

# GRACE

Gratitude | Compassion | Empathy

## What is it?

The purpose of the GRACE program is to help healthcare professionals learn and practice basic skills in how to recognize and develop things like gratitude, self-compassion, mindfulness, and empathy within themselves, and by extension, with their patients. These skills are important not only for providing compassionate care to people experiencing significant health challenges, but also to help buffer health care providers from experiencing burnout and caregiver fatigue. Lastly, when health care providers are better attuned to their own gratitude and self-compassion, this can create natural connections and pathways to be more attuned with their patients' micro and macro-expressions of gratitude and appreciation for the care they have received. Such attunement can help create an environment for grateful patients to feel empowered to take action through prosocial behaviors, such as volunteering, offering kind words to staff or other patients, or even paying it forward to future patients through philanthropic means.

The program was developed by David Victorson, Ph.D. who is currently conducting the research study on GRACE that is scheduled to be published in a medical journal in 2019. Dr. Victorson is a licensed psychologist and Associate Professor of Medical Social Sciences in the Feinberg School of Medicine at Northwestern University where he directs the Consciousness in Health Research Lab. He is also the Director of Integrative Oncology at the Robert H. Lurie Comprehensive Cancer Center's Survivorship Institute. Other published thought leaders whose work has contributed to GRACE include Robert Emmons, Ph.D., the world's leading scientific expert on gratitude, Dr. Kristin Neff, and Dr. Jon Kabat-Zinn.

### Goals for the Program

- ✓ Increase patient satisfaction scores
- ✓ Increase employee satisfaction
- ✓ Increase grateful patient and family referrals to the foundation

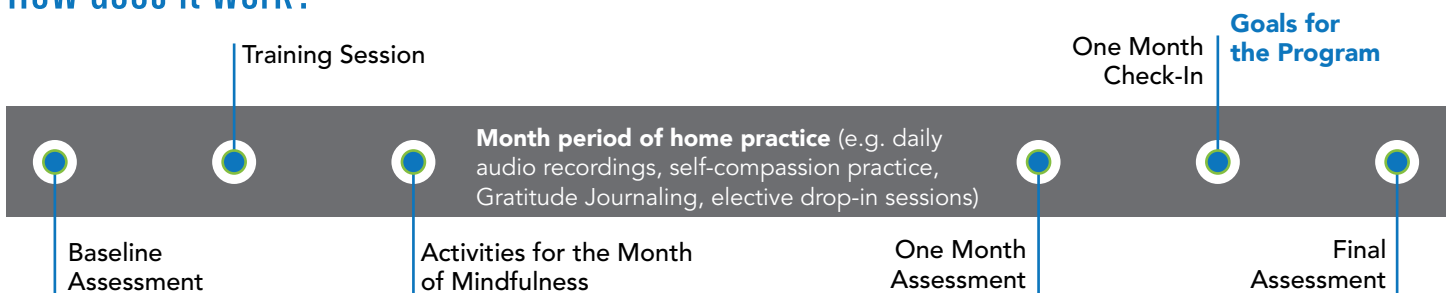
## Quotes from nurses who participated in GRACE

“I find that I am being in the moment more. Focusing on dealing with what's in front of me.”

“Now (after GRACE) I feel like I need to give my patient the time, I think of how to present myself, what to say to them that won't dismiss them, the patient was talking to me, the patient wasn't talking to the system. It's important to say the right thing exactly in the moment.”

“What I got out of the GRACE training, is to care for myself... I've been trying to care for other people, to do this and that for my loved ones and my patients, but I wasn't really taking care of myself. Since the GRACE training I am trying to take time to actually take a break for myself in my work day and in my personal life. Its helping me tune in with my patients' emotions more.”

## How does it work?



**Preliminary Results:** At Tucson Medical Center, a 600+ bed regional hospital in Southern Arizona, GRACE training was provided to three clinical units. The units were chosen specifically because of their underperforming patient satisfaction scores.

## Overall Rating HCAHPS

Unit #1												
2018	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
66.88	65.1	69	73.3	44.4	63.8	63.9	72.4	73.6	78.6	64.7		

Unit #2												
2018	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
70.47	63.9	75.8	71.4	57.9	60.9	78.4	75.8	68.2	70.8	81.6		

Unit #3												
2018	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
70.74	70	60.9	72.2	70.4	61.5	72.4	76.9	77.1	75	71		

■ GRACE Training    
 ■ Average    
 ■ No Data    
    Highest

10 point average increase

## Outcomes after completing our GRACE program

- Increase in HCAHPS scores
- Decrease in clinical burnout/increase in employee satisfaction/reduction in stress
- Increase in grateful patient and family referrals
  - Key variables were identified (mindfulness, self-compassion, GRACE confidence) that predicted increased referral comfort