



## ONE VNSNY: INTRODUCING AND IMPLEMENTING CARING SCIENCE PRACTICES DURING RESTRUCTURING AND BEYOND

**Eno A. Onda RN, M.Ed.**

**Lillian Wald Ambassador**

**The Visiting Nursing Service of New York (VNSNY)**

[Eno.Onda@vnsny.org](mailto:Eno.Onda@vnsny.org)

**Introduction:** Caring is the very essence of our commitment “to providing the best in quality services to each and every customer” (VNSNY ESPRIT value statement).

**Purpose:** The purpose of this project was:

- a) To Introduce Home Care Clinicians in the VNSNY Children and Family Services (CFS) program to Human Caring Science and Watson’s Caritas Processes™ # 1 and # 8
- b) To encourage a higher level of reflection in caring for self and other thereby co-creating or becoming environment for healing and creating Caring Moments.

**Significance:** A significant restructuring in an organization brings significant change in the environment. Watson Uses the Ten Caritas Processes™ (CP) of the Caring Science to extend an invitation to Nurses and inter-disciplinary team to intentionally reconsider Caring, the heart of professional nursing. She invites Nurses to Pause, Reflect and Center in the “heart,” the heart of what we do. She invites us to reflect in the moment and show loving kindness, compassion, equanimity & gratitude for and to ourselves (CP™ #1). Doing this we Co-create a Healing Environment (CP™ # 8) and radiate love and joy to others we encounter or serve in our daily personal or professional practices.

**Background Information:** VNSNY is intentionally redesigning and restructuring the Organization in response to a mega overhauling of the nation’s health care reimbursement system. The goal is to efficiently manage resources, maintain its position as a leader in innovative and high quality home care services at low cost to patients/families and the community we serve (VNSNY 5 pillars). As part of this restructuring, the role of the nurse as the leader and the interdisciplinary team of One VNSNY remains a significant part of the Caring Process. VNSNY has introduced Shared Governance to enhance an all inclusive model and to support its 4 Cultural Attributes; chosen 6 Lillian Wald Ambassadors and assigned the responsibility to study the Human Caring Science, create and implement Caring Practices that aligns with VNSNY Mission and Values.

**Setting and Participants:** My initial plan to journey with 8 -12 clinicians in the Maternal, Newborn and Pediatric Team did not work out. So I continued to study, pause and reflect in the moment for a higher level of understanding and self care. Opening to give and receive loving kindness, I started using e-mail for a remote sacred caring and centering practices not only with the clinicians but the managers and the VP of our program to plant Human Caring Science seeds. Then one of my reflections in self-care &

clinical practice caught the VP's and 2 managers' attention. This was the beginning of the human caring science growth in VNSNY.

**Project Outcome(s)/Projected Outcomes: here is one of many outcomes!**

Eno:

"I am writing a reflection about our time together in a breakfast meeting with the CEO regarding the Pediatric Palliative Care program. You opened the meeting with a time of quiet reflection and gentle breathing, which helped to settle all the nerves of everyone attending. As many of us had not met with the head of our agency, there was some nervousness and your quiet reflection helped to still that quiet."

"Your closing thoughts, with the prayer about holding that inner light and inner peace, was extremely well suited to the challenges we face. We leave that meeting to go into New York traffic, snowstorms and chaos, so we must bring that peace to the worried mothers and fathers and children in our care." Thank you. RN

Eno:

Congratulations and thank you for sharing your experience with the Development Committee. I understand that the CEO, the board chair, JR, KR, and MB among others (Top members of our Enterprise personnel) were in attendance. I would say that the LWA and the Caring Science message is successfully penetrating the entire organization! Stacey, thank you for this opportunity. Director, Shared Governance, VNSNY

**Project Evaluation or Partial/Projected Evaluation if not completed:** There is no formal evaluation of the project outcome yet except the e-mail clipping of the feedback.

**Future Directions:** I am truly humbled by the way this project is going. We are looking forward to the CEO's invitation to open the Nurses week celebration with a reflection in practice in May. By actively getting the agency's senior management, decision makers and funder's interest and support, I believe we will be given the time and space for an agency wide Human Caring Science education program. By living the Caritas Processes™ and demonstrating the benefit of this Fundamental Framework in VNSNY, not only for nurses but also for interdisciplinary professionals, support staff and all in administration, we may be one step toward the Magnet Status in 2018.

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**References:** Watson, J. (2008) Nursing: the philosophy and Science of Caring (Rev Ed) Boulder University Press of Colorado.

Watson, J. (2010) Postmodern Nursing and Beyond. Edinburgh, Scotland, UK, Churchill Livingstone/WB Saunders.