Making a Case for Chaplaincy

The CHE Story

Our Mission

Catholic Health East is a community of persons committed to being a transforming, healing presence within the communities we serve.
December 2006

CHE Strategic Framework
2017

In 2017, Catholic Health East is a Mission-driven healthcare system that:
delivers compassionate, holistic person-centered care to all...

And so the journey began...
Elevator Speech

2017 focus
- prevention
- wellness

Locale
- outside acute care facility

Challenge
- excellent service to meet holistic needs

Making the Case

Spirituality
indispensable to a sense of well-being

Holistic care
responsibility of all healthcare professionals

Specialized training and expertise
important in search for meaning in midst of crisis
Making the Case

Without the expertise of professionals educated to work with those whose faith is a ready support in times of crisis, as well as with those who profess no faith at all, it would be impossible for us to achieve the goal we have set for ourselves: to provide leadership in creating a person-centered system, which focuses on the needs of the whole person.

Conclusion

As a Catholic health care system, ministry to the whole person, body, mind and spirit, is what we are called to do. If we were to neglect the spirit we would compromise our own values and could lay no claim to offering a person-centered, comprehensive model of care.
The Charter

Goals of the Charter

- increase the understanding of Spiritual Care as a discipline that is integral to the healing process
- explain the competencies of professional Chaplains to colleagues, executives, sponsors and boards
- describe Spiritual Care and its centrality to a comprehensive model of ministry for patients and their loved ones

Theology of Spiritual Care

The dignity and value of the human person, especially when obscured by illness and imminent death, is the basis for spiritual care.
Leadership Role

Oversees issues impacting department

- Spiritual care initiatives throughout the continuum
- Budget issues
- Personnel issues
- Educational opportunities
- Ethics Resource Service
- Liaison with faith communities in area

Chaplain Roles

Document needs, interventions and outcomes in medical record

- Prioritize needs
- Provide sacramental ministry
- Advocate for those who are alone or whose wishes are not known/followed
- Participate in celebrations and on committees
- Participate in ethics discussions regarding care and treatment
- Practice spiritual self-care and develop proficiency in action-reflection process
Competencies

Spiritual Care
- Understand the ways in which psycho-social dynamics and cultural/ethnic differences affect Spiritual Care practices
- Ability to assist and support others in the application of their own values in decision-making

Human Relations
- Communication skills
- Capacity for intervening in chronic and acute situations

Leadership
- Skills in utilizing pastoral perspective in worship and team building
- Skills in facilitating decision-making with understanding of religious heritage, theological values, networking and systems thinking

Professional Accountability
- Understanding operational systems
- Function as member of interdisciplinary team

Qualifications

Masters degree in theology, religious studies or a related field
CPE or other specialized education (certification preferred)
Ability to mediate discussions about treatment options
Demonstrated competence in spiritual care in clinical settings
Experience with people in crisis
Spiritually grounded and self-reflective
Committed to ongoing education and personal growth in spirituality
Standard: Administration and Accountability

The Spiritual Care Team operates in accord with sound management principles.
- Directed by a qualified Professional Chaplain
- Process in place for hiring a Director who is not certified
- Clearly identified in the organizational chart
- Goals/objectives aligned with organization’s strategic plan
- Director, in collaboration with HR, responsible for hiring
- Spiritual Care will be listed as an integral part of all service lines in marketing materials and Community Relations

Standard: The Professional Staff

Chaplains are integral members of the health care team.
- Sufficient number of qualified personnel
- At least one board certified chaplain
- Endorsement of the appropriate religious authority
- Standardizes expectations of professional staff
Standard: Scope of Services

Catholic Health East considers spiritual care to be an integral and essential part of healthcare.

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<th>Involvement:</th>
<th>Services:</th>
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<td>Interdisciplinary team meetings</td>
<td>Spiritual assessment</td>
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<tr>
<td>Discharge planning</td>
<td>Liturgy, rituals and sacraments</td>
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<td>Case conferences</td>
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<td>Appropriate committee work</td>
<td>Educational programs</td>
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<td>Ethics Resource Service</td>
<td>Support groups/community services</td>
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Availability: 24/7 either in-house or on-call

Standard: Quality

The Spiritual Care Department will have

- at least one quality improvement initiative as a part of the department's annual goals
- competency assessment/performance appraisal process congruent with the job description and required skill base for each position
- benchmarking to address measurements of productivity and quality improvement standards
- continuing education equal those of the certifying bodies (NACC, APC, ACPE)
“Go, and do the same.”

Luke 10:37