

I Don't Know What It Is You Do: The Role and Scope of the Chaplain on the Palliative Care Team

Diane Wood, MS, MDiv

April 18, 2017

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 - Thursday, April 20, 2017 at 11:00 am ET
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- **Measurement for Community-Based Palliative Care with J. Brian Cassel, PhD**
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Quick Poll

Please respond to this quick poll so we will all know what disciplines are represented in the audience today.

- Spiritual Care
- Social Worker
- Nurse
- Prescriber (MD, DO, PA, NP, APRN, CNS)
- Other

Disclosure

Ms. Wood has no conflicts of interest to disclose.



Learning Objectives

- List four roles of the chaplain on a palliative care team
- Give three examples of simple & economical activities for team wellness
- Describe the impact of palliative care chaplaincy on institutional bottom line and patient satisfaction scores

Poll Results

- Spiritual Care
- Social Worker
- Nurse
- Prescriber (MD, DO, PA, NP, APRN, CNS)
- Other

Practice Setting

- Academic medical center
- 1,191-bed general medical and surgical facility with a Level I Trauma Center and Regional Neonatal ICU
- Fellowship in Palliative Care – 4 Fellows each year
- 12-bed inpatient Palliative & Comfort Care Unit (PCCU)
- Palliative Care inpatient consult service
- Ambulatory Supportive Care & Survivorship Clinic (SCSC) & HIV Clinic (1917 Clinic)

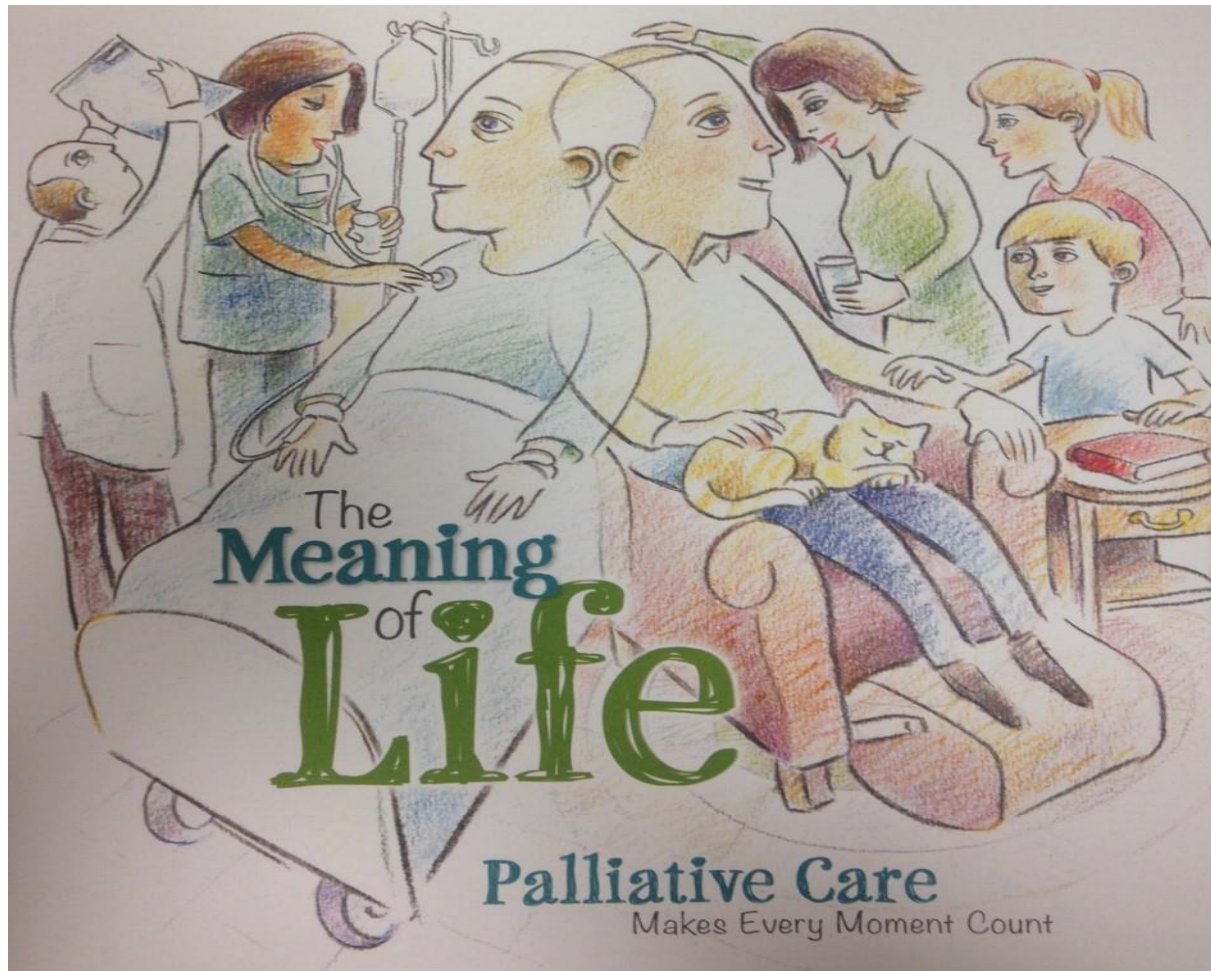
“I really don’t know what you do”



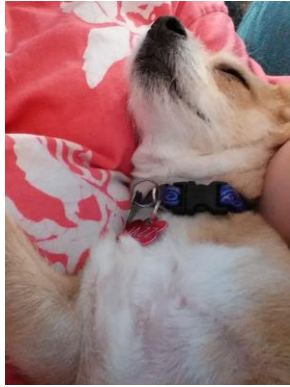
Training for Chaplains

- Theological Education
- Ordination
- Endorsement by faith group
- Clinical Pastoral Education
- Board Certification

Mysterious Role of the Chaplain



Meaning in My Life



Spirituality

A dynamic and intrinsic aspect of humanity through which persons seek ultimate meaning, purpose, and transcendence, and experience relationship to self, family, others, community, society, nature, and the significant or sacred.



Spirituality

Religion is a subset of spirituality:

- A system of beliefs and practices observed by a community
- Supported by rituals that acknowledge, worship, communicate with, or approach the Sacred, the Divine, God (in Western cultures) or Ultimate Truth, Reality, or nirvana (in Eastern cultures)

Roles of Chaplain

1. Spiritual care
2. Educator
3. Cultural broker
4. Staff support



Role 1: Spiritual Care

What Is It?

- Addressing spiritual and existential pain and suffering related to a life-limiting diagnosis
- Based on spiritual assessment
- For all belief systems: those of any faith and those with no faith at all



Role 1: Spiritual Care

How Is It Done?

- A. Documenting an assessment and individualized plan of care that contributes to the overall care of the patient
- B. Participating in interdisciplinary team meetings and rounds
- C. Providing spiritual/religious resources, such as sacred texts, Shabbat candles, music, prayer rugs and rosaries.
- D. Offering or facilitating rituals, prayer, sacraments and legacy work.

Spiritual History

Any practitioner can complete a spiritual care screening or take a spiritual history.

F - Faith and Belief

- "Do you consider yourself spiritual or religious?" or "Is spirituality something important to you" or "Do you have spiritual beliefs that help you cope with stress/ difficult times?" (Contextualize to reason for visit if it is not the routine history).
- If the patient responds "No," the health care provider might ask, "What gives your life meaning?" Sometimes patients respond with answers such as family, career, or nature.
- (The question of meaning should also be asked even if people answer yes to spirituality)

I - Importance

- "What importance does your spirituality have in our life? Has your spirituality influenced how you take care of yourself, your health? Does your spirituality influence you in your healthcare decision making? (e.g. advance directives, treatment etc.)

C - Community

- "Are you part of a spiritual community? Communities such as churches, temples, and mosques, or a group of like-minded friends, family, or yoga, can serve as strong support systems for some patients. Can explore further: Is this of support to you and how? Is there a group of people you really love or who are important to you?"

A - Address in Care

- "How would you like me, your healthcare provider, to address these issues in your healthcare?"
- A also refers to the Assessment and Plan of patient spiritual distress or issues

Spiritual History

HOPE Questions for a formal spiritual assessment in a medical interview

- H: Sources of hope, meaning, comfort, strength, peace, love, and connection
- O: Organized religion
- P: Personal spirituality and practices
- E: Effects on medical care and end-of-life issues

Spiritual Assessment

Spiritual assessment is more extensive [in-depth, on-going] process of active listening to a patient's story as it unfolds in a relationship with a professional chaplain and summarizing the needs and resources that emerge in that process. The summary includes a spiritual care plan with expected outcomes which should be communicated to the rest of the treatment team (Handzo).

Spiritual Issues

Some of the issues that might arise during a spiritual assessment:

Grief

- Loss of sense that God will protect you from all harm
- Other losses: employment, physical condition, dreams for future, intimacy

Despair

- Abandonment
- God the Judge vs. God the Comforter

Atonement for sin

- Religions have distinct ways of making amends for sin
- Suffering may be seen as a way to “work off” sin

Sample Goals for Spiritual Care

- Align care plan with patient's values
- Build relationship of care and support
- Meaning-making
- Mend broken relationships
- Promote a sense of peace

Sample Methods for Spiritual Care

- Assist with advance care planning
- Assist with spiritual/religious practices
- Bereavement support
- Encourage life review
- Encourage sharing of feelings
- Explore nature of God
- Offer emotional support
- Offer spiritual/religious support

Sample Interventions for Spiritual Care

- Perform a blessing
- Provide grief resources
- Share words of hope and inspiration
- Acknowledge response to difficult experience
- Reflective listening

Role 2: Educator

- On role of chaplain
- On religious practices
- On ethical issues
- About advance care planning
- Recognizing spiritual distress

Spiritual Distress

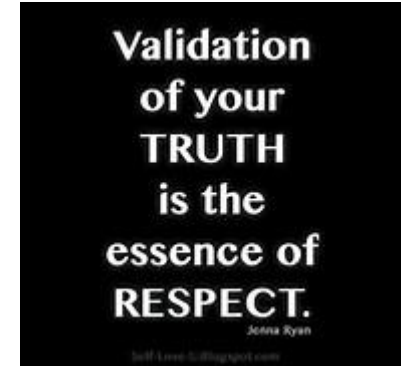
A disruption in a person's belief or value system. It may occur when a person is unable to find sources of meaning, hope, love, comfort, strength and connection in life, or when conflict occurs between a person's beliefs and what is happening in their life. Something in a person's past can also be a cause of distress.

Signs and Symptoms of Spiritual Distress

- Questioning the meaning of life
- Questioning the meaning of suffering
- Questioning why they are ill, why now, why me, why my child, etc.
- Questioning his/her belief system
- Expressing worry about punishment for sin
- Expressing a sense of emptiness, loss of direction, hopelessness
- Expressing abandonment by God/Higher Power
- Sudden rejection or neglect of previous practices or beliefs
- Pain and other physical symptoms *may be* expressions of spiritual distress

Role 3: Cultural broker

- Cultural Competence
- Cultural humility:
- Allow the patient/family to be the teachers
- Bridge the culture gap between patient/family and staff



Role 4: Staff Support

- Informal
- Nursing staff meeting
- Fellows
- Palliative Care team meeting



Self-Care Exercises

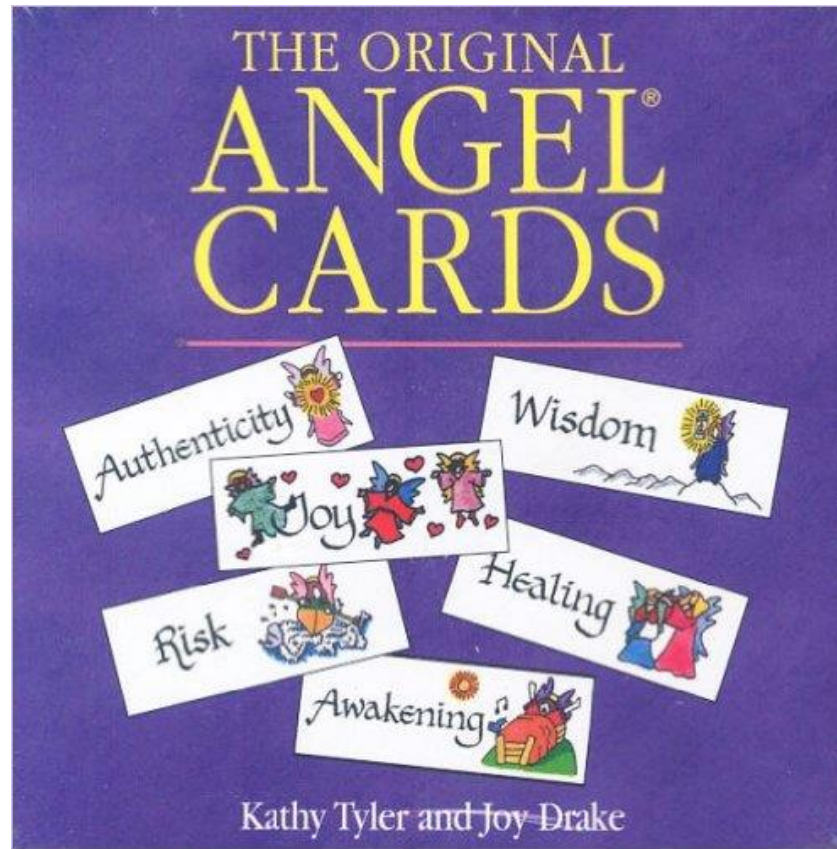
- Guided Meditation apps
- “Brain wave tuner” apps
- Music
- Video
- Sensory experiences
 - Finger labyrinth
 - Warm moist towel with tangerine oil
 - Coloring
 - “Blessing of the hands”

Team-Building Exercises

- Coin Exercise
- Six Word Memoirs
- Just Little Things
- Two truths and a lie
- A favorite game from your childhood
- Something about your first or last name

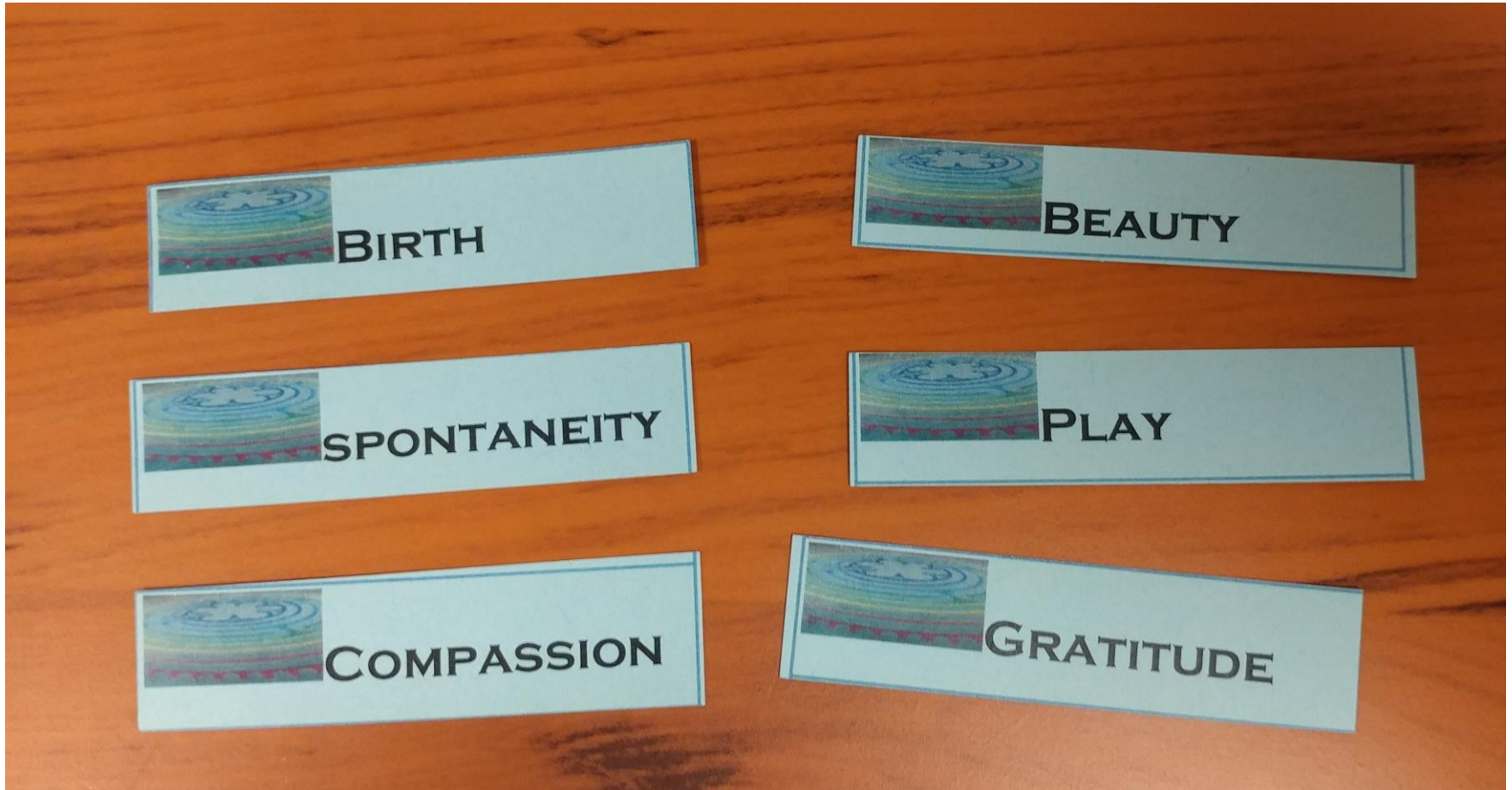
Team-Building Exercises

➤ Meditation Cards



Team-Building Exercises

➤ Meditation Cards



Finger Labyrinths

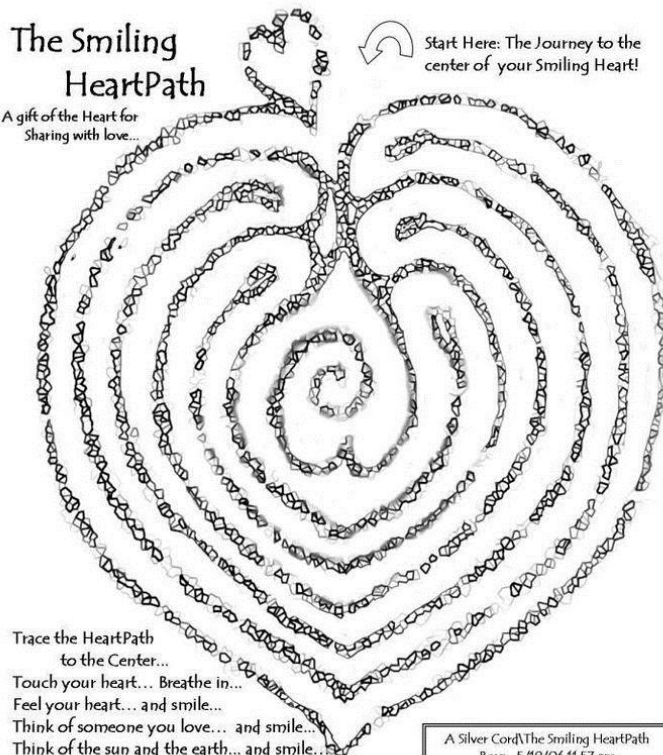


De-stress with this simple labyrinth meditation. Sit back, relax, let your fingers do the walking!

The Smiling HeartPath

A gift of the Heart for
Sharing with love...

Start Here: The Journey to the
center of your Smiling Heart!



Trace the HeartPath
to the Center...

Touch your heart... Breathe in...

Feel your heart... and smile...

Think of someone you love... and smile...

Think of the sun and the earth... and smile...

Think of yourself... Breathe in... and smile...

Smiling awakens & engages your heart...

And your smiling heart surrounds you with love...

Follow the HeartPath back to the beginning...

Breathe in... and smile... and step into your new day...

A Silver Cord/The Smiling HeartPath
Born: 5/18/06 11:57 am
d.sellon@comcast.net
Free: Email me to receive this file so you
can reprint again & again.

Hospital Palliative Care Staffing

According to the 2015 Palliative Care Registry:

- 44% of hospitals have a complete IDT (MD, nurse, social worker, chaplain)
- These average .5 FTE chaplain
- Chaplain funded 60% by palliative care budget
- Of those without a complete IDT, 70% have no chaplain

Impact on Patient Satisfaction

Chaplain visits result in:

- Increased scores on patient satisfaction surveys
- Increase in patient's willingness to recommend hospital

Impact on Bottom Line

Chaplaincy services are related to:

- Significantly lower rates of hospital deaths
- Higher rates of hospice enrollment

Inadequately met spiritual needs lead to:

- More deaths in ICU
- Higher end-of-life costs

Louis Shapiro, CEO of the Hospital for Special Surgery in New York City “My continued investment in spiritual care services is vital to the hospital’ patient population and to the...staff.”

Chaplaincy Staffing Recommendations

- Requires intentional approach
- Depends on organization, role of chaplain in organization, strategic goals
- Recommendations for high-acuity, life-and-death issues with intense and complex family/social/spiritual dynamics range from 1:30 to 1:45

Summary

www.HCCNinfographics.org

These infographics are a great summary of the benefits of professional chaplaincy to patients/families and institutions.

Implications for your setting

- Staffing
- Patient satisfaction
- Wellness
- Other?

Take-Away: Ideas you can implement in your setting

- _____
- _____
- _____

Questions & Wrap-up



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