

LIVEWELL NURSING

NURSE’S NOTES

By: *Angela Mitchell, CNO*



The Heart of Nursing: Compassion, Competence, and Care

Nursing is a profession that requires a unique combination of knowledge, skill, and compassion. The heart of nursing lies in the ability of nurses to provide not only competent and evidence-based care but also to demonstrate empathy and understanding for their patients. Compassion is at the core of nursing practice, allowing nurses to connect with their patients on a human level and provide holistic care. A study by Sinclair et al. (2021) emphasized the significance of compassion in nursing, highlighting its positive impact on patient outcomes and overall satisfaction. The authors emphasized the role of compassion in building trust and rapport with patients, leading to improved communication and patient-centered care. Furthermore, the study found that compassionate care contributed to better emotional well-being for both patients and nurses, ultimately fostering a more positive healthcare environment.

In addition to compassion, competence is another crucial aspect of the heart of nursing. The American Nurses Association (2021) emphasized the importance of maintaining high standards of competence to ensure safe and effective nursing practice. Competent nurses are equipped with the knowledge, critical thinking skills, and clinical judgment necessary to deliver quality care to their patients. Research by Bvumbwe et al. (2021) demonstrated that competent nursing care was associated with reduced adverse events, improved patient outcomes, and increased patient satisfaction. Therefore, continuous professional development and ongoing education are essential for nurses to maintain their competence and provide evidence-based care.

The provision of care encompasses not only the physical aspects of healthcare but also the emotional and psychological support that patients need. A study by Papastavrou et al. (2021) outlined the importance of caring behaviors in nursing, highlighting their impact on patient experiences and recovery. It was found that caring behaviors, such as empathy, respect, and attentiveness, were closely linked to patient satisfaction and perceived quality of care. Moreover, the study revealed that patients who received high levels of caring from nurses reported lower levels of anxiety and pain, indicating the significant role of care in promoting positive patient outcomes.

The heart of nursing is characterized by the embodiment of compassion, competence, and care in clinical practice. As evidenced by current research, these qualities are essential for nurses to establish meaningful connections with their patients, deliver high-quality care, and promote positive health outcomes. By prioritizing compassion, maintaining competence, and demonstrating care in their practice, nurses can truly embody the heart of nursing and make a meaningful difference in the lives of those they serve.

In closing, I want to extend a huge thank you to all our nursing colleagues who coordinated and volunteered to work the January storm community Local Assistant Centers and the American Red Cross shelters. Your enthusiasm to respond showed so much HEART. Disaster response and organizing relief efforts are critical elements of Public Health Nursing. There is so much appreciation and gratitude for those who answered the call to ensure our disaster effected community received the necessary care to support overall public health.



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The Heart of Nursing: Compassion, Competence, and Care	1
The Heart of a Nurse	2
EBSCO	2
The Heart of a Nurse	3
County Nurses Love Heart Health.....	4
Above and Beyond with Heart	5
Passion for Prevention	6
Nursing Word Scramble	6
Nurses have H.E.A.R.T. in Public Health	7

SUBMISSIONS

Please e-mail submission (ideas, photos, articles, trainings, dates, accolades, local or national news, etc.) to Araceli.Casas@sdcounty.ca.gov

For consideration in next issue, please submit entries by close of business on March 15, 2024. Submission limits: 125-275 words

March Topic: Planting Seeds 



Access the County’s
EBSCO Health Homepage
using a Universal Link

<https://my.openathens.net/>



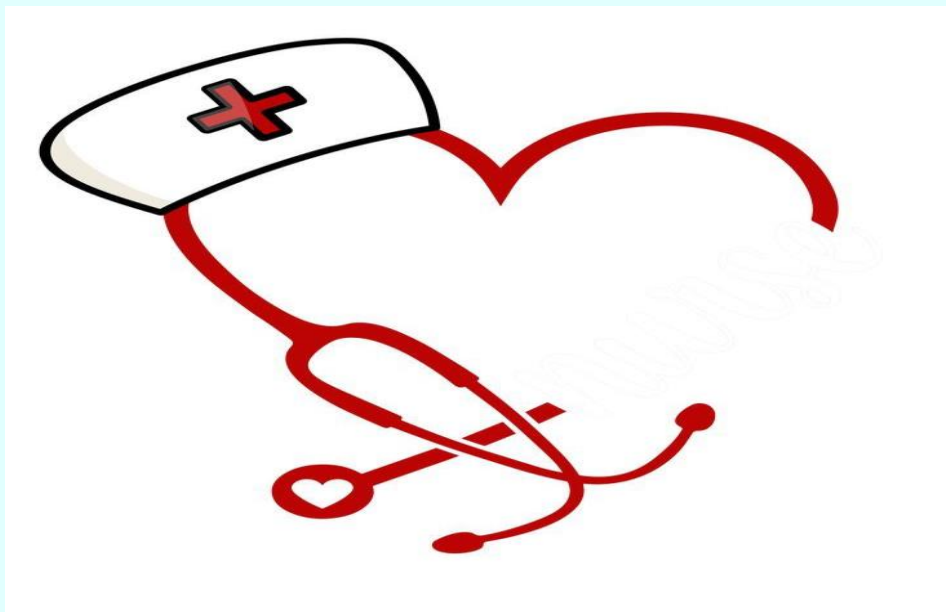
The Heart of a Nurse

*By: Teresa A Rogers-Marsh MSN-Ed, RN, In-Service Education Coordinator,
DSD*

Nurses employed in Skilled Nursing Facilities (SNFs) such as Edgemoor are at high risk for developing compassion fatigue (CF). CF can affect how care is delivered to the most vulnerable patients, the elderly and dependent adults (Steinheiser et al., 2020). Nurses, the silent guardians at the bedside, possess an unparalleled depth of heart, yet their emotional stories remain largely untold. A Nurse's heart pumps compassion with every beat as we all too often witness the vulnerability of our patients. Nurses become vessels of comfort, holding space for pain, fear, and joy. They celebrate milestones and cradle loss, forging connections that transcend clinical charts and medication lists. It is a constant emotional ebb and flow, leaving lasting marks on their souls. Over time, these hearts also endure immense strain. Witnessing suffering daily with each shift takes its toll. Adding to the suffering are long hours, understaffing, and demanding workloads that fuel stress and exhaustion. The emotional tapestry, once vibrant, can fray at the edges, leading to burnout, compassion fatigue, and even post-traumatic stress disorder (Steinheiser et al., 2020).

Amidst the challenges, a nurse's heart overflows with creativity and innovation. They become advocates for their patients, championing their needs and celebrating their accomplishments. They mentor new nurses, passing on the torch of compassion and knowledge. They spearhead initiatives to improve patient care, fueled by a desire to make a tangible difference. Nurses find solace in small victories - a patient's grateful smile, a family's heartfelt thanks, a colleague's supportive hand. They draw strength from shared experiences, building communities of support where vulnerabilities are met with understanding and acceptance (Haramati et al., 2015).

Ultimately, the heart of a nurse is not just a biological pump but a beacon of humanity. It is the source of their unwavering dedication, boundless empathy, and unwavering commitment to healing. By nurturing these hearts, we safeguard our nurses' emotional well-being and ensure the entire healthcare system's continued strength and compassion. So, let us listen to the stories their hearts whisper, acknowledge their silent sacrifices, and honor the unwavering spirit that defines the essence of being a nurse. Let us promote a healthy workplace by promoting self-care practice to every nurse, from mindfulness to meditation, exercise to relaxation, and finding time for ourselves (Draze 2022). The American Nurses Association Enterprise has designed a program to improve the health of the Nation's 4.4M nurses - One nurse at a time. Inspire. Empower. Move—the American Nurses Association Healthy Nurse Healthy Nation™ (Healthy Nurse Healthy Nation 2021).



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County Nurses Love Heart Health

By Cassidy Mayer, PHN

Heart health has been top of mind this month as Love Your Heart is in full swing. With 202 sites and counting, we can give thousands of community members blood pressure screenings. We want everyone to know their numbers! Nurses have come together over the past couple months to show their commitment to heart health. Nurses across the department have volunteered for medical volunteer shifts at community sites, organized community site sign-ups, lead planning committees, sent approval emails, and stayed in constant communication with the community. Establishing a team culture among its members, involving shared values and transparent communications, is essential for effective teamwork (Kohanova et al., 2023). Love Your Heart is a perfect example of teamwork and dedication. It takes everyone coming together to make this event happen. In this month of love, don't forget to appreciate yourself too. Take a minute to make sure you know your own blood pressure numbers and have a checkup scheduled with your doctor.



PHN Lauren Jeter completes blood pressure screenings at LYH event

Reference

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Above and Beyond with Heart

By: Angie Durdiev, APS PHN Supervisor

Adult Protective Services (APS) nurses work within state-mandated regulations to ensure the safety and well-being of vulnerable dependent and older adults. Working within the framework of the APS program guidelines and Public Health Nurse (PHN) expectations, APS nurses find opportunities to go above and beyond, providing personalized interventions with kindness, compassion, and heart. But why do nurses consistently go above and beyond and deliver care from the heart? The Self-Determination Theory developed by Deci and Ryan, focuses on internal sources of human motivation. The need for personal growth and fulfillment leads to acts that go above and beyond the expected, all without external influences. (O'Hara, D., 2017) According to Lim (2021), patient care means going above and beyond.

The following example of going the extra mile and nursing with heart is one that should be shared. A recent hotline report was assigned to APS PHN, Kelly Robinson. The client was a despondent dependent adult male who had attempted to take his own life after his father was placed in a Skilled Nursing Facility due to his worsening dementia. The client's father had taken care of him his whole life and the client stated he felt "hopeless" and that there was no one to help him now. The client struggled to manage independently due to visual impairment, limited mobility, diabetes, and kidney failure. His father managed all finances and household needs, the client did not have access to an income or financial literacy.

The report was made by the hospital that was releasing the client to home after his suicide attempt. Kelly advocated for a safe discharge that included a home health referral and a mental health follow-up appointment. During her home visit upon his release from the hospital, she purchased and delivered essential groceries. She contacted 211 and initiated a Medi-Cal and CalFresh application, leading to the client successfully being granted emergency CalFresh resources. Ms. Robinson also assisted the client in the activation and use of his mobile payment service ensuring he had a source of income when needed. Before leaving the client's home she arranged transportation for his required dialysis appointments. These personalized interventions supported her client's autonomy and independence giving him a sense of worth, while simultaneously fulfilling this nurse's sense of purpose.



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COUNTY OF
SAN DIEGO



LIVE WELL
SAN DIEGO

Passion for Prevention

By: Jennifer Flores, PHN Manager, and Liza Macatula, PHN Manager

"Count on the passion and power of nurses to champion sound and sustaining nursing knowledge, science, and innovation to reduce inequities and improve health," by Nickitas (2021) captures the essence of nurses' crucial role in healthcare. Nurses are driven by an innate passion for healing and a persistent pursuit of excellence, which was exhibited by the EISB nurses when a person was identified to have measles. They rose to the occasion as a team and their expertise and passion shined through as they performed 295 case investigations, 23 specimen collections for immunity testing, and administered 29 post-exposure prophylaxis (PEP) treatments in partnership with local providers. The immunity testing increases our client's quality of life by allowing them to end a 21-day quarantine early and resume their normal activities. However, these statistics only tell a small part of the incredible story of the nurses' efforts to ensure excellent health outcomes for our community members. With each patient interaction, whether conducted by phone or in-person, they brought comfort to patients through their expertise of the situation and acknowledging the challenges the patients faced, the health education they provided, and the genuine concern for the patient's physical and emotional well-being. The nurses' caring extended to their colleagues through collaboration and mutual support, as they worked countless hours in the evenings and over two weekends. As we reflect on the extraordinary efforts by the EISB team to mitigate this health threat, we are in awe of them.

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NURSING WORD SCRAMBLE	
IACNCVES	
CPSOSTTEEHO	
NSHASNE	
SRUNE	
DSSLOBREPUREO	
SEAEMSSNTS	

Nurses Have H.E.A.R.T. in Public Health

By Mariana Badial, Assistant Chief Nursing Officer, Office of Nursing Excellence

"Empathy is seeing with the eyes of another, listening with the ears of another, and feeling with the heart of another." -Alfred Adler

Practicing nursing can be full of competing priorities; however, implementing a positive approach in everything we do can create and support a long-lasting positive experience for every interaction. Nurses serve the community and customers with H.E.A.R.T., ensuring helpfulness, expertise, attentiveness, respect, and timeliness to support optimal service delivery. Our interactions with H.E.A.R.T. not only apply to the clients we serve but also to our colleagues and other internal customers. Providing the best possible care empowers nurses to support better outcomes overall. Along with better outcomes, nurses also bring foundational relationship components such as compassion, effective communication, and shared decision-making while providing care (American Nurses Association, 2024). In this dynamic profession, nurses are ready to go above and beyond to serve county residents when needed. Nurses' collaboration and participation in disaster response efforts, local assistance centers, shelters, love your heart events, outreach events, and public health programs, amongst many others, allow them to bridge the gap in access to health services and resources (Wakefield et al., 2021). Implementing H.E.A.R.T. in every interaction while improving healthcare access and quality.

Thank you, team, for practicing nursing with H.E.A.R.T.

For more information on customer experience please visit: [Customer Service Program](#)

Please contact the Office of Nursing Excellence at MCSDNursingAdmin.HHSA@sdcounty.ca.gov for any questions.

H	Helpfulness – Going out of my way to find answers. <ul style="list-style-type: none">• Have a can-do attitude.• Work collaboratively with team members.• Guide customers through the process.• Think outside the box to find solutions.• Find someone who can solve the issue if I can't.
E	Expertise – Being knowledgeable. <ul style="list-style-type: none">• Be open to new ideas and make suggestions.• Know my customer.• Coordinate with team members to provide consistent answers.• Continue to learn and grow.
A	Attentiveness – Being ready to meet my customers' needs. <ul style="list-style-type: none">• Practice active listening.• Remove distractions and give my undivided attention.• Rephrase the customer's message to ensure understanding.• Ask questions for additional detail and clarification.• Respond to my customer with sincerity and empathy.
R	Respect – Treating customers with dignity and courtesy. <ul style="list-style-type: none">• Smile - it's universal!• Build trust and rapport.• Assume the best in people.• See my customers as part of the team, working together to find solutions.• Be culturally competent and inclusive.• Know that jokes may be misunderstood.
T	Timeliness – Being efficient with my customers' time. <ul style="list-style-type: none">• Be prepared.• Provide timely service.• Look for opportunities to increase efficiency.• Collaborate with my team members for solutions.

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