

June 9, 2017

## Fast Facts Friday



# Committing to Compassionate Care Delivery

**Compassion** literally means “to suffer together.” Among emotion researchers, it is defined as the feeling that arises when you are confronted with another's suffering and feel motivated to relieve that suffering.

Compassionate care involves demonstrating characteristics such as empathy, sensitivity, kindness and warmth—and when these are lacking, all too frequently one of the factors that underpins poor care is an attitude to care that is task based rather than person centered care. Task based care is frequently impersonal and not what people want. Instead they want to be treated with respect, dignity and compassion, attributes that cost nothing.

Research supports that compassionate care is driven by compassionate leadership. Kindred is demonstrating its commitment to supporting compassionate caregivers with a focused educational opportunity scheduled for this fall.

The first **Kindred Caregiver Summit** will be held Oct. 10-12 at the Louisville Marriott. This year's theme is *'Lead with Compassion.'* The summit will focus on how compassionate care drives quality outcomes, patient experience and business results in healthcare today.

Each day, we have the extraordinary opportunity to work with talented colleagues who are dedicated to providing compassionate care. We all know those special individuals at our facility or branch who everyone leans on during tough times. Selfless and giving, not only are they always there for our patients and families, but they also serve as pillars of strength when a team member is in need. Day in and day out, they demonstrate the core values of our company and the communities in which we live and work.

The Caregiver Summit is designed for direct caregivers closest to the patient who demonstrate compassionate care every day to acknowledge their significant contribution and reward them with the opportunity to strengthen their skills and return to their organizations to share this knowledge to perpetuate compassionate care delivery.

Please use the attached form to nominate individuals to attend this conference. The deadline for nominations is Friday, June 17<sup>th</sup>.

Reference: Journal of Compassionate Health Care, July 13, 2015.

## Nomination of Attendance Information

### What is The Kindred Caregiver Summit all about?

This year is the inaugural year of The Kindred Caregiver Summit – a celebration of our teammates who change the lives of over a million people each year! As a company, we recognize that the high-quality care we provide our patients and their loved one's not only yields incredible patient outcomes and moves our business forward; but, more importantly, we recognize that none of this would be possible without the enormous dedication of our front-line caregivers. You all care for and support others every moment of every day, and now it's our turn to honor and appreciate you.

Attendees will spend a day and a half, October 10-12, 2017, with leaders from across the company learning about how our care is impacting our patients and our business looking ahead, in Louisville, Kentucky. They will also cover inspiring topics of The Patient Experience, Emotional Intelligence, and so much more, shared by national experts in their field. Lastly, they will feel the caring...by attending our annual Paul Diaz Caring Award Banquet honoring those recipients.

### What are the guidelines to be eligible to attend The Kindred Caregiver Summit?

Candidates with over two years of employment with Kindred Rehab Services may be nominated. Candidates must be employed by Kindred Rehab Services to be nominated. Nominations are accepted from Kindred employees, our patients and their families.

Attendance to The Kindred Caregiver Summit should be awarded to those at facility level; folks who interact with patients in some capacity on a daily or near-daily level. We ask that when considering which members of your team to nominate, please nominate the person(s) that emulates this description:

*Each day, we have the extraordinary opportunity to work with talented colleagues who are dedicated to providing compassionate care. We all know those special individuals at our facility or branch who everyone leans on during tough times. Selfless and giving, not only are they always there for our patients and families, but they also serve as pillars of strength when a team member is in need. Day in and day out, they demonstrate the core values of our company and the communities in which we live and work.*

*Those who deserve praise, but would never expect or ask for it; those individuals who we constantly rely on, but never ask for anything in return.*

### How do I nominate someone to attend The Kindred Caregiver Summit?

Complete the attached Nomination of Attendee Form below. Please provide detailed stories or descriptions of the nominee's actions, events or characteristics that you believe make the attendance nominee truly special.

### How/to whom do I submit a nomination?

Please send in this form to via fax to 877-747-9057 or email to [kerry.bickel@rehabcare.com](mailto:kerry.bickel@rehabcare.com).

**Deadline: June 17, 2017**

## Nomination of Attendee

### October 10-12, 2017 – Louisville, Kentucky

<b>Date:</b>	
<b>Nominee Name:</b>	
<b>Nominee Kindred Rehab Email Address:</b>	
<b>Discipline/Title:</b>	
<b>Facility Name:</b>	
<b>Facility Address</b> (street address/city/state/zip):	
<b>Facility Phone:</b>	
<b>Supervisor Name:</b>	
<b>Supervisor Email:</b>	
<b>Nominator Name:</b>	
<b>Nominator Kindred Rehab Email:</b>	
<b>Regional Vice President (RVP):</b>	
<b>Area Director of Ops (ADO):</b>	
<b>Division/Line of Business Nominee is associated with :</b>	

1. Describe in detail why this nominee is most worthy of attending this event:
  
2. Please provide 3-5 specific examples of how this individual emulates the description provided above. Be as specific and detailed as possible. Include stories or descriptions of the nominee's actions, events, or character traits that you believe make the nominee exceptional:
  
3. A key part of attending this event is the attendees' ability to cascade all that they learned to their teammates. Do you feel like this nominee is willing and able to lead out this phase of the event?

Please send in this form to via fax to 877-747-9057 or email to [kerry.bickel@rehabcare.com](mailto:kerry.bickel@rehabcare.com)

**Deadline: June 17, 2017**