Inova Institute for Nursing Excellence

Caring/Healing Model for Nursing

Enhancing Human Caring in the Hospital

Based on Dr. Jean Watson’s Human Caring Theory

Inova Health System is a not-for-profit health care system based in Northern Virginia that consists of hospitals and other health services including emergency and urgent care centers, home care, nursing homes, mental health and blood donor services, and wellness classes. Governed by a voluntary board of community members, Inova’s mission is to improve the health of the diverse community we serve through excellence in patient care, education and research.

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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!

Dr. Jean Watson’s Human Caring Theory:
10 Caritas Factors

Catch Yourself Expressing Human Caring Factors Every Day!

1. Practice loving kindness.
2. Instill faith and hope.
3. Nurture individual spiritual beliefs and practices.
4. Develop helping – trusting relationships.
5. Promote and accept the expression of positive and negative feelings.
6. Use creative scientific problem-solving methods for decision making.
7. Perform teaching and learning that address individual needs and learning styles.
8. Create a healing environment for the physical and spiritual self which respects human dignity.
9. Assist with physical, emotional, and spiritual human needs.
10. Allow room for miracles to take place.

Short Version Author: Westlake Hospital Nursing Staff. Melrose Park, IL. 2004

“Let no one ever come to you without leaving better and happier.” —Mother Teresa

Inova Health System

2990 Telesor Court
Falls Church, VA 22042

Artist: Debi Wheatley, Inova Fairfax Hospital, Tower 8
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 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)

“Everyone needs to feel loved and cared for, so nurses were created.” — Carla Glaus

Curing vs. Healing

- May contain healing
  - Not always possible
  - Follows a usual or unpredictable path
  - Death is a failure to “cure” the patient

- May occur without curing
  - Is always possible
  - Is creative and unpredictable in both process and outcome
  - Death: opportunity for more healing, “ultimate healing”

(Reference: Jean Watson; Postmodern Nursing and Beyond)

Use of Centering Lounges

- Try to take at least 10 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.

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

International Nursing Behaviors Measured for HRSA Grant

1. Practice Intentionality – Taking a Cleansing Breath
   - Helps staff clear mind of distractions.
   - Helps staff to focus on the patient.
   - Helps staff remember to respect/honor the dignity of each patient.

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)

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