Intro to Hospital Ministry

102 -- Listen and “Read”

Chaplain Larry Pope, M Div
Health Management, Corporate Chaplain

Ministry of Presence

Presence:
Just show up

“Don’t just do something; sit there.”

Human beings; or Human doings!

Patients Are SICK! Duh!

• Have you ever been SICK?
• ...TRAPPED in a room with no lock on the door?
• ...NO CONTROL over anyone in your room!?!?
• Did you want anyone teaching you about anything???
• If you had one strong hand, you would have choked them!!!

“Routine” Visit

• Visit Nurse’s Station FIRST
• Hand washing
• Smile ☺ (Non-verbal greeting) First Impression
• Knocking & Introduction -- “Volunteer Chaplain”
• Name: slow and clear
• Sit down -- when you can; DON’T SIT ON BED
• Cordial with staff interruptions
• NEVER reveal medical information
• NEVER give opinions: physicians, procedures, or other facilities
• NEVER argue, lecture, counsel; do self-discovery w/ patient
• NEVER wear cologne or perfume (for respiratory patients)
• BRIEFLY talk about your personal illness, or not at all
• ALWAYS leave on positive note

Good Questions

• Is this a good time to visit?
• How do you feel today?
• What is your doctor telling you?
• Where are you from? Career? Travels?
• What is the most interesting thing that has happened to you?
• Do you have a place of worship?
• Has your minister been contacted?
• Would you like me to pray for you?
• What would you like to pray about?

Re-Train and Un-Train

• After 17 years of pastoral (church) ministry, Larry became a Hospital Chaplain
• Someone had to Re-train Larry
• Someone had to Un-train Larry
Self-Discovery
Collaborate Vs. Confrontation

“Tell me more.”

“What do you plan to do about this?”

“What will be your next step?”

Clergy vs. Chaplain

• Preaching → Listening
• Teaching → ‘Reading’
• Counseling → Self-discovery
• Evangelism → Meet their need
• Authority → Not about ME

Spiritual Gifts

• Evangelism, Preaching, Teaching, Counseling - NOT appropriate for a Chaplain
• We are Looking For -- Gifts of: Mercy, Helps, Serving, Encouragement
• IF a patient opens a door for spiritual change – walk through it, but don’t kick the door in!

Success in Ministry

• Can you count the number of people who have been converted in your ministry?
• Do you know the number of people you have turned away from faith -- forever???

Seed Planting vs. Harvest

• Patience
• Don’t push
• Change will happen
• God is in control

Bloopers

Man in E.R. with a heart attack

Rush man to Cath. Lab.

Wife and I walking behind bed
Effective Listening

What happens when people don’t listen to you?

Scramble the letters

Listen = ___ ___ ___ ___ ___

Effective Listening

Listen = S I L E N T

‘Reading’ People

• Crossing arms and legs
• Watch eyes: clock, TV,
• Can’t look you in the eye
• Turning their torso away from you
• Frown or shaking head ‘no’
• Snorting or strong breathing
• Watch for when they start to say something
• Let them do most of the talking
• Listen for disagreement: “Well, I don’t know about that!”

‘Hard to Read’ People

BEWARE

Some people are poker-faced

‘Reading’ People

• People who ‘Read’ easier
  ❖ Females
  ❖ Left-handed (ambidextrous)
  ❖ Intuitive
• People who can learn to ‘read’
  ❖ Males
  ❖ Right-handed
  ❖ Less-Intuitive
‘Reading a Room’
Angry, Sad, Afraid, Worried?
What materials are they reading?
Cards, balloons, flowers?
Dressed in clothes or gown?
Tubes, wires, machines?
Names, relations?
Moods, Acceptance, ‘vibes’?

Pause for Questions

Religious Jargon
“Saved”
“Born again”
“Found the Lord”
“Going through tribulations”
“Get right with God”
“Hold you up in prayer”
“The old man”
“Walk with the Lord”
“Washed in the blood”
“The flesh”
“Get in the Word”

Religion Experts?
You don’t have to know all about every religion, faith or denomination.
The expert of that faith is in the bed…
Ask them, “What do YOU believe?”
All Buddhists aren’t the same…
All Baptists aren’t the same…

“Reading” People
• Can you “read” when a person wants to talk about their faith?

• Can you “read” when they DO NOT want to talk about their faith?

Which Group is YOUR Problem?
1. What if you were the chaplain and they were your patient?
2. What if you were the patient and they were the chaplain?
Variety of Volunteer Chaplains

- Monday – Baptist Volunteer Chaplain
- Tuesday – Catholic Volunteer Chaplain
- Wednesday – Jewish Volunteer Chaplain
- Thursday – Pentecostal Volunteer Chaplain
- Friday – Mormon Volunteer Chaplain
- Saturday – New Age Volunteer Chaplain
- Sunday – Seventh Day Adventist Vol. Chaplain

As a Patient, how would you feel if each one pushed their faith on YOU?

Be True to Your Faith

- Never do anything contrary to your faith
- Refer to a chaplain or minister who can fulfill patient needs, if you can’t

Ecumenical
Here for everyone

Keep YOUR faith

But Be Gracious

Hey, Chaplain, what faith are you?

- My wife and I worship at a church in Port Charlotte... **where do you worship?**
- I don’t want this conversation to be about me, **I want to get to know you...**

“Where should I go to church?”

- What is your faith background?
- What churches have you tried.
- What style of worship do you like?
- Here are three places of worship that fit what you described.

Larry’s Denomination???

- We have been together almost 2 hrs
- I have not told you my faith.
- What will happen when I do?
Don’t Plan Your Visit
In Your Car

• “I will read this Scripture.”
• “I will pray this prayer.”
• “I will talk about this truth.”
• “I will tell this story.”
• “I will tell this joke.”

Successful Visit?

Every visit is successful if I:

1. Assess the patient’s need
2. Fulfilled that need
3. Left knowing that I helped them

It’s Not About Me!

Finish the sentence –
“In my visits I like to...”

“I Like To...”

❖ I like to talk.
❖ I like to joke around.
❖ I like to see them smile.
❖ I like to witness.
❖ I like to talk about church.
❖ I like to talk about politics.
❖ I like to visit at least xx minutes.

How Long Should A Visit Be?

From 3 seconds to 3 hours...

Read the room!
Listen to the Spirit
Listen to your own body

Ministry Summary:
“It’s Not About ME!”

1. Maturity
2. Humility
3. Selfless
4. Compassion
5. Contentment
Touch

• Some Chaplains are ‘touch-me-nots’
• Some Chaplains love to hug

• Some patients are ‘touch-me-nots’
• Some patients love to hug

• Hug those that need a hug
• Be aware of infection control

• BE CAREFUL!

Learning About Yourself
Pastoral Care Reports - Verbatim

• Ministry in seclusion
• Serious about personal growth
• Write out the visit
• Ask for help; admit weaknesses
• Admit your feelings
• What did you learn?
• Learn from other chaplains

Summary
102 Listening and ‘Reading’

Ministry of Presence
‘Routine’ visit
Self-Discovery
Good Questions
Listening and ‘Reading’
True to your faith but Gracious

Next
103 Hospital Protocol

HIPAA
Standard Precautions
Corporate Compliance
How Hospitals Get paid
How is this program good for all