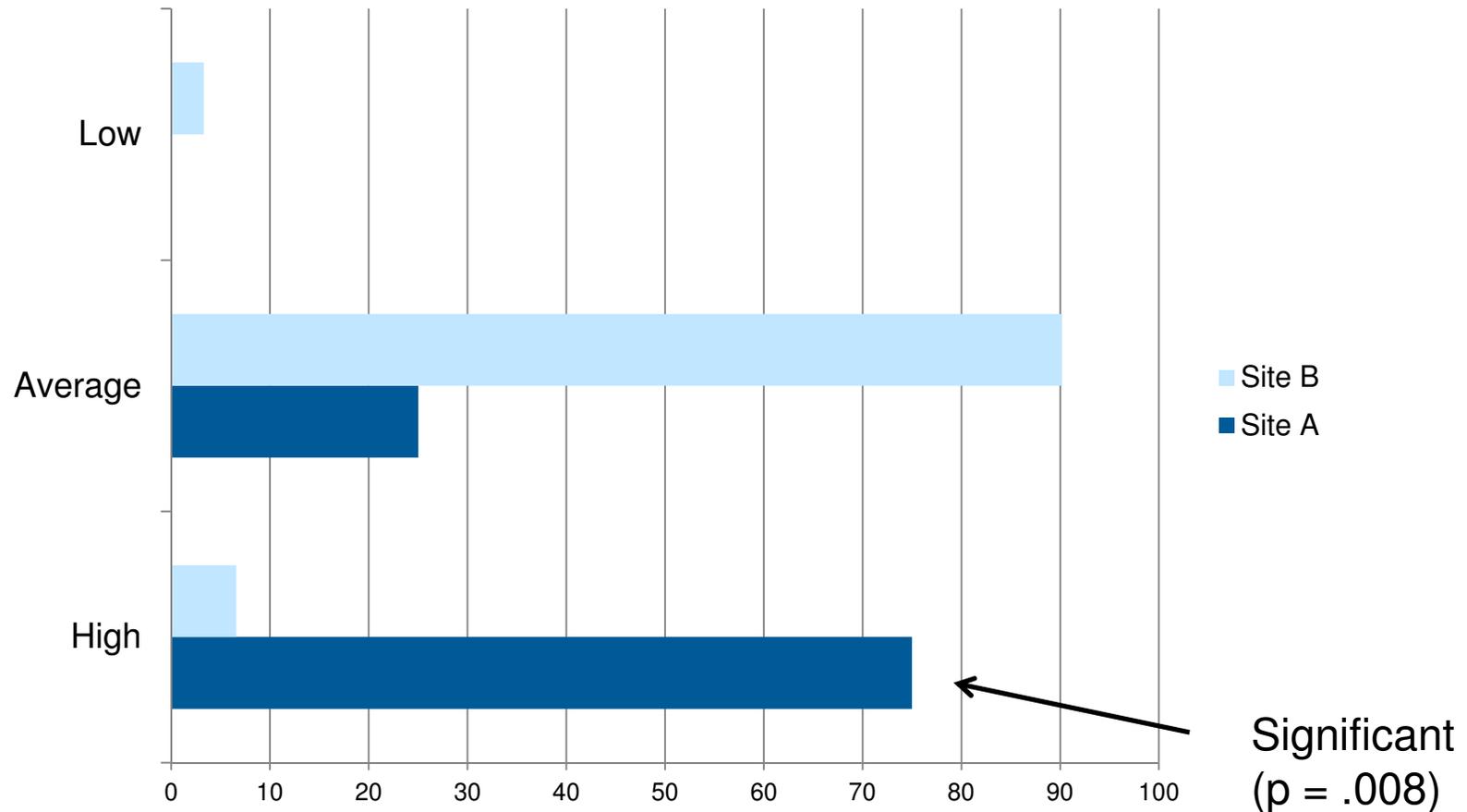


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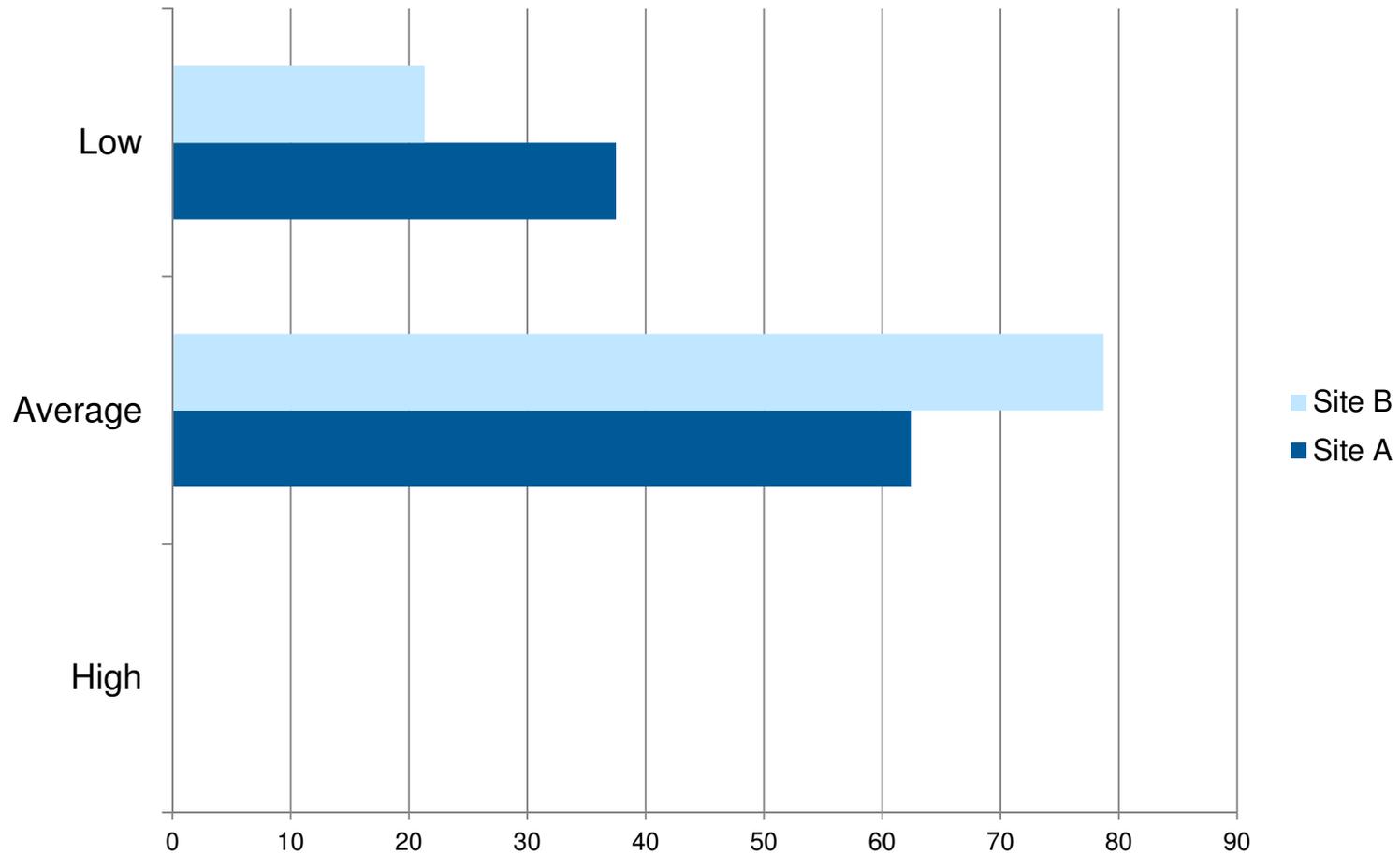
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EXTRA SLIDES

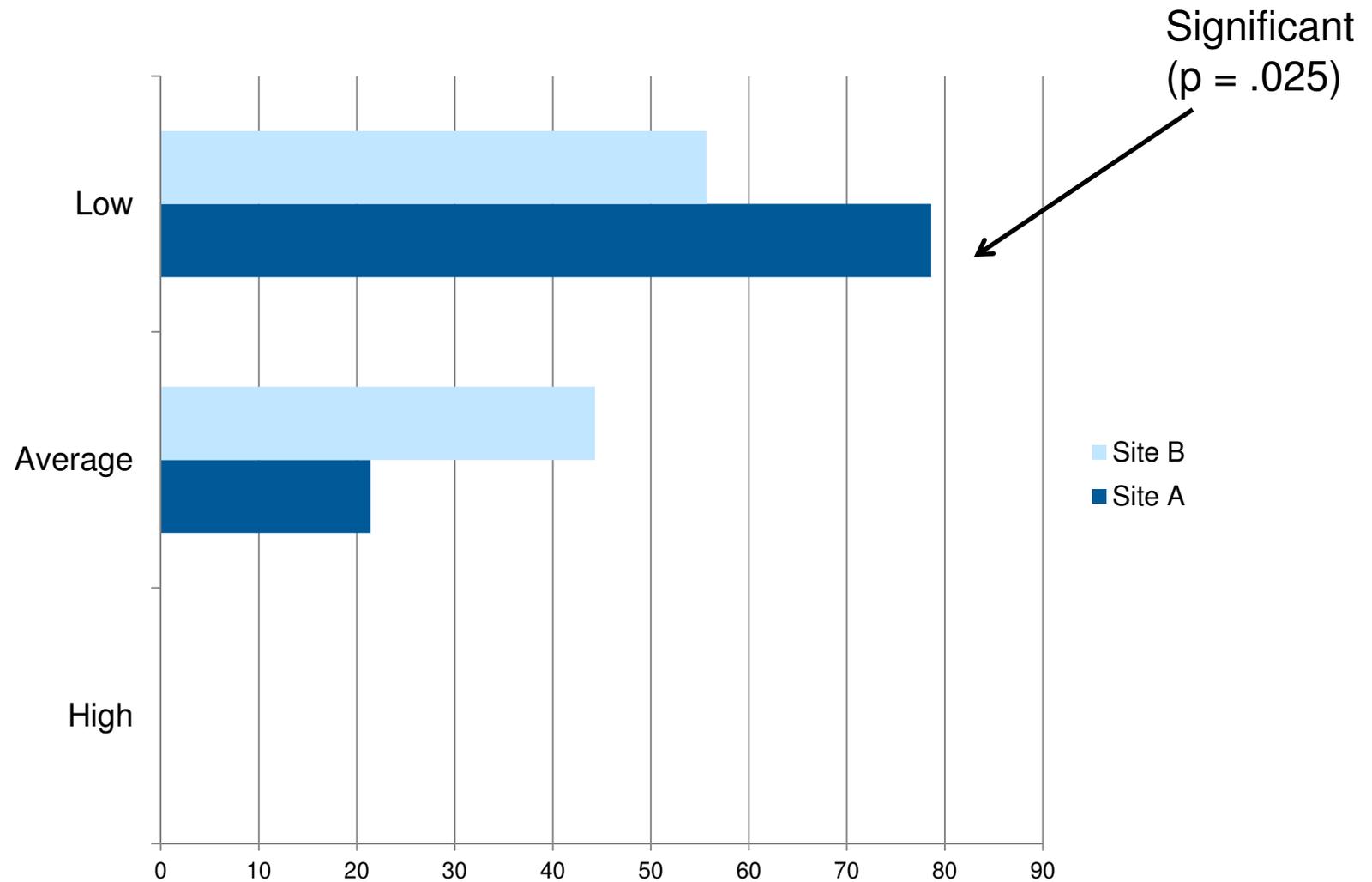
Compassion satisfaction Sites



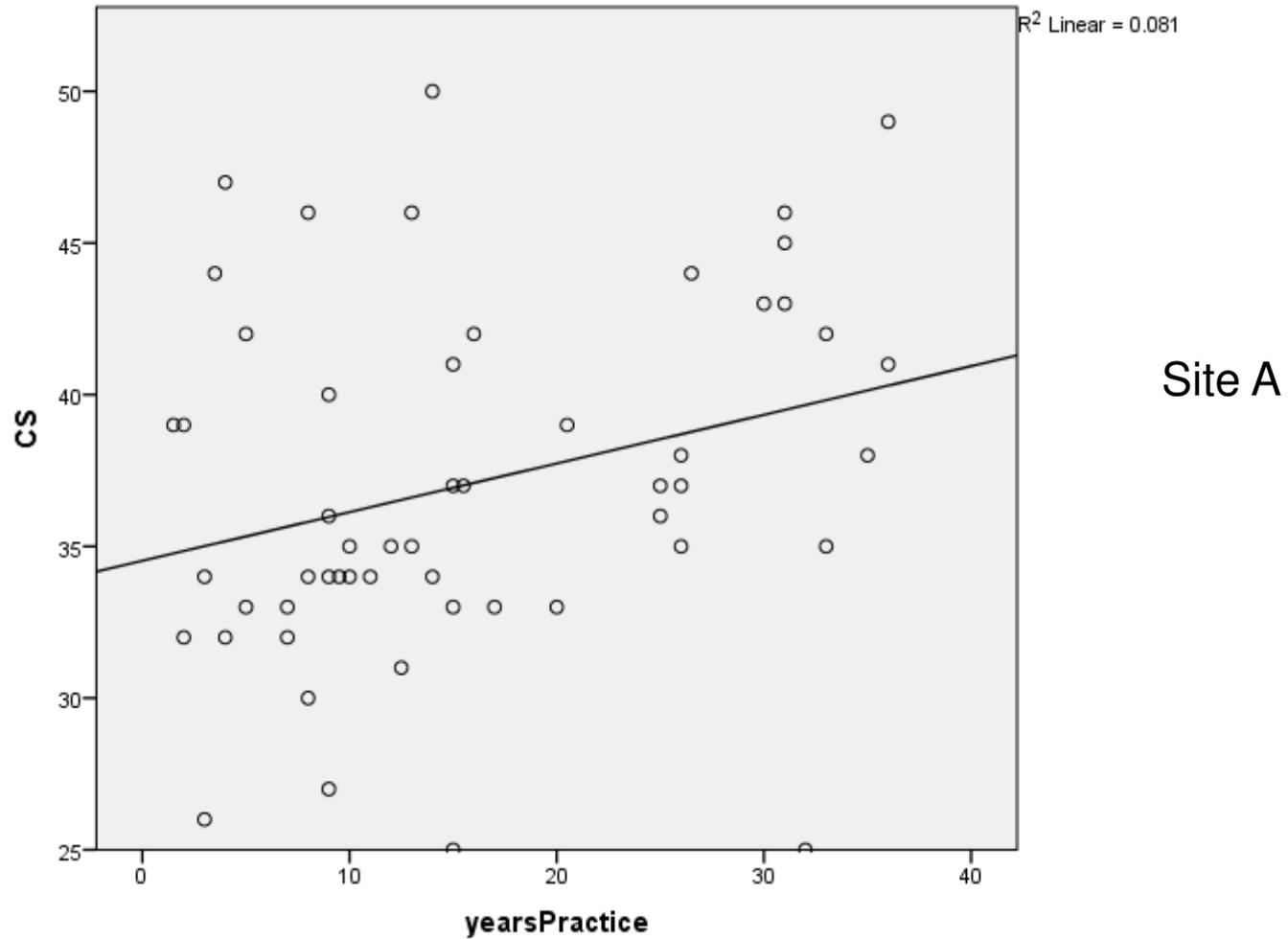
Burnout Sites



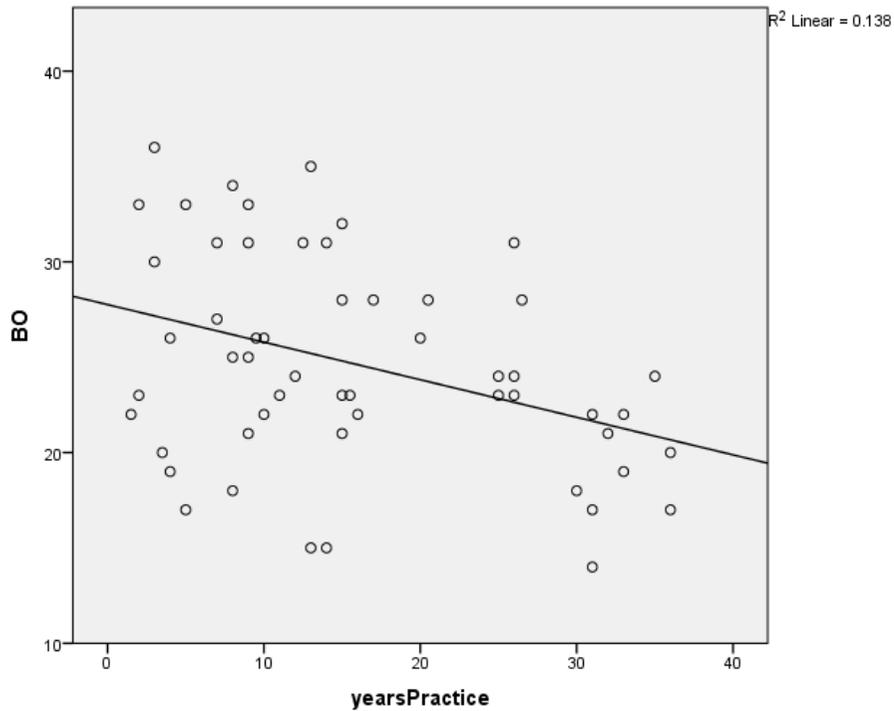
Secondary traumatic stress Sites



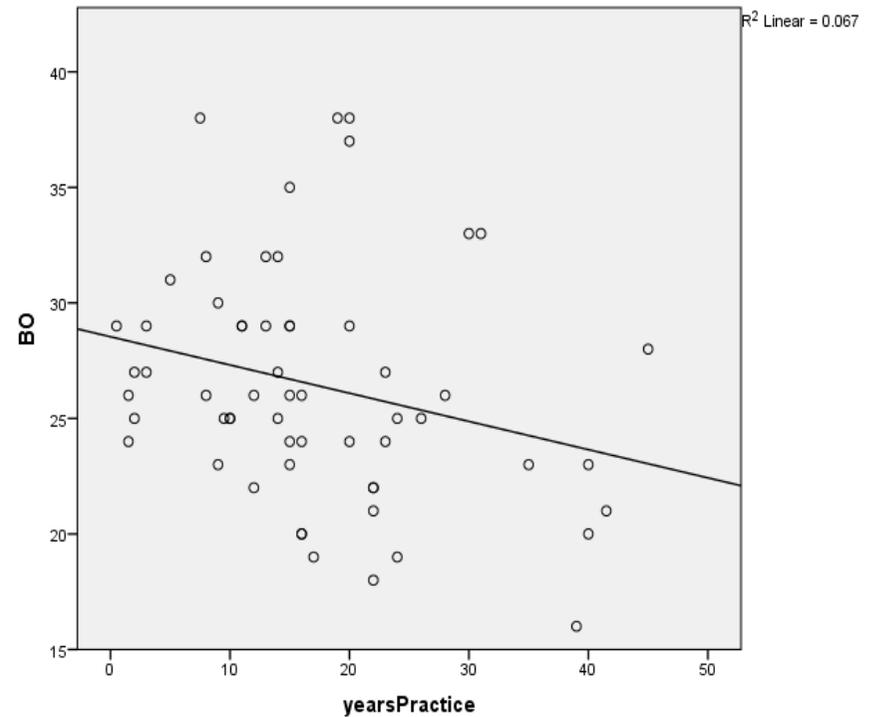
Compassion Satisfaction and Years of Practice



Burnout and Years of Practice

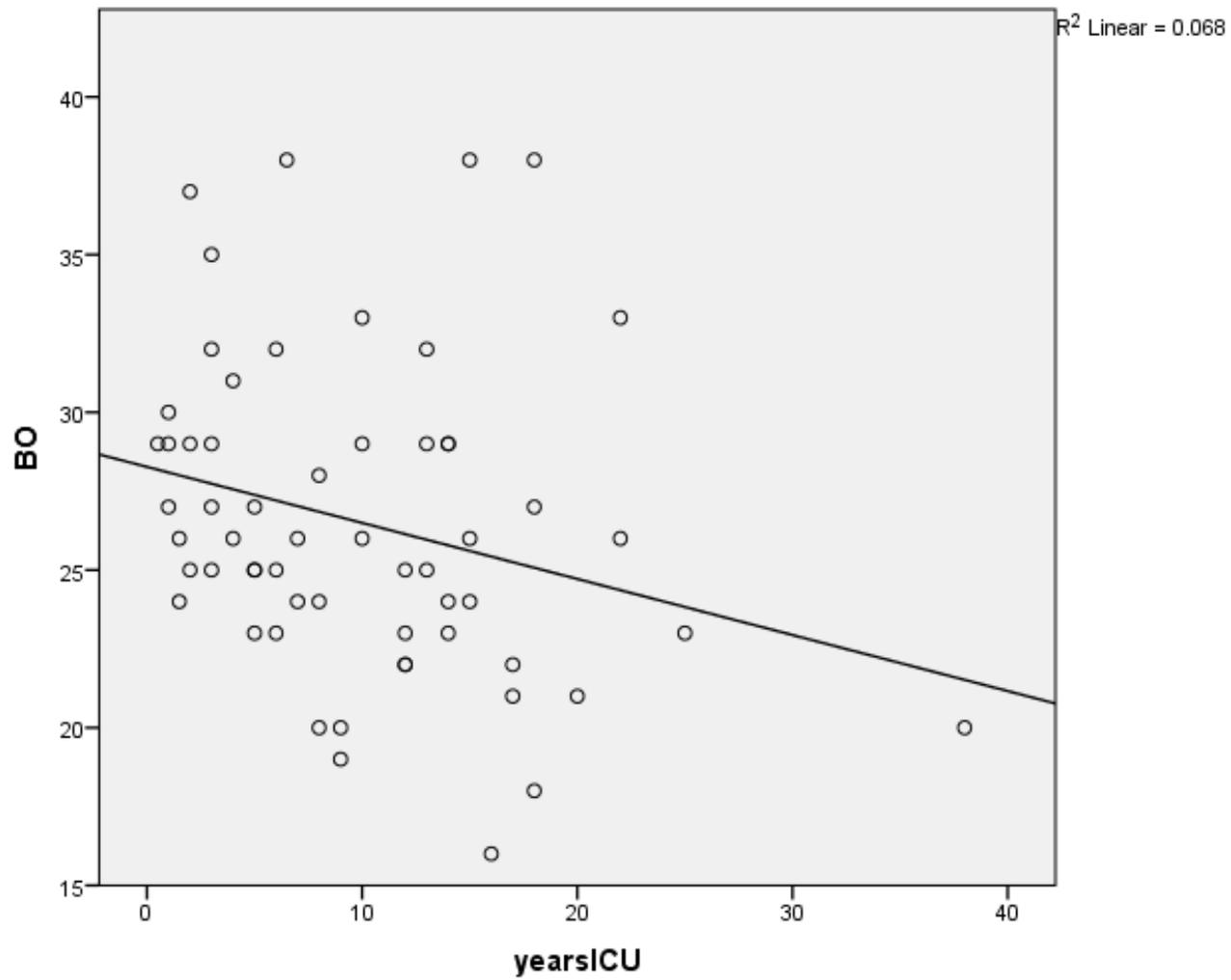


Site A



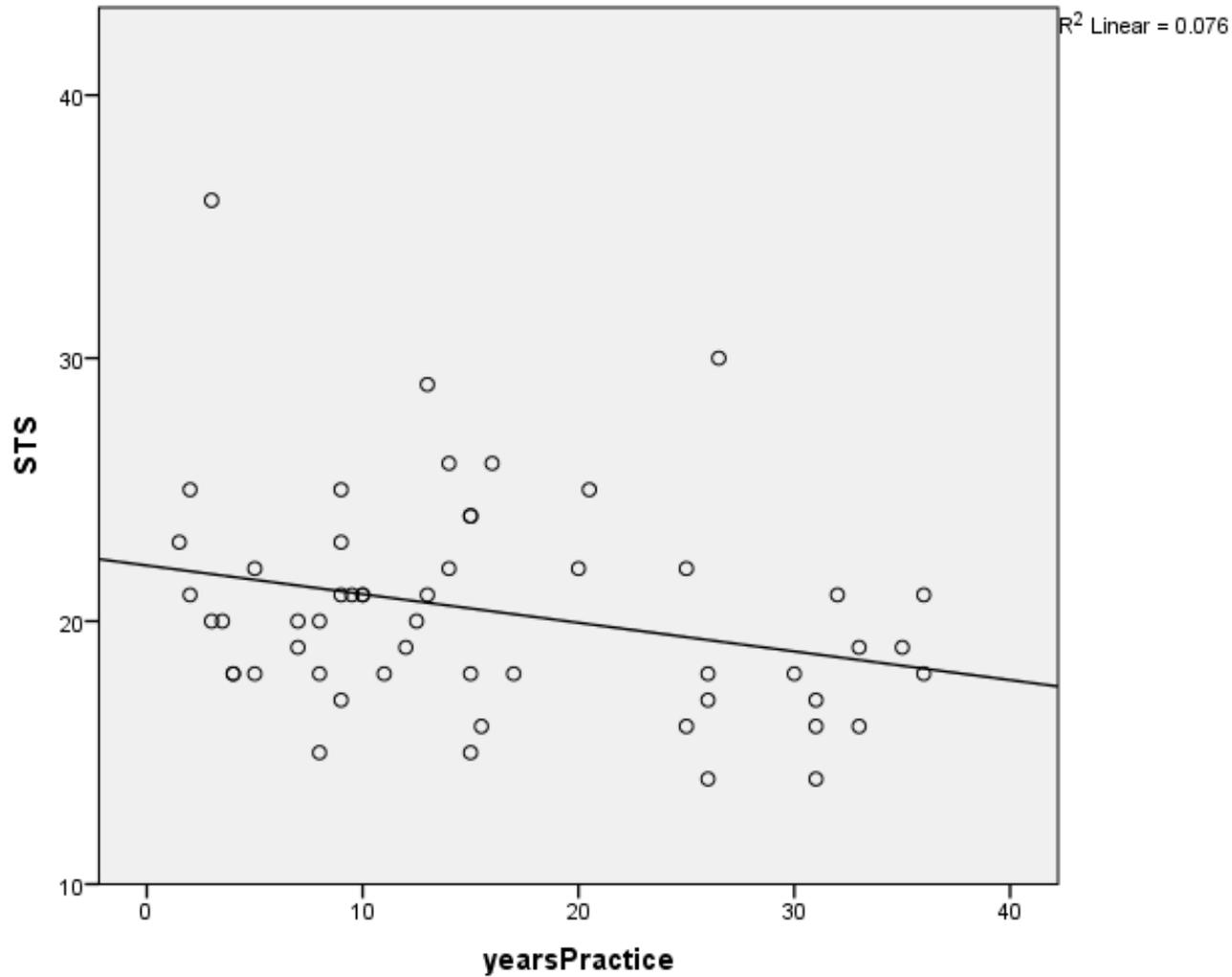
Site B

Burnout and Years of Tenure



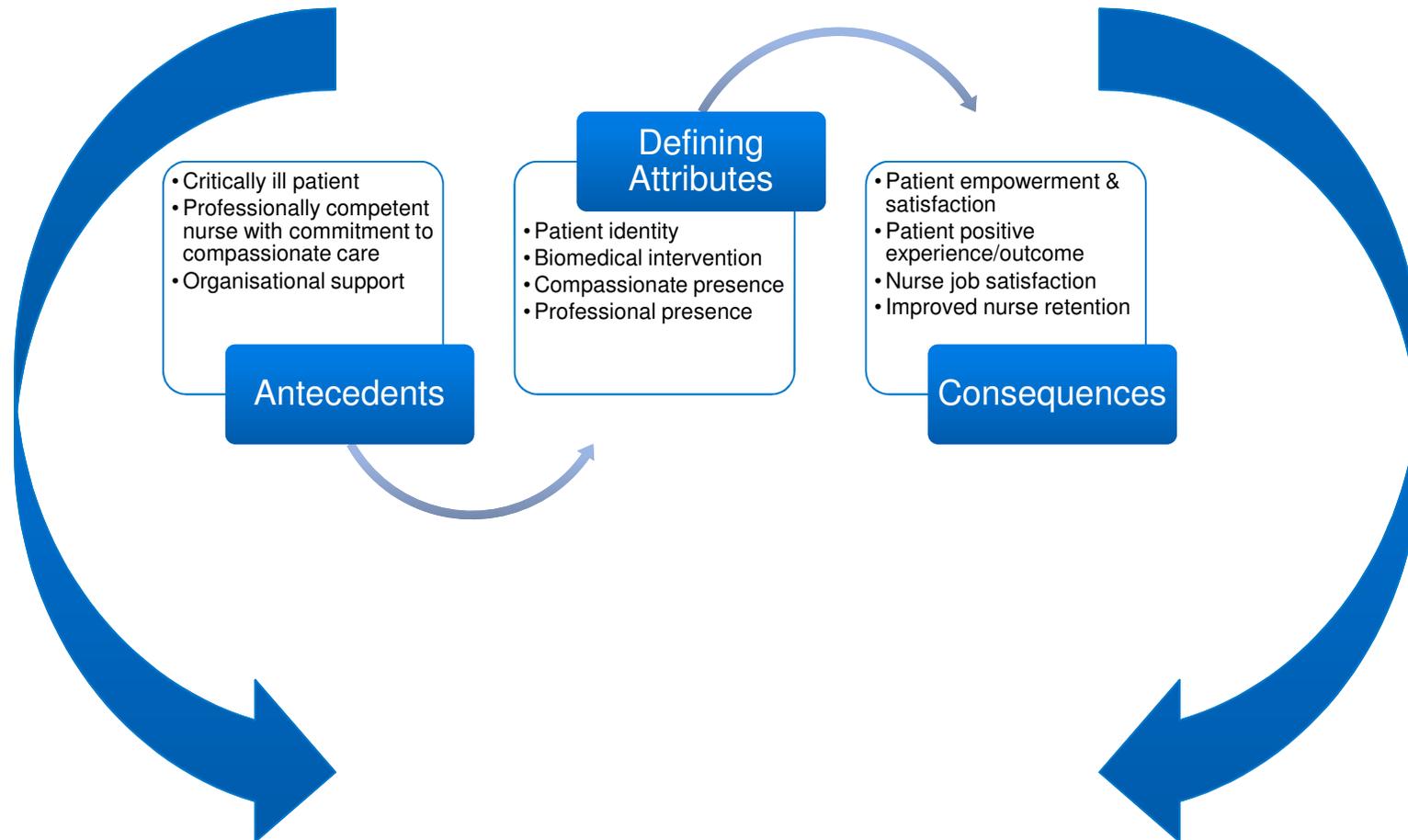
Site B

Secondary Traumatic Stress and Years of Practice



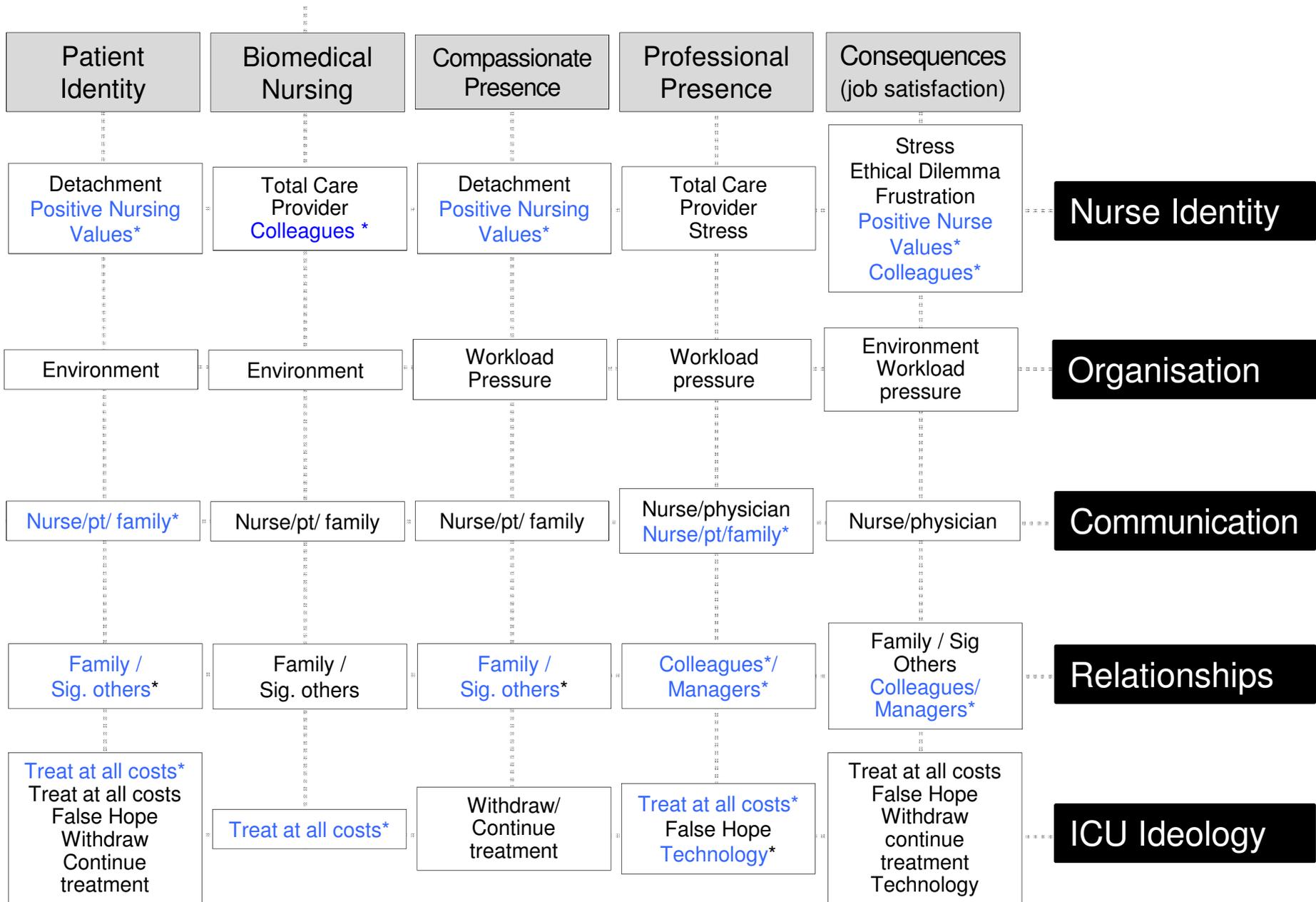
Site A

Concept Process



Patient-centred nursing in the intensive care unit

Jakimowicz & Perry 2015



* Indicates facilitator