INCREASING AWARENESS OF CHAPLAIN VALUE

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“Who do they say I am?” (Matthew 16:13-17)

The Charlie Chaplins
The hospital attends to my spiritual needs.

☐ I am encouraged to express spiritually in my work setting.

☐ My spiritual views are respected in my work setting.

☐ My spirituality has a comfortable home in my work setting.

“Improve the scores!”

I believe . . .
Making a List . . . Checking it Twice!

- St. Joseph Chapel
  - Daily Mass
  - Blessed Sacrament
    - Private prayer/adoration
    - Communion to the Sick
  - Rosary
- Quiet Prayer Room
  - Sacred Texts
  - Prayer rugs
  - Kneeling stools . . .
- Spiritual support and crisis counseling
- Liturgical and Prayer Services
  - 9/11
  - Memorial Day Lists
  - November – Day of the dead
  - Memorial for department at loss of a co-worker or family
  - Wedding Anniversaries
  - Ritual cleansing and blessing prayers
  - Department and office blessings
  - St. Luke White Mass
  - Ashes for Lent
- Durable Power of Attorney for Health Care
- Sacred Days
  - News letter
  - Bulletin board at cafeteria entrance
- Annual Blessing of Hands
- Monthly Memorial and grief support
- Mindfulness Stress Reduction (reimbursed)
- Twilight Retreat (weekly)
- Daily overhead Reflection
- Daily email reflection
  - Posting in departments
  - Used at various meetings
  - Published in department newsletters
- Sent abroad
- Annual Dream Workshop
- Monthly dream group
- Christmas caroling program
- Serve on the Employee Council - WWRD
- How to contact a Chaplain

Help Associates Connect the Dots
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• New Hire Orientation
• New Hire Commissioning
• Annual Compliance Education (RIP)

Phase One Complete...

...sooo - How did We do?

The Employee Satisfaction and Engagement Survey (Jackson Survey) indicated “a significant increase in the satisfaction of the associates that the hospital was attending to their spiritual needs. The satisfaction score improved above 0.20 points.”

Surveyors indicate this is very rare in the Jackson Survey Organization’s experience. The surveyors indicate, “Such marked improvements indicate a significant level of commitment to the associates resulting in these improved scores.”
Phase TWO...

...The REST?

Who are the REST?

- President and CEO
- Vice Presidents
- Senior & Middle Management
- MD’s, Residents
- Their support staff

Phase TWO...

...The Plan of Attack!

Goal: To reimage from Charlie Chaplins to Professional Board Certified Chaplains

Plan:

- High Tea for Two or More . . .
  - Introductions (personal, spiritual, professional)
  - The WOW factor
Phase TWO...

• **Come Follow me** (Matthew 4.18-22, Mark 1.16-20, Luke 5.1-11)
  – Personal invitation – Come and see
  – **Be warned**, there will be challenges
    • Being available at any moment to meet the CNO, CMO, a medical intern, a floor manager, the executive assistant to the CEO, a bedside nurse, a security guard, the dietitian, and welcome him or her into the world of the chaplain: (the patient’s bedside; at a patient-family meeting being a voice for the voiceless, helping to ask the right questions, and building bridges between three worlds (the hospital, the patient and family, and the spiritual worlds; an ethics consult; preparing a memorial service, homily, or a grief support meeting; accompanying a patient and family as death approaches; support parents who have experienced a fetal demise; and you fill in the blanks!

– **Be warned**, there will be challenges
  • The second and unforeseen challenge is trying to balance and complete one’s daily ministry with someone in tow.
  – The OMG factor

• **Holiday Visits** (for all patients — ever heard of productivity!)
  – Thanksgiving, Christmas, New Year, Easter
  – By popular demand: Valentine, St. Patrick, Memorial, Flag Day, Independence Day, Friendship Week, Halloween
Outcomes...

• Some unexpected outcomes:
  – Wonderful developing relationships (all levels)
  – Creating vocal champions for the chaplains and the value of the ministry they perform
  – Too many referrals for chaplain involvement from expected and unexpected quarters (security, janitor, coffee cart attendant . . .)

The Burning Question...

The burning question remains: How would this personal invitation to "Come Follow Me" work given the busy schedules of all in the hospital setting?

Well, give it a try, we did and were astounded with the responses – tears, verbal and handwritten expressions of appreciation, (honorable) mention at various meetings, and many saying, "Wow! I do not know how you guys do what you do every day!"

But most heartening of all was the decrease in the number of times we heard the question, "So what is it that you CHAPLAINS do?" And, this made us feel really proud.
Thank You

Charlie Chaplins Yummy!