SA12 ~ New Roads: Chaplaincy and Ambulatory Ministries

Facilitator: Julianne Dickelman MA BCC, Providence Health Care, Spokane WA, julianne.dickelman@providence.org

Workshop Materials (with gratitude to those health system leaders and chaplains who have generously shared their materials and strategies)

Contents:

- Agenda
- Mercy Health PPT
- Wheaton PPT
- Wheaten Spiritual Self-Assessment
- Providence (Spokane) Clinic Procedure
- Sample marketing tools
- Chart: Spiritual Care Services Across the Continuum of Care (CHA)
- Job description considerations
- Article samples (links)
SA12 ~ New Roads: Chaplaincy and Ambulatory Ministries

Professional Spiritual Care in outpatient and ambulatory settings presents new challenges and opportunities. A core group of chaplains involved in these ministries has been meeting for quarterly networking calls. We gather in person and share with a wider audience resources and strategies experienced to date, and to identify needs and possibilities as we move forward with our profession in response to health care reform.

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Objectives:

1. Discuss rationale for integration of spiritual care services in ambulatory settings
2. Describe strategies and share current best practices in order to develop new or enhance current programs
3. Experience enhanced collegiality and a facilitated discussion with professional peers in or planning ambulatory ministries

I. Welcome, Reflection, Introductions
   A. Include your interest in attending this workshop, questions
   B. Currently involved in ministries in ambulatory settings

II. 3 components
   A. Staff Education
      1. Key partners, early adopters, natural entrees
      2. Administrative support
         a) Health care reform
         b) Readmission
         c) Patient satisfaction
   B. Communication
      1. Patients/families
      2. Caregivers/Colleagues

CONTINUED →
3. EMR (EPIC or other)
   a) Referrals
   b) Across the care continuum/intra-ministry communication
      (1) How do chaplains communicate with each other
      (2) How do chaplains communicate with key partners like care coordinators, etc.

C. Measures
   1. Quantitative
   2. Qualitative

III. Chaplain Competencies/job descriptions

IV. Resources (sample)
   A. Mercy
   B. Wheaton
   C. Providence Health Care
   D. Research
Advancing Spiritual Care in the Ambulatory Setting

February 15, 2017

Jennifer Coleh, BCC M.Div. MBA Dr. Mary Illisocn and Spiritual Care
Art Haddock, BCC M.Div., Manager Pastoral Services Mercy Northwest Arkansas
Susan Stinso, RPhC MA Counseling, Clinic Chaplain Mercy St. Louis

Overview
1. Explore emerging strategies for Pastoral Services
2. Outline efforts and lessons learned along the way, including:
   - Outcomes from chaplain interventions in hospital and outpatient settings
   - Skills and tools that chaplains need when working in outpatient setting
3. Share current practices in working with clinics, transitional care management, e-chaplaincy, teleSpiritual Care

Our Mercy Vision
We are the people of Mercy Health Ministry. Together, we are pioneering a new model of care. We will relentlessly pursue our goal to get health care right. Everywhere and every way that Mercy serves, we will deliver a transformative health experience.

Mercy Pastoral Services Vision
Everywhere and every way if Mercy serves, attention to spiritual needs will be evident.

Why Reach Out to the Clinics?
FY2014 Mercy Patient Encounters
- Hospital: 66%
- Ambulatory: 34%

FY2016 Mercy Patient Encounters
- Hospital: 2%
- Ambulatory: 98%

2016/2017 Projection: Hospital 1% Ambulatory 99%

Current Focus
Caring For Those Who Need It the Most

Patient Population Health
- Sickest: 15%
- Middle: 39%
- Healthiest: 46%
**Current Focus**

**Common Concerns for the Complex &Chronically ill**
- Increased sense of isolation
- Disconnection from meaning and purpose
- Reduced quality of life
- Caregiver fatigue (clinicians and family)
- Reduced sense of peace

**Current Focus**

**Common Concerns for the Complex & Chronically ill**
- Grief
- Spiritual distress
- Misalignment of personal values and care plan
- Lack of support systems
- Lack of connection to needed resources

**Current Focus**

**Cycle of Chronic Illness**

- Complex, chronic illness
- Unmet spiritual and emotional needs
- Decreased self-care and compliance
- Increased loneliness and isolation
- Reduced quality of life

**Entering the Ambulatory Space**

- Start small (pilots)
- Build relationships with key leaders/providers
- If possible, dovetail on other initiatives (e.g., formation, reducing readmissions, etc)
- Develop intentional partnerships
- Celebrate frequently
- Embrace continual learning and continual change

**What do chaplains do in clinic setting?**

- Introduce Pastoral Services
- Train clinic staff: Identify spiritual needs and referral process
- Provide staff support
- Provide direct care to ALL referrals
  - Modalities for responding to referrals
    - Phone
    - In person
    - Email
    - Virtual

**Chaplain Interventions**

- Encourage reflection of personal and emotional responses
- Facilitate expression of spirituality and/or coping skills
- Clarify patient values and alignment with goals
- Develop a plan toward patient's strengths and resources
- Connect to community resources
Outcomes
When patients have a chaplain interaction, providers have witnessed the following outcomes:

- Patient's spiritual suffering reduced
- Chaplains improve family and team communication
- Awareness of chaplains process to attain outcomes
- Patient's spiritual and culture differences/values identified and addressed
- Increased compliance with and attentiveness to medical care plans

Survey Results from December 2016
Overall, how important is attention to your patient's spiritual needs to quality patient care?

N=780, Mean: 8.39

Comments from Clinics
A lot of patients enjoy the spiritual care that we give at the hospital and our clinics. I believe that's a lot of why the patient chooses our hospital and clinic because of the spiritual care they know they are going to receive.

I try to be sensitive and compassionate. I offer to pray with/for patients who are hurting. I often refer to the Clinic Chaplain.

I feel a patient communicates better when and feels calmer and takes care of overall if they feel their spiritual needs are met.
Future Vision

Strategic planning 2017
- Creating dashboard to track outcomes
- Standardizing spiritual resource education for clinic and hospital staff
- Focused development of chaplain professionalism as subject matter expert
- Expansion virtual chaplaincy
- Additional hardwired referrals of appropriate patients to Pastoral Services

Contact Us

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Questions?
**Tending to the Human Spirit in the Outpatient Setting**

**On Going Engagement of Chaplain Teams**

How do we help chaplains make shift from...
- acute care to clinic?
- an approach of "come to us" to "we reach out to you where you are"?
- from in person to contact?

**Updates on Population Health Management**

- Healthcare across America is broken
- Reimbursement is changing
- Focus from volume to value
- Quality & Efficiency
- New focus is to become accustomed to thinking in terms of caring for an entire population and not just for the individual patient who actively seek care.

**Updates on Population Health Management**

- Patient Focused Care
- PHM focus on high risk patient

**Relationship Building**

- How do we build buy in and support in these new settings?
- Identify concrete ways to get to know culture
- Get to know culture and identify how clinical staff already recognize spiritual needs

**How do you introduce A New Approach to Touching the Human Spirit.**

- Tending to the human spirit is everyone’s role
- Introducing co-workers how to recognize spiritual needs - Spiritual Care Alerts
- Share research about patients wanting healthcare workers to respond to spiritual and emotional needs
- Connect caring for the human spirit to WFH Mission focuses of compassionate care
- Introduce learning partners to when/how to refer the more complex spiritual issues to chaplain
Spiritual Screening

- Who are key partners who can provide spiritual screening we need to partner with?
- How do we build in and support in these new settings?

Getting Started

- Identify Physician/Clinical Team Champions
- Who are our learning partners?
- What do we need to do different to integrate into teams?
  - Personal meetings
  - Education and planning
  - Referrals
  - Follow up

Spiritual Screening Question: Inquiring about Spiritual and Emotional Needs

Key Partners Nursing

- We want to honor your spiritual/religious beliefs and the feelings you have as you work to achieve well-being.
- In getting to know the patient ask: "Is there anything else you want me to know so we care do our best to meet your spiritual and emotional needs?"

Recognized Spiritual Needs

- Spiritual Distress
- Need Coping Support
- A New Diagnosis or Poor Prognosis
- Person shares Questions of Meaning/Hope
- Patient appears Stressed
- Quality of Life Concerns
- Grief/Loss/Life Transition
- End of Life/Death/Dying/Pregnancy Loss

Recognizing Signs of Spiritual Distress

- Pregnancy loss
- Patient having difficulty coping
- Family Support - family coping
- Pre-surgical Care
- Patient requests chaplain
- Spiritual and cultural concerns
- Sacraments (i.e., Baptism/Anointing of the Sick)
- Clergy request

Educate Learning Partners

- Develop training materials
- Introduce spiritual screening
- How do we empower identified staff to listen and respond to patient's spiritual needs?

I remind myself every morning. Nothing I see this day will teach me anything. So if I'm going to learn, I must do it by listening. — Larry King
Patient Self Screening Tool

- **Purpose:** Wheaton Franciscan Healthcare is committed to caring for your body, mind, and spirit. This spiritual self-assessment will help your health care team in caring for you holistically.

- **Instructions:** Please take your time to respond to the following statements to help us meet your spiritual needs. There is no right or wrong answer. Circle the number which best describes your own experience at this moment in time.

Currently, I feel my support systems are:

1. Not Supportive
2. Somewhat Supportive
3. Supportive
4. Very Supportive
5. Extremely Supportive

Lately my medical condition leaves me feeling:

1. No change
2. Worsened
3. Improved
4. Significantly improved
5. Not applicable

Presently my life seems:

1. Unfulfilled & empty
2. Slightly fulfilling
3. Somewhat fulfilling
4. Fulfilling
5. Very fulfilling & meaningful

Recently, I have experienced:

1. Much stress
2. Some stress
3. Little stress
4. Minimal stress

Would you be open to a phone call from a member of the Wheaton Franciscan Healthcare team? Please provide a phone number or e-mail address.

Phone number or e-mail address: ________________________________

Promotional Materials

- Spiritual Care Services Brochure
- Care Notes
- Prayer Baskets
- Other

Summary: Influence the Patient Experience

- Build positive relationships with providers
- Introduce spiritual screening
- Contract that specific patients will be asked to complete a spiritual self-assessment
- Increase number of clinics and referrals to chaplains

Making a Referral

- EPIC referrals are the preferred way of contacting a chaplain
- Chaplains can also be reached by pager or cell phone
Updates on Outpatient Success

- Marianjoy Success - Patty Roberts
- Iowa Success - Ruth Jandeska
- SE WI Success - Traci Houts

Outcomes

Summary

- Population Health Management is changing the landscape of healthcare
- New models of care will keep us marketable in the changing landscape
- Wheaton Franciscan Healthcare is committed to a model of holistic care
- Each market will be expected to introduce spiritual care outpatient services to a third of the clinics

Thank You
Spiritual Self-Assessment

Patients Name: ________________________________________________

Date: ________________ (M/D/Y)  Physician Clinic: __________________________

Purpose: Wheaton Franciscan Healthcare is committed to caring for your body, mind, and spirit. This spiritual self-assessment will help your health care team in caring for you holistically.

Instructions: Please take your time to respond to the following statements to help us meet your spiritual needs. There is no right or wrong answer. Circle the number which best describes your own experience at this moment in time.

1. Currently, I feel my support systems are:
   1  2  3  4  5
   Not Supportive  Very Supportive

2. Lately my medical condition leaves me feeling:
   1  2  3  4  5
   Very worried & fearful  Confident that my health will be o.k.

3. Recently, I have experienced:
   1  2  3  4  5
   Much stress  Minimal stress

4. Recently, I have experienced:
   1  2  3  4  5
   Many losses  Minimal loss

5. Currently, my spirituality and faith leave me feeling:
   1  2  3  4  5
   Very alone  Very loved

6. Would you be open to a phone call from a member of the Wheaton Franciscan Healthcare team? Please provide a phone number:

   Phone number: ____________________________________________

You are also encouraged to discuss your spiritual concerns with your physician and nurse.

Thank you
Spiritual Care Services PMG

Indicators for referral:

1. Planned admit to the hospital.

2. Spiritual/Religious: Patient/family express need for religious/cultural ritual or spiritual support.

3. Death/Significant Loss: recently experienced, anticipated, expected or diagnosed.

4. End of Life Questions: Pt/Family has questions regarding advance directives, withdrawal of life support, other ethical issue.

5. Distress: Pt/Family in acute or chronic distress as evidenced by pain, tears, anxiety, sense of hopelessness or meaninglessness, non-compliant behavior or lack of adequate coping skills.

6. Life changes: Is the pt/family likely to experience significant alterations in their lives related to health condition or disturbances in the pt/family support system (e.g., loss, conflict, distance, domestic violence)?

Resources:

- You
- Julianne Dickelman, MA BCC, Chaplain Educator, PHC
- Becky Nappi, Rene Campagna, Mission Directors

Interventions:

1. The compassionate care you provide every day

2. Urgent?
   a. Call 474-4713 (PSHMC chaplain secretary or chaplain)
      i. They will attempt to help you or talk with patient/family over the phone.

3. Not urgent:
   a. Use InBasket to message Julianne Dickelman (see below)
   b. If you have questions, need additional info, or want to talk to a chaplain yourself, please call 474-4713, (chaplain secretary or chaplain)


“Scripting” and talking points

- “At Providence, we care for whole people.”

- “Many patients and families have spiritual beliefs and practices that give them strength, comfort and contribute to health.”

- “We have a chaplain on our team and I would like to make a referral for you. She will call you and you can either talk over the phone or make an appointment in person.”

- “There is no charge for this service.”

How to request a Spiritual Care consult

- From your In Basket, Click the New Message button

- When the message box opens add Dickelman, Julianne in the To section. Type Spiritual Care Consult in the Subject line. Click the Patient lookup button and attach the patient in which the request is for. Then lastly please use the *SMARTPHRASE PMGSpiritualCareConsult and fill in the answers to the questions about the specifics of the consult you are requesting in the Notes section.
When you get this done, please click accept in the bottom right to send the in basket message.

*Smartphrase can be shared from Rebecca Leo in EPIC


Julienne Dickelman MA BCC
Chaplain Educator, Providence Health Care
julianne.dickelman@providence.org
509-474-2303
Finding meaning in the journey

People who are facing life changes, major illnesses or injuries, and even death often seek spiritual support. The chaplains of Providence Spiritual Care Services are part of your health care team.

Spiritual exploration with a chaplain or someone from your own faith group can help you find wholeness and peace.

Some questions to consider:
- Do you feel hopeful and supported?
- Is life meaningful?
- Are you distressed about health challenges?
- Have you experienced losses?
- Does your health leave you feeling confident or concerned?

If you feel emotionally unsettled, have questions about spiritual things, or need to make difficult medical decisions, you may benefit from talking with a member of our Spiritual Care team. We would welcome your call.

509-474-4713

Contact us

Chaplains are available 24 hours a day, seven days a week. You may call us at any time.

Spiritual Care Services
Providence Health Care
509-474-4713

OUR MISSION
As people of Providence, we reveal God’s love for all, especially the poor and vulnerable, through our compassionate service.

OUR CORE VALUES
Respect, Compassion, Justice, Excellence, Stewardship

Providence Health & Services, a not-for-profit health system, is an equal opportunity organization in the provision of health care services and employment opportunities.
Caring for your body, mind and spirit

A healthy body is only one aspect of good health. A healthy mind and spirit are equally important.

Chaplains at Providence Health Care believe that every human life is sacred and valuable. We offer nonjudgmental, confidential support to patients and their families.

Whatever your beliefs may be, our chaplains can help with spiritual and ethical questions. We work with people of all religious faiths, as well as those who have no faith tradition.

When should I see a chaplain?

Emotional and spiritual care play important roles in medical settings. Evidence shows that religious beliefs and spirituality enhance the body's inner healing systems.

You may request prayer or to speak with a chaplain at any time. Or, if you prefer, we can contact a minister, priest, rabbi, imam or other spiritual leader for you.

People often seek pastoral support when confronting significant life challenges:

- **Medical diagnosis:** if you are dealing with a new or life-changing diagnosis or chronic illness, or if you are anxious about an upcoming surgery or medical treatment
- **Ethical and end-of-life issues:** if you face ethical decisions related to medical treatment for yourself or a loved one, if you want to know how your beliefs affect your medical care, or if you need help related to advance directives

- **Grief:** if you are experiencing grief over the death of a loved one or the loss of health, a job or other significant facet of life
- **Life changes:** if you are experiencing an emotional struggle, such as a changing relationship, separation, divorce or other life adjustment, or if you are having difficulty caring for yourself, a child or another family member
- **Unresolved spiritual issues:** if you have feelings such as guilt, shame or fear; conflicts in your belief system; feelings of abandonment; loss of hope; or difficulty with forgiving or feeling forgiven

**We can help.**

You can find peace and wholeness on your health care journey - and we're here to help.

Quiet rooms, chapels and garden spaces are available for reflection and prayer at many of our facilities. If you would like to talk with a chaplain, please ask your nurse for a referral or contact us directly.

**Email:** ProvCenterHealthWell@providence.org

**Phone:** 509-474-4713

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**Spiritual Self-Assessment**

Providence Health Care is committed to helping you care for your body, mind and spirit. This spiritual self-assessment will help your health care team provide holistic care for you.

Please respond to the following statements. There is no right or wrong answer. Simply circle the number that best describes your own experience at this moment in time. Share this card with your care team.

**Currently I feel my support systems are:**

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<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td>Not supportive</td>
<td>Very supportive</td>
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**Lately my medical condition leaves me feeling:**

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<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td>Worried and fearful</td>
<td>Confident that my health will be ok</td>
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**Recently I have experienced:**

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<th>5</th>
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<tbody>
<tr>
<td>Much stress</td>
<td>Minimal stress</td>
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**Recently I have experienced:**

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<tbody>
<tr>
<td>Many losses</td>
<td>Minimal loss</td>
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</table>

**Currently my spirituality and faith leave me feeling:**

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<th>2</th>
<th>3</th>
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<th>5</th>
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<tr>
<td>Very alone</td>
<td>Very loved</td>
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</table>
A healthy body is only one aspect of good health. A healthy mind and spirit are equally important.

Chaplains at Providence Health Care offer spiritual and emotional support to patients and their families. We support people of all faiths as well as those who have no faith tradition.

Some questions to consider:
- Do you feel hopeful and supported?
- Is life meaningful?
- Are you distressed about health challenges?
- Have you experienced losses?
- Does your health leave you feeling confident or concerned?

We can help
You can find peace and wholeness on your health care journey – and we’re here to help you.

To talk with a chaplain, please ask your nurse for a referral, or contact us directly.

Email: ProvCenterHealthWell@providence.org
Phone: 509-474-4713

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<table>
<thead>
<tr>
<th>Spiritual Care Services Across the Continuum of Care</th>
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<tbody>
<tr>
<td><strong>Ritual Ministry</strong></td>
</tr>
<tr>
<td>- Co-developing rituals with community leaders</td>
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<tr>
<td>- Sacred and healing rituals</td>
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<tr>
<td>- Providing prayer and spiritual nurturing</td>
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<tr>
<td>- Collaboration with faith-based organizations</td>
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<tr>
<td>- Creating and facilitating rituals and practices</td>
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<tr>
<td>- Engaging in meaningful activities and services</td>
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<tr>
<td>- Leadership in rituals pre and post-death</td>
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<tr>
<td>- Engaging community faith leaders</td>
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<tr>
<td>- Network with community groups for spiritual</td>
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<tr>
<td>- Wellness retreats</td>
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<tr>
<td><strong>Education of Others</strong></td>
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<tr>
<td>- Advancing Direct and POLST education</td>
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<tr>
<td>- Resolution of ethical dilemmas and goals of care</td>
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<tr>
<td>- Supporting values clarification and goals of care</td>
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<tr>
<td>- Engaging cultural practices in spiritual care</td>
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<tr>
<td>- Supporting cultural competencies in care</td>
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<tr>
<td>- Language services and cross-cultural communication</td>
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<tr>
<td><strong>Spiritual Assessment and Care</strong></td>
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<tr>
<td>- Activating spiritual care with community</td>
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<tr>
<td>- Support and responsive care</td>
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<tr>
<td>- Stabilization with codes, trauma, emergency</td>
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<tr>
<td>- Staff support and following care</td>
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<tr>
<td><strong>Locations of Healing Ministry</strong></td>
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<tr>
<td>- Wellness Center</td>
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<tr>
<td>- Hospice: In-home and Facility</td>
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<td>- Skilled Nursing</td>
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<tr>
<td>- In-home Health</td>
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<tr>
<td>- Clinic: Chronic Disease Mgmt. and Telemed.</td>
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<tr>
<td>- Acute Hospital</td>
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Chaplains in ambulatory care/Job Description considerations, e.g.

1. Qualifications
   - Passionate about ministry in ambulatory settings
   - Can articulate spiritual care’s role in continuum of care and health care reform
   - Proactive, autonomous/self-starter, independent
   - Team oriented
   - Fits work/rhythm of clinic setting; willing to travel throughout PHC Urban ministries
   - Excellent written and verbal communication skills
   - Confidence in professional expertise
   - Comfortable with new technology
   - Be flexible/like variety
   - Educator: Empowers/teaching
   - Comfortable with multiple accountabilities

2. Performance Expectations
   - Educate and market spiritual care services and professional chaplaincy to clinic caregivers
     - Referral indicators, inter-professional and individualized care planning
     - EPIC (EMR) procedures
   - Provide direct care to ALL referrals, via multiple modalities (e.g. phone, in person, email, virtual/telemedicine)
   - Create and communicate care plans in alignment with patient goals
   - Develop and maintain patient/family education and communication tools (brochures, webpage)
   - Assess and provide caregiver support
   - Maintain data and measures for annual reports, strategic planning and performance improvement
Articles (a sampling)

Chang, Cathy, *The new healthcare: spiritual counseling to keep hospital bills lower*

Eselen, Michael, *Bed or Chair? Does Spiritual Care Look the Same?*
https://plainviews.healthcarechaplaincy.org/articles/Bed_or_Chair_Does_Spiritual_Care_Look_the_Same

Simkins, Andrew, *A Pilot Project for Outpatient Screening for Chaplaincy Services*
https://plainviews.healthcarechaplaincy.org/articles/A_Pilot_Project_for_Outpatient_Screening_for_Champlainy_Services

Smith, Brian P., *Spiritual Care in the Midst of Health Care Reform*


chart: *Spiritual Care Services Across the Continuum of Care* (https://www.chausa.org/)

Research sites:

Health Care Chaplaincy Network https://www.healthcarechaplaincy.org/research.html
George Washington Institute for Spirituality and Health https://smhs.gwu.edu/gwish/
Duke Center for Spirituality, Theology and Health https://spiritualityandhealth.duke.edu/