INTRO TO HOSPITAL MINISTRY

103 - HOSPITAL PROTOCOL

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Health Management, Corporate Chaplain

HOSPITAL PROTOCOL

• HIPAA (Patient Privacy)
• Standard Precautions (Infection Control)
• Corporate Compliance (Business Ethics)
• How Hospitals get paid
• How is this Chaplain Program Good for ALL

HIPAA

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

• PHI (Protected Health Information) Name, Address, Telephone Number, Medical Record Number, Date of Birth, Diagnosis/Prognosis, S.S. Number, Patient Account Number
• 'Need to Know' basis
• Notice who is listening
• Volunteer -- Wear I.D. & Protect Passwords
• Census: put in shredder,
• Don’t take any Patient information home
• Fired, $250,000, 10 years in prison

CLERGY – VIEWING CENSUS

‘Olden Days’ = Clergy could view census

NOW

Nurse will ask each patient:
“Would you like us to call your church?”

CLERGY AT FRONT DESK

I am here to see “Sally Jones”

But her real name is “Sarah Jones”

1. Sorry, we do not have a Sally Jones!
   or
2. Do you know her by another name?

PATIENT’S CODE WORD

Admitting Nurse asks for
CODE WORD or CODE NUMBER

“Fluffy” or “2580”

Patient gives that to whomever they wish
Family, Friends, Minister calls hospital with CODE WORD
CLERGY RECEIVING INFORMATION

If Clergy is the patient’s only ‘family’

Can become their P.O.A.
Healthcare Surrogate
Proxy

HIPAA Release Form

SHARING ISSUES

Share issues without names

With Spouse
With Other Chaplains

IMPLIED SACRED TRUST

ORDAINED
Minister – Parishioner Relation
IN YOUR CHURCH
Report homicide & suicide???
Might need to Report
IN HOSPITAL
Inform nurse, doctor, etc.

STANDARD PRECAUTIONS

(ASSUME ALL BODY FLUIDS AS POTENTIALLY INFECTIOUS)

- Hand washing (15 seconds)
- Before and After each Patient
- Soap is best; alcohol rub is adequate; until dry
- Use paper towel for knobs and doors
- FOLLOW SIGNS on Pt doors – ASK NURSE
- Dispose gloves, gown, mask in room
- Stay at home if you are sick: colored mucous, diarrhea, coughing, fever, infected wounds
- Cough in your sleeve, not in your hand
- Don’t sit on bed or place portfolio on bed

CORPORATE COMPLIANCE

Business Ethics
- Personally profiting from position at the hospital
- Accepting gifts
- Example: Funerals
- Reporting to CFO (Chief Financial Officer)

PRAYER WORKS!

Harvard Medical School Studied Prayer
Double-Blind Studies
1980’s

- Patients left hospital sooner
- Less infections
- Returned to hospital less often

Yale, Duke, Emory, Princeton, etc.
PRAYER ‘RE-STUDIED’

‘Alternative’ Prayer Study
1990’s
× “Patients got sicker”
× Or “no change”

Proof…
‘Alternative’ prayer does not work, Prayer to God WORKS !!!

JOINT COMMISSION

Since 2004 Joint Commission required a spiritual assessment on each patient

Would you like us to call your church?
Would you like to see a chaplain?
Other spiritual needs?

D.R.G.’S (DIAGNOSIS RELATED GROUPS)

“Outliers”

Hospitals get paid by Insurance Companies
Not per day; But by diagnosis

Open-heart – 4 days
Total Hip – 3 days
Total Knee – 2 days
Appendectomy – 1 day
Laparoscopic Appendectomy – same day

PROMPT DISCHARGE

Because of Spiritual Care,
Patients leave the hospital sooner,
Thus more revenue.

TIMELY WITHDRAWAL OF LIFE-SUPPORT

Physicians say, “It’s time to let go.”

Family not ready:
1. Love: “I need Mom.”
2. Guilt: “Will God judge me?”
3. Estrangement: “We just reunited.”

LESSEN LITIGATION

Family has Yellowpages opened to ATTORNEYS

A Chaplain comes in to LISTEN.
Family says, “We just wanted someone to listen.”
COACHING STAFF

Not an E.A.P. program. (Employee Assistant)

On-the-spot brief Coaching

Career, Family, Marriage, Parenting, Finances…

PROGRAM GOOD FOR ...
✓ ...Volunteer Chaplain
✓ ... Patient
✓ ... Staff
✓ ... Hospital

PROGRAM GOOD FOR ... CHAPLAIN

✓ Connects you with community
✓ Learn about medical information
✓ Helps your family and church
✓ Fulfilling to minister to others
✓ Helps you grow

PROGRAM GOOD FOR ... PATIENT

✓ Prayer works
✓ Chaplain visits cause healing & hope
✓ Help families through tough times
✓ Early Discharge

PROGRAM GOOD FOR ... STAFF

✓ Frees up staff to do their clinical work
✓ Helps staff with their own issues

PROGRAM GOOD FOR ... HOSPITAL

Save $$ $$ !!!

✓ Early Discharge
✓ Timely Withdrawal of Life-Support
✓ Increase in Employee Productivity
✓ Decrease Litigation
QUALITIES OF A CHAPLAIN

- Spiritual: calling, pray with patients
- Person of Character: trustworthy, honest
- Nurturer: gifts of service and mercy
- Ecumenical: respects another’s faith
- Student: teachable
- Friendly: smile, loving, warm-hearted
- Balanced between fun and serious
- Listener: loves to hear their story & “Read” people
- Professional, Presentable: dress, hygiene, grooming
- Boundaries: knows what is and is not your job
- Thick-skinned: hospitals can be a harsh environment
- Confidential: patient privacy
- Not a know-it-all: NOT a lecturer or counselor

APPLICATION TO BECOME A CHAPLAIN

- Application form
- Hospital Orientation Class
- TB test (PPD)
- Background Check
- Drug Screen
- Badge
- Chaplain’s Individual Orientation

END OF LIFE ISSUES

- End-of-Life Issues
- Ministry during Code Blue
- Withdrawal from Life-Support

VOLUNTEER CHAPLAINS COMMITTEE

- Chairperson (Volunteer)
- Vice Chair (Volunteer)
- Secretary (Volunteer)
- Hospital Administrator Liaison

VOLUNTEER CHAPLAINS COMMITTEE

- Policies and Procedures
- Review Applications
- Meetings (annual? quarterly?)
- Keep Daily Visitation Schedule

SELF-CHECK LIST

YOU KEEP IT

Summary of all that we have said today.
EVALUATIONS

CERTIFICATES

SIGN IN

YOUR QUESTIONS
COMMENTS