

The Art of Caring Science: Cultivating Healing Love and Joy in Nursing Practice

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Joy Symposium
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- Why did you come to nursing?
- Why have you stayed in nursing?
- How do you find meaning and well-being in nursing—keys to joyful practice?

“We are the ones we have been waiting for.” (*Hopi Elders*)

“We rarely think or talk about where we came from and what we are here to do. We need to. Otherwise, we deaden our souls, stunt our spirit, and live our lives half-heartedly.” Bolman & Deal, *Leading with Soul*, 2001.

Dilemma:

Many health care professionals get lost at times in how to bring their caring, creative self into synch within a task-oriented world to provide competent, compassionate, holistic care of self and others in ways that sustain healing, wholeness, and human dignity.

Caring—The Essence of Nursing

Redefining a new way of being in relationship....

“Tired and in pain, I searched the world for help until I found in LOVE the cure for my pain.” (Rumi)

“Moral obligation to develop practitioners, able to mature as reflective learners and caring professionals.” *Pew Fetzer Report (1994)*

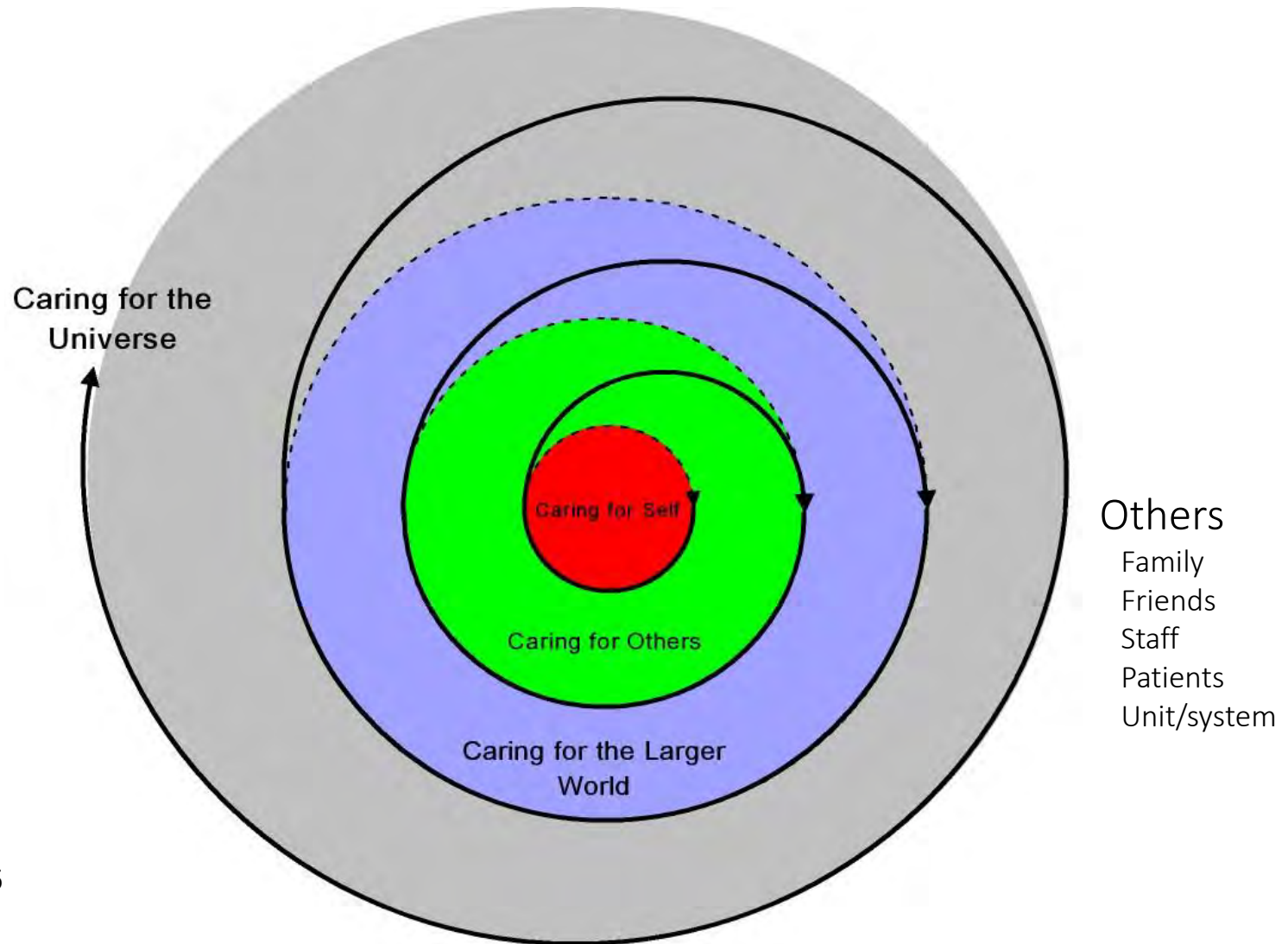
The ANA established a non-negotiable Code of Ethics that promotes nurse well-being, integrity, professional growth, and the moral/ethical obligation of caring colleague and patient relationships and collaboration. (ANA, Code of Ethics, 2015)

Nursing enriches Science/Technology with Humanizing-Caring/Heart perspectives

- ❖ Disease ~ Coping/Suffering
- ❖ Task ~ Compassion
- ❖ Health ~ Healing
- ❖ Strong ~ Vulnerable
- ❖ Curing ~ Caring
- ❖ Object ~ Person
- ❖ Doing ~ “Being with
- ❖ Science ~ Art
- ❖ Responding ~ Loving
- ❖ Time ~ Attitude

A Caring Model for Well-being & Relationships

based on Watson's Caring Science:
Caring for Self, Other, and Larger World



Caritas = Caring & Love

founded on theory of humanistic relational, moral-ethical unitary world view

“Caritas” comes from the Latin word meaning to cherish, to appreciate, to give special attention to.

It embodies loving care.

“Caritas” increases human consciousness about the power of love to heal, fostering:

- Wholeness
- Connectedness
- Belongingness
- Universal Love

Caring Science...

humanistic, moral-ethical philosophy and practice

❖ Ethic of 'Belonging'

**Infinite Field of LOVE – Human to Human Connectedness;
Sustaining Wholeness of Humanity with Grace & Dignity (Levinas)**

❖ Ethic of 'Face'

**“When we look into the face of another human being, we look into the mystery and infinity of the human soul; in looking into the mystery and infinity of another’s soul, it mirrors back our own infinite soul.”
(Levinas)**

Caring Science...

❖ **Ethic of Hands:**

“We literally hold another person’s life in our hands and we are the source for sustaining our own and other’s humanity.” (Logstrup)

❖ **Connectedness of All**—Relational Unitary Worldview

Core Concepts of Caring Science

- ❖ **Relational Caring** for self and others based on moral/ ethical/ philosophical foundation of love and values
- ❖ **Transpersonal Presence**
- ❖ **Caring Moments** of shared humanity that connects hearts
- ❖ **Wholeness** of person—sustains human dignity
- ❖ **Reflective Practice** leading to higher caring consciousness
- ❖ **Caring Healing Modalities**
- ❖ **Multiple Ways of Knowing**
- ❖ **Curiosity & Openness to Mystery / Miracles**

Watson's 10 Caritas Processes®: A Guide for Practice

CPs #1-5: Meaningful Relationship-Building

- CP1: Practicing loving-kindness, compassion, and equanimity with self and others.
- CP2: Being authentically present to others, enabling faith/hope/ belief systems; honoring subjective inner life view of self and others.
- CP3: Being sensitive to self and others by cultivating spiritual practices; beyond ego-self to transformative presence.
- CP4: Developing/sustaining trusting relationships.
- CP5: Allowing expression of positive and negative feelings; listening with presence to another's story.

Watson's 10 Caritas Processes®: A Guide for Practice

CPs # 6-9: Creating Healing Environments

- CP6: Creative solution-finding, using all ways of knowing in healing practices.
- CP7: Transpersonal teaching-learning, honoring another's frame of reference.
- CP8: Creating healing environment, potentiating wholeness, beauty, comfort, dignity, and peace
- CP9: Reverently assisting with basic needs as sacred acts; potentiating mind-body-spirit wholeness; sustaining human dignity.

CP #10: Open to Unknowns and New Possibilities

- CP10: Opening to the spiritual-mysterious unknowns; allow for miracles in life events.

Caring Moment®



- ❖ A relational turning point, resulting from conscious intention to be present with another with loving kindness and compassion, that brings meaning and connectedness to the human experience.
- ❖ A spirit-to-spirit connection occurs between two people in sharing one's humanity that changes both forever, potentiating self-healing, wholeness, belonging, and human dignity.

Watson Caritas Patient Score® (WCPS)

Measurement of Patient Satisfaction

Being adopted by Press Ganey as optional questionnaire for their clients.

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

Being adapted also for Co-worker Score©, Self-Rating Score©, Preceptor Score©, Leader Score©

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Multiple Ways of Knowing

All Knowledge Counts as Evidence!

(Carper, 1978; Watson, 2008)

“Critical thinking and caring practice requires....a combination of scientific knowledge, context, meaning, and subjective views of reality.” (Watson, 2008)

- ❖ Empirical (science)
- ❖ Aesthetics (art, poetry, music, dance, drama)
- ❖ Personal / Intuitive
- ❖ Spiritual / Metaphysical
- ❖ Cultural / Political
- ❖ Ethical / Moral



Caring for Self

Do you believe you deserve
loving care for yourself?

- ❖ Caring for body-mind-spirit wholeness fosters joy.
- ❖ Cannot care for others with joy unless you attend to your own joyous well-being.
- ❖ Continual journey of renewal & new possibilities.
- ❖ Caritas Processes® can guide Self-care.
- ❖ What self-talk feeds your well-being? Who do you see in the mirror each day? Your positive and negative attitudes go with you all day and affect relationships and actions. Learn to see yourself as a “loving, spirit-filled person” who can make a difference each day.

Physical self-care—

Caring for basic needs as sacred acts—sleep, food, exercise, relaxation

“We are the source for
sustaining our own and other’s
humanity.” (Logstrup)

- ❖ Do you make the commitment to care for yourself?
- ❖ What new, fun ways can you discover?
- ❖ How do you intentionally prepare for each day?

Emotional Self Care... “Caring for Heart”

honor feelings, meaningful life, fulfillment, being in right relationship, coherence, fun, time in nature



Spirit-Soul Self Care...renewing spirit, sustaining faith, finding balance, rituals that bring you to heart-center and soul work, reminders of love in your life, time in nature

I am not this hair,
I am not this skin
I am the soul that lives within.

Rumi

Healing-Caring Modalities...

Caring for Self and Others

- Healing Touch, Reiki
- Massage
- Visualization
- Imagery
- Music
- Drumming
- Poetry
- Reflective Journaling
- Centering/Meditation
- 'HeartMath Heart-breathing'
- Art
- Humor
- Prayer
- Pet Therapy
- Photography
- Time in Nature
- Aromatherapy
- Dance-Movement
- Practices of Gratitude

Honor the Mysteries of Life...Wonderment Allow for Miracles



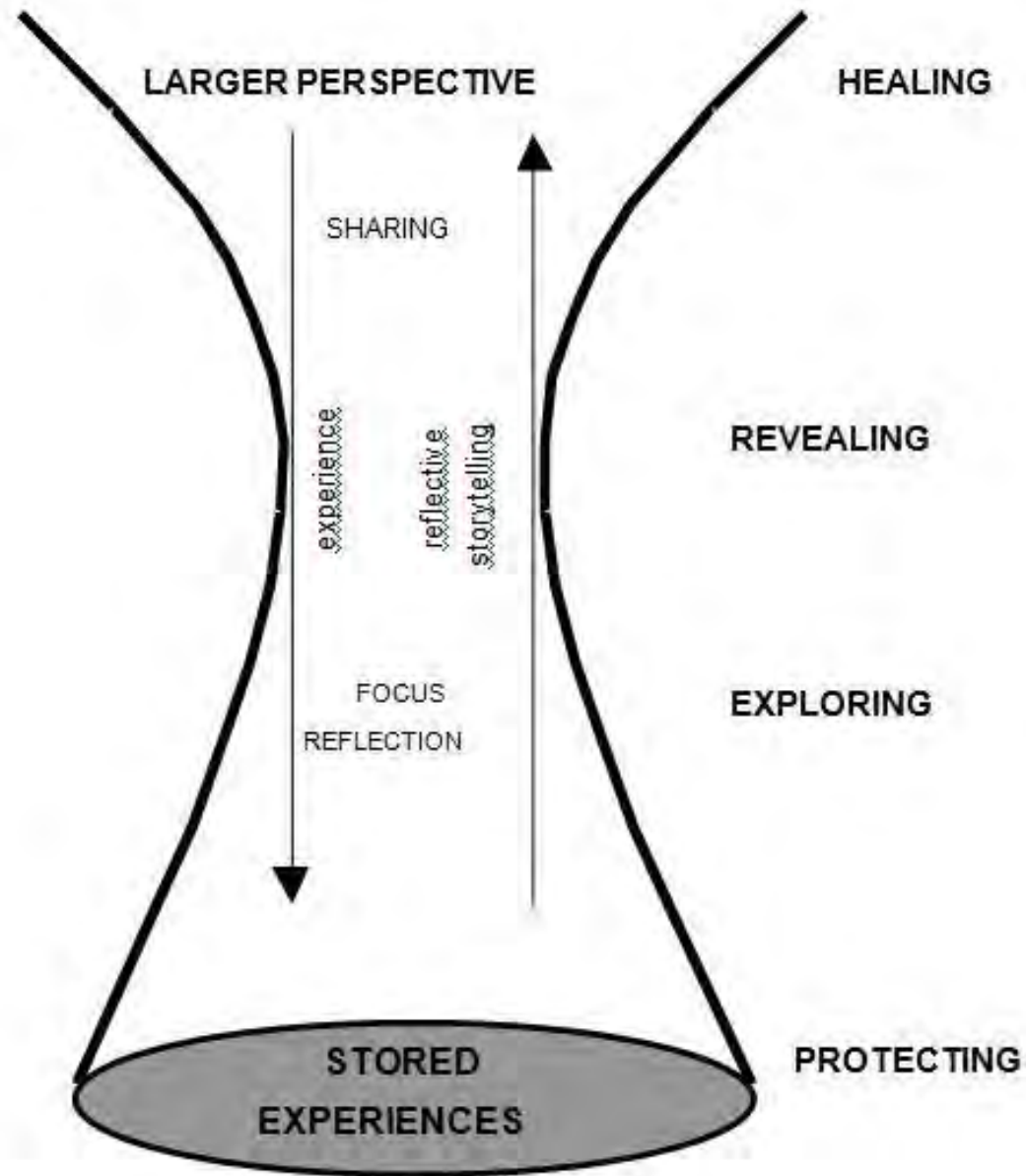
Self Care and joy enhanced by...
Finding a mentor...
a trusting loving relationship of sharing

Self Care Requires...**A Reflective Practice**

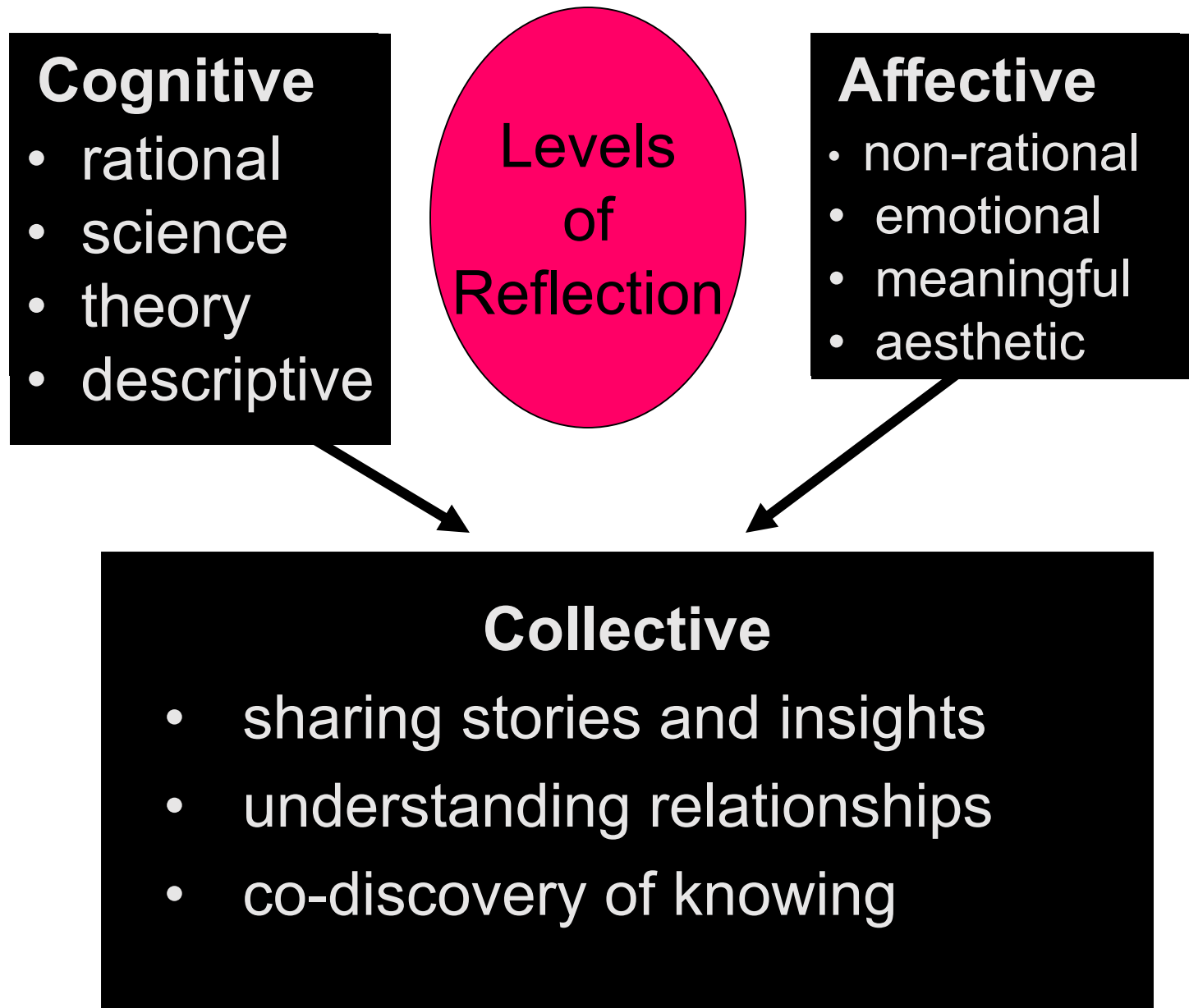
journaling, meditation, discovering multiple ways of knowing,
storytelling/sharing, gratitude rituals

With each experience you change and expand your consciousness of self and self in the world, but you can only “know” these changes through reflective practice.





Bringing Stored Experiences out of Protective Storage: The Healing Power of Reflective Journaling/Storytelling (©Wagner, 1998; published 2018)



Self Care requires...

Attending to your own Healing

- Compassionate Loving-Kindness for self
- Surrendering to what is...being in the moment
- Forgiveness of self & others
- Gratitude & Celebration
- Compassionate service
- **“What you hold in your heart matters.”**

Setting Intentions For Compassionate Service

Centering

In the beginning of day

In the middle of day

At the end of day

Before meetings

Reminders throughout units

At the entrance of patient rooms

In your stories

Before entering your home

The Hand Washing Pause

Provides a pause to:

- Take a deep breath
- Wash away tension
- Start clean and fresh
- Fill with gratitude and joy
- Center with caring intention
- Honor self and others
- Reconnect to core values

Healing Environments for Self and Others

Sustaining Heart-Centered Human-to-Human Caring Practice
within medicalized / mechanized fast-paced world....

Moving from non-supportive to caring-healing
environments

“Love... The Old
Un/familiar Name...
Behind the Hands,
Not Known
Because Not Looked For,
But Hidden in the Stillness,
Behind the Scenes.”

T.S. Eliot

Nurse as Healing Environment

Love, joy, appreciative
thoughts create a positive
field of energy that is felt
by those around you.

Anger and frustration
feelings create a negative
field of energy.

Building Caring Relationships with Colleagues

Consequences for Caring & Non-caring for Nurses

When Nurses Are Cared For

- ❖ Well-being enhanced
- ❖ Sense of accomplishment
- ❖ Satisfaction in life & career
- ❖ Purpose, gratitude
- ❖ Preserved integrity, wholeness
- ❖ Fulfilment, self-esteem
- ❖ Living own values
- ❖ Respect for life and death
- ❖ Love of nursing
- ❖ Open to change & learning
- ❖ Reflective practice

When Nurses Are Not Cared For

- ❖ Hardened, robot-like, unaware
- ❖ Depressed / frightened
- ❖ Worn down / Loss of control
- ❖ Increased illness/ absences/ burnout
- ❖ Interactions cold, detached, insensitive
- ❖ Work is a task, not fulfilling
- ❖ Work environment toxic
- ❖ Irritable and agitated mood

(Swanson, 1999)

Cultivating Caring Relationships Through Storytelling

After nourishment, shelter and companionship, stories are the thing we need most in the world. ~ Phillip Pullman

- ❖ Caring Moments—Connecting to our shared humanity.
- ❖ Stories teach us about ourselves and others.
- ❖ In every story I hear a part of my own story.
- ❖ Creative co-discovery & solution-finding together.
- ❖ Opens us to life mysteries and others' lives.



Levels of Being Present to Story Frames Relationships with Ourselves and Others

Task-oriented—separate stories; no human-to-human connection; no development of relationship; concentrating only on getting the task done.

Interactive-oriented—shared stories, but no binding relationship; chance or one-time meeting with surface interface and little human-to-human connection. Both persons may be changed by the brief interface, but go their different ways.

Transformative-oriented— Experience a caring moment of deep human-to-human connection; share stories, co-creating stories, connecting dynamic relationship, co-discovery of self and world. Even if brief, both persons are changed forever by the experience of being together.

Storytelling as Healing Modality

How would you use storytelling in your personal life and nursing practice?

- ❖ Explore own story—Journaling
- ❖ Create Culture—Story Boards
- ❖ Caring moment booklets
- ❖ Shift huddles—caring moment stories
- ❖ Lunch breaks—positive meaningful sharing
- ❖ Inviting and sharing patient stories
- ❖ Starting meetings with caring moment stories

Beliefs and Language Matter...

Humanizes Experiences & Values

Industrial/Customer Service	Caring/ Covenant
Manager	Coach–Mentor
Competency-skill Targets	Literacy-understand Vision of excellence
Competition	Collaboration
Noncompliant	Challenged by.....
Care Tasks	Caring processes
Prescriptive--Fix it	Adaptive—Lead to understand it
Obstacles Problem-solving	Opportunities Solution-seeking
Light a fire underneath “That’s how it is done.”	Stoke the fire within Open to creative change
“Doing to” (object)	“Being/Doing with” (person)

- Caring Science gives us language for what we do.
- Language names and reflects intent of our caring practices.
- Words carry positive or negative energy and affect communication.

Our beliefs become our thoughts.
 Our thoughts become our words.
 Our words become our actions.
 Our actions become our habits.
 Our habits become our values.
 Our values become our destiny!

(The Oracle)

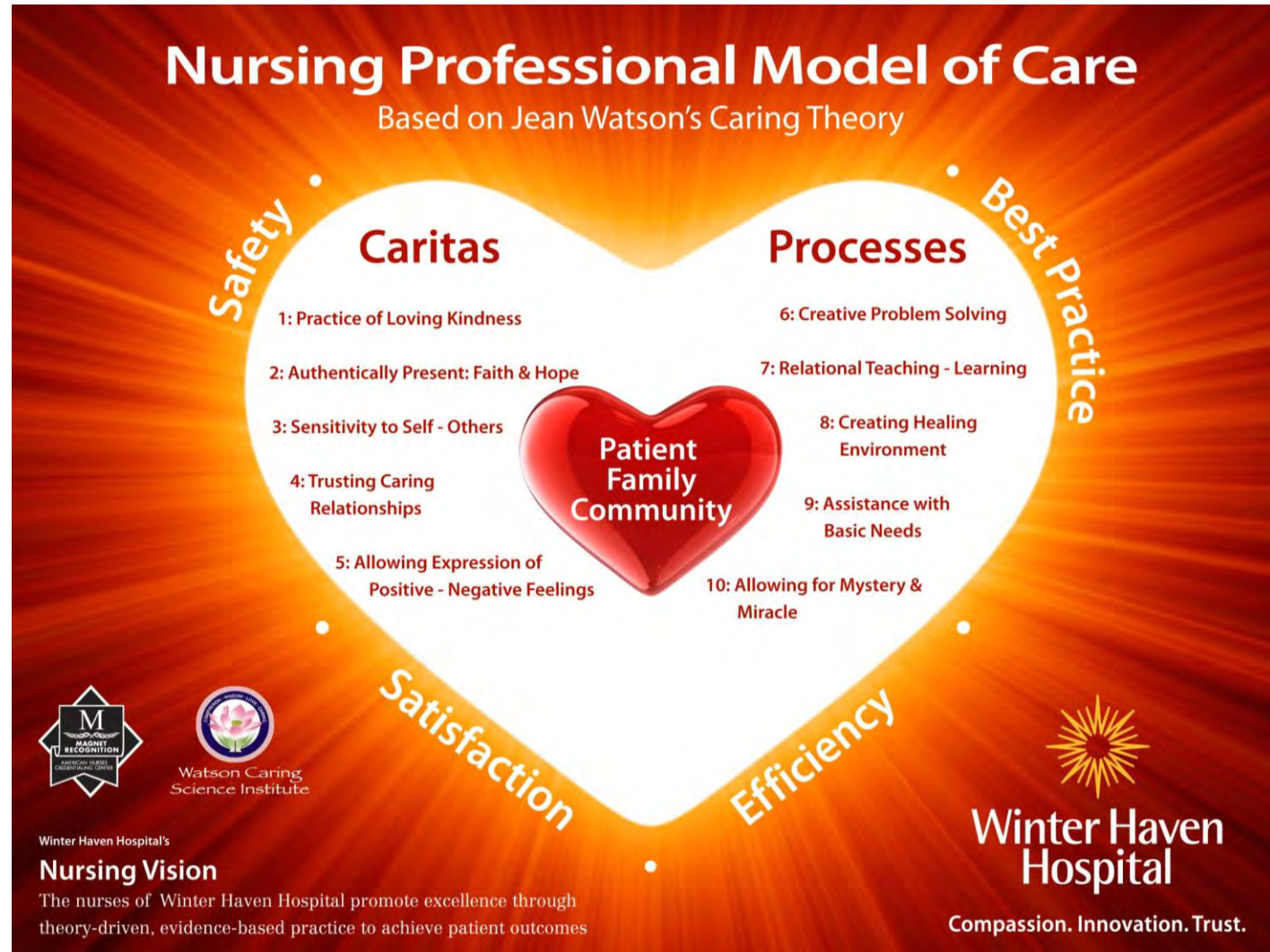
Emerging Caring Science Criteria New Standards

- ❖ All Voices—staff and patients
- ❖ Human Flourishing—System-Wide
- ❖ Human Caring Relationships
- ❖ Evidence of Caring Processes/ Language
- ❖ Invite Staff to Rediscover Their Own Practice of Human Caring
- ❖ Promote Research on Caring

Steps to Building a Caring Work Environment of Joy

- ❖ Share stories....Articulate needs
- ❖ Explore caring belief system
- ❖ Create common caring language
- ❖ Create a vision and mission together
- ❖ Make caring practices visible....Celebrate
- ❖ Build a Caring Professional Model of Care
- ❖ Support caring practices throughout system
- ❖ Promote interdisciplinary collaboration

Model in Personal & Professional Environments



Caring Stories set positive, healing environments

**President of Nurse Executives of Polk
County, starts business meetings for this
organization with a caring story.**

Winter Haven Hospital, Winter Haven, Florida

Visibility of Caring/Caritas Culture



Visibility/Weave Caritas into Whole Fabric of System

- ❖ Initial Job Interview--Questions of caring values
- ❖ Orientation—job descriptions—clinical ladder
- ❖ Policies / procedures—performance reviews
- ❖ Caring champions/ caritas coaches
- ❖ Caring note cards
- ❖ Sharing life stories and caring moments
- ❖ Caring circles/ councils
- ❖ Interdisciplinary patient rounding
- ❖ End-of-shift warm handoffs
- ❖ Starting all meetings with centering
- ❖ Ending meetings with gratitude

Contract to Promote Self Care

***“Caring travels in concentric circles,
from self to other to community to
planet to universe” - Jean Watson***

Acknowledging that:

Care of body includes: exercise,
grooming, massages, breathing, yoga,
conscious eating.

Care of mind includes: quiet
contemplation, meditation, focusing on
the moment, healing music, laughter.

Care of spirit includes: meditation and
prayer, reading and activity that renew
your spirit, listing positive things in your
life, gratitude, random acts of kindness.

Acknowledging that:

**In order to facilitate the healing process of
others, healthcare providers must learn the
process of self-healing through the
inward/outward journey of self-care.**

**I, as a _____ (Nurse,
Therapist, other healthcare provider), have a
commitment to myself, my family, the staff,
the patients and the institution to care for my
body, mind and spirit.**

**To that end I commit to performing one self
care activity a week to promote my health
and wholeness.**

**Taking Care of myself is important and I will
make this a priority.**

Signed:

Date

Signed:

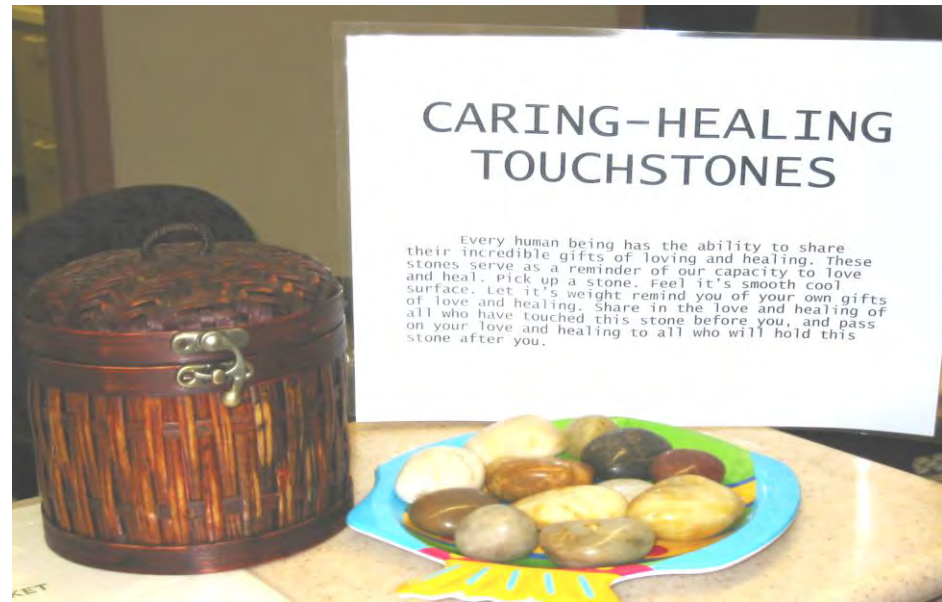
Date

Witness

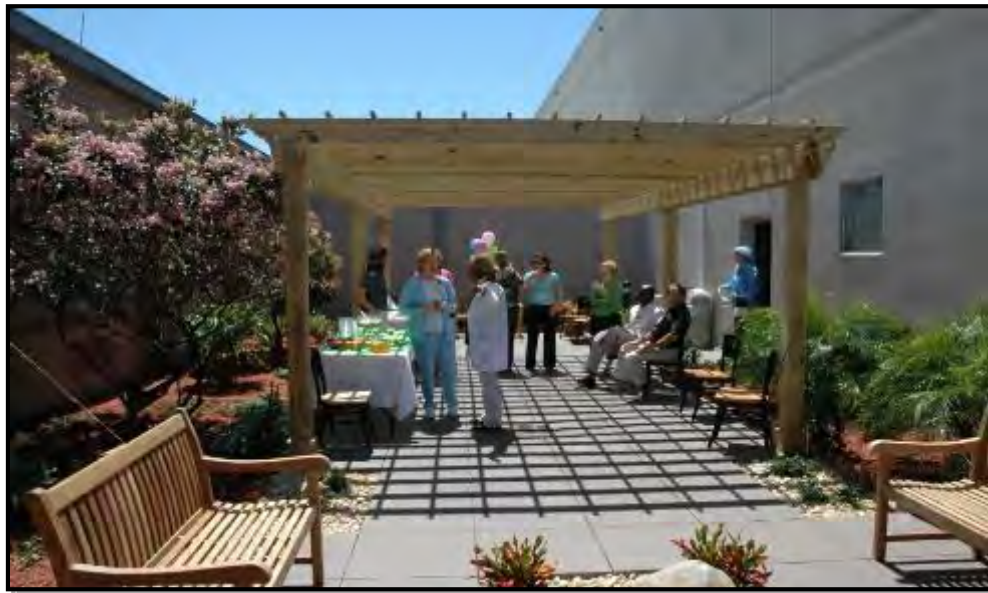
3 North QUIET TIME



- When: Every day from 1pm to 1:30 pm.
- Why: Provides a pause to reflect, catch your breath, take a breather.
- What: No interruptions from staff unless necessary, or if you need something. Lights outside of rooms dimmed. Quiet voices and soft steps.



Healing Rooms



Transforming Spaces

Baptist Medical Center, Nassau

File Chart HED Chart Report menu Review Utilities Help

Patient: **TEST, ONERN** No Allergy Info

Age: 59 yr Sex: F Attending: RICHARD N... Fac-Dept: RMC-2W DOB: 09/30/1945 Acct: 0332500...

Diagnosis: VERY ILL Service: MED Rm-Bed: 227-01 Admit Dt: 11/21/2... MRN: 000631...

Notification	Restraints	Neurological Observation	Intake and Output	Respiratory Care	PT Evaluation	PT Progress Note	OT Evaluation
OT Progress Note	Wound Evaluation	Wound Care Progress Note	Clinical Nutrition	Speech Pathology-Language	Spiritual Services	Lab Results	
Radiology Res							
Flowsheet	IV Medicated Drip Calculations	Vital Signs MS HED	Vital Signs (ICU w/o DAS) HED	Assessment Interventions	Admission History		

Show All + Expand All - Collapse All ⚡ Add Selection 11/02/2004

Plan Of Care 14:58

	Plan Of Care	Add	Show All	
Excess				!
Gas Exchange, Impaired				!
Grieving				!
Health Maintenance, Impaired				!
Home Maintenance Management, Impaired				!
Hopelessness				!
Human Dignity Altered				!
Incontinence				!
Bladder				!

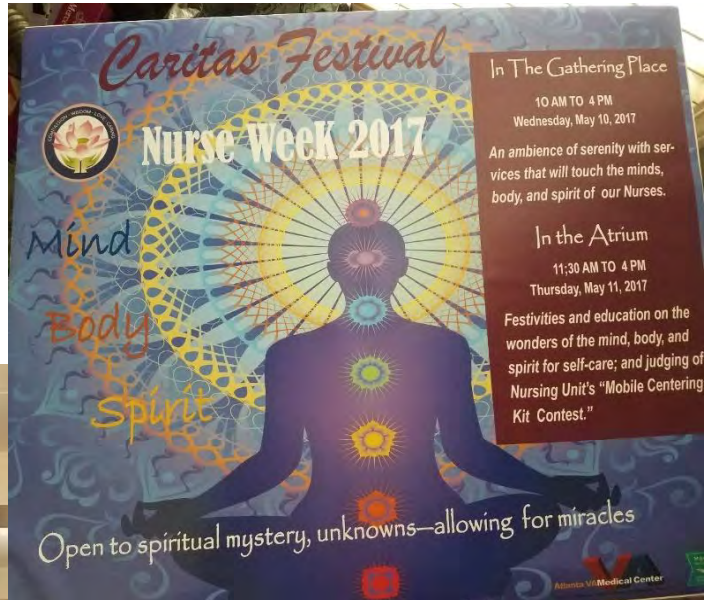
Nursing Diagnosis Added

initiated
continues
revised
resolved

Save Cancel

Fairs, Cafes, and Carts

(Atlanta VA Medical Center)



Dr. Watson's Caring/Healing Model: Overview

Mission:

To create "habitats for healing" where
- nurses thrive
- patients receive quality, holistic care
by the implementation of the Caring/
Healing model for clinical practice.

Examples of Caring/Healing Modalities:

- Massage/Therapeutic touch
- Expressive movement/Dance
- Imagery
- Music
- Relaxation
- Humor
- Prayer
- Meditation
- Pet Therapy
- Educational Forums and workshops



Conclusions

Please remember:

*"Nursing involves a sense of presence
higher than human, a divine intelligence
that creates, sustains, and organizes the
universe and our awareness of an inner
connection with this higher reality..."*
(Florence Nightingale)



Thank you for choosing nursing
as your career!

"Let no one ever come to you without
leaving better and happier."
Mother Theresa



Dr. Jean Watson's Caring/Healing Model



Key Purposes

Familiarize participants with the Theory
of Human Caring.

Introduce ways "Healers" can apply
Human Caring theory to clinical practice.



Provide examples of carative factors that
apply to nursing practice for self, peers,
patients, and significant others.

Provide opportunities for staff to think
about and discuss "caring moments."



Define terms and language associated
with the human caring theory.

Orient staff to centering lounges and
suggest methods of relaxation techniques.

Demonstrate intentional nursing behaviors that
integrate human caring into practice.

HRSA Goal: Improve nurse retention and
nurse/patient satisfaction-
• Decrease work intensity (year 1)
• Implement caring environment (year 2)

Curing vs. Healing

May contain healing.	May occur without curing.
Not always possible.	Is always possible.
Follows a usual or unpredictable path.	Is creative and unpredictable in both process and outcome.
Death is a failure to "cure" the patient.	Death: opportunity for more healing, "ultimate healing."

(Reference: Jean Watson; Postmodern Nursing and Beyond)

Everyone needs to feel loved and cared for so
nurses were created. Carla Glaus

Use of Centering Lounges



Try to take at least ten minutes to relax.

Bring in books, CDs, pictures, etc. to
promote relaxation.

Join the Caritas Circles.

Share caring moments in the Caritas Journal.

Center yourself and clear your mind as
needed.

If you find a colleague who needs a break,
offer to cover so they can go to the lounge.

Even in difficult times, there are still great
reasons to be a nurse!
Anonymous

Nursing Department Pamphlet NOVA Health System

Caring Circles

May include but are not limited to:

- Discussing caring moments
- Meditating
- Listening to inspirational speakers
- Listening to soft music
- Relaxing
- Discussing caring model
- Watching caring videos
- Bringing in positive things to share



Intentional Nursing Behaviors Measured for HRSA Grant

#1- (SKATE) Stop, Knock, Ask To Enter

- Helps staff clear mind of distractions.
- Helps staff to focus on the patient.
- Respects patient privacy.

#2- Five Minute Encounter

- Helps create a trusting relationship between nursing staff and their patients.
- Promotes human caring for staff.
- Promotes a sense of security and well-being for patients.

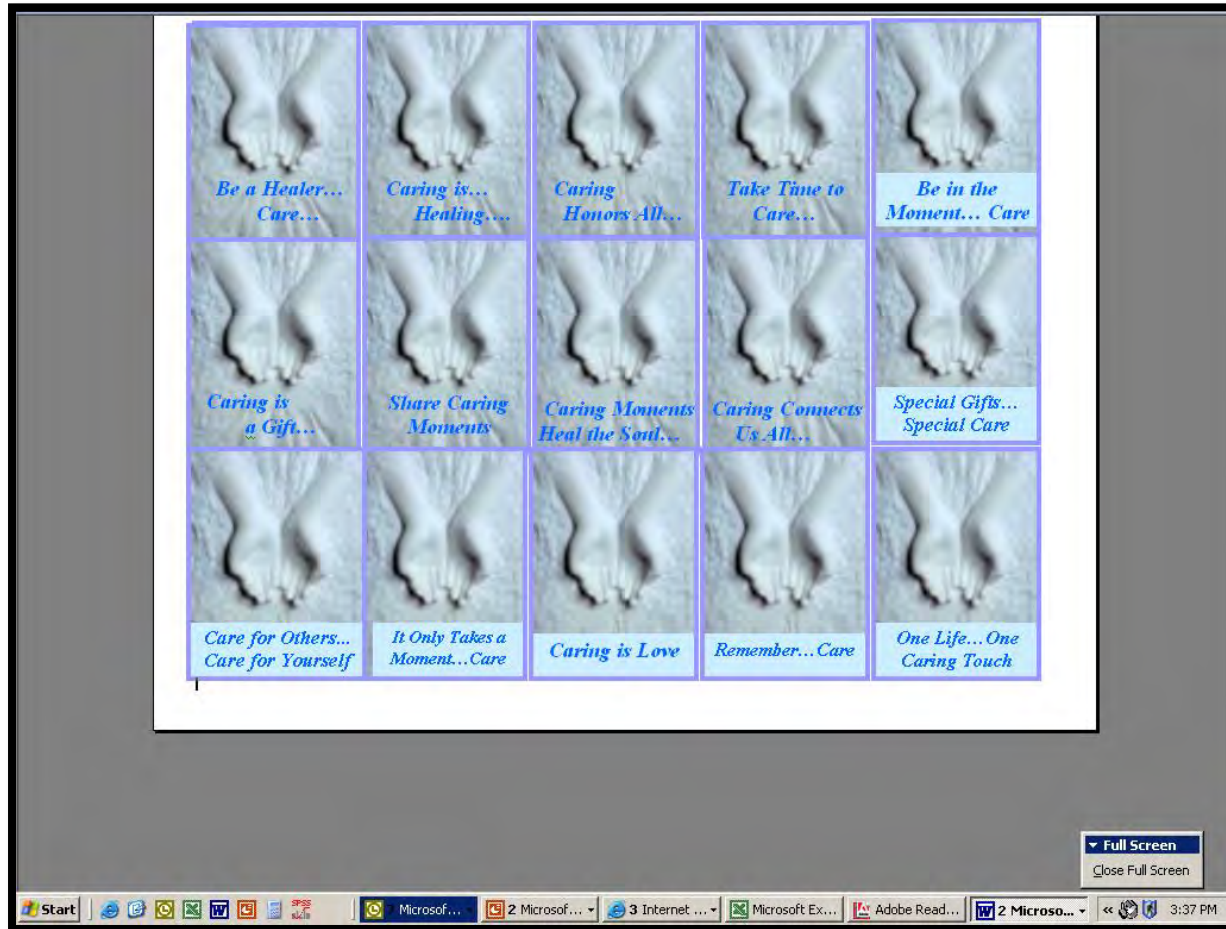
#3- Hand Washing Ritual

- A quotation will be displayed for nursing staff to read as they wash their hands.
- Hand washing is a time to center, reflect, empty out and consciously remind oneself of the importance of quieting and slowing down, allowing authentic presence to emerge.

(Watson, Quinn ©2005)

Signs for Each Patient Doorway

NOVA Health System



Comfort Measure Menu: Healing Modalities Choices given to each patient

Pain Medication

Guided Imagery

Music (Preferred selection)

Hand massage

Healing touch

Warm blanket

Commitment to My Team Members

With the intent of creating and sustaining a caring, healing environment for each team member and the public we serve, I commit to the following:

- I will not generate or listen to gossip
- If an issue arises, I will speak to you directly, with respect and care, to resolve the issue
- I will thank someone each day for their contributions to our Caritas environment

Kaiser Permanente Walnut Creek Medical Center



Caring Hands Caring Moments



Caring Hands, Caring Moments Award

**presented monthly to the
unit or department that
has received the most
extraordinary caring
comment for that month.**

Kaiser Permanente Walnut Creek Medical Center

Blending Nursing Science & Caring Science

Biogenic Mode of Being

As we care for others with loving-healing intention and moral/ethical compassion that sustain human dignity and our connected humanity, we live joy (Watson, 2018).

Personal Goals

- ❖ Write two personal goals to cultivate love and joy in your life and nursing practice.
- ❖ Briefly describe a plan to achieve these goals.

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Igniting a Spark “WITHIN”, allows our caring light to shine.

Questions

Thankyou

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Other websites for Caring information:

Watson Caring Science Institute: www.watsoncaringscience.org

Massachusetts Regional Caring Science Consortium: www.mrcsc.org

International Association for Human Caring: www.humancaring.org