HealthCare Chaplaincy Network™ (HCCN) is a 55-year-old global nonprofit organization that offers spiritual-related information and resources, and professional chaplaincy services in hospitals, other health care settings, and online.

OUR MISSION

Our mission is to advance the integration of spiritual care in health care through clinical practice, research and education in order to improve the patient experience and satisfaction and to help people faced with illness and grief find comfort and meaning, whoever they are, whatever they believe, wherever they are.

“There is mounting evidence that spiritual support plays an important role in physical healing. Yet even critically ill patients are spending less time in hospitals where chaplains typically work. Patients may also be disconnected from formal religion and still face agonizing questions and debilitating fears … The demand for spiritual support, in a variety of forms, is likely to increase as hospitals add more palliative care and hospice programs.”

— SEPTEMBER 28, 2015

THE WALL STREET JOURNAL. Describes the Momentum That Is Driving Our Mission
Dear Friends,

HealthCare Chaplaincy Network (HCCN) is committed to helping people who are coping with a health crisis find meaning and comfort by identifying and drawing upon whatever is their source of spiritual strength — whoever they are, whatever they believe, wherever they are.

This report highlights how we are touching more lives than ever, including people who otherwise would have no place else to turn to help relieve their spiritual distress. Our websites have generated more than 600,000 visits from around the globe since January 2014, and most have been first-time visitors.

Also, we have more client partners — at some, our chaplains provide spiritual care in person, and at a growing number of others, we provide spiritual care using user-friendly, technology-based programs and services.

HCCN’s impact is growing both nationally and globally, as the board of directors, staff, and client partners are creating the new world of spiritual care.

Sincerely,
We Are Extending the Delivery of Clinical Care to Inpatients and Outpatients Through a Suite of Cost-Efficient, Technology-Driven Services

This initiative strategically addresses a number of factors:

• Growing number of palliative care/elderly care patients
• The cost effectiveness of new technology
• Shorter hospital stays and increased outpatient delivery of services
• The trend of more people being cared for at home
• Increasing focus on whole-person care — body, mind and spirit, including mounting evidence of the benefits of spiritual care for patients and their families
• A need to reach the homebound, rural, and other under-served populations
• Studies that show that while 70% of Americans believe some form of spirituality should be part of their health care, 72% of patients surveyed said their spiritual needs were “minimally” or “not at all supported” by the medical system

Among these new services are:

- **ChaplainsOnHand.org and CantBelieveIHaveCancer.org** with your institution’s brand
- **Spiritual Care WEBSITES**
- **SoulCare Project**
- **Telehealth services to expand care to outpatients, staff, and overnight patients by phone, email or video call**
- **Spiritual and emotional support for everyone — whoever you are, whatever you believe, wherever you are**
- **Ten programs rich in educational and inspirational content**
- **A dynamic, interactive online program to educate and engage patients and families in the palliative care journey**
- **A prestigious recognition to highlight your commitment to best practices in spiritual care**
- **For military veterans, those currently serving, family, and friends. We are with you.**
Following intensive development of these services in 2014, we began a strategic and focused marketing and sales program early in 2015, including:

- Assigning dedicated staff
- Implementing a comprehensive prospect database, which now includes thousands of leads
- Exhibiting at professional health care and chaplaincy annual conferences, including American Academy of Hospice and Palliative Medicine, National Hospice & Palliative Care Organization, National Renal Administrators Association, Association of Professional Chaplains, National Association of Catholic Chaplains, Planetree, and others

**Nationwide interest in these new services by hospitals, outpatient clinics, long-term care facilities, and hospices is very positive.**

Health care institutions that we serve with one or more of these new services as of December 2015 are:

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<thead>
<tr>
<th>State</th>
<th>Institution</th>
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<tbody>
<tr>
<td>Florida</td>
<td>Florida Hospital Celebration Health</td>
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<tr>
<td>Louisiana</td>
<td>Willis-Knighton Health System</td>
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<tr>
<td>New Jersey</td>
<td>Shore Medical Center</td>
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<tr>
<td>New York</td>
<td>Arnot Health, Carnegie East House, Elmhurst Hospital Center, Jacobi Medical Center, Vassar Brothers Medical Center</td>
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<tr>
<td>Oregon</td>
<td>Providence St. Vincent Medical Center</td>
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<tr>
<td>Pennsylvania</td>
<td>Cancer Treatment Centers of America at Eastern Regional Medical Center, Coatesville Veterans Affairs Medical Center</td>
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<tr>
<td>South Carolina</td>
<td>Interim HealthCare Hospice</td>
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<tr>
<td>Texas</td>
<td>Texas Health Presbyterian Hospital Plano</td>
</tr>
<tr>
<td>Washington</td>
<td>Providence Center for Faith &amp; Healing</td>
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Relationships with the five Metro New York City health care institutions where we provide on-site chaplains are strong and collegial:

- Hospital for Special Surgery
- Memorial Sloan Kettering Cancer Center
- NYU Langone Medical Center
- St. Mary’s Center
- Winthrop University Hospital
Seven Programs That Deliver a Range of Educational Content

**Clinical Pastoral Education**
- Teach at NYU Langone Medical Center, Memorial Sloan Kettering Cancer Center, and Vassar Brothers Medical Center
- Accredited by Association for Clinical Pastoral Education

**Online Certificate Courses**
- Offered jointly with the California State University Institute for Palliative Care
- Two courses for professionals: Fundamentals & Advanced Level Certificate courses on spiritual care training in palliative care
- More than 600 students have completed the courses
- Students give the courses high praise

**Spiritual Care Grand Rounds**
Monthly informative webinars on important topics, such as:
- Implementing a Spiritual Screening Tool
- Theory and Practice of Quality Improvement in Chaplaincy
- Aligning the Goals of Chaplaincy With the Goals and Mission of the Organization
- Managing the Difficult Family
- An Introduction to Outcome Oriented Chaplaincy

**Caring for the Human Spirit® Magazine**
Publish twice annually the unique magazine dedicated to advancing the integration of spiritual care in health care
PlainViews®
• The preeminent online professional journal for chaplains and other spiritual care providers
• Publishes monthly

The Chaplain Connection®
The dynamic online community with interactive resources that informs, supports and enhances spiritual care practice
• Fills vital and unmet needs for the profession
• Launched July 2015 and already has more than 400 members

Caring for the Human Spirit® Conference
A 2015 conference attendee voiced a common observation: “We came because we wanted to know what was happening in the field...what was best in the field...and we’re walking away with a renewed sense of purpose.” Venue for the 2016 annual conference (April 11-13) is San Diego.
We Are a Leader in Establishing Spiritual/Chaplaincy Care As an Evidence-Informed Profession

With funding from the John Templeton Foundation, the 2014 Caring for the Human Spirit® conference released the largest body of research on spiritual care in health care, presented the first empirical data on the role and effectiveness of chaplaincy care interventions, and launched the new field of interdisciplinary research in spiritual care in health care.

The 2015 and 2016 conferences continue the focus on research-sharing with workshops or intensives (19 total in 2015 and 33 total in 2016) and the following keynote and plenary presentations:

**2015 CONFERENCE**

- Integrating Spiritual Care in Health Care—A Global Perspective  
  Christina Puchalski, M.D., FACP
- Integration of Spirituality In Palliative Care Education and Research  
  Betty Ferrell, Ph.D., RN, MA, FAAN, FPCN, CHPN
- Spiritual Care in Palliative Care—The State of the Science  
  Karen Steinhauser, Ph.D.
- Finding Room for God? A Practical Theology for Spiritual Care in Health Care  
  The Rev. John Swinton, BD, Ph.D., EMN, RNMD
- The Professional Chaplain: Taking the Lead in Integrating Spiritual Care through Clinical Practice, Education and Research  
  The Rev. George Handzo, MA, BCC, CSSB

**2016 CONFERENCE**

- Dignity, Person and Deconstructing Connectedness  
  Harvey Max Chochinov, OC, M.D., Ph.D., FSRC
- Toward the Integration of Spiritual Care: A Plea for a New Art of Dying  
  Carlo Leget, Ph.D.
- Spirituality and Medicine: From Asciepius to P-Values  
  Tracy A. Balboni, M.D., M.P.H.
- Small, Medium and Large: Three Approaches for Advancing Chaplaincy Research  
  George Fitchett, D.Min., Ph.D., BCC
- See Change: Health Care Chaplaincy of Tomorrow  
  Rev. Kevin Massey, M.Div., BCC

**Evaluation of New Programs and Services**

As HCCN develops new programs and services to deliver spiritual care to patients, family members and staff, we are testing their efficiency and efficacy with a number of health care providers to gain:

- Learning that will help us improve the programs and services
- Evidence of their value for current and future clients and funders

This testing generally proceeds in three phases:

**Phase 1:** Describe the demographics of the users, including needs

**Phase 2:** Describe the response of consumers to the programs, including reports of ease of use and consumer-reported benefit

**Phase 3:** Test effects on medical outcomes, including satisfaction with overall care, and use of medical resources

“**What Do Customers Want?” Administrator’s Survey**

In the early 2000’s, HCCN did the first (and so far only) nationwide survey of hospital administrators about their chaplaincy services. We are surveying anew.
HCCN’s Communications Program is working intensely to raise awareness of the value of professional chaplaincy/spiritual care in health care through multiple and interlocking efforts.

HCCN’s board and staff called attention to how professional chaplains bring spiritual and emotional support to those in distress as they rang the bell at the NASDAQ Stock Market closing on Friday, December 12, 2014 in New York’s Times Square.

The Critical Role of Spirituality in Patient Experience

Jason A. Wolf, PhD
President
The Beryl Institute
Stacy Palmer
Vice President, Strategy and Member Experience
The Beryl Institute
Published in collaboration with HealthCare Chaplaincy Network.

Published this important white paper The Critical Role of Spirituality in Patient Experience in collaboration with The Beryl Institute, the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.

A joint webinar supplements the white paper.

Published monthly e-newsletter

THE WALL STREET JOURNAL
REUTERS
Los Angeles Times

Articles in major media and professional publications such as:

The sole spiritual care content provider with sharecare, an online, comprehensive health and wellness engagement platform that provides consumers with personalized information, programs and resources to improve their health.


Post daily on social media with information related to our mission or our programs and services.
Four Chaplains Day
February 3, 2015

HCCN commemorated the annual Four Chaplains Day at the Intrepid Sea, Air & Space Museum to honor four U.S. Army chaplains of differing faiths who gave up their lives to save others when the torpedoed U.S.A.T. Dorchester, with 920 soldiers aboard, sank on February 3, 1943, as well as all men and women who have served or are currently serving our country. The event introduced the new service www.chaplaincareforveterans.org.

Convocation
May 12, 2015


Wholeness of Life Gala
November 5, 2015

HCCN’s annual Wholeness of Life Gala honors remarkable women and men with a genuine commitment to spiritual care in health care and treating those in distress as a whole person.
THE UTILIZATION AND EFFICACY OF PROFESSIONAL CHAPLAINCY

GAPS TO FILL

Many more inpatients desire conversations about religion/spirituality than have them.

More than one-quarter of all adults, including those 75 and older, have given little or no thought to their end-of-life wishes.

72% of advanced cancer patients said their spiritual needs were minimally or not at all supported by the medical system.

PATIENT SATISFACTION

A strong association exists between satisfaction with spiritual care and satisfaction with total ICU experience.

Spiritual care is associated with better patient quality of life near death.

INSTITUTIONAL BOTTOM-LINE

IMADEQUATELY SUPPORTED SPIRITUAL NEEDS LEADS TO
- More deaths in ICU
- Higher end-of-life costs

CHAPLAINCY SERVICES ARE RELATED TO
- Significantly lower rates of hospital mortality
- Higher rates of hospice enrollment

CHAPLAIN VISITS RESULT IN

- Increased scores on patient satisfaction surveys (HCAHPS, Press Ganey)
- Overall patient satisfaction
- Patient’s willingness to recommend hospital

Source: Journal of Palliative Medicine, 2009
Source: Critical Care Medicine, 2007
Source: The Journal of Clinical Oncology, 2009
Source: BMC Palliative Care, 2012

80% of patients with spiritual/religious needs said the chaplain met these needs very well.

Source: BMC Palliative Care, 2012

To view entire infographic, please visit www.HCCNinfographics.org
“As an only child with one distant relative, I felt so alone caring for my mother suffering from Alzheimer’s that my days ended in tears and frustration. Just being able to talk about it with you—and knowing you are there—has helped enormously.”

“Talking with the chaplain about my third recurrence of cancer has given me a more hopeful outlook.”

“Being able to tell the chaplain my story has eased my stress considerably.”