

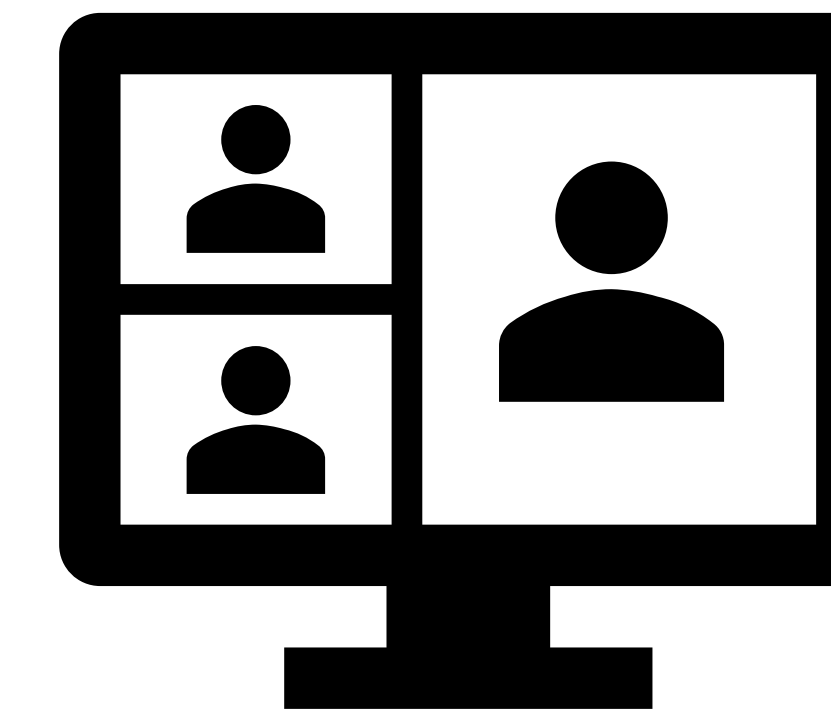
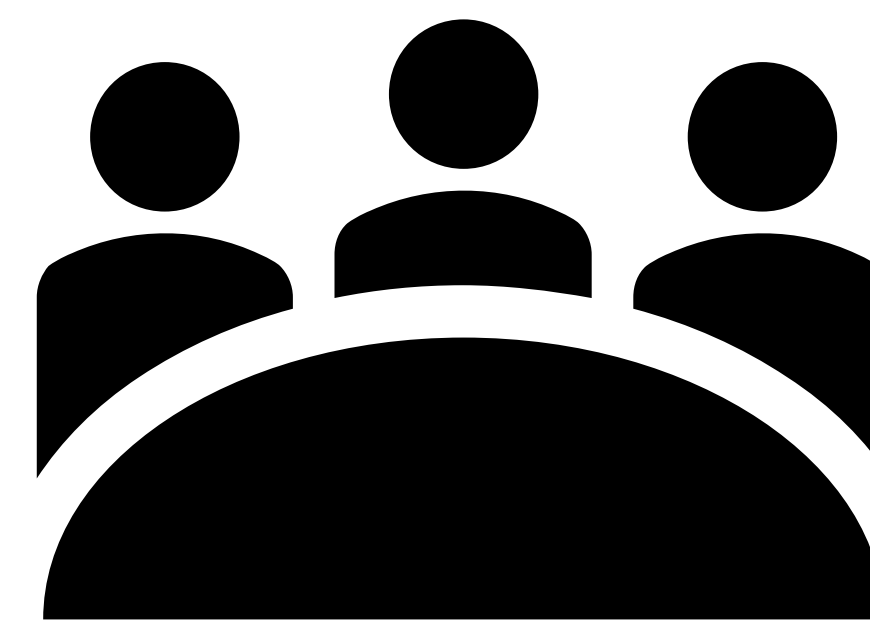
BACKGROUND

Moral distress and compassion fatigue are known factors in the care delivery of patients in the Pediatric CICU. The etiology is multi-factorial, but the care of patients with life-limiting diagnoses and increased risk of cardiac arrest requiring advanced cardiac therapies are components of compassion fatigue amongst providers. Often staff want to talk about their experience and listen to those who are experiencing these intense events at their place of work. The CICU at Children's National created a forum entitled VOICE to serve as a platform to facilitate these discussions. **VOICE stands for Validation, Openness, Integrity, Communication, and Engagement.**

METHODS

A VOICE session includes a patient-based, interprofessional discussion for approximately 45 minutes followed by some coping and mindfulness techniques to help build resiliency. VOICE sessions were scheduled bi-monthly initially, then moved to monthly. They were originally onsite near the unit and moved to a web-based discussion due to the COVID-19 pandemic. Attendance was collected by discipline, not name. Minutes were taken during the session and a summary email was distributed with no identifying information. In addition to patient-based sessions the VOICE team hosted four sessions on pressing social issues including COVID-19, Black Lives Matter, and Asian American Pacific Islander focused conversations.

RESULTS



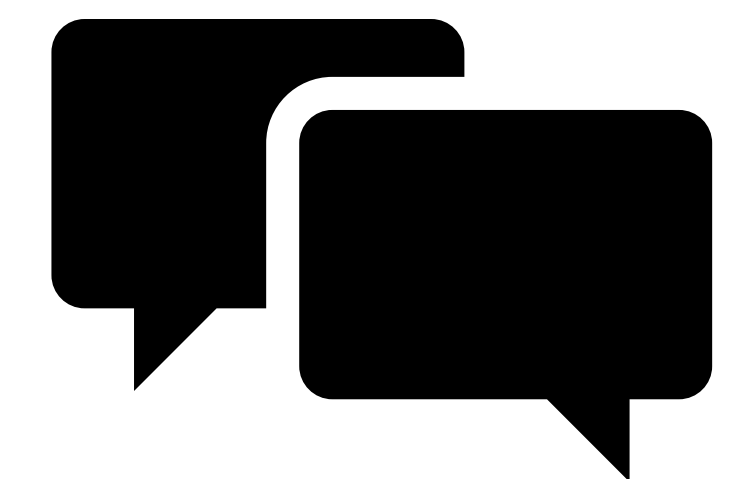
- **22 discussions held over 19 months**
- **Attendance averaged around 14 participants, ranging from 4 to 24**

Nurses (n=77) were surveyed about how often they read the summary email:

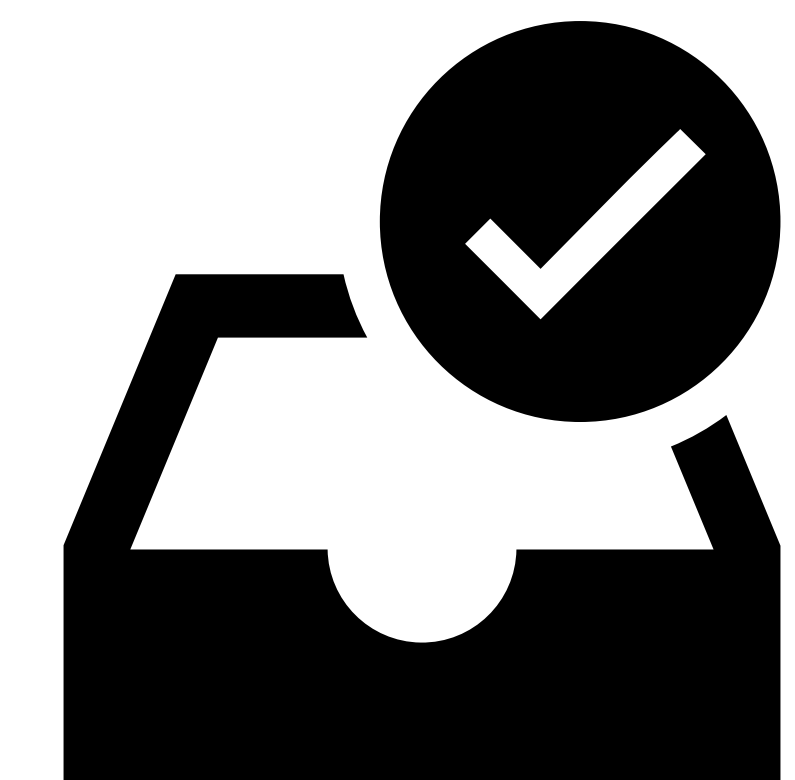
- **18% Always**
- **27% Usually**
- **33% Sometimes**



- **22 discussions held over 19 months**
- **Attendance averaged around 14 participants, ranging from 4 to 24**



60% of nurses (n=77) surveyed reported that the summaries are important to very important to staff



CONCLUSION

The VOICE sessions are an established meeting in the CICU with true interprofessional discussion. The anecdotal feedback from staff has been positive as this has proven to be a desired opportunity to discuss hard topics in a safe forum. Continued engagement in the nomination process and attendance demonstrates it is a worthwhile offering in the CICU. Coping strategies are presented by the VOICE team and staff members share their own experience with working in the CICU and dealing with these emotionally charged cases.