

Background

- Caring Work environments and belonging are important for the wellbeing of nurses as well as patient outcomes
- Cultivating and supporting a caring, healing environment is essential for patients' health outcomes and the wellbeing of the nurses who care for them (Norman, et. al., 2016).
- The Watson Theory of Human Caring addresses individual and organizational commitments to seeking and providing authentic human connections and caring relationships between oneself and others (Watson, 2008)
- When nurses perceive caring behaviors are present in the workplace, they are likely to report a higher sense of physical and mental safety (Ulrich et. al, 2005).

Purpose

- Describe the perceptions of nurses regarding self-care and feeling cared for and belonging by co-workers and leaders within the work environment.
- Assess the reliability of the three Watson Caritas Scores: Self-Rating Co-Workers, and Leader Scores.

Methods

This study was reviewed by the Inova Health System Institutional Review Board

Design A mixed-methods descriptive, exploratory, cross-sectional survey was conducted March-May 2021.

Study Sample Convenience sample of registered nurses employed by Inova Health System for > 3 months. The Inova Health System includes 6 Care Sites which represent five acute care settings and over 150 ambulatory settings.

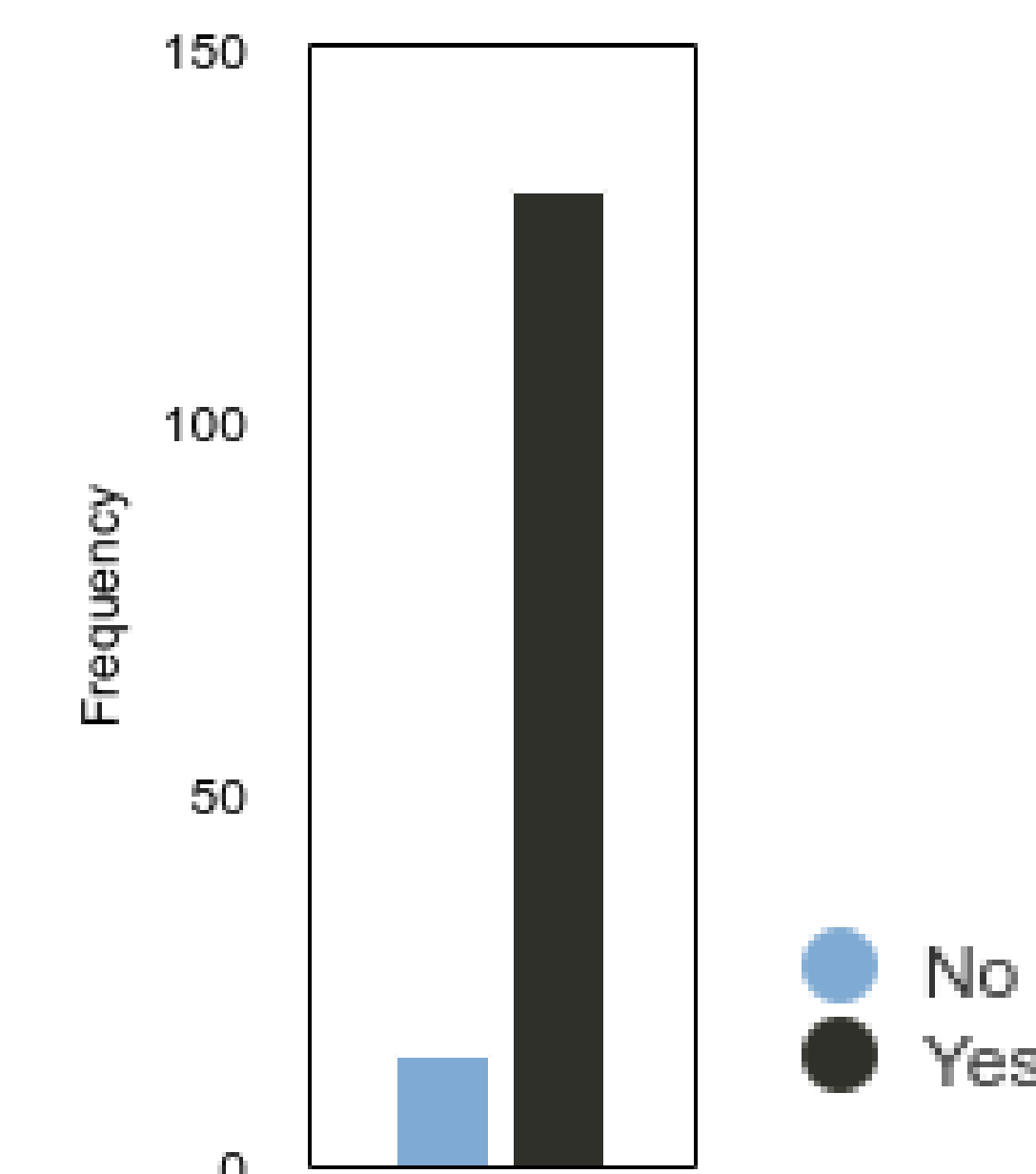
Study Procedures Nurses were invited to anonymously complete the 1) Watson Caritas Self-Rating Score®, the 2) Watson Caritas Co-Workers Score®; 3) Watson Caritas Leader Score® via REDCap®. Comments were invited after each score. Statistical analyses were conducted for the quantitative data using IntellectusStatistics™. Qualitative analysis of the comments is continuing.

Results

- 148 nurses from Inova Alexandria Hospital participated in this study. (19.97% response rate)*
 - 82% were clinical nurses, 82% had a BSN or higher and 66.22% were certified nurses.
 - See Table for nurses' mean scores on the three Watson Caritas Scores.
 - 90% said they would recommend Inova to someone they love (See Figure).
 - There were significant positive correlations between the statement, "I would recommend this hospital to someone I love", and scores on the:
 - Watson Self-Rating Score ($r_{pb} = 0.28, p < .001, 95\% \text{ CI } [0.12, 0.42]$)
 - Watson Co-Workers Score ($r_{pb} = 0.25, p = .002, 95\% \text{ CI } [0.09, 0.40]$)
 - Watson Leader Score ($r_{pb} = 0.45, p < .001, 95\% \text{ C } [0.31, 0.57]$).
- * (An estimated 741 nurses were eligible at the time of the survey).
 ** These correlations represent moderate (0.24) and large (0.37) effect sizes (Cohen, 1988).

| Watson Score N = 148 | Mean (Range) | SD | SE | Skewness | Kurtosis |
|-------------------------|-----------------|------|------|----------|----------|
| Self-Rating Score | 5.57 (2-7) | 1.02 | 0.08 | -0.66 | 0.52 |
| Co-Workers Score | 5.39 (2.4-7) | 1.04 | 0.09 | -0.39 | -0.18 |
| Leader Score | 5.29 (1-7) | 1.43 | 0.12 | -0.88 | 0.20 |

I would recommend this hospital to someone I love



Watson Caritas Self-Rating Score®

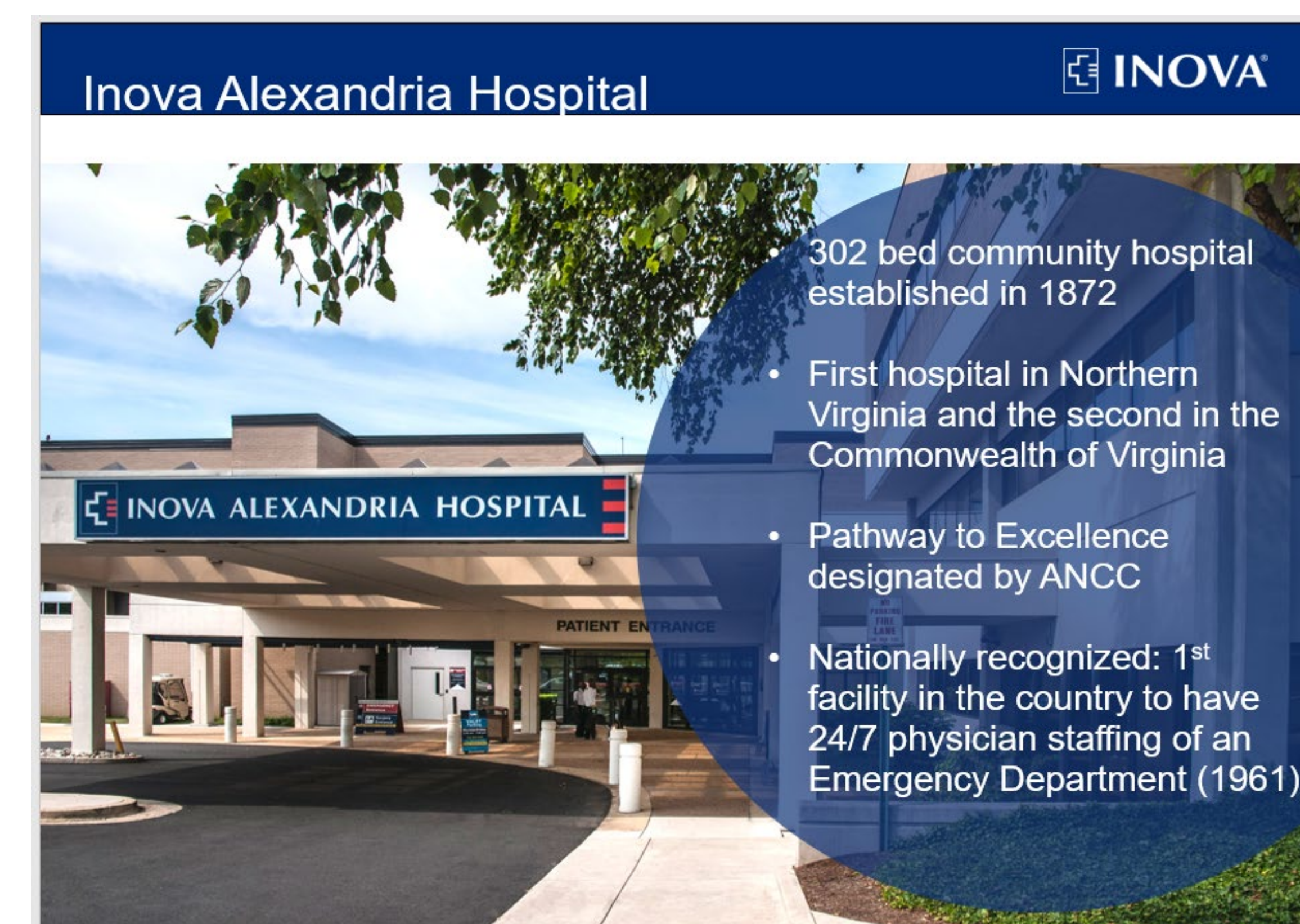
DIRECTIONS: When answering the questions, please consider the overall consistency of human-to-human SELF CARING you have experienced. Please circle the number for the one best answer.

| | Never | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Always |
|---|-------|---|---|---|---|---|---|---|--------|
| I treat myself with loving-kindness. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| I practice self-care as a means for meeting my own basic needs. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| I have helping and trusting relationships with others. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| I create a caring environment that helps me to flourish. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| I value my own beliefs and faith, allowing for my personal success. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

I would recommend this hospital to someone I love:
 Yes No

We invite you to share any notable caring or uncaring moments you have experienced.

Thank you for completing our survey!



Findings

- All the Watson Caritas Scores had good to excellent reliability
- Majority of scores were greater than 5 and participants' mean scores were similar to those of Caritas Coaches (Brewer, et. al., 2020)
- Positive feelings of self-care, co-worker caring, and leader caring were correlated with recommending Inova to someone they love

Implications

- Study contributes to the understanding of nurse perceptions of caring across a large healthcare system and appears to be the largest to use these relatively new scales
- Findings contribute to Caring Science by examining the reliability (internal consistency) of the Watson Caritas Scores
- Care Sites may benefit from understanding the relationship between the nurses' perceptions of caring and their recommending their health system to someone they love
- Inova's Shared Governance *Care Design and Implementation* Sub-Council plans to evaluate and respond to the results of this study

Limitations

- Voluntary convenience sample may not be representative
- Participation and inclusion were based on anonymous self-reported answers
- Results were only a snapshot in time so perceptions could change over time
- History bias: Study was conducted during the middle of a pandemic which might have affected participants' perceptions

Recommendations

- Repeat study in 18 months to compare results after the New Shared Governance structures and caring interventions are implemented
- Explore qualitative data for better understanding about:
 - The ratings nurses gave on the Caritas scores
 - Differences in scores within and across the care sites
- Site Principal Investigators (PIs) disseminate results to their respective care site Nursing Research/EBP Council and to the system's shared governance council

References

- Jean Watson. (2008). *Nursing: The Philosophy and Science of Caring, Revised Edition: Vol. Rev. ed.* University Press of Colorado.
- Brewer, Barbara, PhD, RN, Anderson, Jan, EdD, RN, Watson, Jean, PhD, RN, et al. (2020). Evaluating Changes in Caring Behaviors of Caritas Coaches Pre and Post the Caritas Coach Education Program. *Journal of Nursing Administration*, 50, 85-89. <https://doi.org/10.1097/NNA.0000000000000846>

For complete list of reference:

Study Contact

Jennifer Drake, DNP, RN, NPD-BC, ONC, Caritas Coach
Jennifer.drake@inova.org
 Theresa Davis PhD, RN, NE-BC, FAAN
theresa.davis@inova.org



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Joycelyn Cudjoe, PhD, RN