

# GRACE

Gratitude | Compassion | Empathy



## GRACE (GRAtitude, Compassion, Empathy)

is an educational program designed to teach physicians, nurses, and other allied health professionals' skills in gratitude, mindfulness, self-compassion, and empathy. Industry research and program outcomes have shown that utilizing these skills is linked to preventing and managing burnout, improving positive health behaviors, and increasing happiness, life satisfaction, and other positive emotions. GRACE teaches caregivers how to recognize and develop these skills within themselves and how to use them while working with their patients.

GRACE offers continuing education units (CEUs) for leadership, nurses, and other allied health professionals.

## How was the GRACE program developed?

The original research for **GRACE** was conducted by Dr. David Victorson, a licensed psychologist and Associate Professor of Medical Social Sciences in the Feinberg School of Medicine at Northwestern University. Dr. Victorson received funding from the Gobel Group in association with Tucson Medical Center to develop, oversee, implement and evaluate the GRACE program. Other published thought leaders whose work has contributed to GRACE include Dr. Robert Emmons, the world's leading scientific expert on gratitude, Dr. Kristin Neff, and Dr. Jon Kabat-Zinn.

## Who is the Gobel Group?

The Gobel Group is the leading consulting firm working exclusively in healthcare philanthropy. Gobel employs more than **35 professionals** with **over 250 years of experience** and has worked with **more than 315 hospitals and health systems** in the United States and around the world.

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## Why is the GRACE program important to leaders of healthcare organizations?

Leaders in today's healthcare organizations are concerned with the level of turnover of front-line clinical staff as well as the urgency to address the staff's frustration and challenges in trying to deliver the best possible care for their patients. This frustration is leading to increasing levels of burnout, something the World Health Organization has identified in the International Classification of Diseases (ICD-11) as an "occupational phenomenon." The **GRACE** program has been found to have a positive impact on the three recognized dimensions of burnout:

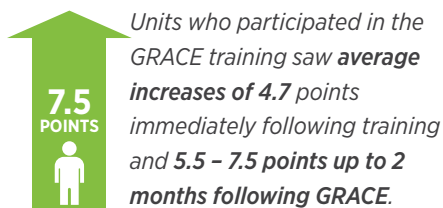
- feelings of energy depletion or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.

Staff are experiencing burnout at the same time they are expected to find ways to improve the patient's experience, feel satisfied about their jobs, and become increasingly more productive. **GRACE** is designed to address the frustrations of providing care in today's environment, while giving staff the tools to help them feel better about themselves and the care they are providing to their patients. Improving patient satisfaction scores depends first on having employees who are satisfied and engaged.

## What are the expected outcomes for staff who go through GRACE Training?

Early research has shown that, as a result of going through the **GRACE** training, organizations can expect to see: increases in employee satisfaction, increases in patient satisfaction, and increases in grateful patient and family referrals to their foundations.

### HCAHPS Scores



Units who did not participate in GRACE saw average **declines of .99 – 2.4 points.**



### Stress Scores

Stress scores improved by



based upon the time period they were measured, for every **1.0 point improvement in the GRACE variables** (gratitude, mindfulness, empathy, and self-compassion).

### Self Improvement Scores



Participants reported an average increase of **1 point improvement** in self-compassion and self-kindness scores, which are particularly relevant for attendees who reported higher stress prior to the training.

- IMPROVEMENT**
- ✓ SELF-COMPASSION
  - ✓ SELF-KINDNESS

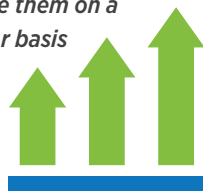
### Job Satisfaction Scores

Attendees reported **2.5 and 3.2 point improvements**, respectively, in both gratitude and job satisfaction, one month after they finished the training.



### Grateful Patient Referrals

Grateful Patient Referrals to the Foundation increased from **0 to 50+** and they continue to receive them on a regular basis



### Culture Change

Another invaluable benefit of **GRACE** is how it's designed to bring together clinical and philanthropic professionals to enhance organizational efforts with developing and identifying grateful patients. **This collaboration is critical when looking to develop a culture of gratitude within an organization.**

