


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 satisfaction
-  Overall satisfaction

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Are there things which chaplains do which impact patient's satisfaction with emotional & spiritual needs?

Uh. Yeah.

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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"

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Create “Wow’s”

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

** (yes, I know we hate to do that....get over it ☺)*

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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

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Sidebar: Volunteers

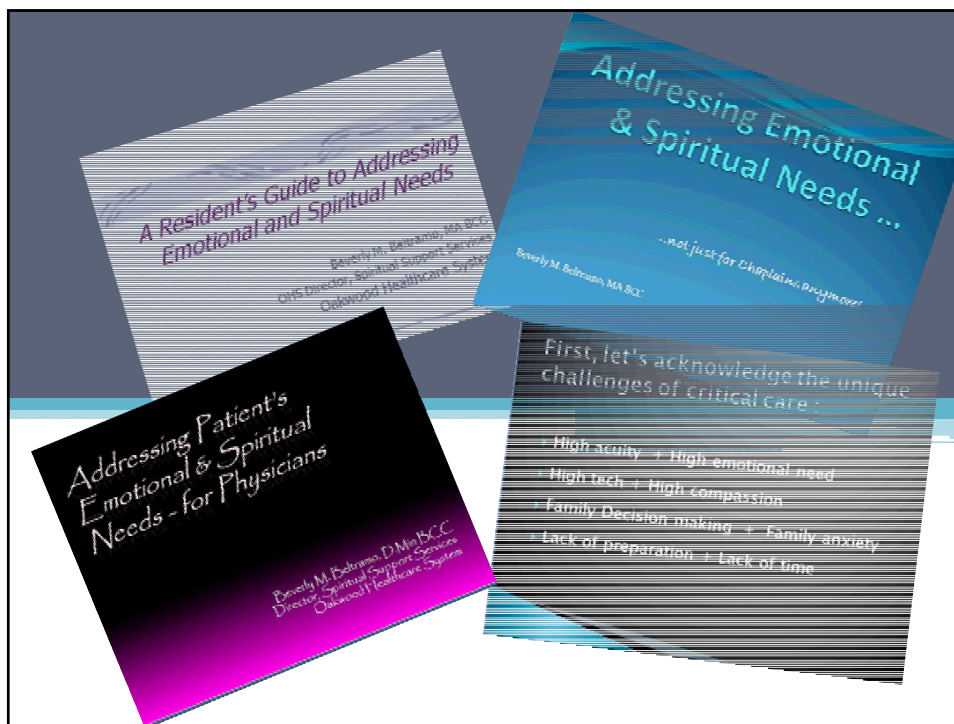
Wanna talk about it?

Teach OTHERS what we know...

There is no question on any survey that says:

*“Did the chaplain come
and say a prayer with you...?”*

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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

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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?)

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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)

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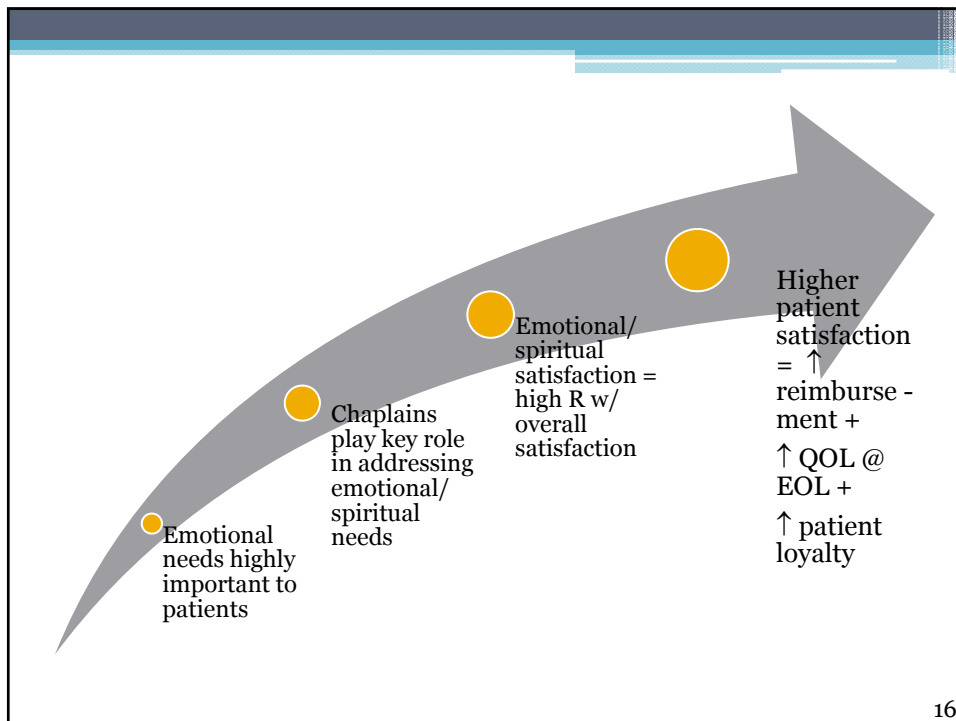
**This is the right thing for
patients—AND for staff.**

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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!

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