4-R's* Resiliency Strategy: An Interprofessional Collaboration Between a CNS and a Staff Chaplain

Authors: Reverend Kathleen Mahoney MDv, MBA, Chaplain-BC, Polly Safranski MS AGCNS-BC BS RN GERo-BC
Kathleen.mahoney@azh.org, Mission & Spiritual Care
Pauline.safranski@aah.org Nursing Education Professional Development
Mission & Spiritual Care, Nursing Education Professional Development

Background
- In 2020-2021 novice nurses in a large urban hospital began experiencing more frequent patient deaths
- Leaders of those units recognized that new nurses struggled with patient deaths due to COVID-19
- In 2020, the American Nurses Association Well Being Initiative recognized the need for resiliency strategies to help nurses survive the COVID pandemic (ANA, 2020)
- Hospital leaders reached out to Clinical Nurse Specialist (CNS) Polly Safranski who collaborated with Staff Chaplain Kathy Mahoney who developed 4-R’s* Resiliency Strategy adapted from Joyce Rupp (2009)

Purpose
- Increase awareness that interdisciplinary connections greatly improve outcomes when helping nurses with resiliency
- Increase leader awareness about the need to help nurses with their resiliency due to increased death and dying of their COVID-19 patients
- Provide leaders and nurses with an actual strategy to help nurses with resiliency

Methods
- Mahoney’s 4-R’s* Resiliency Strategy

Results
- 45 nurses participated in the post-survey
  - 85% thought a resiliency strategy would be helpful: an increase of 14%
  - 92% thought a resiliency strategy would help their peers: an increase of 9%
  - 12 nurses answered the question “Will the 4-R’s Resiliency technique benefit you,” 92% answered yes.
  - 100% thought 4-R’s technique would benefit their peers

Conclusions
- Virtual learning environment made sessions accessible to a greater number of nurses
- Virtual session surveying was easy and accessible, internally and externally
- Participants shared devices. As a result, fewer participants had access to the pre and post surveys
- Requests for additional sessions resulted in several more presentations both inside and outside of the organization
- 4-R’s* model tip sheet was requested

Implications for Practice
- Consistent use of the 4-R’s* process promotes self-care, healthy grieving, and nursing resiliency inside and outside the hospital. Resilient nurses decrease compassion fatigue, moral distress, and nursing turnover
- Valid and reliable resiliency tool needed for future research
- Collaborative virtual course offering needed for organizational roll out across two states and multiple sites
- Additional leaders need training in 4-R’s* technique: Chaplains, CNSs, Chaplains, Nursing Leaders, Nurse Shared Governance Leaders, Nurse Educators

References

Acknowledgements
- Rev. Kathy Mahoney’s MDv MBA BCC 4-Rs* Resiliency Strategy, 2021; The Authors wish to acknowledge Rosemary O’Malley VP & CNO MSN MBA RN; Rev. Kerri Allen VP Mission and Spiritual Care MDiv MTS BCC; ASLMC Shared Governance council members, especially Kristi Webster BSN RN-BC, Chris Wojnar BSN RN, and Deanna Shaver BSN RN MEDSURG-BC

* Resiliency technique would help their peers

N= 12 97% 4-R’s Would Help You
N= 12 100% 4-R’s Would Help Peers

N=67 Pre-Survey 14% Increase (71% to 85%) N=45 Post-Survey

N=67 Pre-Survey 9% Increase (83% to 92%) N=45 Post-Survey

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Methods
- 4 question pre-survey about experience with death and dying patients and whether a resiliency strategy would help them in practice
- 6 question post-survey about whether the 4-R’s* strategy would benefit them or other nurses (Yes, No, Maybe)
- Success measured by increase in Yes responses whether a resiliency strategy and the 4-R’s* resiliency strategy would be beneficial to them or their peers