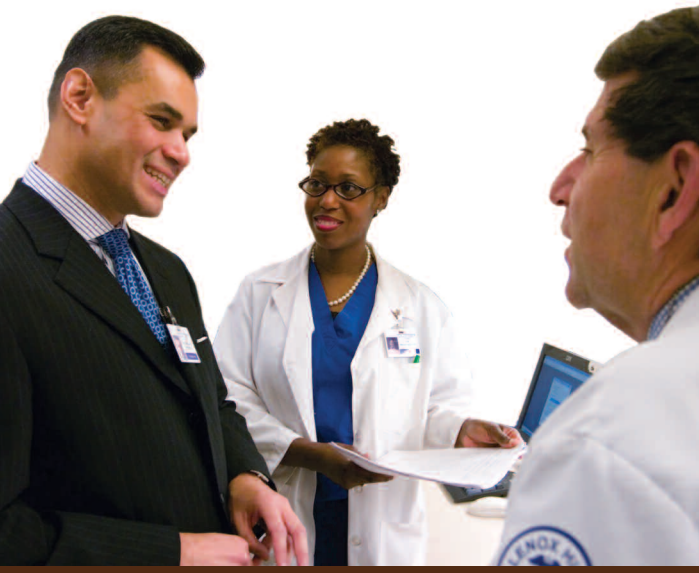


MAKE YOUR CHAPLAINCY PROGRAM MORE PRODUCTIVE.

Improve outcomes, mission alignment, margins, and compliance.



A high performance, multifaith chaplaincy department:

- ◆ Increases patient and family satisfaction when dealing with life-changing or terminal illnesses
- ◆ Improves palliative and end-of-life care
- ◆ Increases staff satisfaction and retention
- ◆ Establishes Outcome Oriented Chaplaincy protocols to screen, respond, evaluate, staff, and report
- ◆ Supports cultural competence including Joint Commission compliance
- ◆ Improves patient-related crisis management involving traumas, codes or difficult patients or families
- ◆ Serves patients, families and staff regardless of religion or beliefs

“Professionally I have gotten to know the work and the people of HealthCare Chaplaincy over the course of many years. They do an extraordinary job and we are excited about the partnership. We know the caliber of the chaplains we are getting, and we can confidently provide this essential resource and service to our patients.”

– Cosmo LaCosta, Former Senior Vice President, Silvercrest Center for Nursing and Rehabilitation

We help organizations that:

- ◆ Seek best practices
- ◆ Serve new patient populations
- ◆ Want to raise their patient/client satisfaction and HCAHPS ratings
- ◆ Have had the same chaplaincy staff for more than 7 years
- ◆ Are changing through merger, incorporation into a system, adding services and/or capacity
- ◆ Do not have in-house chaplaincy services
- ◆ Want to qualify for the Magnet or Baldrige Board



Credentials

HealthCare Chaplaincy is the world's leading educator, researcher, manager, consultant and staffing resource for multi-faith, professional health care chaplaincy. Memorial Sloan Kettering Cancer Center, NYU Langone Medical Center and the U.S. Navy Bureau of Medicine and Surgery are among the organizations we serve.

We've helped close to 5 million people since our founding in 1961.

We're a member of the Liaison Network of The Joint Commission.

Our Board Certified chaplains:

- ◆ Serve as confidential, trusted counselors to all people regardless of religion or beliefs
- ◆ Help someone heal by drawing from that person's own source of spiritual strength
- ◆ Are experts in crisis management, meditation, and resolving cultural conflicts
- ◆ Become Board Certified following the successful completion of more than 1600 hours of clinical and academic education—comparable to a medical residency

HealthCare Chaplaincy's consulting & management experts are Board Certified Chaplains who align chaplaincy performance with institutional goals and objectives:

- ◆ Fully assess your chaplaincy operation within the context of these goals and objectives
- ◆ Deliver a detailed strategic plan with concrete recommendations to meet your immediate and long term goals
- ◆ Establish protocols that improve patient outcomes and satisfaction, staff morale and retention, and resource management
- ◆ Help manage successful change
- ◆ Recruit the chaplain that best fits your needs – guaranteed
- ◆ Help manage your chaplaincy department



Consulting & management team leader is The Rev. George F. Handzo, one of the foremost authorities in professional health care chaplaincy. He is a Board Certified

Chaplain and a Certified Six Sigma Black Belt. He served over 20 years as Director of Chaplaincy Services at Memorial Sloan-Kettering Cancer Center in New York City, has authored or co-authored more than 30 articles and a book on pastoral care and is a past president of the Association of Professional Chaplains.

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