Caring Science-Caritas Theory Practice





Jean Watson, PhD, RN, AHN-BC, FAAN
Founder/Director Watson Caring Science Institute
Distinguished Professor/Dean Emerita
University of Colorado Denver

www.watsoncaringscience.org; jean@watsoncaringscience.org



Future of Nursing Summit Conference Albany, NY

ARING 第: PASSAGE TO THE

" HEART

Caring Science Jean Watson Caritas June 5, 2018

Philosophy
Theory – Ethic – EducationResearch
Professional Practice

jean@watsoncaringscience.org



The Red Blouse, 1923 Henri Matisse The Museum of Modern Art, New York



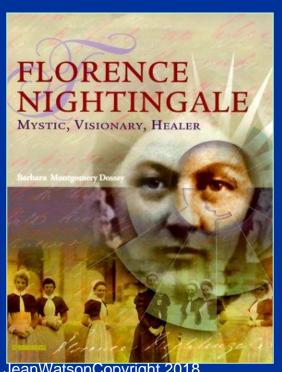


Caring Science: An Old/New Morality of Health, Healing and Human Caring

Goals:

- preserving and sustaining Human dignity; wholeness, integrity of mindbodyspirit-healing environment
- Self-caring; self-knowledge, selfcontrol, self-healing potential
- Infinite energy of Universal Love, environment, Nature

"It takes 100 years for a profession to mature as a distinct discipline"



2010 **Centenary of Nightingale:** 1820-1910 **Founder of Modern Nursing**

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NIGHTINGALE'S METAPARADIGM FOR 21ST CENTURY

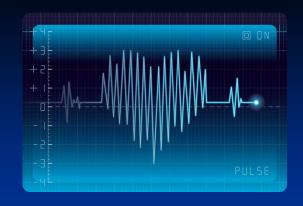
1859 WORK FORESHADOWS NURSING AND HEALTH FOR 21ST CENTURY

- Professional "calling"/ human service mission;
- Fewer hospitals;
- Differentiation for nursing for diverse areas of practice;
- Need for continuous education, intellect, moral activity, passion, common sense, vision, and political acuteness;
- Environmental, institutional, and human care essentials, e.g.. (nursing therapeutics) now being re-discovered as "essentials" by the public;
- Spiritual dimensions of practice









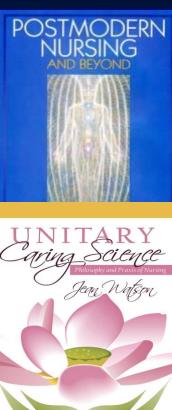
We have yet to actualize the Nightingale Model Nursing and Health Care

"...Putting the patient in best condition for nature to heal"

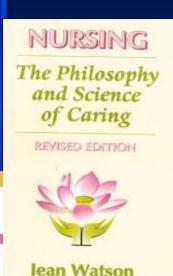
Caring Science/Heart Science

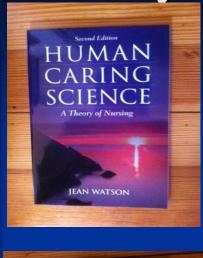
CARING SCIENCE: The Evolved Theory

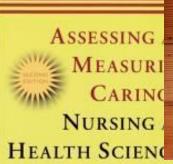


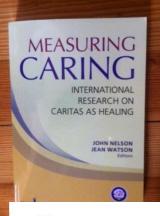














JEAN WATSON



Caring Science Maturing of Nursing Discipline

Timeless values; Ethic; Unitary Worldview; Philosophical orientation; Covenant with Global Humanity; Shared Principles, Converging Theories, Knowledge lens; Expanding Research traditions.

REFLECTION ON DISCIPLINARY CONTEXT

ONTOLOGY - World view – what does it mean *TO BE?* To be human? To be caring/healing? To be ill? To suffer? To lealthy?

EPISTEMOLOGY - Ways of knowing – what counts as knowledge? What counts as *EVIDENCE?*

METHODOLOGY – Should method fit the phenomenon of interest; What counts as ways of obtaining knowledge?



Respect for human caring can be accomplished only when nurses and other providers respect and acknowledge ways of knowing from various cultural perspectives...when respect is shown for diverse ways of







CARING SCIENCE REFLECTIONS: MATURE DISCIPLINE

PEDAGOGY – Emancipatory-reflective-liberating versus didactic – core focus on philosophy, humanities, arts, human experiences, meaning, subjective, inter-subjective?

PRAXIS - Informed practice – practice informed by disciplinary foundation – research paradigm theories, values, world view

Postmodern Shift (continued)

From FACTS to VALUES/MEANING

From BODY – MIND to EMBODIMENT/CONSCIOUSNESS – UNITY

From POWER OVER to EMPOWERING/POWER WITH

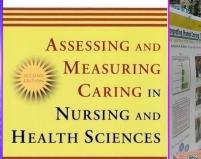
From ANALYTIC to INTERPRETIVE

From THEORY—PRACTICE to PRAXIS MODEL—
 RESEARCH SPLIT CARING—HEALING NURSING PARADIGM

J. Watson/1992 - 93







JEAN WATSON

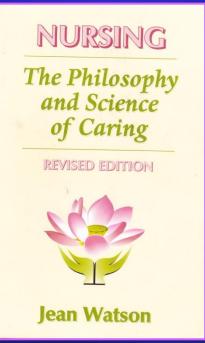
Theoria-Theory (Latin) Means Literally - "To See"

Theory

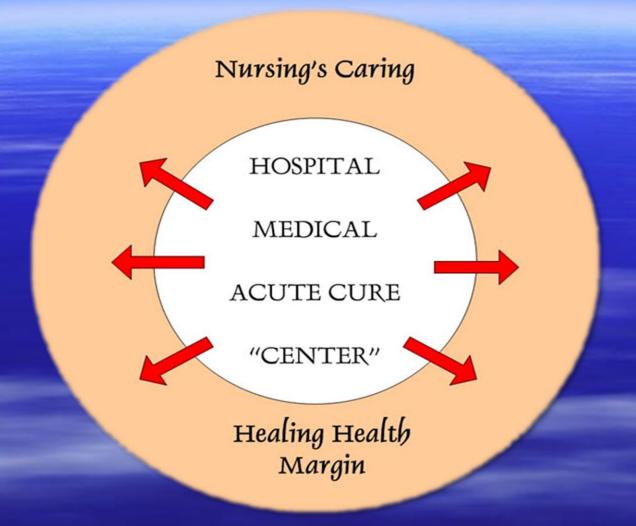
Research



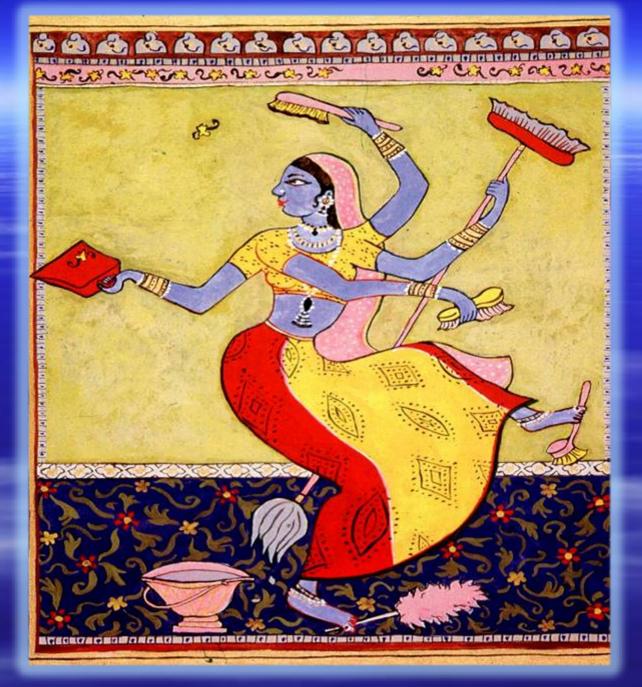
Practice



Critiquing Status Quo

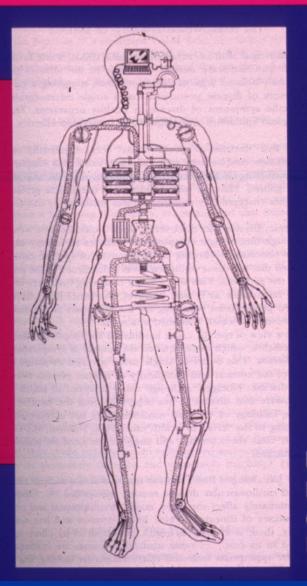


What Is: Modern Medicine/Nursing



Era I: Materialistic Medicine-Dossey 1990 Past 100 Years

- Material Body Complex Medicine
- Deterministic Law External
- Therapy Physical: Drugs, Surgery, Etc
- DOING versus BEING.



Modern: Western

The Body as Machine

From:

Beinfield, H. & Korngold, E. (1992). <u>Between Heaven and Earth</u>. NY: Ballanatine.

Expanded View of Person: Light, Energy, **Consciousness:** MindBodySpirit Connectedness Heart-Connectedness with Source



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UNITARY CARING Era III – Non Local Transcendent Consciousness



- Connecting with Universal Source/Universal E Love
- Holographic Notions
- Consciousness Transcends Time and Space, and Physicality
- Consciousness Omnipresent, Infinite, Immortal and Ultimately One;
- Unitary Being; Unitary Field
- Evolving Heart-Centered Human Deepening / Sustaining Our Humanity

Old/New World Views of Connectedness of all living things: Human- Caring/Eco-Caring - Health — Healing-Wholeness

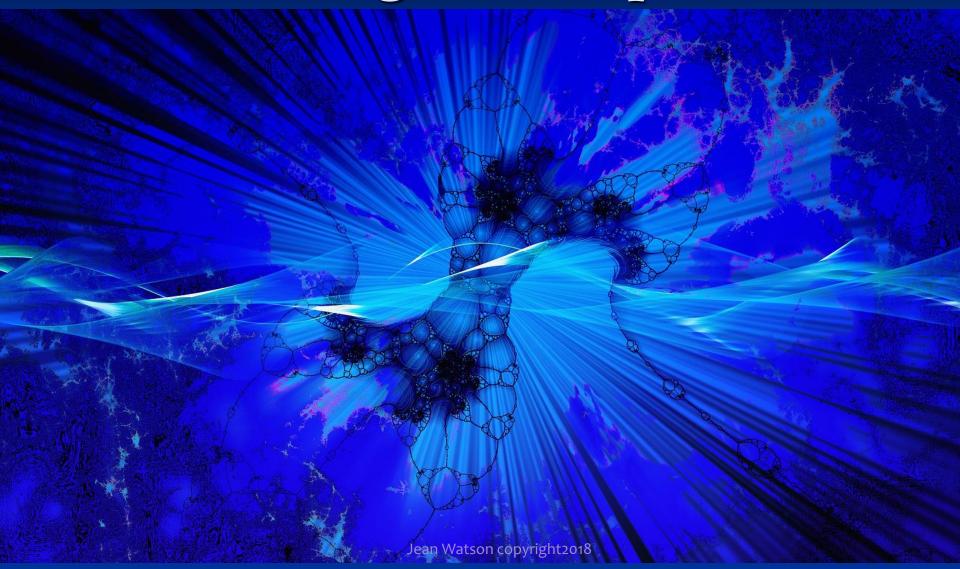


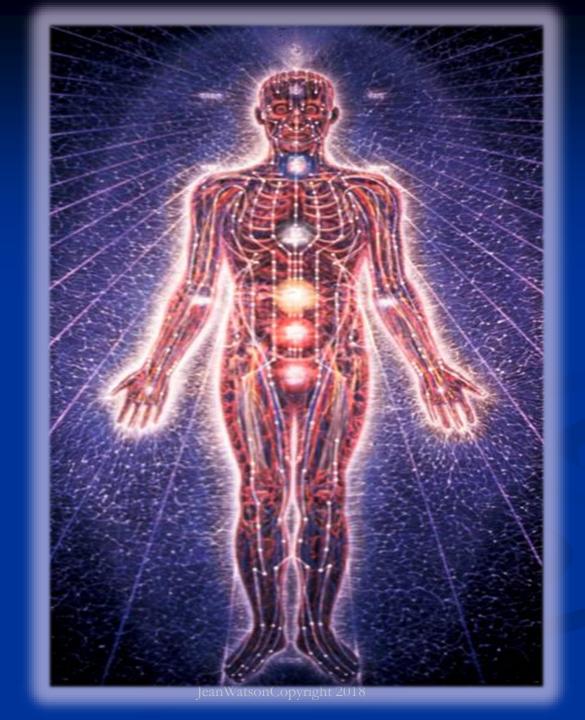
Unitary World View: "Body Resides in a Field of Consciousness"

Levinas:
Ethic of
Belonging –
Infinite Field
of Universal
Love/Spirit

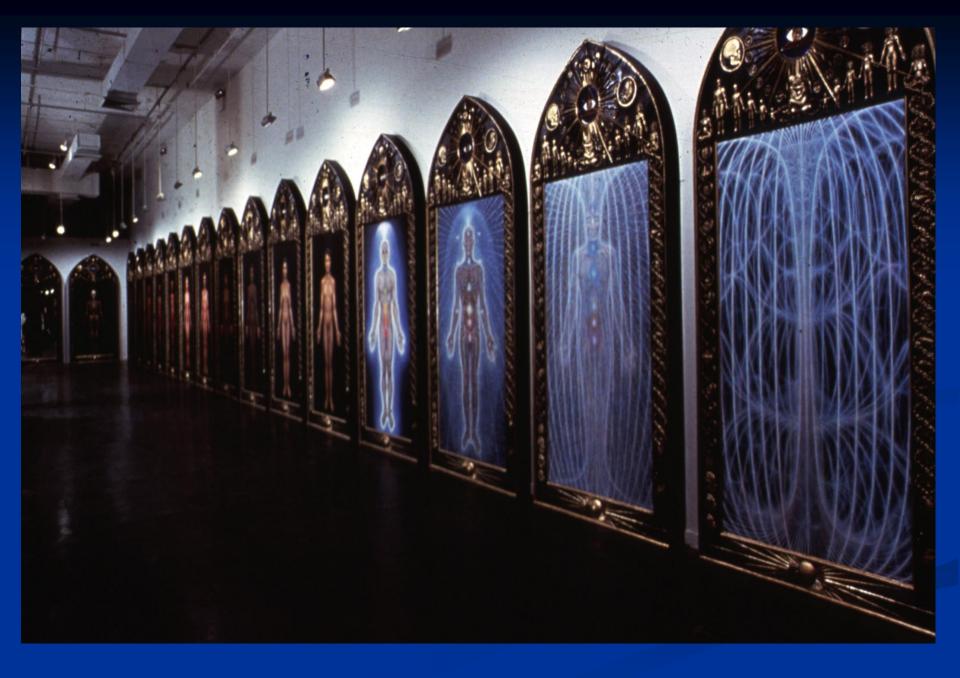


A QUANTUM UNIVERSE - Unfolding...as we speak...



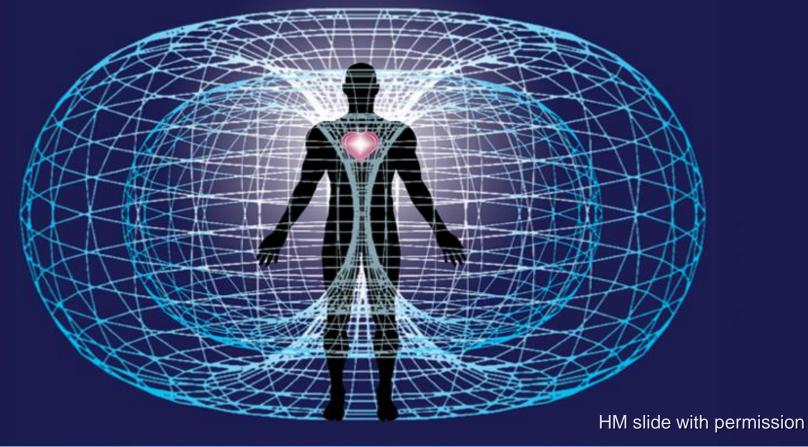








The Electromagnetic Field of the Heart



Decoding the Intelligence of the Heart

Caritas/Heart Field: Subtle Healing Environment

It's a Quantum Moment - for Heatlh Care

• and our WORLD

A Caring Moment is a Transperonal Quantum moment - in a Quantum Univrse Unfolding...

Transpersonal Caring-Healing student – faculty/ nurse-patient Relationship

Held in reverence; Considered sacred space; Not a technique or something one does to other – a process related to philosophic, moral and spiritual foundation; a relational ontology that is life giving and life enriching for both.

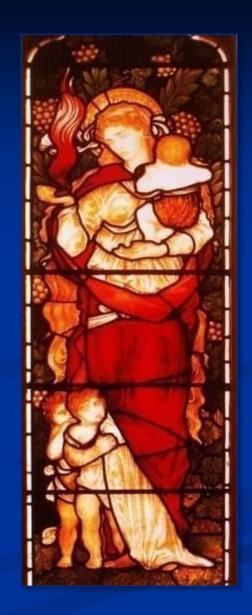
C \mathbf{R} S



R T

"Caritas" comes from the
Latin word meaning cherish, to
appreciate, to give special
attention, if not loving,
attention to: connotes
something that is very fine, that
indeed is precious.

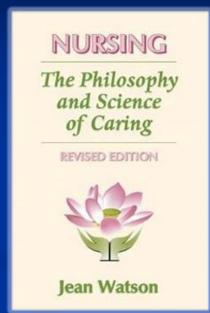
Eriksson in Finland has used the word caritas in her theory to convey similar meanings; Nel Noddings, Dean Educ. Stanford Univ. used for educators nCopyright 2018

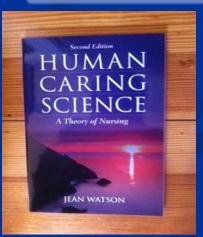


Oxford University

Core Aspects: Caring Science Theory of Human Caring

- Relational Unitary caring science as Ethical-Moral – Philosophical Values-Guided Foundation
- Caring Core:10 Caritas Processes® Love-Heart-Centered Caring/Compassion
- Transpersonal Caring Moment The Caritas Field
- Mindful Caring as Consciousness –
 Energy Intentionality Heart-Centered
 Human Presence
- Energetic Caring-Healing Modalities





Caring Moment

- A heart-centered loving energetic field; a turning point;
- A call to higher/deeper consciousness, intentionality;
- An authentic choice of caring/living;
- Requires presence-centering-search for meaning;
 New level of authenticity- potentiating healing and
 wholeness.

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Relationships: Uncaring to Caring

(Halldorsdottir, 1991)

Biocidic or Life Destroying (Toxic, Leading to Anger, Despair, Decreased Well-Being);

Biostatic or Life Restraining (Cold or Treated as Nuisance);

Biopassive or Life Neutral (Apathetic or Detached);

Bioactive or Life Sustaining (Classic Nurse-Patient Relationship as Kind, Concerned and Benevolent);

BIOGENIC or Life Giving/Life Receiving

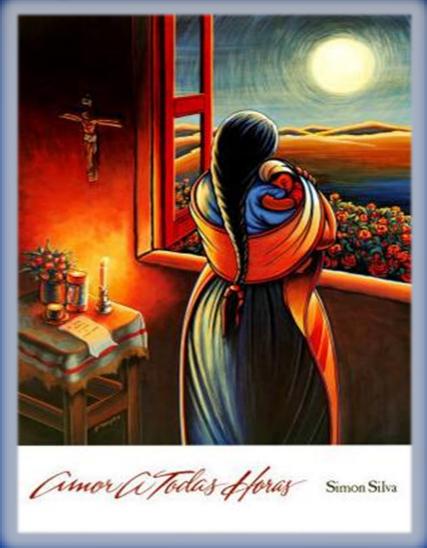
- > Transpersonal Caring Manifesting Caritas Field
- > ULTIMATE GOAL of CARITAS HEALING MODEL

Caritas Process 1: Humanistic – Altruistic Values

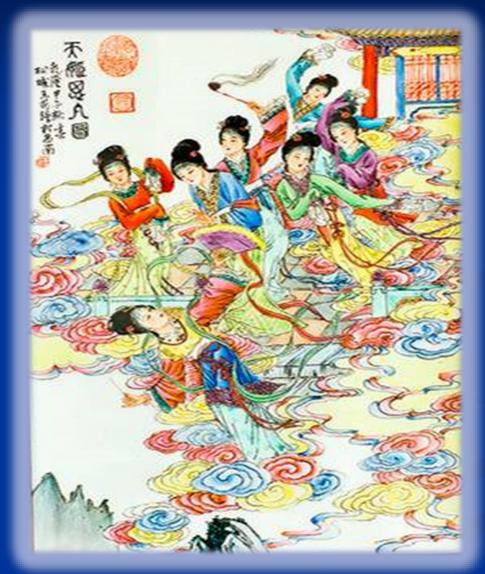
- Practice of Loving-Kindness and Equanimity with Self and Other



Caritas Process 2: Enabling Faith and Hope, Being Present Authentically



Caritas Process 3: Sensitivity to Self - Others, Ongoing Spiritual Development



Caritas Process 4: Developing Authentic Trusting Caring Relationships



Caritas Process 5: Allowing Expression of Positive-Negative Feelings: Listening to Another's Story



Caritas Process 6: Creative Problem-Solving 'Solution –Seeking' Caring Process: expanded Epistemology – all ways of knowing



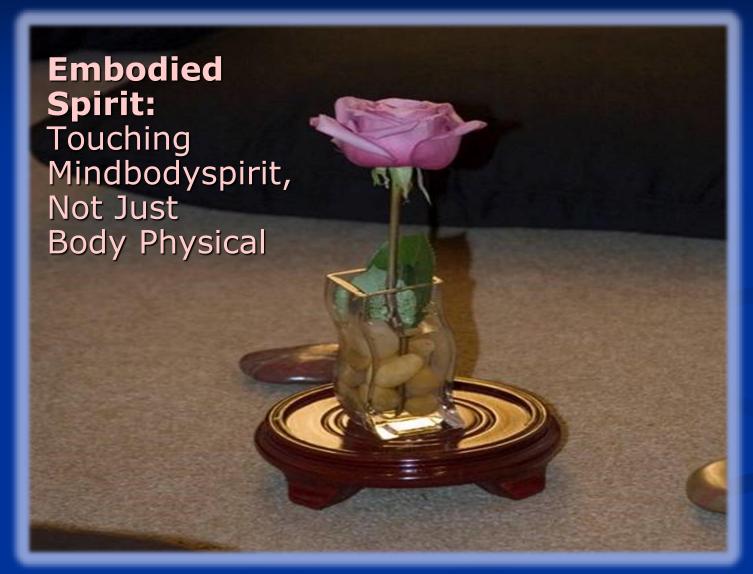
Caritas Process 7: Relational Teaching- Coaching Inner Subjective Meaning Life World



Caritas Process 8: Creating Healing Environments Being / Becoming the Caritas Field

Heart-Centered Loving Kindness Changes Whole Environmental Field:
Subtle Environment/Consciousness

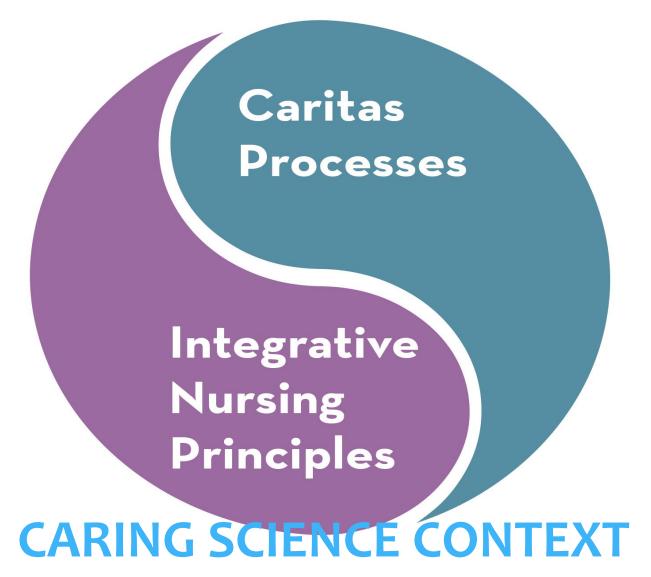
Caritas Process 9: Assistance With Basic Needs – Sacred Acts



Caritas Process 10: Open to Existential - Spiritual Unknowns: Allow for Mystery & Miracle



Transformation of Nursing



Permission Kreitzer



Integrative nursing and Caring Science

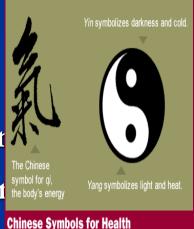
SHARED PRINCIPLES

Caring Science Integrative Nurs

- HumanField Relation-centered (Ethic of
- Human one with Environment (Unitary Field)
- Humans have innate capacity for health/healing (Inner process)
- Nature has healing properties for healing (Nightingale)
- Focus on Health/Wellbeing Caregivers (Caring Theory)
- Informed by evidence and full range of (Caring-Healing modalities
- ◆ Non-to least invasive of healing modalities

Reclaim Nursing Healing ARTS Energetic Caring –Healing Modalities

- Intentional Touch (Therapeutic – Healing)
- Visualization
- Imagery
- Music –Sound -Siler
- Expressive Journaling
- Massage
- Healing Environment
- Acupuncture –Acupressure

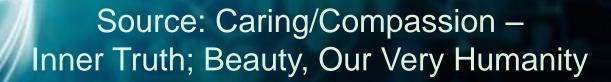


- Caritas/Heart method
- Humor
- Prayer
- Nature
- Meditation-Silence
- Art-Dance –Movement
- Tai Chi





CARITASHEART TIMMETHODOLOGY



Decoding the Intelligence of the Heart







ENERGY THERAPY







THERAPEUTIC TOUCH - HEALING TOUCH



Non contact ENERGY Healing Touch jeanWatsoncopyright2018

Caring Science combined with Integrative Nursing principles provide practical and clear guidance that can direct the care of patient populations across clinical settings as well as shape the DISCIPLINE -SPECIFIC education and research agendas for our profession.

From Evidence to Pedagogy & Praxis

Informed moral Action

A dance of Caring Science

Theory- Education- Research-Practice

Knowing/Doing/

Being Becoming Belonging – As

One Whole

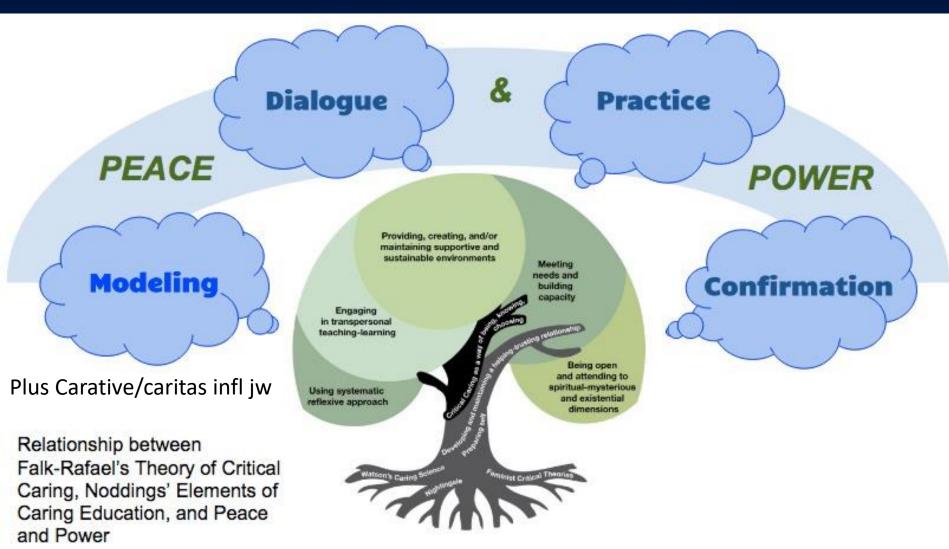


Caritas:

It is when we include caring and love in our science, we discover our caring-healing professions and disciplines are much more than a detached scientific endeavour, but a life-giving and life-receiving endeavour for humanity.

Jean Watson





Chinn, pl. 2017 Critical Caring Model for Teaching and Learning/Retrived May 27, 2017 from https://nurseeducatorpraxis.wordpress.com/?p=922&preview=true (https://nurseeducatorpraxis.wordpress.com/?

Micro practice-ETHICS of FACE

- 'EVERY Person in world needs to be <u>SEEN</u>'
- Unitary Caring Science: (Levinas Totality versus Infinity)
- The only way we can sustain our humanity at this point in human history is:
 - THRU the FACE -to FACE connection ...
- It is through the Face to Face...we 'see; the other"; when look into face it mirrors the infinity of human soul and reflects back our own soul...



















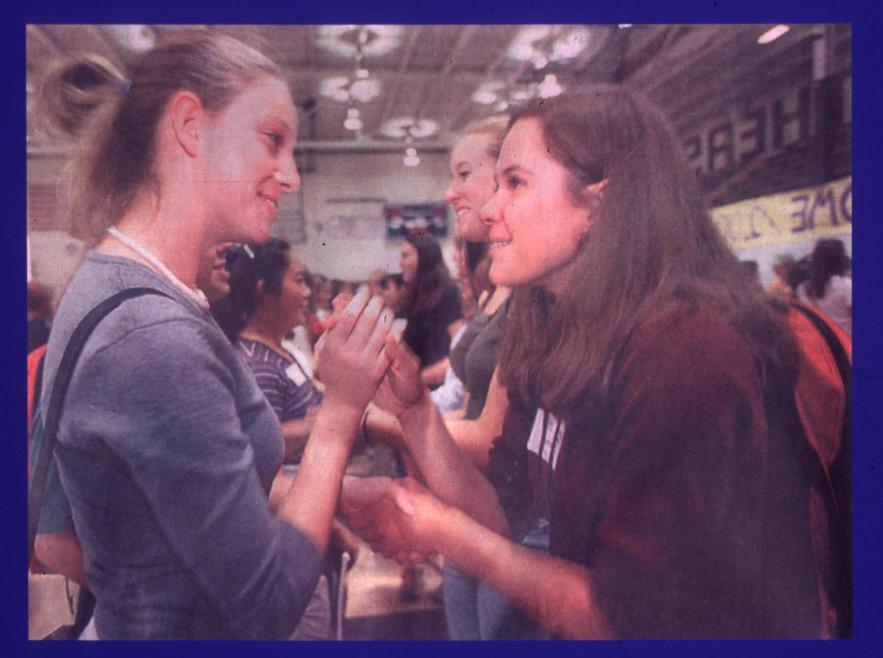


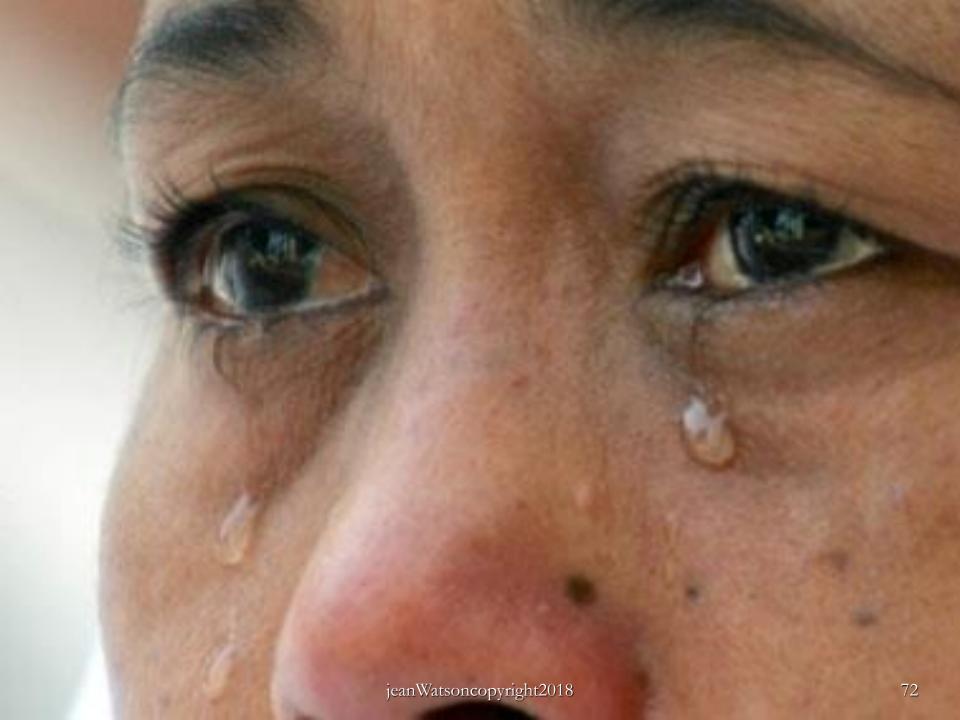
"..... I TOLD THEM I NEED HELP"





















Ethics of Face: Caritas and Communitas



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Call to Nursing and Health Care Systems to Come of Age:

Establish Nursing as a Full, Mature Health, Healing and Caring DISCIPLINE and Profession

Caritas Micropraxis - Consciousness

To BEGIN:

- Just simply walk more slowly...
- Learn to Ground/Center self- 'focus on feet on Ground
- Hold Still point in midst of outer chaos
- Pause/ breathe/ Feel Caritas for self...
- Listen between the words

Examples of Caritas Micro-PRAXIS

- Pause before entering room –radiate kindness
- * 'Read' the field energetic field
- Authentically Be there Presence
- ◆ Identify Self address other by name
- Learn to Be still/ to Center self
- Hold Silence
- Compassionate Listening
- Quiet Mind Open Heart

Continuation of Caritas MicroPraxis

- Eye contact as culturally appropriate
- Energetically comfort, sooth, calming
- Accurately detect other's feelings
- **♦** Stay within other's frame of reference
- Hold another with kindness/dignity
- ◆ Intentional use of loving touch
- Radiate Loving -heart presence
- From skills to caring-healing acts
- 'see'; 'hear', honor other's subjectivity

Nursing Professional Model of Care

Based on Jean Watson's Caring Theory

Patient

Caritas

1: Practice of Loving Kindness

2: Authentically Present: Faith & Hope

3: Sensitivity to Self - Others

4: Trusting Caring Relationships

0

5: Allowing Expression of **Positive - Negative Feelings** **Processes**

6: Creative Problem Solving

Best practice 7: Relational Teaching - Learning

8: Creating Healing **Environment**

9: Assistance with **Basic Needs**

•

10: Allowing for Mystery & Miracle

Family Community





Winter Haven Hospital's

Nursing Vision

The nurses of Winter Haven Hospital promote excellence through theory-driven, evidence-based practice to achieve patient outcomes

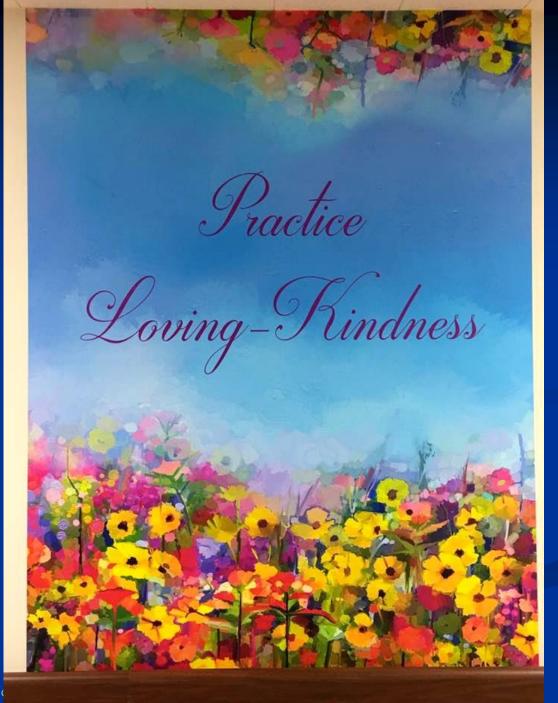


Compassion. Innovation Trust.



St Alamitas Medical Center, CA

Gloria Littlehouse, Caritas Coach



OUR CORE VALUES

I CARE

INTEGRITY , COMMITMENT , ADVOCACY , RESPECT , EXCELLENCE

OUR CORE COMPETENCIES

CLINICAL & TECHNICAL EXPERTISE
CARITAS LITERACY (10 CARITAS PROCESSES)
EVIDENCE-BASED PRACTICE
RESEARCH
EDUCATION
VETERAN/PATIENT & FAMILY CENTERED CARE
DIVERSITY & INNOVATION



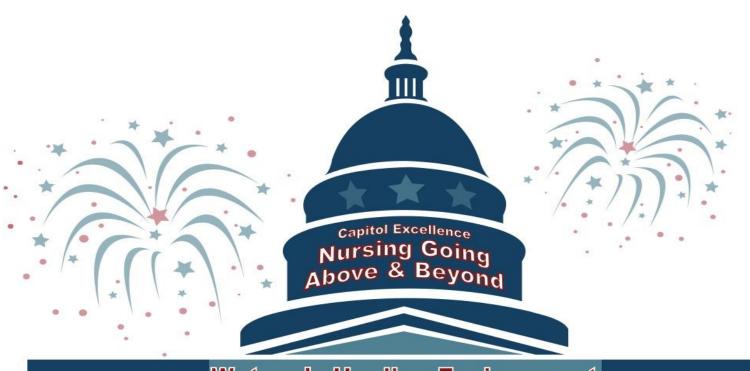
Example of system wide Human Flourishing



Caring Science Criteria: Purposive Involvement

= meaningful work groups





Watson's Healing Environment

Kindness Faith & Hope Sensitivity Trust & Caring Authenticity

Professional Nursing Ethical Scientific Inquiry Accountability **Principals**

Autonomy

Creativity Lifelong Learning Teaching & Learning Education Dignity **Basic Needs** Mystery & Miracles

Professional Whole Health Patient Centered

Quality Outcomes Safety nterdisciplinary

Evidence Based Practice Performance mprovement Innovation

Peer Review Certification NPSB Competency Shared Professional Governance Development

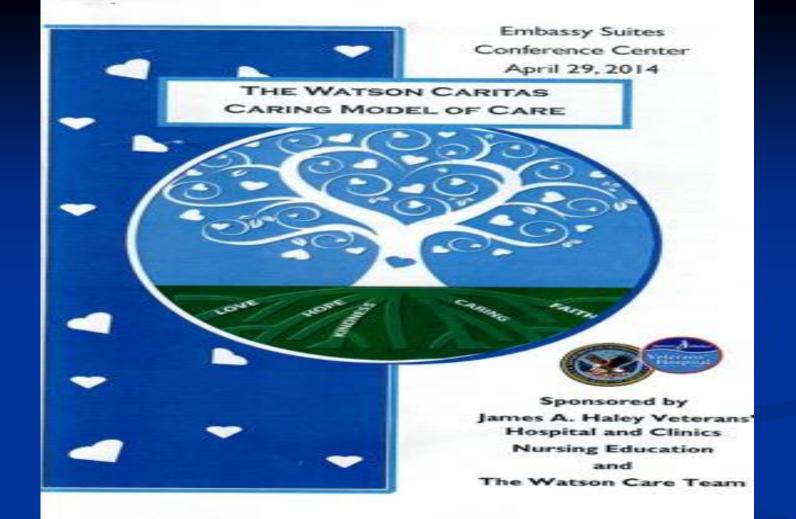
Physical Space

Physical Needs

Nightingale's Principles

Psychological/Spiritual Environment

Social Environment



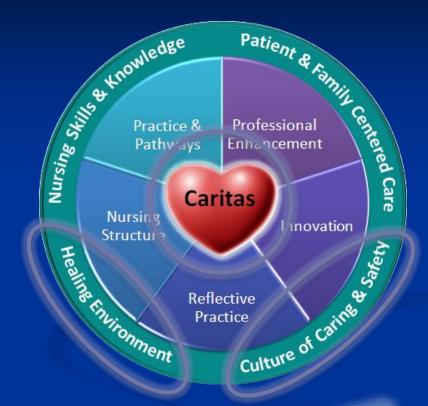
Nursing Professional Framework

Ten Caritas Processes

- Embrace altruistic values and practice loving kindness with self and others.
- 2. Instill faith and hope and honor others.
- Be sensitive to self and others by nurturing individual beliefs and practices.
- 4. Develop helping trusting caring relationships.
- Promote and accept positive and negative feelings as you authentically listen to another's story.
- Use creative scientific problem-solving methods for caring decision making.
- Share teaching and learning that addresses the individual access and comprehension styles.
- 2. Create a healing environment for the physical and spiritual self which respects human dignity.
- Assist with basic physical, emotional, and spiritual human needs.
- 10. Open to mystery and allow miracles to enter.

Dr. Jean Watson









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
- Praver
- Meditation
- Pet Therapy
- Educational Forums and workshops

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

"Let no one ever come to you without leaving better and happier." Mother Theresa



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 had blood donor services, and wellness classes. Governed by a voluntary board of community members, lnova's mission is to provide quality care and improve the health of the diverse communities we serve.

www.inova.org



2990 Telestar Court Falls Church, VA 22042

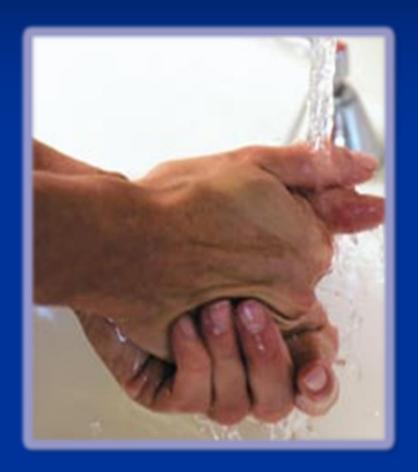
Dr. Jean Watson's Caring/Healing Model



Enhancing Human Caring in the Hospital



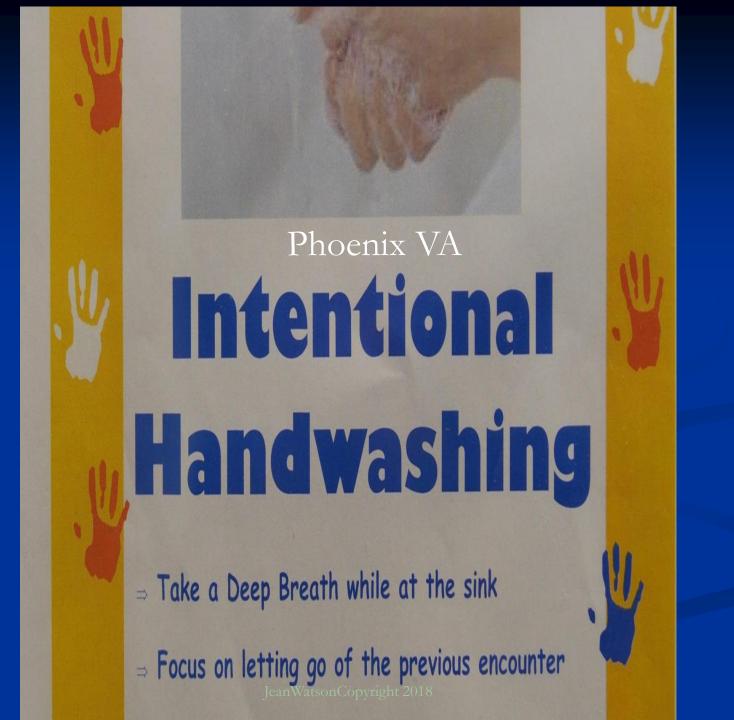
Opportunities For Ritual "Handwashing" An ACT Initiative



The Children's Hospital, Denver

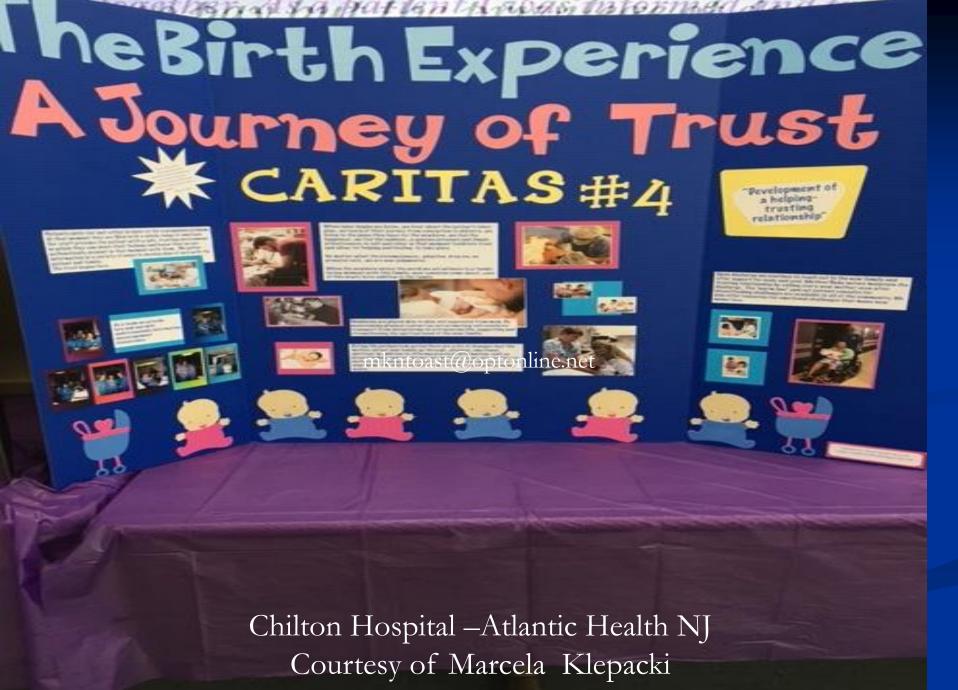
PROVIDES A PAUSE TO:

- Quiet Busy Mind
- Wash Away Old Experience
- Center in Caring Intention
- Honor Self and Other
- Reconnect to Core Values
- Bless and Release Last Person/Situation
- Purify Sacred Space for Authentic Presence
- Open to Ability to Give and Receive Next Person/Situation









Loving-kindness Instillation of Faith-Hope Creating a Healing Sensitivityto Self & Others **Assisting** with Basic Needs Helping-Trust Soul Care For Self Relationship Expression of Negative & Positive Feelings Creative Problem Learning Teaching MISSION STATEMENT: To provide high quality, customer-oriented and financially strong healthcare services that meet the needs of those we serve. Goals **Values**



Kaiser - Antioch Medical Center

Inova's Nursing Model of Care

Holistic Care of Self

Philosophy of Human Caring

- 1. Practice loving kindness
- 2 Instill faith and hope
- 3. Nurture self and individual beliefs
- 4. Develop helping-trusting relationships
- Promote/accept expression of feelings
- 6. Use scientific problem-solving
- 7. Teach to individual learning styles
- 8. Create healing environments
- 9. Assist with physical/emotional/spiritual needs
- 10. Allow for miracles to take place

Kindness in the Care of Colleagues Intentional Care of Patients

Inova Health Systems

Mittuniversitetet

Introducing the Attending Nurse Caring Model of J. Watson into primary healthcare in Sweden

Kristina Lundberg, RN, district nurse

PhD-student, Mid Sweden University



'Care for the Caregiver' Seated Massage



The Children's Hospital Denver

Healing Environment: Quiet Time



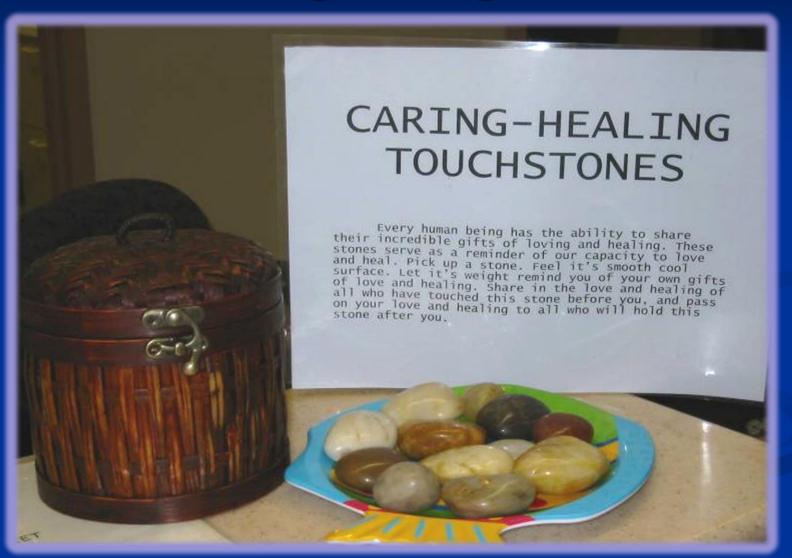
3 North QUIET, TIME



- When: Every day from 1pm to 1:30 pm.
- Why: Provides a pause to reflect, catch your breath, take a breather.
- What: No interruptions from staff unless necessary, or if you need something. Lights outside of rooms dimmed. Quiet voices and soft steps.

The Children's Hospital Denver

Healing Stones / Blessing Basket Manifesting Caring and Love



Visibility of Caring/Caritas Culture



Meaningful Rituals and Communication - Sharing Among Staff

Opening a Compassionate Heart

- Annual Blessing of the Hands
- Caring Discussion Boards





September 2006 Volume 1 Number 1

Editor: Patti S. Legler, RNC





A term meaning loving kindness towards others; it is held to be the ultimate perfection of the human spirit.

THE THEORY OF HUMAN CARING

Jean Watson developed her theory in the late seventies with the ten Carative Factors. These Carative Factors have evolved into the Caritas Processes - a more spiritual language to provide a framework for what we do. A Caritas Process will be presented every month. Most find the language of the Caritas Processes to be difficult. The purpose of this column is to begin to explore the depth of meaning and the potential for increasing personal awareness within this language.

The Caring Theory is intensely personal and it transcends the personal when it is actualized. And so these columns are, at least initially, going to be very personal stories about observations and assessments I have made about our profession.

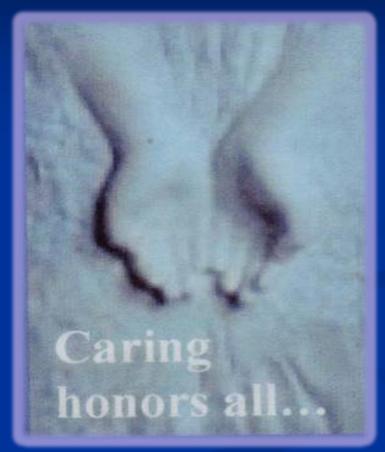
In June I found myself observing nurses as a family member through the lens of the Caritas Processes. My mother-in-law was in a small ICU, I volunteered to stay with her through the nights and I had three papers due for the Caring Intensive classes I had taken at the University of Colorado. This combination of events allowed for a painful, yet unique opportunity to observe members of my profession interact with my mother-in-law, with our family and with myself.

I met or had contact with five different nurses. I would classify two as very caring; two were, well I'll call them 'Caring Challenged'; and one was perceived as essentially uncaring. Interestingly enough, my family perceived these nurses in similar ways, although they couldn't articulate why. What makes a nurse be perceived as uncaring? As I helped care for my mother-in-law, as I wept, as I watched and as I attempted to work on these papers, I realized that Watson provides these answers in the foundation of her theory. You are invited to join me in exploring the answers to these two essential questions over the next several months through the lens of the Caritas Processes.

Magnetic Reminders: Pausing -Practicing Presence: Loving Kindness

VALUES:
Preserving
Human
Dignity:

Caritas Process
Number 1



Magnets on Patient's Door INOVA Health, Fairfax, VA

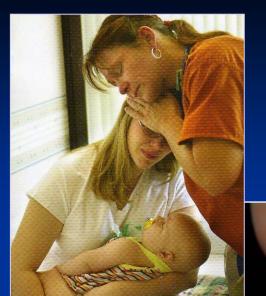
Culture of *Carefulness*: Caring Consciousness – Intentionality: Promoting Medication Safety



Kaiser – Antioch Medical Center







CARITAS BEING: Connect with Your Patient as a Person of the Patient as a Person o



Wake Forest Baptist Univ. Hospital

Sit & Listen

Hold a Hand

Cultivating Consciousness and Listening for Meaning



Wyoming Medical Center

Afternoon Tea Where:

- Reflective Practice is Cultivated
- Where Nurse's
 Own Experiences
 are Shared
- Where We Learn to Listen for the

Meaning

Pet Therapy:
Something to
Care for and
Love



Marlienne Goldin, RN Caritas Coach & Faculty

Habitat for Healing

- Influencing the Environmental Field
- Using Creative Caring-Healing Modalities
- For Staff, Patients and Families



"Code Lavender" CALL TO PRAYER

Code Lavender:

A Unique Intervention Offered at North Hawaii Community Hospital, a Healing Hospital Inspired and Influenced by the "Blended Medicine and Holistic - Healing" Passions of Dr. Earl Bakken, Scientist and Inventor of the Internal Cardiac Pacemaker and Founder of Medtronics



North Hawaii Community Hospital
Dr. Earl Bakken & Dr. Watson, Taping of
Million Nurse Message



Angie Fontaine, RN Caritas Coach, Jacksonville Baptist, FL, 2009

Priceless - INOVA Health



Transforming a Smoking Area



Angie Fontaine, RN Caritas Coach, Jacksonville Baptist, FL, 2009

Into "The Caritas Staff Retreat" with a Stone Waterfall Feature



From Smoking Area to Caritas Garden

Angie Fontaine, RN Caritas Coach, Jacksonville Baptist, FL, 2009

CP: 10 Sanctuary – Healing Room for Nurses



















- From Medical Diagnosis to The "Meaning" Given to the Illness to Trusting caring relationship;
- From Performance/Doing to Presence; Praxis
- From Medical-Clinical Views of Humanity to Unity of Mindbodyspirit, Oneness - Connectedness
- From Industrial Models to Creative, Mature Professional Models of Caring-Healing –

GLOBAL Caring Science:

Universals of Human Caring Nursing 'waking up' – around the world





HUMANITIES - Caring Science Transformation

- Moving From the "Case" to the "Face"
- From student to The Spirit Filled Person
- From Medical Disease to The "Meaning" of Illness;
- From Performance/Doing to Presence; Authenticity
- From Medical-Clinical Views of Humanity to Unity of Mindbodyspirit, Oneness – Connectedness
- From Conventional science to Unitary Caring Science
- From Industrial Models to Mature converging
 Science/Art/Humanities/Spirituality Caring-Healing/Health



No Boundaries, No Limits



Caring Science Research: Caring assessment instruments

Assessing and Measuring Caring/Cari as and **Patient** Experiences and Outcomes

ASSESSING AND

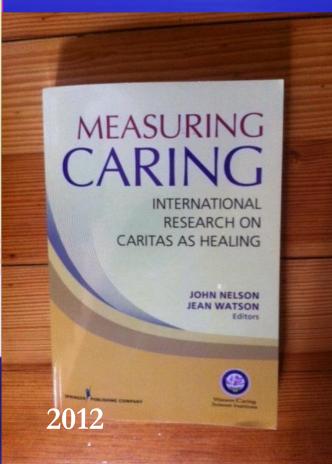
MEASURING

CARING IN

NURSING AND

HEALTH SCIENCES

2009 JEAN WATSON



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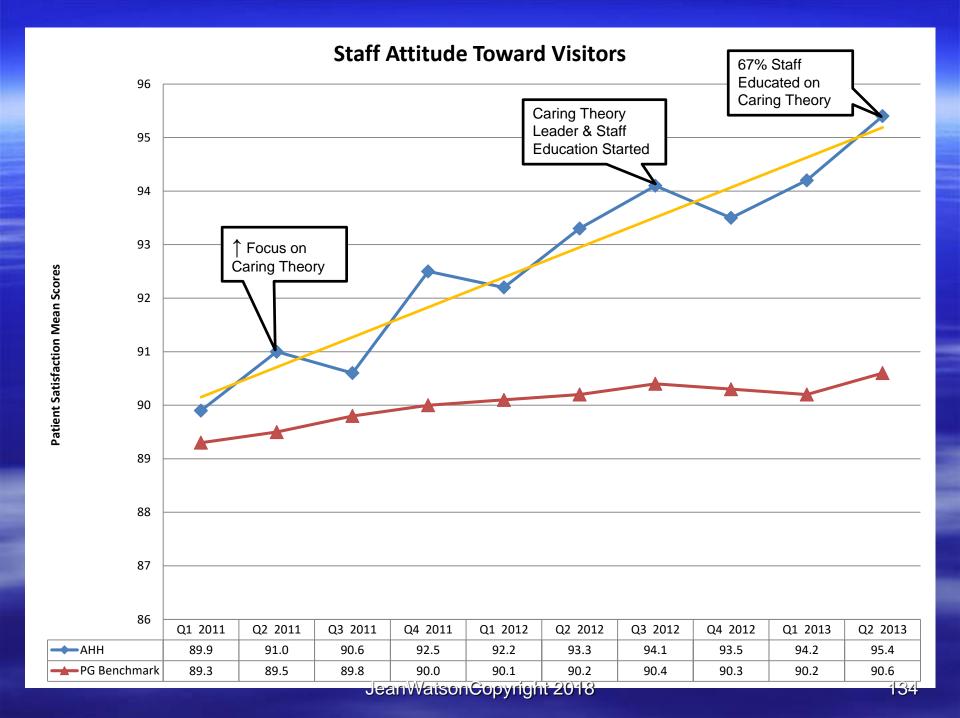
Watson Caritas Patient Score®®

DIRECTIONS: When answering the questions, please consider the overall consistency of human-to-human CARE you have received **during this hospital stay**. Please circle the number for the one best answer.

My caregivers:	Never						Always
Deliver my care with loving-kindness.	1	2	3	4	5	6	7
Meet my basic human needs with dignity.	1	2	3	4	5	6	7
Have helping and trusting relationships with me.	1	2	3	4	5	6	7
Create a caring environment that helps me to heal.	1	2	3	4	5	6	7
Value my personal beliefs and faith, allowing for hope.	1	2	3	4	5	6	7

We invite you to share any notable caring or uncaring moments you experienced during this hospital stay.

Thank you for completing our questionnaire!



Staff Addressed Emotional Needs 91 67% Staff Educated on **Caring Theory** 90 **Caring Theory** Leader & Staff ↑ Focus on **Education Started** 89 Caring Theory 88 **Patient Satisfaction Mean Scores** 87 86 85 84 83 82 Q1 2011 Q2 2011 Q3 2011 Q4 2011 Q1 2012 Q2 2012 Q3 2012 Q4 2012 Q1 2013 Q2 2013 85.3 87.4 87.0 88.3 87.8 88.6 88.2 88.1 89.2 90.2 **◆**AHH PG Benchmark 85.4 85.7 85.9 86.2 86.3 86.5 86.4 86.4 86.3 86.0 135 JeanWatsonCopyright 2018

Empirical – Theoretical Clinical Caring collaborations with the Clinical Caring collaboration of the Collaboration

Watson Caritas
Patient Score - WCPS

(Apgar* score of caring)

©Watson, 2009



Watson Caritas Patient Score®

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Watson, J., Brewer, B.B., & D'Alfonso, J. (2014). Watson Caritas Patient Score (WCPS) @ Watson Caring Science Institute: Boulder, CO.
www.watson.caringscience.org

Watson Caritas Patient Score A study involving five Press Ganey clients



Study

- The five Watson Caritas questions were added to the inpatient questionnaires of five Press Ganey clients.
- The data were collected from patients discharged between April and September of 2016.
- The questions appeared at the end of the questionnaire, in accord with CMS HCAHPS requirements.
- A total of 2805 patients responded to the questionnaire.
- Descriptive statistics were provided for Age, Sex and Unit Specialty.
- Correlations, CHAID analysis, and Regression were completed to evaluate the relative importance of Caritas, Press Ganey, and HCAHPS measures on overall ratings and recommendation intention outcomes.



Relative Influence of Caritas Questions on Overall Measures

	PG	PG	CMS	CMS
	Likelihood to	Overall	Rate Hospital	Would
	Recommend	Rating	0-10	Recommend
Level 1	 Staff Worked	 Staff Worked	 Staff Worked	 Staff Worked
	Together	Together	Together	Together
Level 2	Basic Needs with DignityIncluded in	 Caring Environment to Heal 	 Caring Environment to Heal 	 Caring Environment to Heal
	Decision Making	Skill of Nurses	 Nurses Listened 	 Nurses Listened

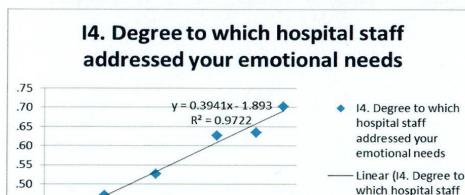
Using CHAID analysis to determine the combination of individual question responses that lead to the most difference in answers to the overall question, we identified that Caritas questions are influential after coordination of care (staff worked together) is accounted for.



Hospital Scores for Caritas and Nursing and Personal Issues are Nearly Perfectly Related

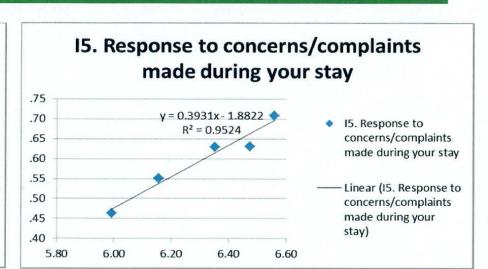
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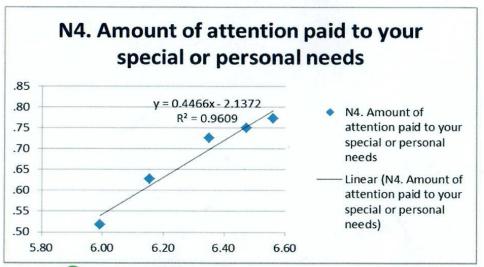
emotional needs)

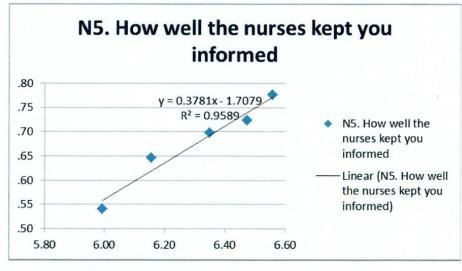


6.40

6.60







.45

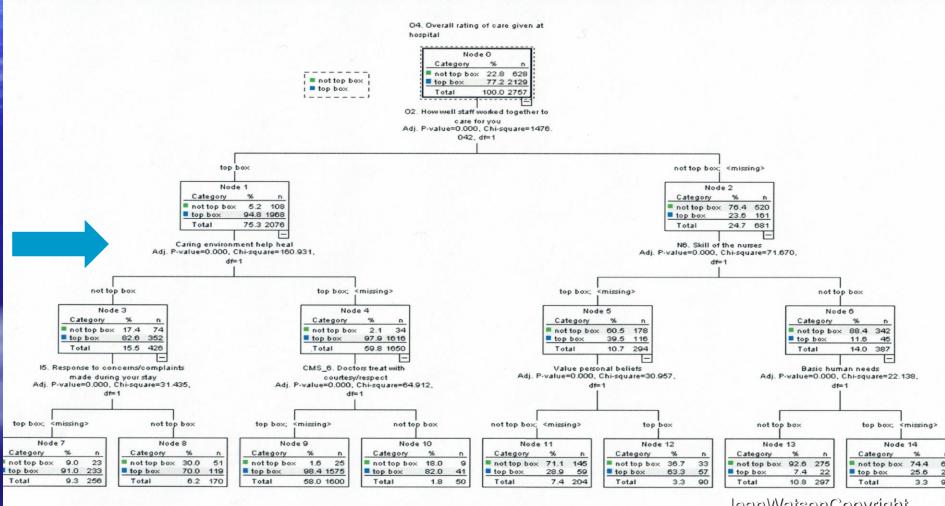
.40

5.80

6.00

6.20

Overall Hospital Rating CHAID Analysis using PG, HCAHPS, Caritas Items



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141 20

Review

Observations and Conjectures related to the results

- Patient ratings of hospital performance based on the Watson Caritas questions are very positive.
 - Over 60% of patients reported the caring behaviors "always" occurred.
 - Roughly 90% of patients marked "always" box (7) or the next highest box (6).
- There is little difference in ratings based on age and sex, but variation is visible based on location of treatment (unit specialty).
 - The results did find that hospitals differ in performance based on the Caritas measures.
- Caritas items are strongly related to the overall summary measures (overall hospital rating and recommendation intention).
 - "Coordination of Care" (PG item working together) was the most influential single item, followed by the Caritas items dealing with "Dignity" and "Caring Environment."
- Caritas items are most strongly related to the Press Ganey items that tap into the emotional attributes of the care experience (Nursing and Personal Issues items).
 - HCAHPS items are less strongly related to the Caritas items, perhaps because the HCAHPS items do not well measure the emotional elements of the care experience.
- The attributes of care measured by the Caritas items are important elements of the care experience.
 - When a client is unable to include the Caritas items, they can monitor the "emotional" attributes of health care performance with Press Ganey "Personal Issues" and "Nursing" items.



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Inspiring & Assuring Human Caring: Authentic Caring Science Criteria & Standards

- Beyond Economics Per Se, To Values, Ethics,
 Morality, Advanced Standards of Caring Science
- From Mechanical-Medicalized Views of Health and Humanity To Spiritualizing of Health and Healing
- From Institutional/Industrial Models To Public "Covenant", Transformed Caring –Healing Systems
- From Conventional Impersonal "Managed Care"
 To Authentic Caring Healing Practices and Healing Environments for Staff and Patients



No Boundaries, No Limits



"Ethics of Face and Hand": A Reminder:

We literally hold another person's Life in our hands and are the source for sustaining our own and others humanity

Levinas, French & Logstrup, Danish Philosopher

TRANSFORMATION: Call to Health Care Systems to Come of Age for Evolving Humanity:

Create and Sustain Global Human Caring - Health & Healing for Self - Systems - Society/Planet Earth



The Caring Moment

