



Introduction

Compassion satisfaction:

Compassionate satisfaction is the pleasure of individuals that are being derived from the works. It is the positive aspect of helping others who experience suffering and traumatic stress (Hunsaker, Chen, Maughan & Heaston, 2015). For example, an individual might feel pleasure by helping others based on which the ability to contribute the works appear as positive in the workplace.

Impact of Compassion satisfaction on compassionate care: In terms of compassionate care, it can be said that compassion satisfaction arises the positive feeling while being confronted with others’ suffering and takes necessary actions to relieve it. Therefore, it provides a positive impact on compassionate care. As such, the individual shows empathy and kindness to others or acts to express empathy or kindness. For example, in nursing, registered nurses care for their patients or expose their concerns and kindness for others. As a result, an emotional engagement is made that appears as beneficial for the patient's care.

Compassion fatigue:

Compassion fatigue is an action of traumatic stress that causes mental and physical exhaustion. It is also a medical illness that leads to medical errors due to the poor communication or the inability to react (Ledoux, 2015). As such, the nurse suffering from compassion fatigue could become self-centred, unsympathetic and preoccupied with the patient's care detriment.

Impact of Compassion fatigue on compassionate care: In the context of compassionate care, compassion fatigue appears as a kind of stress that involves emotional and physical depletion. As such it affects the compassionate care adversely through irritability, anger, exhaustion, poor empathy and sympathy. For example, the negative impact of compassion fatigue negatively affects the ability of the nurses to cope up with the stress to the detriment of the entire nurse and patient safety.

Reference

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EVIDENCE OF THE ANALYSIS OF COMPASSIONATE CARE IN IAN’S STORY

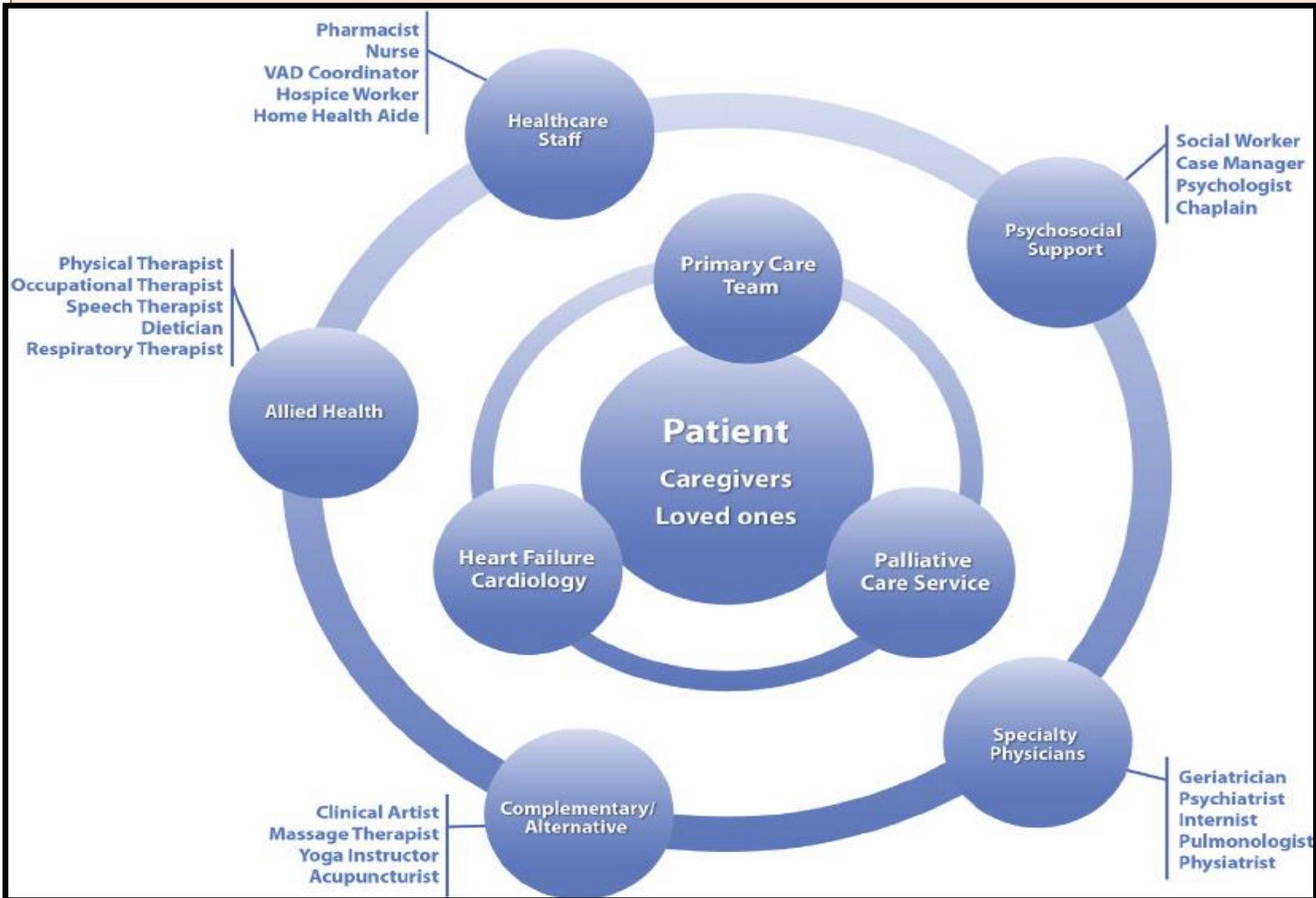
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AREA OF INTEREST: COMPASSIONATE CARE

Evidence of the analysis of compassionate care in Ian’s story

In order to analyse compassionate care, one of the patients named Ian from NSW Agency For Clinical Innovation has considered. According to the chronic conditions of Ian, it has been understood that, after his spinal injury in the year 1983 (Aci.health.nsw.gov.au, 2020). Due to emphysema, he was advised to use oxygen for 24 hours. On that note, he learned to manage several chronic conditions. 25th of November, due to the breathing issue, a Clinical Nurse Consultant named Alison Austen from the ‘Complex Care Coordination Team’ brought him to hospital. Ian was asked to keep faith in the process of being cured. As per the statement of the doctor, the chronic conditions such as scars, losing weight, COPD and pneumonia by spine injury seemed possible to diagnose that is why she took him to hospital and suggested him do urine tests due to his urinary tract infection (Aci.health.nsw.gov.au, 2020). Within a couple of months, the changes became visible to both of them as Ian was not required to bring oxygen for the whole day and felt physically stable while walking, driving and exercising (Aci.health.nsw.gov.au, 2020). The nurse Alison Austen acknowledged the multidisciplinary team of the concerned chronic care due to which Ian was gone through several follow-

up that helped to identify his concerns in an effective manner ●



Analysis of themes from a compassionate care perspective

Theme One: Compassion in healthcare

Based on Ian’s story the following themes are identified.

Theme One: Compassion in healthcare

As expressed by Adamson & Dewar (2015), compassionate care makes the patients more comfortable while they suffer from emotional or mental stress. In terms of compassion, it refers to the empathy to the suffering and the pain of the patients in regard to their well-being (Adamson & Dewar, 2015). In support of this statement, it can be stated that Ian was gone through the compassionate care initially by Alison.

Alison brought him to the hospital where he was diagnosed perfectly. As per the statement of Alison, Ian was mentally suffered from the symptoms of previous spinal injury. In terms of compassionate care, the chronic disease care coordination team observed him and identified his concerns.

Based on this evidence, it can be argued that compassionate care treats the patient emotionally rather than physically (Aci.health.nsw.gov.au, 2020). On that note, Ian also experienced sensitivity, empathy and kindness of the coordinator team that brought back to him the track of daily life.



Analysis of themes from a compassionate care perspective

Theme Two : Multidisciplinary Approach in healthcare

According to Hogden, Foley, D Henderson, James & M Aoun (2017), it is also a collaborative method of treatment that involves the healthcare and medical professionals in concertation with the patient. Multidisciplinary approach in healthcare is an integrated team approach that evaluates the options of treatment (Hogden, Foley, D Henderson, James & M Aoun, 2017). In this context, Ian’s story depicts a Complex Care Coordinator named Karen who identified his urinary tract infection and suggested him for urine text on a regular basis.

As mentioned by Alison, within a couple of months, Ian was improved to achieve his personal goals. Alison acknowledged that Ian was taken care by a multidisciplinary team over which he provided a dietitian for his weight loss, along with a Chronic Disease Management Team.

Based on this evidence, it can be argued that, with the help of the Multidisciplinary approach, Ian went through exact treatment and integrated service that helped him to be independent (Aci.health.nsw.gov.au, 2020).

Conclusions

The conclusion could be made based on the following points-

Impact of compassionate care:

The compassionate care enhances the satisfaction of the patient as well as their quality of life reducing the burnout of the nurses. Also, with the help of compassionate care a peer learning support is being perceived by managing conflict and building trust with the patients.

Considering the story of Ian, it is to be stated that he was treated with compassionate care by Karen, the chronic disease management team and the coordinator team that showed empathy to him and took care of the exact concerns (Aci.health.nsw.gov.au, 2020).

Possible impacts of compassion satisfaction:

The possible impacts of compassion satisfaction include to serve the compassionate care by the human service professionals. Also, it aims to diminish the adverse impact of compassion fatigue as a potential proactive factor for psychological health.

Ian’s story depicts that the chronic disease management team exposed their kindness to his concerns (Aci.health.nsw.gov.au, 2020). As a result, Ian got emotionally engaged with their approach that proved beneficial for his health.