Conversations for Making the Case for Spiritual Care

1. **Understand their concerns and priorities.**
   Spiritual care services need to serve the overall mission and strategic priorities of the institution. Knowing those priorities/concerns is our starting point.

2. **Identify the Situation.**
   We first identify the situation that could be addressed.
   - If a financial one, such as administration questioning a certain level of staffing, we might hear something like, “I don’t have margin for services that are nice but not necessary.”
   - If a clinical situation, I would relate it to HCAPS results, patient experience, quality measures. We may also want to talk about how we help facilitate conversations about end of life.

3. **Identify the assumptions/fears you may be having.**
   - If you have been called into CFO office, you may be assuming you will be losing staff.
   - You may want to take some time to ponder what you fear in this conversation, and name the assumptions, biases or fears that are at work that might get in the way of a constructive conversation.

4. **Work on the key talking points you may want to make during this conversation.**
   - You will want to consider how spiritual care supports the work you are discussing.
   - Don’t overwhelm your conversation partner; try to share the most relevant points and make them succinctly.
   - For physicians or other clinical staff, you may want to share ideas about end of life conversations and how spiritual care can help with those conversations.

5. **Identify supporting evidence.**
   - Research studies
     - Have sentence or two on key points of this research.
   - Comments from the 2012 CHA surveys for executives and clinicians.
     - For financial situation, consider a quote from a CFO.
     - In educating clinical staff, offer a quote from clinical colleague>

6. **Consider other points to support you.**
   - Remember who you are speaking with and try to tailor your comments in way that will be well understood.
   - You may want to practice your conversation with another colleague if you are nervous before the meeting.
   - Make sure to take a moment of prayer before you enter into the meeting.
   - Take a moment to capture some narratives that could be used to help support your point.
   - Make sure to ask clarifying questions and invite your meeting partner to share their perspective (For instance, in a financial conversation you may want to ask the CFO what situation is happening in the ministry that this conversation needs to happen.).

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