POSTERS SESSION EXECUTIVE SUMMARY

Title: Alleviating Compassion Fatigue in Nurses at Kaiser Permanente Irvine

Project Purpose/Objective: To identify and support colleagues who are exhibiting compassion fatigue which may affect patient safety.

At KP Irvine we recognized that this phenomenon was present and created Kaiser Permanente Nursing Anonymous (KPNA) committee to address the issue.

KPNA’s goal is to recognize, nurture and minimize compassion fatigue experienced by our nurses in their normal work environment.

Process: We formed a committee comprised of:

- Nurses (Clinical, Support, Leaders)
- Chaplain, Bioethicist, Ombudsman
- Employee Assistance Program (EAP)/ Employee Health

Chief Nurse Executive Sponsorship

Implementation of Strategies:

- Scheduled Rounds and “Just in Time” support
- Tea for the Soul Rounds:
  * Refreshments
  * Moments of Reflection
  * Inspirational Sharing
  * Education targeting compassion fatigue prevention
  * Post rounds staff debriefing
- Surveys

Results: Positive testimonials from nurses, increase participation in KPNA activities, staff and family referrals, year-to-year improvement for nurse satisfaction and reduction in last-minute sick and staff turnover.

Conclusion: High prevalence of compassion fatigue at our facility based on rounding comments and survey results. Nurses’ compassion fatigue can impact patient care if not addressed and may lead to a decrease in their quality of life.

Future Plans: Maximize engagement strategies to promote awareness of compassion fatigue.

Reinforce available resources (e.g. EAP) for KPNA team and staff.

Track interventions and associated outcomes to gauge impact of the program and adjust as necessary.

Spread the program to other facilities, including KP Anaheim.