

Predictors of Compassionate Care

Compassion in Action Webinar Series

Colleen F. Manning

Director of Research, Goodman Research Group, Inc.

December 6, 2016



1

Moderator



Andrea Greenberg

Communications and Partnerships Associate
The Schwartz Center for Compassionate Healthcare



2

Audience Reminders

- This webinar is funded in part by a donation in memory of Julian and Eunice Cohen.
- You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
- We value your feedback! Please complete our electronic survey following the webinar.


Host



Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate Healthcare


Compassionate Collaborative Care Framework	
Focus attention	Demonstrate trustworthiness
Recognize verbal and nonverbal cues	Communicate with colleagues, adjust plans
Listen actively	Practice self-reflection and emotion regulation
Elicit information about the “whole person”	Build relationships, partnerships and teams
Value others with nonjudgment positive regard	Practice self-monitoring and behavioral self-regulation
Ask about and respond to emotions, concerns, distress, suffering	Practice self-care, attend to personal, professional development and wellbeing
Share information and decision-making	Practice self-compassion

http://www.theschwartzcenter.org/media/Triple-C-Conference-Framework-Tables_FINAL.pdf




5

Today's Speaker



Colleen F. Manning
Director of Research
Goodman Research Group, Inc.



6

The Research Study

Three hospitals

Online survey of caregivers invited to attend Schwartz Center Rounds®

success in providing compassionate care
teamwork related to compassionate care
hospital support of compassionate caregiving



7

Respondents

- 925 respondents
- 85% Female
- 79% Nursing
- 74% Worked with students when seeing patients
- 39% More than 20 yrs experience



8

Caregiver Compassion

Findings



9

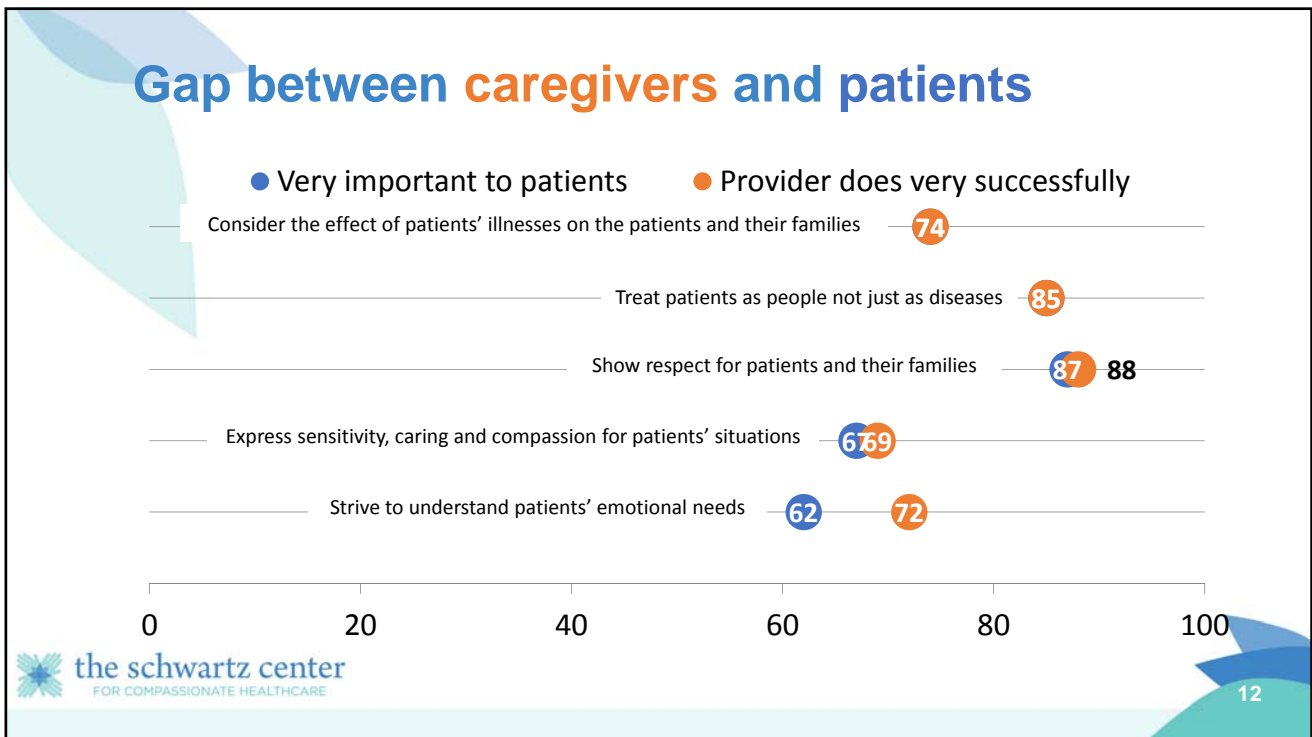
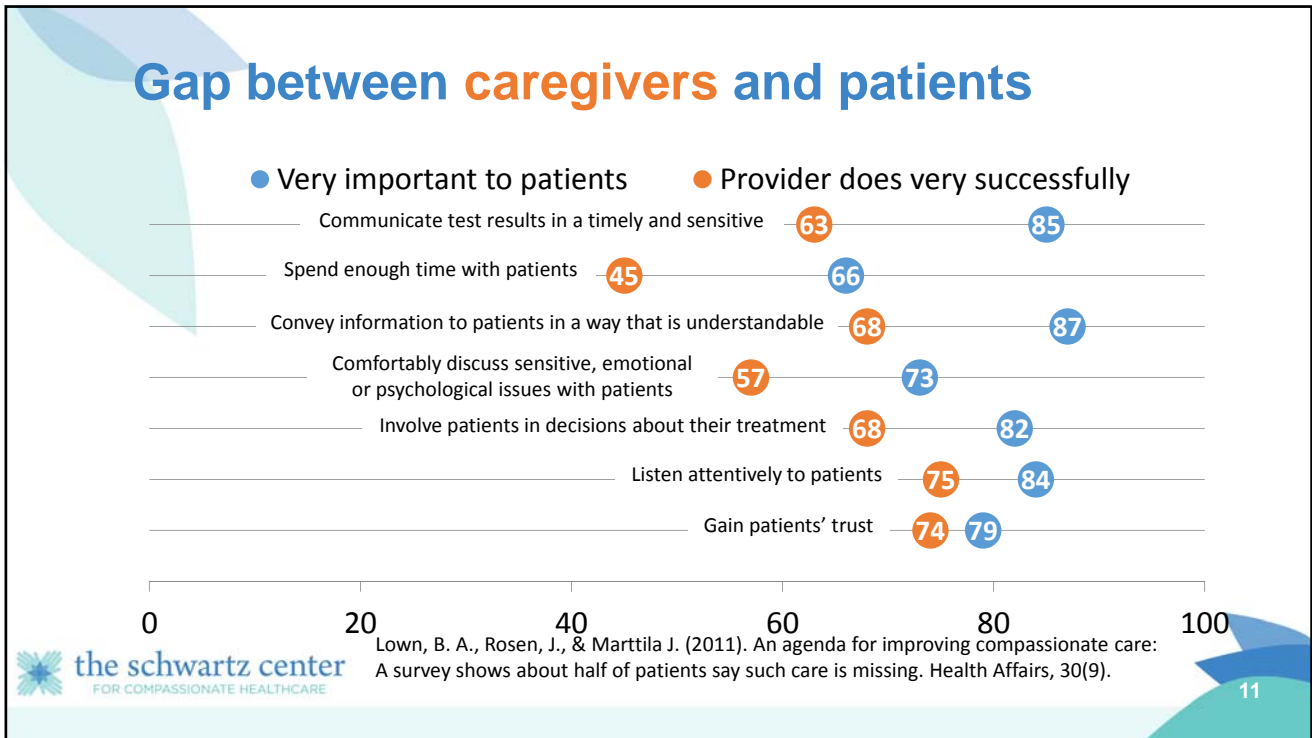
The Schwartz Center Compassionate Care Scale (SCCCS)TM

- **On a scale of 1 to 10, where 1 is not at all successfully and 10 is very successfully, how successfully do you:**
 - Express sensitivity, caring and compassion for your patients' situations
 - Strive to understand your patients' emotional needs
 - Consider the effect of your patients' illnesses on the patients and their families
 - Listen attentively to your patients
 - Convey information to your patients in a way that is understandable
 - Gain your patients' trust
 - Involve your patients in decisions about their treatment
 - Comfortably discuss sensitive, emotional or psychological issues with your patients
 - Treat your patients as people not just as diseases
 - Show respect for your patients and their families
 - Communicate test results to your patients in a timely and sensitive manner
 - Spend enough time with your patients



Lown, B. A., Muncer, S. & Chadwick, R. Compassionate Healthcare Can Be Reliably Measured: The Schwartz Center Compassionate Care Scale. Patient Educ Couns. 2015 Aug;98(8):1005-10.

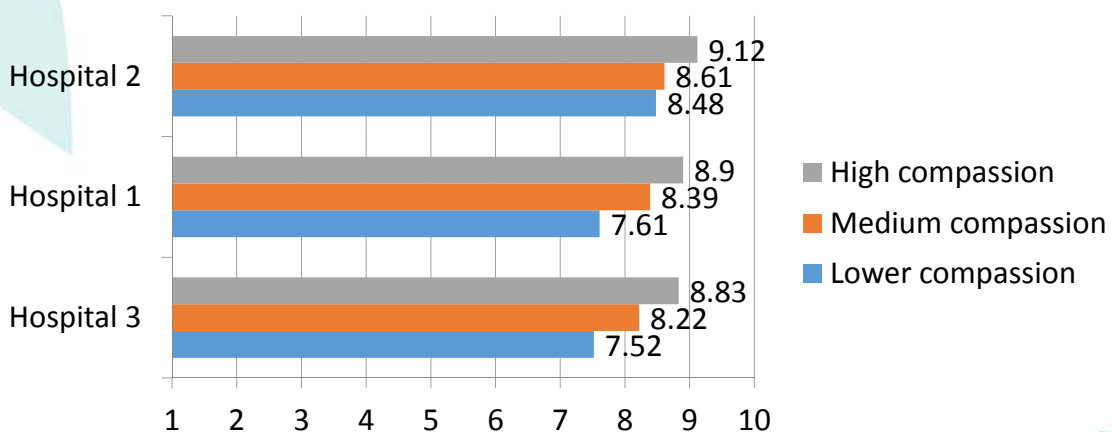
10



Healthcare Team Compassion

- **Thinking about the team of clinicians and staff with whom you work to manage patient care, to what extent do you feel this team as a whole ...**
 - Understands patients' concerns about their health
 - Coordinates efforts to respond to patients' concerns
 - Understands patients' values and goals for their health

Caregivers on high compassion teams are more compassionate



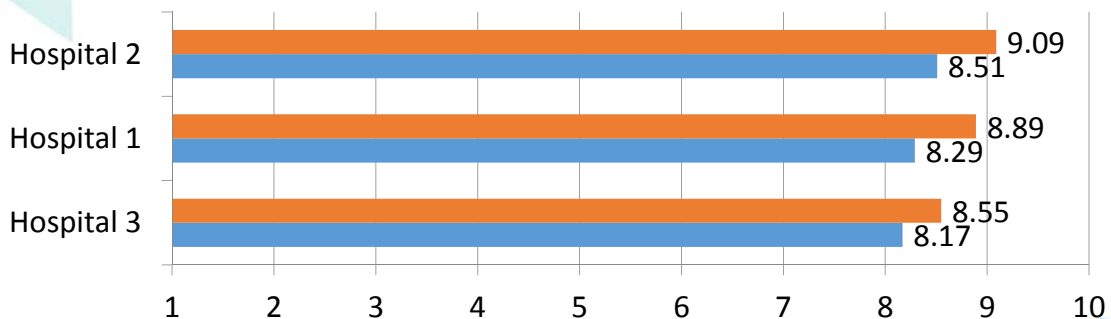
Hospital Compassion

- **In your opinion, to what extent does your hospital value compassionate healthcare?**

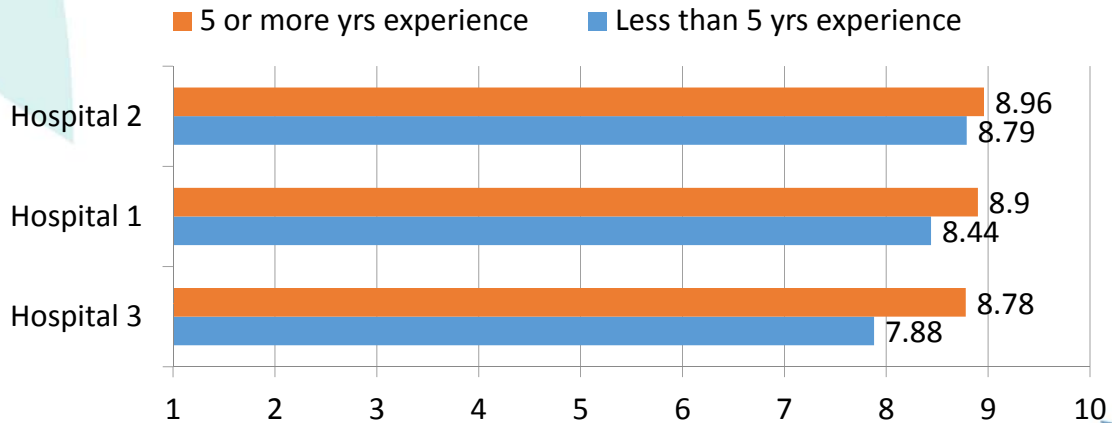
- Not at all
- Only a little
- Some
- Quite a bit
- A great deal

Caregivers who feel their hospital values compassion provide more compassion care

- Hospital highly values compassionate care
- Hospital does not highly value compassionate care



Experienced providers report offering more compassionate care



Caregivers need support to provide more compassionate care

- *More time with patients*
- *More staff support*
- *Consultation and education*

Caregivers need more time with patients.

“Less emphasis on numbers of patients seen, numbers of procedures done.”

“Not double and triple book patients which causes ... angst on my part to 'get through' the day when I should be focusing on patient concerns, fears.”

“More faculty and being allowed more time to spend with patients.”

Caregivers need more staff support.

“Additional support from medical assistant and other staff so that visit runs smoothly and I can focus on compassionate patient care.”

“Use of ancillary help for education. We have a nurse practitioner who is excellent but most of the time answers phone calls.”

Caregivers need consultation and education.

“Behavioral health consultants who could provide real time support.”

“Health educators and patient navigators who would be able to educate patients, staff and providers about health goals and beliefs.”

“Continued education seminars regarding how to do it.”

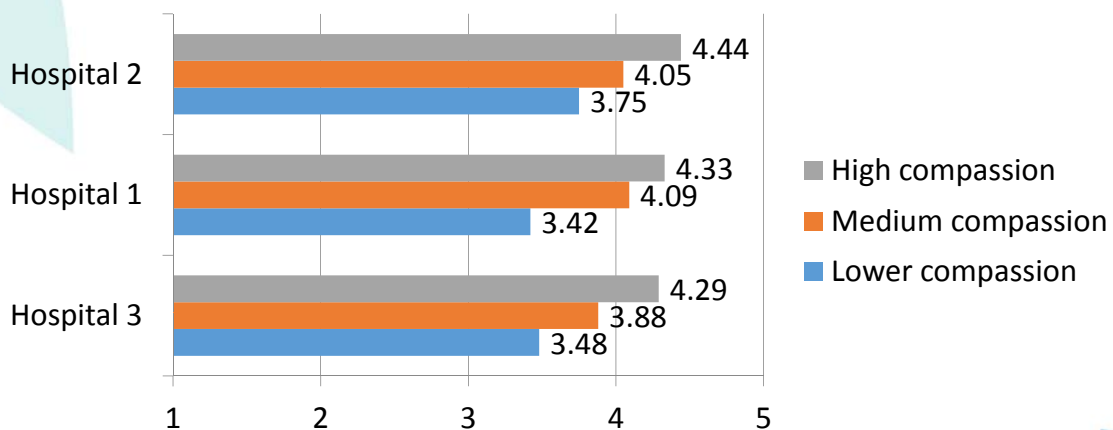
Team Compassion

Findings

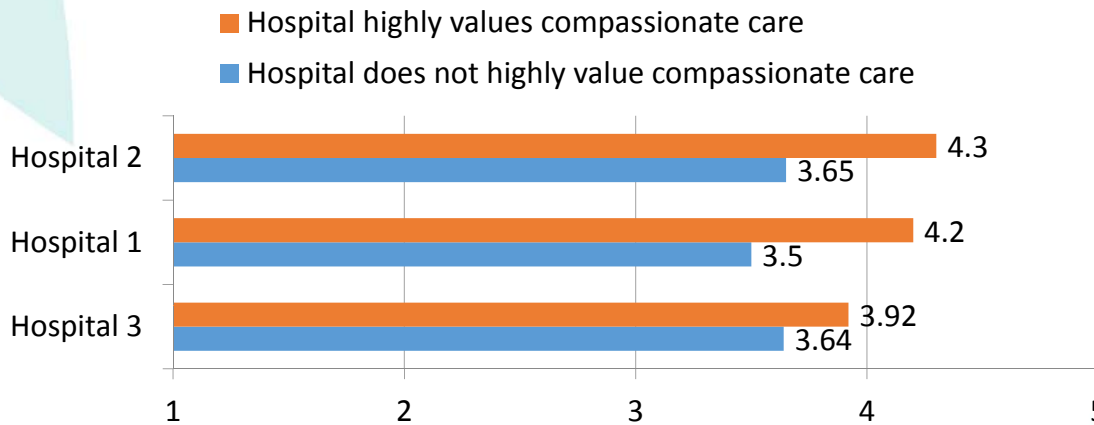
Schwartz Center Team Compassionate Care Scale (TCCS)

- **Thinking about the team of clinicians and staff with whom you work to manage patient care, to what extent do you feel this team as a whole ...**
 - Understands patients' concerns about their health
 - Coordinates efforts to respond to patients' concerns
 - Understands patients' values and goals for their health

Compassionate caregivers strengthen overall team compassion



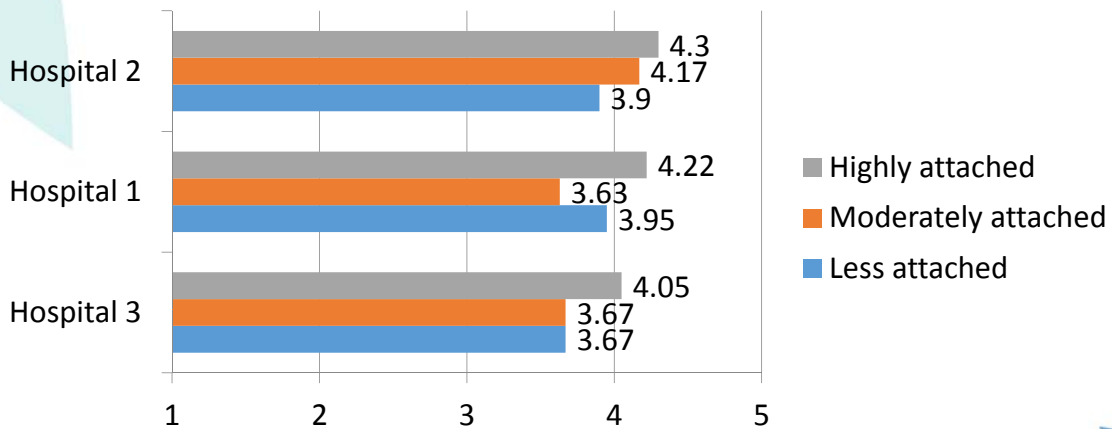
Caregivers who feel their hospital values compassion report higher team compassion



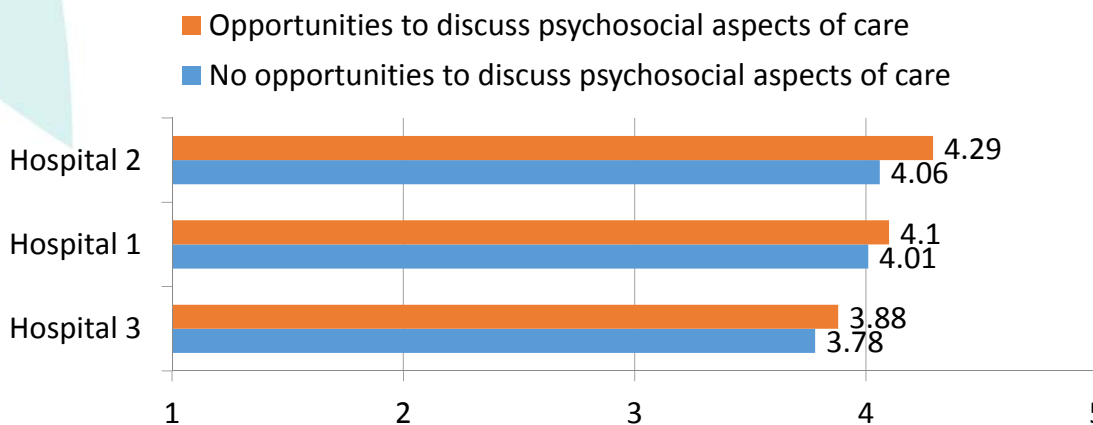
Hospital Attachment

- **How strongly do you agree or disagree with each of the following statements about your hospital?**
 - I would be very happy to spend the rest of my career with my hospital.
 - I feel emotionally attached to my hospital.
 - My hospital has a great deal of personal meaning for me.
 - I feel a strong sense of belonging to my hospital.

Caregivers who feel more attached to their hospitals report higher team compassion



Some evidence of relationship between psychosocial forums and team compassion



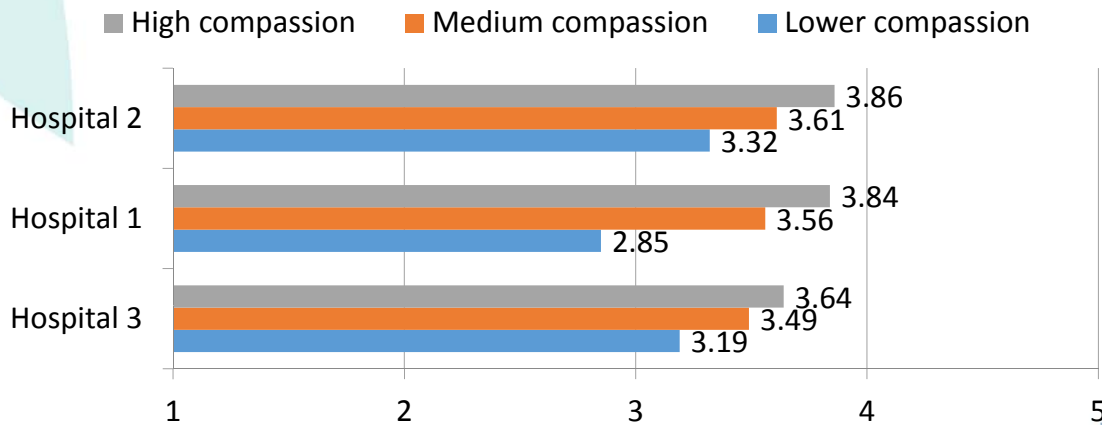
Hospital Attachment

Findings

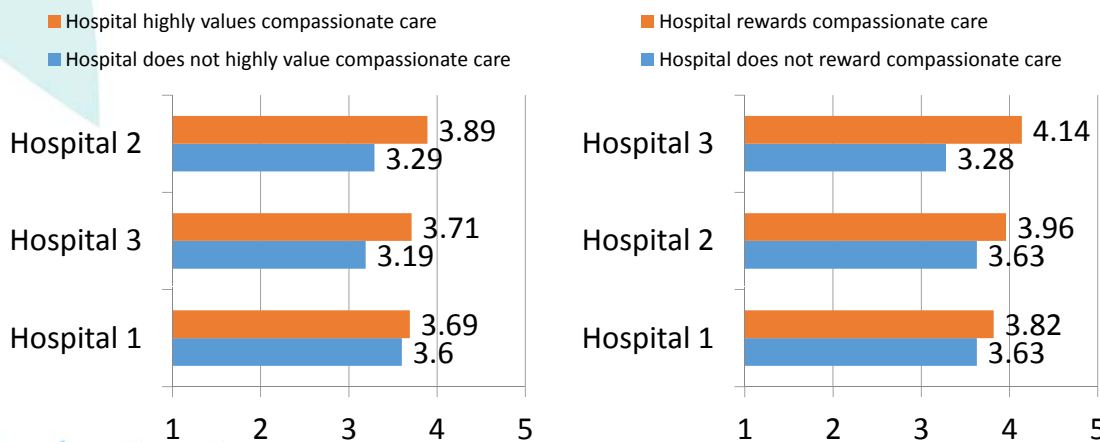
Hospital Attachment Scale (HAS)

- **How strongly do you agree or disagree with each of the following statements about your hospital?**
 - I would be very happy to spend the rest of my career with my hospital.
 - I feel emotionally attached to my hospital.
 - My hospital has a great deal of personal meaning for me.
 - I feel a strong sense of belonging to my hospital.

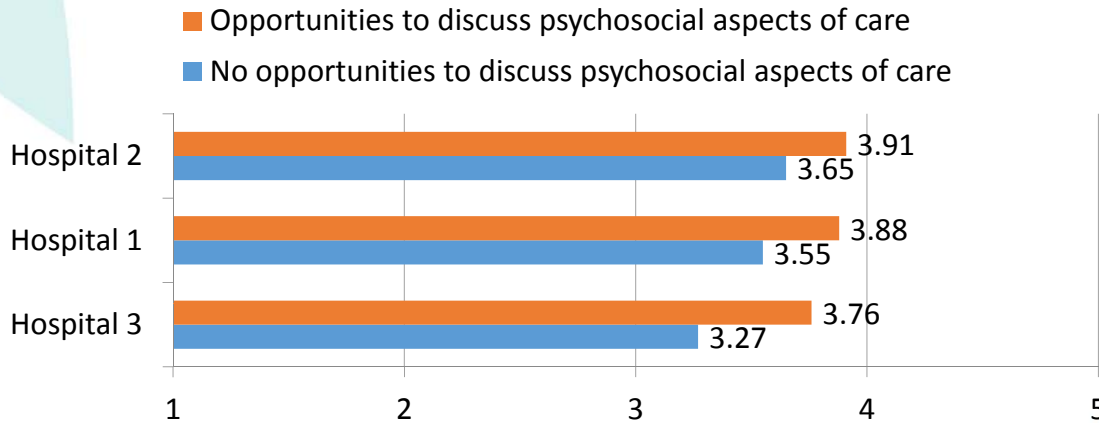
Caregivers on high compassion teams are more attached to their hospitals



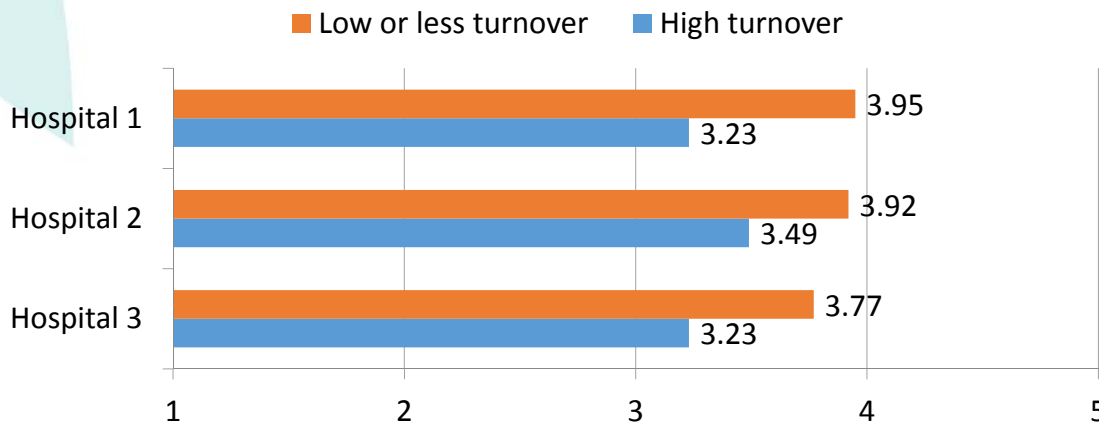
Caregivers who feel hospitals value and reward compassion are more attached



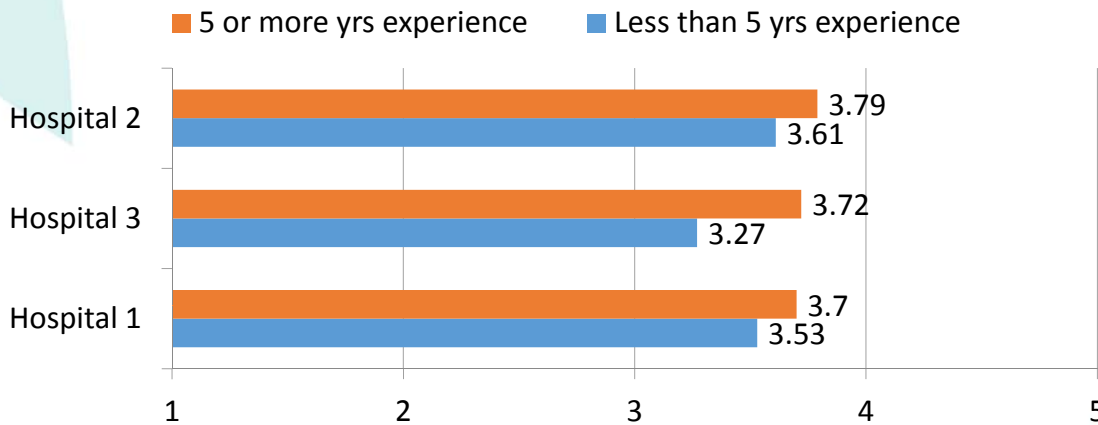
Caregivers with access to psychosocial forums are more attached to their hospitals



Caregivers who experience high departmental turnover are less attached



Experienced providers are more attached



Summary & Conclusions

Predictors of Outcomes

	Caregiver compassion	Team Compassion	Hospital attachment
Caregiver compassion		👍	
Team compassion	👍		👍
Hospital attachment		👍	
Other forums to discuss psychosocial care		👍	👍
Hospital values compassionate care	👍	👍	👍
Hospital rewards compassionate care			👍
High turnover			👎
Years of experience	👍		👍

Implications

- The conclusions underscore the importance of the Schwartz Center's work in advocating for:
 - National quality standards to include measures of compassionate care;
 - Compassionate care to be a priority for comparative effectiveness research to determine which aspects have the most influence on patients' care experiences, health outcomes, and perceptions of health-related quality of life;
 - Payers rewarding the provision of compassionate care; and
 - The development of systematic approaches to help health care professionals improve the skills required for compassionate care.

Questions



Colleen F. Manning
Director of Research
Goodman Research Group, Inc.



Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate
Healthcare



Andrea Greenberg
Communications and Partnerships
Associate
The Schwartz Center for Compassionate
Healthcare

**Thank you for participating in
today's session.**

**Please take a moment to complete the
electronic survey upon exiting today's program.**