

Careful Nursing: An Enduring Model from Catherine McAuley for Nurse Leaders Today

July 12, 2010 | 1:00 – 2:30 p.m. ET



A Passionate Voice for Compassionate Care



Reflection for Today's Event

To be a healer is to find God in those in need of healing. For the Christian, healing is a direct encounter with the divine. And that encounter, if genuine, necessarily causes personal transformation.

In the parable of the Good Samaritan, the priest and the Levite ignore God when they ignore the wounded man, and so their lives remain unchanged — they keep walking down the same path. The man the Good Samaritan finds bleeding on the side of the road is really the Lord. And in picking him up and binding his wounds, the Samaritan's life is changed. ... So, although religious health care professionals may often want to understand themselves as “channels” for God's healing power, Christianity teaches that they would perhaps be better served if they understood themselves first and foremost as persons privileged to serve God by serving the sick.

From *A Balm for Gilead: Meditations on Spirituality and the Healing Arts* by Daniel P. Sulmasy, OFM, MD, Ph.D.



Sr. Mary Roch Rocklage, RSM, RN, FACHE
Health Ministry Liason
Sisters of Mercy Health System
St. Louis

Sister Mary Roch Rocklage, RSM, is the health ministry liaison for the Sisters of Mercy Health System, which sponsors integrated health care delivery systems, hospitals, physician practices and related health and human service programs in seven states.

Prior to becoming health ministry liaison in June of 2008, Sister Mary Roch was chair of the Sponsor Council from January 2004 – June 2008 and served as full-time chair of the health system board from 1999 to 2003. Subsequent to her appointment as chair of the health system board, Sister Mary Roch served for 13 years as Mercy's first president and CEO of the health system. She previously served as chair of the board of trustees for the American Hospital Association. Sister Mary Roch has served on the governing boards of numerous health systems and continues to serve on boards for various organizations. She participates in many governmental, religious and civic agencies, task forces and committees for health planning. She is a Fellow of the American College of Healthcare Executives.



Jolene Goedken
Senior Vice President, Nursing
Sisters of Mercy Health System
St. Louis

Jolene Goedken is senior vice president of nursing of the Sisters of Mercy Health System. She previously served as vice president, with responsibility for clinical quality and nursing. Prior to 2009, she was vice president of medical services. She joined the system in 1989 and served as director of quality management from 1992 to 1999. She is responsible for leading several system-wide councils and committees, including the Physician Leadership Council, the Nursing Leadership Council and the Quality Committee of the Board of Directors. She holds a master of science degree in management information systems from the University of Missouri-St. Louis, and a bachelor's degree in nursing from the University of Iowa. She is a member of the American Organization of Nurse Executives, the Healthcare Information and Management Systems Society, the Society for Ambulatory Care Professionals and the Catholic Multi-Hospital Systems Quality Forum.



Careful Nursing Model Webinar

July 12, 2010

*Jolene Goedken
Sr. Mary Roch Rocklage*

What is the “Careful Nursing” Model?

A system of nursing developed in Ireland in the 19th century by Catherine McAuley, foundress of the Sisters of Mercy.

Definitions:

- **System:** A regularly interacting or interdependent group of items forming a unified whole
- **Theory:** A set of related statements that describes or explains phenomena in a systematic way
- **Model:** An example for emulation (to strive to equal or excel)

Careful Nursing: A Legacy Model Relevant for Nursing Today

- **Holistic:** Caring for mind, body & spirit – of those we serve and ourselves.
- **Inspirational:** The power of moving the intellect and emotions. The model appeals to both the science and art of nursing and is a legacy for nurses.
- **Relevant:** Practical application of theory into current day-to-day practice regardless of setting of care. Nursing models guide nurses' thoughts, attitudes and actions as they engage in the nursing process.



Passage from Florence Nightingale Letters

“Your going home is the greatest blow I have had yet. But God’s blessing and my love and gratitude go with you, as you well know. I do not presume to express praise or gratitude to you, Revd. Mother, because it would look as if I thought you had done the work not unto God but unto me. You were far above me in fitness for the General Superintendency, both in worldly talent of administration, and far more in the spiritual qualifications which God values in a superior. My being placed over you in our unenviable reign of the East was my misfortune and not my fault.”

(Florence Nightingale, Letters, 16-17) from Mary C. Sullivan's history Catherine McAuley and the Tradition of Mercy, University of Notre Dame Press, Notre Dame, Indiana, p. 78. 1995.

Conceptual Framework/Components

- **Central theme:** The spiritual dimension of human life and the spiritual in nursing
- **Four central nursing concepts:**
 1. **Person:**
 - The human person is a spiritual, physical, emotional and social being.
 - Spiritual dimension is fundamental, but inseparable from other dimensions.
 2. **Environment:**
 - Encompasses the spiritual, physical, emotional and social surroundings.
 - Nurses are contributors and influencers to the environment.

Conceptual Framework/Components

(Cont'd)

3. Health:

- Health is harmony of mind, body and spirit – having inherent dignity, relative contentedness and a sense of purpose in life.

4. Nursing:

- Nursing is a human response to human needs.
- Nursing is both an art and a science.
- Excellence in nursing practice is the product of a broad education, refined behavior, perfect discipline, discernment, forbearance, and good judgment.

10 Key Nursing Practice Concepts

1. **Disinterested love:** Unbiased by the nurse's personal interest or advantage – epitomized by the compassionate care we provide
2. **Contagious calmness:** Calm, gentle, quiet, dependable
3. **Creation of a restorative environment:** Nurses influence on creating a healing environment and working harmoniously among themselves and with others
4. **"Perfect" skill in fostering safety and comfort:** Attention to detail in critical thinking and technical skills to prevent harm
5. **Nursing interventions:** What nurses do to promote comfort and healing, meet people's needs and attain desired outcomes

10 Key Nursing Practice Concepts

(cont'd)

6. **Health education:** Teaching individuals, families and groups to manage their own health
7. **Participatory-authoritative management:** Responsibility for nursing practice with delegation of tasks based on needs of the patients
8. **Trustworthy collaboration:** Mutual trust and respect among professions with clinical inquiry in advocacy for the patient
9. **Power derived from service:** The source of power is excellence and competence
10. **Nurses care for themselves:** Spiritually, physically, emotionally and socially

Role of Spirituality in the Model

Application: From the Voice of Today's Nurses

- **Holistic**

- "Catherine McAuley was encouraging nurses to do holistic nursing – caring for spiritual, physical, emotional and social needs of the patient"

- **Inspirational**

- "I think that I have finally discovered "my" nursing theory...having never fully ascribed to any of the more well-known theories. I have liked certain parts of different theories, but I like 100% of this one and I believe that I have worked from this model, never having known that it had a name. I will always be grateful to you for enlightening me!"
- "Nursing is a calling from God, we are His hands, His love, and His mercy, compassion and tenderness."

Application: From the Voice of Today's Nurses

- **Relevant and Evergreen**

- "I wonder where the careful nursing model was when I was researching theory as it's easily understood by a bedside nurse who may get bogged down in theory. Thus, careful nursing would be better received by the team than other theories."
- "Today has been so hectic. How do I get some of that contagious calmness?"
- "The 10 key concepts truly describe nursing today. While they may not be written in detail as other nursing theories, I think that's the beauty of the model. This allows the model to be timeless and fit into this millennium."

Application: From the Voice of Today's Nurses

- **Collaborative**

- "There is tremendous value of co-workers and physicians working as a team. It is amazing what a physician and nurse can accomplish when there is full collaboration and respect for each other."
- "The mental and emotional toll of what we do can be exhausting. That's when I fully appreciate the support of my co-workers."

Application: From the Voice of Today's Nurses

- **Challenging**

- "There are four generations in the workforce and the people we serve. How do we get back to connecting with people?"
- "Knowledge without commitment to good nursing care is no good; it is a dishonor to ourselves as nurses and to God. We need to be intentional about how to bring both the art and science of nursing into daily practice."

Relationships set forth in the model

Person
Environment
Health
Nursing

Marjorie Beyers

- The concepts in the model are timeless
- To be successful in today's practice a nurse must be well educated
- Quality of care depends on competent nurses who are "careful"
- Measures of today's quality and patient safety focus on the concepts in the model—(Magnet, Baldrige JCAHO and others)

Relevance of the Model for Today

- The person who is a nurse is respected for professional expertise
- Nurses have a professional accountability to be expert in their practice
- Employers have a responsibility and particular interest in assuring nursing excellence

Person: Professional Expertise

Nurses today must engage in continuing education to keep pace with the rapid change

Do you provide paid release time for nursing continuing education?

Yes _____ No _____

Question

- The nurse is concerned about how well the environment supports and fosters health
- Community service is a hallmark of the way nurses express their concern about the environment
- Community service may involve improving community health
 - For all citizens
 - For people with special health problems

Environment

There are many opportunities for community service related to nursing practice.

Do you provide paid time/expenses for community service?

Yes _____ No _____

Question

- Holistic health includes body, mind and spirit
- Nursing is all about helping others achieve the state of maximum health
- Nurses succor the ill, the suffering, the healthy in various settings and situations
- Nurses work with people to help them achieve their capacity for health
- Nurses work with people of all ages to support their optimal function

Health

- To be a nurse is to commit to life-long learning
- Professional organizations provide standards of care and practice
- Nurses are mentored in their practice
- Credentialing is a way to ensure that nurses are expert practitioners
- Continuing education is an imperative in life-long learning
- Achieving advanced degrees is a way to continue to expand one's knowledge and capabilities

Nursing

- Today's healthcare is increasingly complex
- Nurses work with other health professionals in multidisciplinary teams
- Nurses participate in Shared Governance to create and maintain an environment for excellence
- Nurses respect others, embrace diversity and convey caring in a calm, organized manner

Complexity

Careful Nursing & Catholic Healthcare

Jean Dols, Ph.D., RN
System Senior Director of Nursing & Research
CHRISTUS Health

Nurses' Self-Care

- Careful Nursing Model calls for nurses to care for themselves spiritually, physically, emotionally, and socially. A concept supported by Catholic Healthcare.
- Self-Care Emphasizes
 - Work-life balance
 - Good health
 - Balance of exercise and rest
 - Daily reflection

Nurses' Self-Care

- Self-care provides nurses the strength to fully engage physically & intellectually in patient care.
- Multiple research studies demonstrate that errors are often related to fatigue, a lack of focus, or distractions.

Careful Nursing emphasizes a balance of work & rest to be fully attentive

Does your facility assure that nurses take
uninterrupted breaks?

1. Yes
2. No

Nurses' Self-Care

- Promotes a balance to create a calmness and a sharpening of alertness.
- Calmness is enhanced by the centering that comes from daily reflection or prayer.
- The contagious calmness associated with the Careful Nursing model is seen in the managerial style, the restorative climate, and in the spirituality of nursing.

Careful Nursing emphasizes the spiritual dimension

Does your facility have a place for nurses to go for quiet reflection?

1. Yes
2. No

Careful Nursing: Participatory-Authoritative

- Leaders manage by both participatory and authoritative styles
 - Knowledge, commitment, and experience gives nurses authority
 - Gentle attitude and attention to detail creates a participatory relationship
- Nurses model the attitudes and skills for other caregivers.
- Care is delegated based on the patients' needs.

Careful Nursing: Power Derived from Service

- Responses – Immediate, Calm, and Effective
- Calm effectiveness
- Power from excellent service through careful nursing, rather than position

Health Education

- Catholic nursing promotes the autonomy of the individual and their ability to self manage.
- Education is the core to promote health and enable patients to fully participate in their care.
- In relation to Careful Nursing, education is multi-faceted; specific illness/disease related, health promotion, and disease prevention.

Question & Answer Session



Does "Careful Nursing" have implications for your nursing care or nursing care in your organization?

If you would like to contribute an article or essay on how Careful Nursing is alive today, contact jtrocchio@chausa.org.



Thank you for your participation.

Please remember to submit your evaluation.