

# SmartContact streams patient compliments to nurses and rekindles their passion for healthcare

*Burnout -- defined as compassion fatigue, cynicism, and feelings of inadequacy -- has reached alarming levels among nurses.*

BURR RIDGE, IL, UNITED STATES, October 22, 2023 /EINPresswire.com/ -- The high degree of burnout in frontline nursing staff is not surprising. Emergency department volumes are up, staffing ratios are down, and waiting rooms are packed. Sadly, uncivil patients are typical, verbal abuse is rampant, and physical harm to staff sometimes occurs.



**Gratitude Report**  
Edward Hospital / Emergency Department

**Nurse Feedback**

01-07-23 13:24	Sara was excellent, she checked on me several times, made sure I had everything I needed and got my IV on the first attempt. I am normally a hard stick.
01-07-23 14:05	Very observant and professional. There were about three who attended to me, and all were excellent
01-07-23 14:55	My nurse Annie was amazing! She made me feel comfortable and kept my mind at ease.

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**SmartContact Gratitude Report**

[Research](#) shows that frequent praise from patients mitigates burnout. Gratitude nurtures self-confidence, enhances job satisfaction and retention, and restores a sense of joy in the workplace, making it easy to be kind to patients.

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Nurse burnout is at dangerous levels. It is time to help them recover by sharing a large number of patient compliments.”

*Julie Danker, MSW, CXO,  
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[SmartContact](#) is a communication platform that reaches patients by SMS or email after outpatient encounters and extracts positive comments. This feedback can be posted on bulletin boards, shared during huddles, and accessed on a dedicated webpage. This smart technology helps nurses rekindle their passion for healthcare.

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