“When I was ill, you visited me”
Matthew 25:36

PASTORAL VISITOR PROGRAM
Supporting and Equipping Laity for Effective Pastoral Care Ministry
WORKSHOP OBJECTIVES

1. Describe lay pastoral care program
2. Offer basic assumptions about lay ministry
3. Provide market research data for recruitment
4. Delineate screening guidelines
5. Explain training series
6. Identify retention requirements

A VITAL PARTNERSHIP

WHY?

- Brings the Church to the Hospital
- Patient hospital satisfaction scores increase
- Improve Departmental Metrics
- Staff appreciative of Pastoral Visitor presence
- Potential feeder to Clinical Pastoral Education programs
ASSUMPTIONS ABOUT LAYPERSONS

- Often feel “called” to pastoral care ministry
- Are capable of learning effective pastoral care skills
- Must feel authorized by department
- Must be supported by leadership
- Can be trusted with proper oversight

RECRUITMENT
MARKET RESEARCH
TARGET POPULATION

- Female
- Retired
- Over 50 years of age
RECRUITMENT
MARKET RESEARCH
WHAT ATTRACTS?

• 70% want to have an impact
• 62.5% cite religious reasons for volunteering
• 42.5% want to feel connected

RECRUITMENT
REFERRAL SOURCE

• Existing Pastoral Visitors
• Social media resources
• Local Parish communities
• Medical complex resources
RECRUITMENT
BUILDING A COMPELLING REPUTATION

• Email announcements to key constituents
• Personal connection with each Pastoral Visitor
• Effective administrative support
• Essential resource – “testimony” of Pastoral Visitors

SCREENING
DISCERNING THE POTENTIAL TO SERVE

• Written application – personal transparency
• Interview:
  • Able to connect
  • Committed to pastoral approach
  • Committed to learning
  • Respectful of patient diversity
  • Genuine interest in people
PASTORAL VISITOR TRAINING SERIES

Enhancing Skills
Acquiring Knowledge

#1 – WELCOME

• Introduce Baylor St. Luke’s culture with emphasis upon four core values

• Introduce “Action/Reflection” educational approach
#2 – LISTENING

THE NON-NEGOTIABLE CORE OF PASTORAL CARE

• Connection based upon empathic listening
• Vignette from Eugene Peterson
• “Listening” passages by Henri Nouwen

LISTENING (CONTINUED)

STORY TRACKING EXERCISE

• Objective – show importance of story tracking
  • Not “falling behind”
  • Not “jumping ahead”
• Method – select substantive verbatim
  • Delete all “PV” responses in conversation
  • Participants “cover” immediate dialog
  • PV “fill-in” blank response to “P” statement
#3 – PASTORAL PRESENCE

BEING MORE THAN A SLOGAN

• John Patton’s discussion of pastoral presence
• “Pastoral Presence” Dictionary of PC & Counseling
• “Verbatim reports” – most effective learning tool in pastoral care

Verbatim Presentations

#4 – PASTORAL CAREGIVERS

TRUE AND FALSE ROLES

• Distinguish pastoral role from:
  • Friend
  • “Fixer”
  • Advice Giver

Verbatim Presentations
#5 – INTERCESSORY PRAYER

THE SOUL OF PASTORAL CARE

• Description from Ralph Underwood
• Strengthen prayers for others:
  • Identify emotional and spiritual needs
  • Incorporate biblical images
  • Use vigorous verbs
  • Use of Interfaith prayers

Verbatim Presentations

#6 SCRIPTURE

THE SUBSTANCE OF PASTORAL CARE

• Description from Ralph Underwood
• Carefully chosen biblical texts can deepen pastoral conversion
• Don Capps’ delineation of psalms

Verbatim presentations
#7 – GRIEF

THE UNIVERSAL HUMAN RESPONSE TO SIGNIFICANT LOSS OR CHANGE

Mitchell & Anderson’s *All Our Losses All Our Griefs*. Part One:
- Pervasiveness of loss and grief
- Attachment, separation, and grief

*Verbatim presentations*

#8 – GRIEF

(CONTINUED)

Mitchell & Anderson’s *All Our Losses All Our Griefs*. Part Two:
- Nature of loss
- Dynamics of grief
- Characteristics of grieving

*Verbatim presentations*
• 75% consider intellectual return/continuing education important
• 65% enjoy team interaction
• 45% like to receive recognition for their efforts
• 12% report benefits and perks as important

• Personal welcome and greeting
• Weekly census sheet
• Direction given by chaplain
• Update on referrals made to chaplain
• Assigned same area each week for best patient and staff care practices
RETENTION
EDUCATIONAL SUPPORT

• Monthly debriefing with chaplain & program manager
• Quarterly continuing education seminars
• Semi-annual verbatim presentations
• Semi-annual book/article study
• Monthly email reflections for skill development/spiritual formation

RETENTION
PERSONAL SUPPORT

• Birthday acknowledgement
• Anniversary of start date acknowledgement
• Review goals and needs on anniversary
• Annual program survey
RETENTION
COMMISSIONING & APPRECIATION LUNCHEON

- Commissioning held in Chapel
- Promote luncheon
- Invite hospital executives
- Invite special speaker
- Book or other appropriate gift presented to enhance skill development/formation

“What can Catholic Patients expect from the Church in their time of illness?”

Bishop Vincent Rizzotto
PROGRAMS

Pastoral Visitors Program (PV)
(20 classroom hours plus visitation hours)

Pastoral Care Ministry Program (PCM)
(32 classroom hours plus 30 visitation hours)

Clinical Pastoral Education Program (CPE)
(per accreditation requirements)

PCM PROGRAM TOPICS

• Pastoral Care of the Sick and Dying
• The Pastoral & Sacramental Visit
• The Pastoral Conversation
• The Fine Art of Listening
• Patient Identity
• Family Dynamics
• Theology of Suffering
• Loss and Grief
• Morals and Ethics
• Caring for Self
STRENGTHS AND WEAKNESSES

Comments,
Questions,
Dialogue
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