Creating the New World of Spiritual Care

2017-2018
Accomplishments and Outlook
HealthCare Chaplaincy Network™ (HCCN) is a 56-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
Dear Friends,

As HealthCare Chaplaincy Network (HCCN) has broadened its efforts over the past several years to strengthen the field of spiritual care within health care, we have held fast to our core mission of ensuring compassionate, whole-person care for people of all backgrounds and beliefs.

Providing spiritual care means attending to patients’ and families’ heartfelt values and deepest concerns as they face difficult medical decisions and other challenges of serious illness. This is not an ancillary activity to be considered if time allows; it is at the heart of patient-centered care – the stated goal of health care providers and institutions across the country.

HCCN is therefore working to integrate this vital aspect of care throughout the health care system. Our chaplains provide one-on-one care for patients, their loved ones, and medical staff at hospitals in the New York metro area and beyond. HCCN also facilitates research with global experts to define and share best practices in our field. And, because health care professionals of all disciplines seek to provide more compassionate care, HCCN trains not only chaplains but also nurses, social workers, doctors and others – to be mindful of all aspects of a patient’s experience, to support family members, and to work together with professional chaplains in providing care of body, mind, and spirit.

In helping patients address the spiritual, existential and emotional challenges arising during illness and at the end of life, we also open the door to something else – the opportunities for growth and wholeness in these universal situations.

We hope you enjoy this brief report about HCCN’s latest efforts and vision for the future of spiritual care, and that you will be inspired to stand with us in our work to ensure compassionate care for all.

Sincerely,

Michael Schoen  
Chairman  

Rev. Eric J. Hall  
President & CEO
HCCN is extending the delivery of spiritual care through a suite of technology-driven services, to address a number of factors:

- Shorter hospital stays and increased outpatient delivery of services
- The trend toward home care for more seriously ill and chronically ill patients
- The need to reach rural, homebound, other under-served populations
- Growing numbers of palliative care and elder patients
- The cost effectiveness of new technology
- Increasing focus on care of the whole person — body, mind and spirit – due to mounting evidence of the benefits of spiritual care

Among these new services are:

- **HCCN**
  - Ten programs rich in educational and inspirational content, available for hospitals and other health care settings

- **Palliative Connect**
  - A dynamic online program to educate and engage patients and families in their palliative care journey, outside of hospital settings

- **Excellence in Spiritual Care AWARD**
  - A prestigious recognition opportunity to highlight the commitment of health care organizations to best practices in spiritual care, with consultation from HCCN to establish and meet spiritual care goals

- **Spiritual Care WEBSITES**
  - ChaplainsOnHand.org and CantBelieveIHaveCancer.org, available for co-branding by health care institutions

- **Spiritual Care Connect**
  - An online patient engagement program to aid patients and their family caregivers in spiritual and emotional wellness

- **On-Call Chaplaincy**
  - Chaplain-staffed call center providing person-to-person care for people seeking spiritual support from any location via phone, email or video call

- **SoulCare Project™**
  - Spiritual and emotional support for patients, family caregivers and health care professionals

- **Chaplain Care for Veterans**
  - A resource to meet the needs of veterans, active military, and their families and friends
Health care institutions that we serve with one or more of these services as of September 2017 include:

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<thead>
<tr>
<th>State</th>
<th>Institutions</th>
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<tbody>
<tr>
<td>California</td>
<td>Satellite Healthcare, VA Palo Alto Health Care System, VA San Diego Healthcare System</td>
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<tr>
<td>Colorado</td>
<td>SCL Health</td>
</tr>
<tr>
<td>Delaware</td>
<td>Bayhealth, Kent General Hospital, Bayhealth, Milford Memorial Hospital</td>
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<tr>
<td>Florida</td>
<td>Baycare, St. Joseph’s Hospital, Florida Hospital, Florida Hospital Celebration Health</td>
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<tr>
<td>Iowa</td>
<td>UnityPoint Health, Blank Children’s Hospital, UnityPoint Health, Iowa Lutheran Hospital, UnityPoint Health, Iowa Methodist Medical Center, UnityPoint Health, Methodist West Hospital, University of Iowa Hospitals and Clinics</td>
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<tr>
<td>Louisiana</td>
<td>Willis-Knighton Health System</td>
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<tr>
<td>Michigan</td>
<td>VA Ann Arbor Healthcare System</td>
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<tr>
<td>New Jersey</td>
<td>Shore Medical Center, The Valley Hospital</td>
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<tr>
<td>New York</td>
<td>Arnot Health, Jacobi Medical Center, Peconic Bay Medical Center, Richmond University Medical Center</td>
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<tr>
<td>Ohio</td>
<td>Mercy Willard Hospital</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>Abington Memorial Hospital, Cancer Treatment Centers of America at Eastern Regional Medical Center, Magee-Womens Hospital of UPMC</td>
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<tr>
<td>South Carolina</td>
<td>Interim HealthCare Hospice</td>
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<tr>
<td>Texas</td>
<td>Covenant Health, Texas Health Presbyterian Hospital Plano</td>
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<tr>
<td>Tennessee</td>
<td>The University of Tennessee Medical Center</td>
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<tr>
<td>Washington</td>
<td>Providence Center for Faith &amp; Healing</td>
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HCCN continues to embrace its longstanding commitment to providing hospital bedside chaplaincy. In 2017, HCCN doubled the number of hospitals where its chaplains provide person-to-person support, lead patient and staff support groups on bereavement and other issues, and provide for other spiritual needs.

As of autumn 2017, institutions where HCCN provides direct chaplaincy care are:

- Hospital for Special Surgery, New York, NY
- Memorial Sloan Kettering Cancer Center, New York, NY
- NYU Langone Medical Center, New York, NY
- St. Mary’s Center, New York, NY
- NYU Winthrop Hospital, Mineola, NY
- University Hospital, Newark, NJ
- St. Mary’s Hospital for Children, Queens, NY
- Rhode Island Hospital, Providence, RI
- The Miriam Hospital, Providence, RI
- Newport Hospital, Newport, RI
Spiritual Care Courses for Health Professionals

HCCN works with content experts to develop spiritual care-related courses for health care professionals of all disciplines: nurses, social workers, physicians, and administrators, as well as chaplains, clergy and volunteers. Twenty courses are now available through the online Learning Center of our affiliate, the Spiritual Care Association (see page 9).

With both instructor-led and self-guided learning opportunities, current courses include:

- What Every Health Care Professional Needs to Know About Spiritual Care
- Values, Obligations, and Rights: Health Care Ethics
- What We Hear and Say: Spiritual Assessment and Documentation
- Cultural Competence, Inclusion, and Vulnerable Populations for Health Care Professionals
- When Care Is Tough: Supporting the Interdisciplinary Team
- Caring for the Smallest: Pediatrics
- The Challenges of Memory: Alzheimer’s and Other Dementias
- When It’s Time to say Goodbye – Introduction to Spiritual Care at the End of Life

https://spiritualcareassociation.org/learning-center.html

White Papers to Advance the Spiritual Care Field

HCCN develops and publishes extensively researched white papers to educate all health care disciplines on the deepening knowledge of best practices and the value of spiritual care. The white papers are distributed to thousands of hospitals across the country. Recent publications include:

- “Spiritual Care and Physicians: Understanding Spirituality in Medical Practice”
- “Health Care Social Worker as Spiritual Care Generalist: A Practical Guide”
- “Spiritual Care and Nursing: A Nurse’s Contribution and Practice”
- “SPIRITUAL CARE: What It Means, Why It Matters in Health Care”
- “The Critical Role of Spirituality in Patient Experience” (with Beryl Institute)
HCCN educates chaplaincy students, experienced chaplains, other health care professionals, and the general public, through the following:

Clinical Pastoral Education (CPE)
• Providing clinical/patient care experience for chaplains in training and other CPE students (clergy, etc.) at NYU Langone Medical Center and Memorial Sloan Kettering Cancer Center
• Fully accredited by Association for Clinical Pastoral Education.

CPE.org
• Launched in 2016, CPE.org offers the first-ever online CPE courses allowing students to obtain training through live video conferencing, supervised group processes and self-guided activities
• Helps students find convenient health care settings to perform required clinical hours
• Makes CPE possible for individuals in any location

Palliative Care Online Certificate Courses
• Fundamentals and Advanced Level Certificate Courses on spiritual care training in palliative care
• 1,300+ students have completed these popular and highly-praised courses

Caring for the Human Spirit Magazine
• Published twice yearly, providing chaplains, nurses, clergy, social workers, physicians, and others with practical information and illustration of evidence-based practices and developments in the spiritual care field.

Spiritual Care Grand Rounds
• Theory and Practice of Quality Improvement in Chaplaincy
• Communicating Spirituality to Patients with Alzheimer’s Disease and Other Dementia
• Chaplaincy-based Advance Care Planning – Partnering to Reduce Readmission Rates
• Enhancing Medical Resident Communication Skills in End-of-Life Situations

PlainViews®
• Monthly online professional journal for chaplains and other spiritual care providers

The Chaplain Connection®
• Dynamic community to inform and support chaplaincy practice
• Fills vital need for chaplains who often work in isolation from others in the profession
We are a leader in establishing spiritual/chaplaincy care as an evidence-informed profession.

HealthCare Chaplaincy Network is leading a growing field of international research to document the benefits of spiritual care for patients and families.

Consensus continues to grow on the value of spiritual care in improving patient experience and outcomes. Palliative care guidelines now require a spiritual care provider as part of the interdisciplinary team. And in 2016, the American Medical Association – acknowledging growing evidence that spiritual care increases patient satisfaction and lowers costs – adopted policy recognizing the importance of patient spirituality on health, and encouraging patient access to spiritual care services.

CARING FOR THE HUMAN SPIRIT CONFERENCE

HCCN’s annual “Caring for the Human Spirit” conference brings together global experts from multiple disciplines to explore the latest research, best practices, and clinical experience related to integrating spiritual care in health care. Our fourth annual conference, held in Chicago in March 2017,

- Drew in-person attendees from 40 states and thousands more via webcast from 18 countries, including nurses, social workers, physicians, chaplains, researchers, educators, clergy, and administrators
- Offered special tracks of workshops for nurses and social workers
- Provided continuing education credits for Physicians, nurses, social workers, and chaplains

Major presentations included:

- Chaplaincy and Compassion: Challenge and Interventions
  Roshi Joan Halifax, Ph.D.

- What Does Multidisciplinary Compassionate Care Look Like?
  Deborah B. Marin, M.D.

- Patient Experience: A Movement of Spirit at the Heart of Health Care
  Jason A. Wolf, Ph.D.

- A Compassionate Practice Toward a Patient-Orientated and Clinically Relevant Evidence-Based Approach
  Shane Sinclair, Ph.D.

We are putting professional chaplaincy on par with other health care disciplines.

In 2016, HCCN released the first comprehensive quality indicators for spiritual care in health care, based on the consensus of an international panel of experts in spiritual care, palliative care and related disciplines. HCCN also developed and released an evidence-based scope of practice, or set of competencies to be attained by all professional health care chaplains. These developments put professional chaplaincy on par with other health care disciplines directed by specific quality indicators.
THE FUTURE OF EVIDENCE-BASED SPIRITUAL CARE HAS BEGUN TO EMERGE.

SPIRITUAL CARE ASSOCIATION

The Spiritual Care Association (SCA) is an international membership organization and affiliate of HealthCare Chaplaincy Network. Launched in April 2016, SCA is working to unite and advance our field around the goals of evidence-based spiritual care for all patients and families, and its full integration in the U.S. health care system and beyond.

Committed to standards-setting, certification, and professional training, SCA is open to nurses, social workers, doctors, other health care providers and administrators, clergy, and related professional organizations – in addition to health care chaplains.

In its first year, SCA attracted 1,300 members and established a presence in 12 countries, with international affiliate organizations in Ethiopia, Haiti, India, Israel, Italy, Jamaica, Malawi, Pakistan, China, Singapore, Ukraine, and Zamia.

Through these affiliations, SCA provides education and resources to dedicated individuals in many countries that are at the very start of the process of integrating spiritual care into their health care systems.

**WELCOMING** as members all individuals and organizations committed to the delivery of optimal spiritual care as a vital component of whole-person care and the overall patient experience

**EDUCATING** chaplains, nurses, social workers, other health care professionals, and clergy via a robust Learning Center

**ENGAGING** all interdisciplinary team members, recognizing that the delivery of spiritual care requires both generalists and specialists

**OFFERING** new pathways for chaplain credentialing and board certification to ensure demonstration of clinical competencies

**ADVOCATING** to advance the integration of spiritual care in health care around the world

www.SpiritualCareAssociation.org
info@spiritualcareassociation.org
212-611-1111
Caring for the Human Spirit conference

“An outstanding conference — one of the best I’ve ever attended (and I’ve attended a lot of conferences). I wasn’t ready for it to be over. As a newcomer, I felt warmly and genuinely welcomed. I learned so much from the other attendees, whom I found to be smart, friendly, interesting, passionate, and knowledgeable...I found the sessions interesting, provocative, educational, and engaging — the thoughtful Q&A enhanced some fine presentations. I loved the multidisciplinary and international nature of the conference— this breadth (while focused on spiritual care) helped me think outside of boxes I didn’t realize I was in. I left the conference with my head spinning, still engaging with the content several days later and already reading, researching, and sharing with folks back home.”

~ Spiritual care coordinator and sole chaplain at a community hospital in the San Francisco Bay Area

CPE.org

“The CPE program is a fascinating psycho-dynamic system. We learned to self-reflect in a very real way, and how to plan future goals based on those reflections. What affected me the most over the course of these 5 months was the way we grew together as a group. It was amazing to see how we grew so comfortable with one another, and I believe that that’s thanks to the interpersonal critique system we practice in our classroom.”

~ Rabbi and CPE Student, Arcadia, CA

Caring for the Human Spirit magazine

“I am impressed greatly by your magazine since it brings CPE theory and practices up to date—meeting the current issues we face in chaplaincy.”

~ Chaplain, Bonner Springs, Kan.

“The [fall 2015] issue with its emphasis on pediatric spirituality is a wonderful resource for spiritual care providers in all venues. I plan on sharing it!”

~ Registered Nurse, Fairbanks, Alaska

Spiritual Care Association

“Boldly taking the leadership in areas of direct interest to me and our profession...The upgrade of standards for a ‘new age’ is very welcome.”

~ Chaplain member of SCA
THE UTILIZATION AND EFFICACY OF PROFESSIONAL CHAPLAINCY

GAPS TO FILL

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

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

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

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.

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

INSTITUTIONAL BOTTOM-LINE

Inadequately-supported spiritual needs leads to:

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

Chaplaincy services are related to:

» Significantly lower rates of hospital deaths
» 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
Source: Journal of Health Care Chaplaincy, 2015

To view entire infographic, please visit www.HCCNinfographics.org
HealthCare Chaplaincy Network™ is a global health care nonprofit organization founded in 1961 that offers spiritual-related information and resources, and professional chaplaincy services in hospitals, other health care settings, and online. Its mission is to advance the integration of spiritual care in health care through clinical practice, research and education in order to improve 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.*

HCCN’s affiliate, the Spiritual Care Association, is the first multidisciplinary, international professional membership association for providers of spiritual care in health care that establishes evidence-based quality indicators, scope of practice, knowledge base, and testing to become a Board Certified or Credentialed Chaplain. Membership is open to chaplains and other health care professionals, clergy and organizations.