

# Care with Compassion: Through the Patients' Eyes

Susan Dorion, RN, MSN, Marianne McAuliffe, RN, MSN, Mary Ellis, RN, BSN, Mary Grzybinski, RN, MSN, Elena Canacari, RN, BSN, CNOR

Beth Israel Deaconess Medical Center

## Introduction/Problem

Patients cared for in the Perianesthesia area may be part of a population at risk for unmet healthcare needs due to their unique vulnerabilities. Providing culturally competent care to all patients affirms the value of each patient, and leads to improved health outcomes. Identified knowledge gaps and a desire for staff education relevant to the culturally diverse populations cared for at BIDMC provided an opportunity to review cultural practices that guide clinical care. Looking at care from the patients' perspective, staff may better understand the unique needs and concerns of Perianesthesia patients. The BIDMC Nursing Mission Statement and the ANA Code of Ethics guides our practice to care with compassion for all of our patients.

## The Interventions

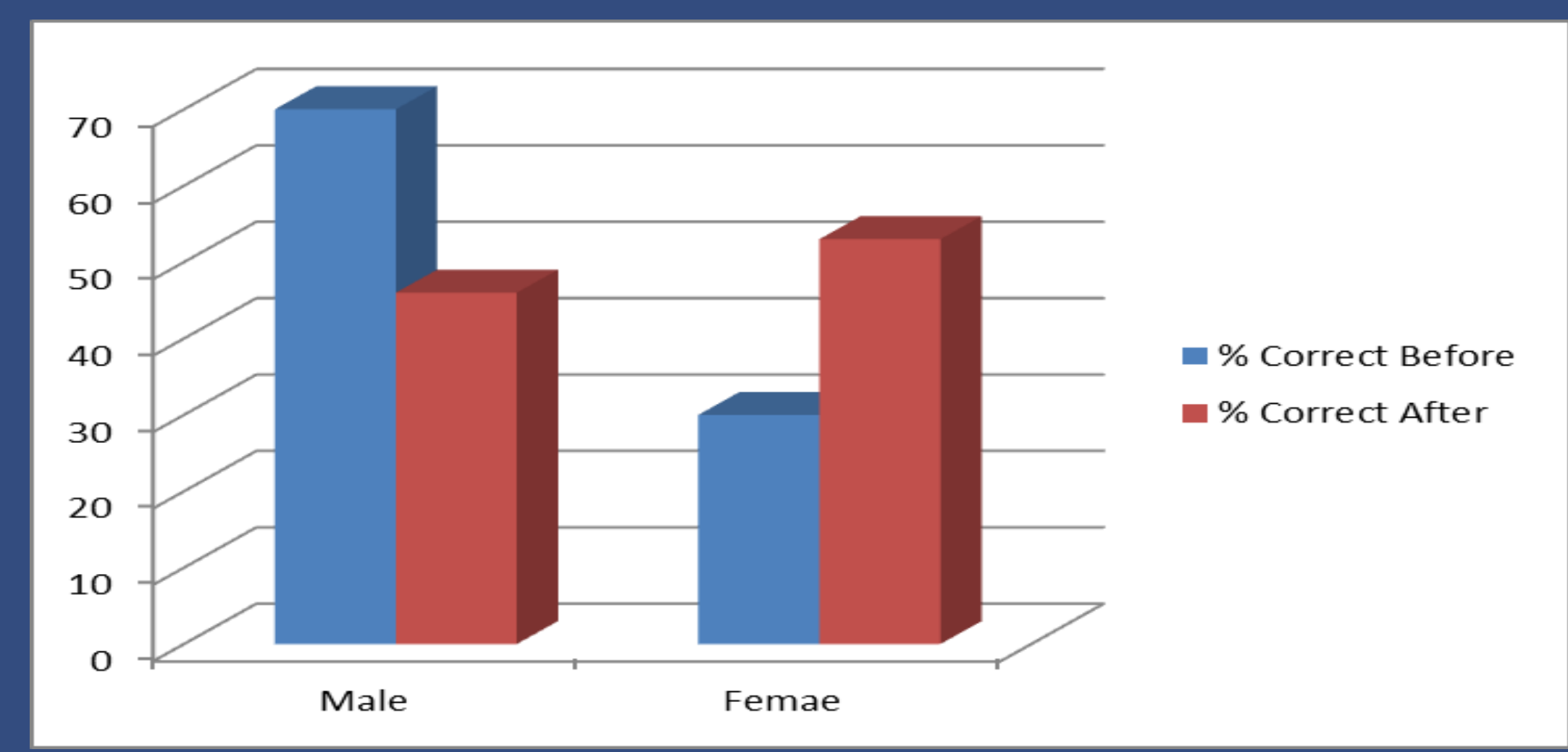
- Developed and completed survey of staff knowledge of culturally competent care.
- Care with Compassion Series of educational presentations planned for 6 months
- Presentations by subject matter experts and Perianesthesia staff
- Presentations included staff self-reflection of care provided to patients
- Summary of presentations sent to entire staff
- Practice improvements identified to advance the unique needs of vulnerable patients
- Increased staff engagement
- Post-program survey

## Aim/Goal

The aim of the Care with Compassion Series is to increase staff awareness of the needs of vulnerable patient populations. This includes patients of size, patients from different cultures, disabled patients, patients with PTSD, patients with behavioral issues, patients with language barriers, and transgender patients. This will also include looking at the spiritual and health literacy needs of patients. The goal is to increase staff knowledge by 10%.

## Results/Progress to Date

Survey Question: Who are more likely to develop PTSD? Male or Female



## The Team

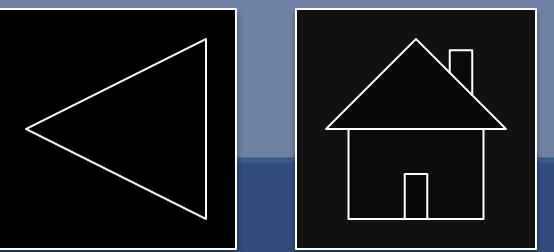
- Elena Canacari, RN, BSN, CNOR, Associate Chief Nurse Perioperative Services: Project Sponsor
- Susan Dorion, RN, MSN, Nursing Director, PACU, PAT Clinic
- Marianne McAuliffe, RN, MSN, Unit Educator, PACU, PAT Clinic
- Mary Ellis, RN, BSN, Assistant Nursing Director, East PACU
- Mary Grzybinski, RN, MSN, Assistant Nursing Director, West PACU
- Lisa Corcoran, RN, BSN, Surgical Liaison
- Debra Gonchar, RN, BSN, Surgical Liaison
- Karen Losi, RN, BSN, Surgical Liaison
- Karen Laning, RN, BSN, East PACU
- Marla Tremblay, RN, MSN, West PACU
- Shari Gold Gomez, Director, Interpreter Services
- Linda Trainor, RN, BSN, CBN, MBSCR, Bariatric Nurse Coordinator
- Nancy R. Smith, MAJS, LICSW, BCC, Jewish Chaplain

### Lessons learned:

- “I have a better insight of caring for pts with PTSD”
- “PTSD does not just occur in military veterans”
- “To ask patients with PTSD about their triggers, not to touch them when they are waking up, as it may be a trigger”

**For more information, contact:**  
**Marianne McAuliffe, RN, MSN** [mmcaulif@bidmc.harvard.edu](mailto:mmcaulif@bidmc.harvard.edu)



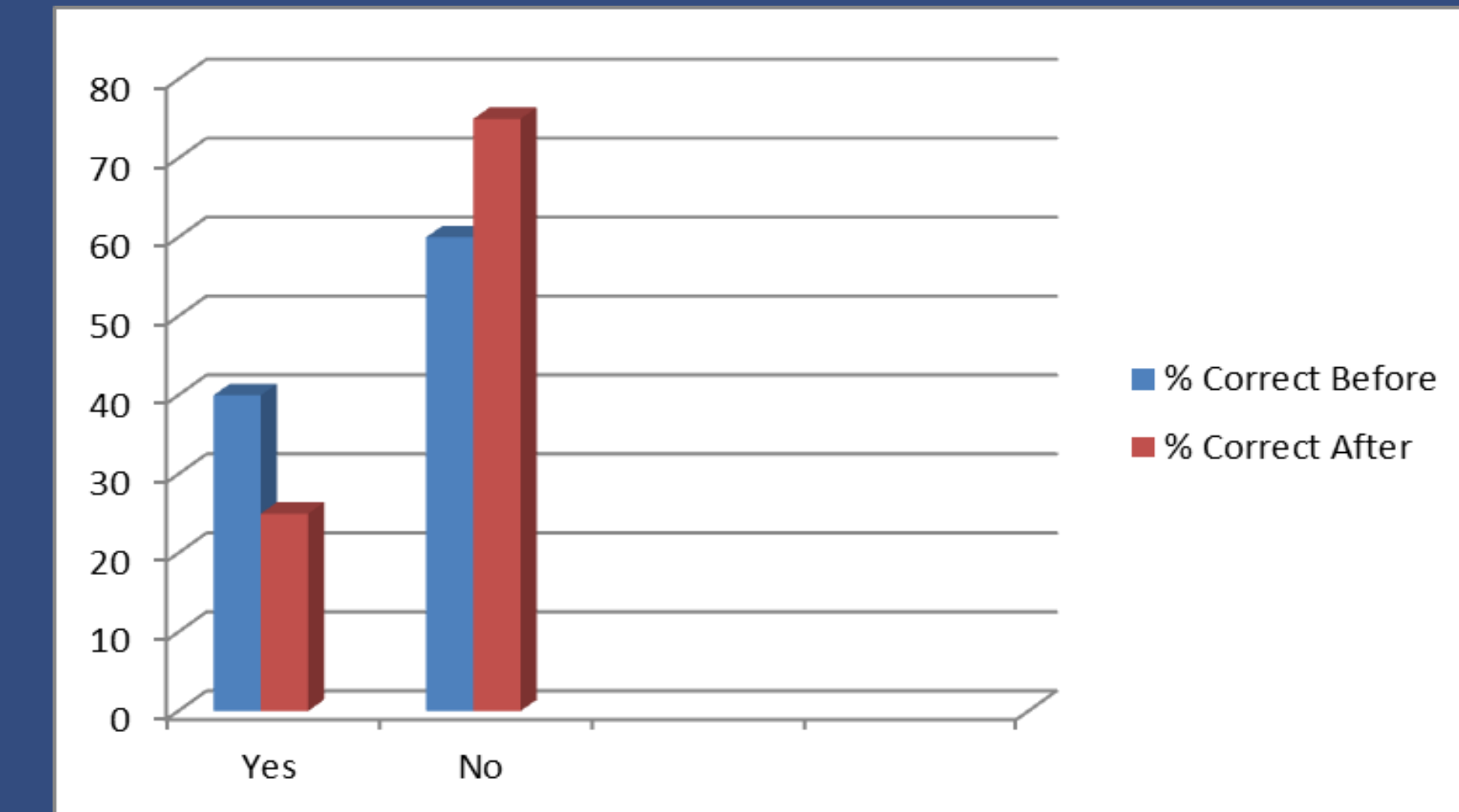
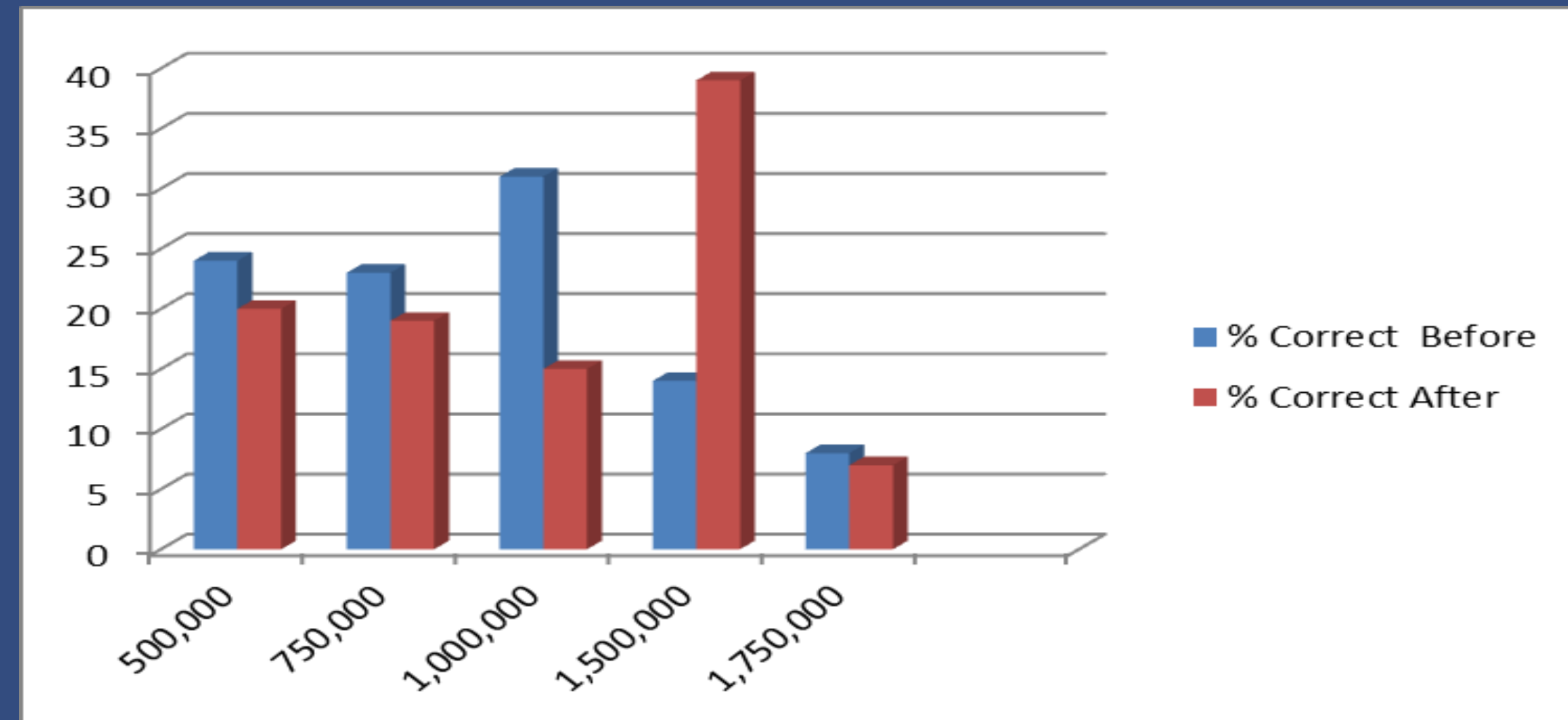


# Care with Compassion: Through the Patients' Eyes

Susan Dorion, RN, MSN, Marianne McAuliffe, RN, MSN, Mary Ellis, RN, BSN, Mary Grzybinski, RN, MSN, Elena Canacari, RN, BSN, CNOR

Beth Israel Deaconess Medical Center

## More Results/Progress to Date



Survey question: What is the Number of People in the U.S. who Identify as Transgender ?

- “ I learned how transgender patients would like to be addressed, and to not assume, but just ask”
- “ To be more understanding of transgender patients “
- “ The increased rates of depression /suicide in transgender patients”

Please share one thing that you learned from the Care with Compassion Series :

- “I learned that Pastoral Care is available throughout the BIDMC community, not just at end of life”
- “I will be more sensitive to johnnie and bed size before a patient of size comes to the Holding Area”
- “How important it is to make sure the patient truly understands what is being said, especially with discharge instructions”
- “ The number of patients who use interpreter services”

Survey question: Therapy dogs often accompany patients to the hospital. So therapy dogs have the same status as Service dogs in the hospital?

- “I did not that service dogs don't have to show paperwork to come into the hospital”
- “Not all dogs with patients are service dogs”

## Lessons Learned

- Perianesthesia nurses acknowledge the values, principles, behaviors and attitudes of culturally diverse populations.
- Presentations stimulated an increased dialogue and idea sharing among the Perianesthesia staff.
- Verbalization that the program increased nurses awareness of patient needs.

## Next Steps

- Continued awareness of cultural needs of patients
- Address cultural competency during staff orientation
- Address method of including off shift staff in presentations

**For more information, contact:**

Marianne McAuliffe, RN, MSN [mmcaulif@bidmc.harvard.edu](mailto:mmcaulif@bidmc.harvard.edu)