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

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Joy Symposium
November 29, 2018
• 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 sync within a task-oriented world to provide competent, compassionate, holistic care of self and others in ways that sustain healing, wholeness, and human dignity.

A. Lynne Wagner
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
Our elders have created for us a sacred way of being in the universe. It is our responsibility to pass this understanding on to the next generation.

Tessie Naranjo (Pueblo of Santa Clara), 2001
A Caring Model for Well-being & Relationships
based on Watson’s Caring Science:
Caring for Self, Other, and Larger World

Larger World
- Patients/families
- Communities
- Hospitals
- Systems
- Institutions
- The Environment
- The Earth/Global

Others
- Family
- Friends
- Staff
- Patients
- Unit/system

A. Lynne Wagner, 2016
Watson, 2008
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**

A. Lynne Wagner
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.

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

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.

A. Lynne Wagner
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.

A. Lynne Wagner
Cognitive
• rational
• science
• theory
• descriptive

Levels of Reflection

Affective
• non-rational
• emotional
• meaningful
• aesthetic

Collective
• sharing stories and insights
• understanding relationships
• co-discovery of knowing

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
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

<table>
<thead>
<tr>
<th>When Nurses Are Cared For</th>
<th>When Nurses Are Not Cared For</th>
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</thead>
<tbody>
<tr>
<td>- Well-being enhanced</td>
<td>- Hardened, robot-like, unaware</td>
</tr>
<tr>
<td>- Sense of accomplishment</td>
<td>- Depressed / frightened</td>
</tr>
<tr>
<td>- Satisfaction in life &amp; career</td>
<td>- Worn down / Loss of control</td>
</tr>
<tr>
<td>- Purpose, gratitude</td>
<td>- Increased illness/ absences/ burnout</td>
</tr>
<tr>
<td>- Preserved integrity, wholeness</td>
<td>- Interactions cold, detached, insensitive</td>
</tr>
<tr>
<td>- Fulfilment, self-esteem</td>
<td>- Work is a task, not fulfilling</td>
</tr>
<tr>
<td>- Living own values</td>
<td>- Work environment toxic</td>
</tr>
<tr>
<td>- Respect for life and death</td>
<td>- Irritable and agitated mood</td>
</tr>
<tr>
<td>- Love of nursing</td>
<td>(Swanson, 1999)</td>
</tr>
<tr>
<td>- Open to change &amp; learning</td>
<td></td>
</tr>
<tr>
<td>- Reflective practice</td>
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</table>
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.

(A. Lynne Wagner, 2005, 2016)
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

- 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

A. Lynne Wagner
Examples of Caring Science Model in Personal & Professional Environments

Nursing Professional Model of Care
Based on Jean Watson's Caring Theory

Patient Family Community

Safety
1: Practice of Loving Kindness
2: Authentically Present: Faith & Hope
3: Sensitivity to Self - Others
4: Trusting Caring Relationships
5: Allowing Expression of Positive - Negative Feelings

Caritas

Processes
6: Creative Problem Solving
7: Relational Teaching - Learning
8: Creating Healing Environment
9: Assistance with Basic Needs
10: Allowing for Mystery & Miracle

Best Practice
Efficiency
Satisfaction

Winter Haven Hospital's Nursing Vision
The nurses of Winter Haven Hospital promote excellence through theory-driven, evidence-based practice to achieve patient outcomes

Winter Haven Hospital
Compassion. Innovation. Trust.
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
Nursing Diagnosis
Added

Resurrection Health Care, Chicago, IL
Fairs, Cafes, and Carts (Atlanta VA Medical Center)
Nursing Department Pamphlet
NOVA Health System
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 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.
References


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

Questions

Thankyou

alynewagner@outlook.com

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