Chaplain’s Impact on Emotional and Spiritual Needs: Part II

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Let’s recap:

- We value what we can measure
- Most Patients do not differentiate Emotional needs from spiritual
- Emotional needs matter
- Addressing Emotional/Spiritual Overall satisfaction
Are there things which chaplains do which impact patient’s satisfaction with emotional & spiritual needs?

Uh. Yeah.
Chaplains know about emotional & spiritual needs ... 

- Making sense of suffering
- Control
- Connection & Care
- EOL
- Hope
- A search for MEANING & PURPOSE

Harold Koenig “Meeting the Spiritual Needs of Patients”
Create “Wow’s”

What are yours?? Do you share those stories??*

*(yes, I know we hate to do that....get over it 😊)*
We may need to invite others...

- Chaplain: patient ratio (ouch!)
- Volunteers not just helpers—a ministry of their own. *How has God called them?*
- CPE for volunteers
Sidebar: Volunteers

Wanna talk about it?
Teach OTHERS what we know...

There is no question on any survey that says:

“Did the chaplain come and say a prayer with you...?"
Addressing Emotional & Spiritual Needs

First, let's acknowledge the unique challenges of critical care:

- High acuity + High emotional need
- High tech + High compassion
- Family Decision making + Family anxiety
- Lack of preparation + Lack of time
What can we teach?

- Preferred name
- Sit
- Good touch
- Empathy
- Cultural Competence
- Know when to refer

*Clark (Hosp & Health network) & Dingman (Jrnl of Nursing admin)*
A few more...

- Letting go of the “stuff”
- Active listening
- Emotional vulnerability
- Stories are sacred
- Dignity matters
- Acknowledge—and respond to—the emotion
If we want staff to care—they have to feel cared about

...chaplains know a thing or two about that.

(but do we help leaders understand that this is a critical piece of our role?)
A final note... nursing satisfaction

- American Nurse Association: almost half of respondents “exhausted and discouraged when they leave work.”

- “...Making a difference in a patient’s life, gives nurses the feeling of reward.”

- “The neglect of the whole person in modern health care creates widespread dissatisfaction...which is certainly affecting the skyrocketing rates of burnout of nurses.” (Koenig 2003)
This is the right thing for patients—AND for staff.
So in summary...

- Emotional and spiritual needs matter.
- Chaplains are the **experts** at addressing those needs.
- Emotional needs scores → overall satisfaction.

- This ↑ patient satisfaction—and clinician satisfaction too!
Emotional needs highly important to patients

Chaplains play key role in addressing emotional/spiritual needs

Emotional/spiritual satisfaction = high R w/ overall satisfaction

Higher patient satisfaction = ↑ reimbursement +
↑ QOL @ EOL +
↑ patient loyalty
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