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Holistic Nursing: Evaluating Nursing Staff Resilience

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Background

- Baystate Medical Center (BMC) is a 746-bed, level 1 trauma and academic medical center and employs over 1,000 nurses. The nurses have been recognized by U.S. News & World Report, American Nurses Credentialing Center (ANCC) as a four-time Magnet hospital, Watson Health Top 50 Awards, and 2023 Institutional Excellence in Holistic Nursing Practice Award from the American Holistic Nurses Association.
- Over the past 7 years, BMC nursing leadership has strategized and prioritized wellness through an innovative holistic program that focuses on the professional development and training of direct care staff on various wellness initiatives to encourage self-care and to ultimately support a resilient workforce.
- Resilience is the ability to face challenges and recover from adversity by accessing needed resources (Chandler et al., 2020). Resilient nurses and nursing teams can effectively cope, adapt, and thrive in the face of adversity while sustaining a sense of purpose, meaning, and connection to the nursing profession as well as a commitment to delivering high-quality patient care.
- The capacity to be resilient is dependent upon access to needed psychological, social, cultural, and physical resources that must be present in the environment to sustain wellbeing (Ungar, 2008).
- The Resilience Index is a validated tool that measures the ability of employees to recover and remain engaged even in challenging work circumstances. These items provide a warning for healthcare organizations for early burnout.
 - *Activation Items* focus on finding meaning in the work and focusing on staff as individuals.
 - *Decompression Items* focus on employee’s ability to disconnect from work.

Purpose

- The purpose of this project is to evaluate the Resilience Scores of nursing staff, as measured by the Resilience Index, following their participation in various holistic modalities provided by Baystate Medical Center.

Goals/Objectives

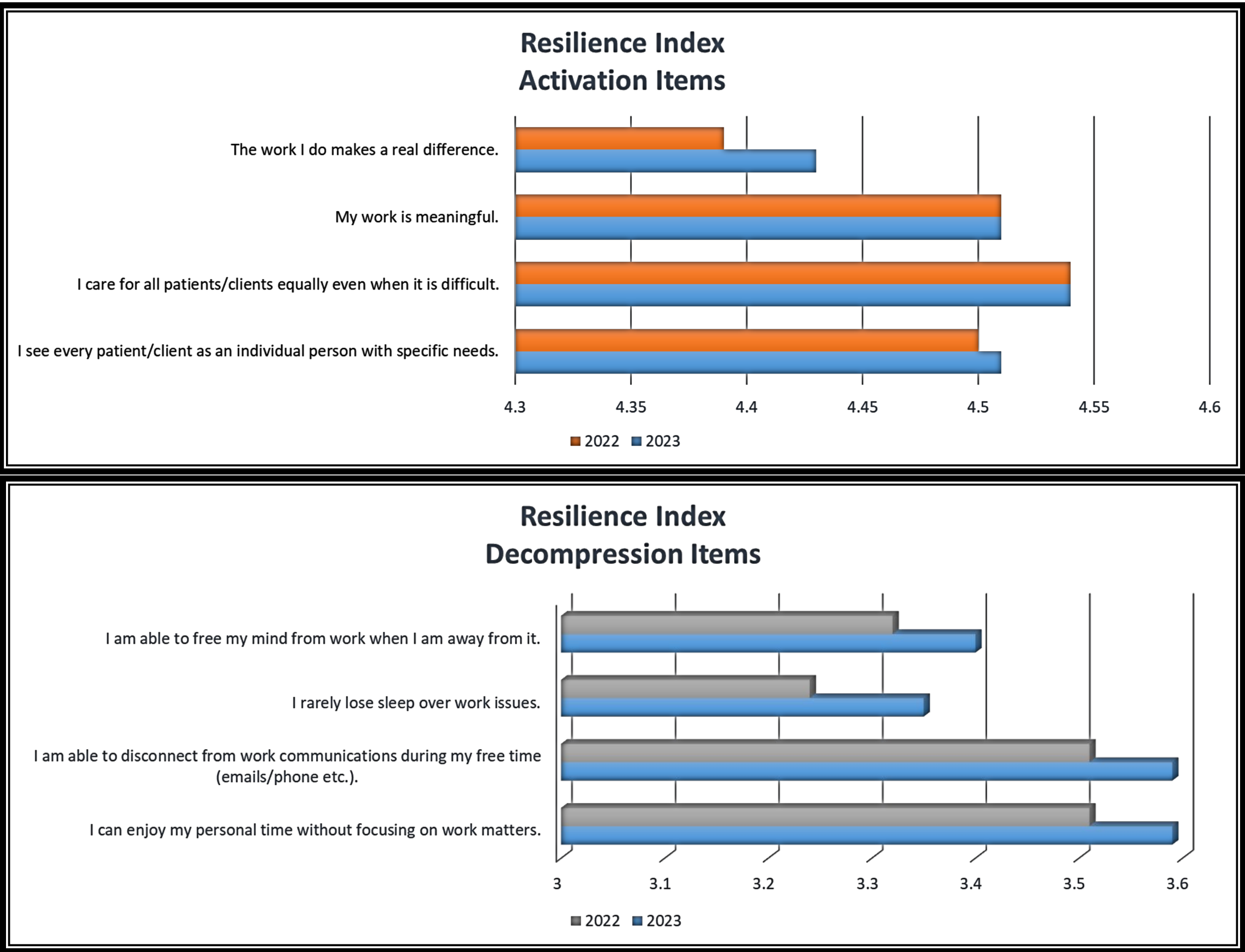
- 1) **Measure the changes in the Resilience Index** over a 2-year period.
 - Evaluate Activation Items to measure nursing resilience from 2022-2023.
 - Evaluate Decompression Items to measure nursing resilience from 2022-2023.

Methodology

- Between 2017 and 2023 staff were provided with opportunities to participate in seven different holistic programs to increase their knowledge of holistic modalities, to support them and to enhance their resilience.
- Employee engagement survey method was used, and descriptive statistics were used to evaluate the data.

Outcomes

- Integrative Healing Arts Academy: 117 graduates
- ReAwakening the Heart: 405 trained
- M Technique: 600 trained
- Clinical Aromatherapy staff (CCAP): 22 in-house certified clinicians
- Clinical Aromatherapy in Hospitals (CAH certified): 57 trained
- Grace Under Fire: 17 trained
- Reiki: 47 practitioners
- Overall, the resilience scores within the Activation Items improved for 2/4 categories and the Decompression Items demonstrated an improvement in 4/4 categories.



Conclusions

- **Holistic Modalities Enhance Resilience:** The improvement in Resilience Scores, particularly in the Decompression Items where all four categories showed enhancement, suggests that the holistic modalities provided to the nurses are effective in improving aspects of resilience related to stress reduction and recovery.
- **Targeted Improvements:** The varied results between Activation and Decompression Items suggest that while the holistic modalities are generally beneficial, there may be specific areas within activation that require targeted interventions or additional support to enhance overall resilience.
- There will be a continued focus on improving the Activation Items and make gains with the staff's ability to disconnect from work.
- Future quality improvement projects should focus on the units with higher holistic certified nurses and holistic leaders. A limitation with this project is that all nursing staff were included in the engagement survey and therefore, it was impossible to discern who participated in a holistic training program.

References

- Chandler, G. E., Kalmakis, K. A., Chiodo, L., & Helling, J. (2020). The efficacy of a resilience intervention among diverse, at-risk, college athletes: A mixed-methods study. *Journal of the American Psychiatric Nurses Association*, 26(3), 269-281. <https://doi.org/10.1177/1078390319886923>
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