

Standards of Excellence For Spiritual Care





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Spirituality is an essential element of human life which facilitates the integration of physical, emotional, psychological and sacred dimensions of humanity.

Introduction to Standards of Excellence

BayCare Health System is committed to providing high-quality, compassionate spiritual care that addresses the religious and spiritual needs of all we serve. Born out of our Catholic roots and our community health traditions, BayCare's values ensure that "the care offered is not limited to the treatment of disease or bodily ailment, but embraces the physical, psychological, social and spiritual dimensions of the human person."¹ Spirituality is an essential element of human life which facilitates the integration of physical, emotional, psychological and sacred dimensions of humanity. As such, BayCare recognizes spiritual care as an integral and essential part of health care delivery.²

As professional spiritual care providers, chaplains are called to serve and have specialized education and training to mobilize religious and spiritual resources to help patients, family members and team members cope more effectively. Our professional chaplains and their certifying organizations demonstrate deep commitment and sensitivity to the diverse ethnic and religious cultures found in the communities we serve and share deep respect for the diversity of spirituality expressed through the wide range of beliefs, values, traditions and practices. This commitment is present across BayCare and is a core component of our approach to caring for the whole person.^{3,4}

As members of the interdisciplinary health care team, chaplains assess, develop and implement care plans to address the identified spiritual needs that impact healing and wholeness. Interventions based on professional standards of practice are part of the basic provision of quality spiritual care to all those BayCare serves. Care for the organization, including team members at all levels, is an essential part of the role of the spiritual care teams across BayCare. Crisis intervention, support in emotionally stressful situations and collaborative efforts to promote spiritual well-being are part of our commitment to provide high-quality, compassionate spiritual care.

¹Ethical and Religious Directives for Catholic Health Care Services, U.S. Conference of Catholic Bishops, Sixth Edition, p. 10.

²BayCare Health System and Trinity Health (formerly CHE) Joint Operating Agreement, Key Operational Indicator #2, Pastoral Care: There shall be professionally certified, adequately staffed and budgeted ecumenical pastoral care departments for all patients served through BayCare and each community health alliance, not just in the hospital setting, but throughout the continuum of services provided.

³Ethical and Religious Directives, sixth edition, page 10: The dignity of human life flows from creation in the image of God, from redemption by Jesus Christ and from our common destiny to share a life with God beyond all corruption. The care provided assists those in need to experience their own dignity and value, especially when these are obscured by the burdens of illness or the anxiety of imminent death.

⁴The Joint Commission, Rights and Responsibilities of the Individual, RL01.01.01 - 6, 9, 29.

Standard I: Scope of Care

BayCare offers spiritual care services across the continuum of care. Spiritual care teams provide care to patients, family members and team members in a variety of areas.

Hospital Services

- Advanced care planning
- Behavioral health
- Bereavement care
- Critical incident stress management
- End-of-life care and anticipatory grief
- Ethics consultation
- Interdisciplinary team care plans
- Palliative care
- Provision of sacraments, prayer and healing rituals
- Spiritual assessment with an appropriate plan of care
- Spiritual care provided 24/7
- Team member support⁵

System Areas of Practice

- BayCare Medical Group
- BayCare office sites (team support)
- Cardiac rehab
- Emergency care
- Home health care
- Oncology clinics and infusion services
- Palliative services
- Rehabilitation centers
- Surgery centers
- Telechaplancy
- Urgent care
- Wellness centers

Community Services

- Community education on a variety of topics
- Coordination of care with local faith communities
- Facilitation of support groups within the local community
- Working in partnership with the Faith Community Nursing program

Leadership

- Coordination and mentoring chaplain residents and interns
- Invocations and reflections at events internally and in the community
- Participation on hospital committees and teams
- Spiritual care volunteer training and supervision
- Work with Mission Integration to plan and implement mission activities



⁵Team member support may include critical incident debriefing, promoting self-care and self-reflection, and providing spiritual and emotional support both in person and through telechaplancy across BayCare settings.

BayCare aligns expectations for professional practice with the nationally recognized certifying bodies that maintain common qualifications and competencies and a professional code of ethics for chaplains.

Standard II: Qualifications and Certifications

Aligning with the BayCare commitment to high-quality, compassionate care, the BayCare Spiritual Care division is committed to maintaining and promoting professional qualifications and competencies for spiritual care team members. BayCare aligns expectations for professional practice with the nationally recognized certifying bodies that maintain common qualifications and competencies and a professional code of ethics for chaplains. Nationally recognized certifying bodies are the Association of Professional Chaplains (APC), the National Association of Catholic Chaplains (NACC) and Neshama: Association of Jewish Chaplains (NAJC).

Board-Certified Chaplains

A board-certified chaplain is one who meets all requirements for certification, has successfully met their board commitments, holds proof of certification and addresses all criteria to maintain certification, including 50 hours of annual continuing education. BayCare hires board-certified chaplains and may hire certification-eligible chaplains who are in the process of moving toward their goal of board certification.

Advance Practice Chaplains

In addition to board certification, a chaplain may, with additional experience, education and training, get advanced certification to serve in specialties such as palliative care, behavioral health, pediatrics or ethics.

Leadership Roles in Spiritual Care

A variety of leadership roles exist in the Spiritual Care division. Roles include coordinator, manager (region) and system director.

ACPE-Certified Educators

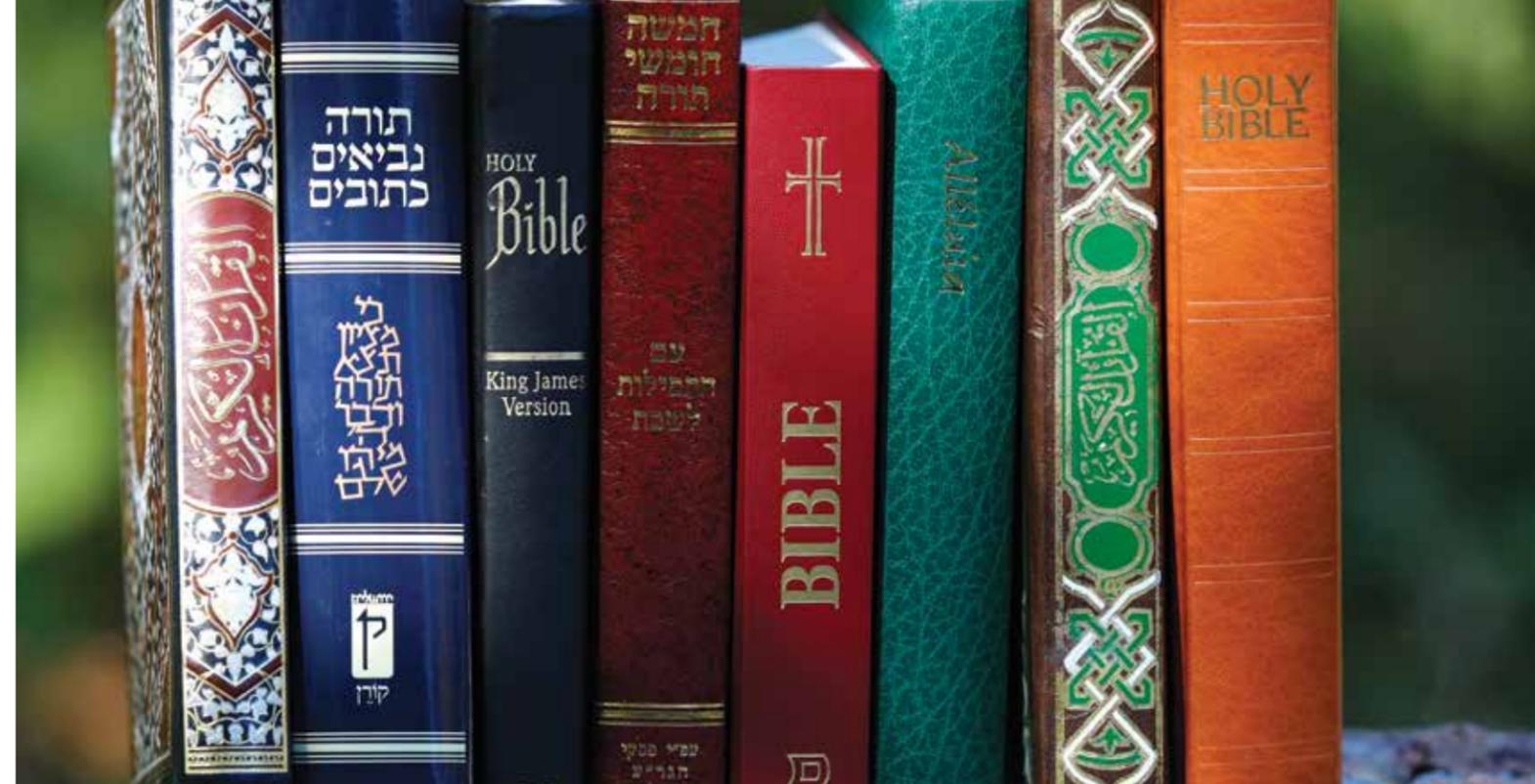
Pastoral educators maintain certification as either associate certified educators or certified educators with the Association for Clinical Pastoral Education (ACPE), as well as board certification by one of the nationally recognized certifying bodies. BayCare offers this ACPE-accredited education program in multiple BayCare hospitals.

Other Spiritual Care Roles

Other positions include but aren't limited to pool and PRN chaplains, CPE interns and residents, and bereavement and volunteer support.

Spiritual Care Volunteers

Specific services can be provided by locally endorsed and annually trained spiritual care volunteers. Volunteers work under the supervision of spiritual care leadership, volunteer services and the chaplain team.



Standard III: Staffing and Resources

Staffing

BayCare is committed to providing professionally certified chaplains across the continuum of care. The Spiritual Care Council supports the development of staffing plans that establish consistency with organizational priorities outlined in the Joint Operating Agreement (JOA) and which align with BayCare's strategic direction. The Spiritual Care Council provides direction ensuring system chaplains have proper professional and theological education along with the clinical experience required to address the religious and spiritual needs of those they serve. The spiritual care leadership team makes sure that standards of professional practice are maintained and evaluated.

Staffing models are developed in collaboration with the system director and spiritual care leadership. This work determines the appropriate number of chaplains and support staff to allow for adequate provision of spiritual care provided for patients, families and team members across the system. The system director and spiritual care leadership maintain the criteria for adequate staffing for day-to-day care and for 24/7 emergency access to spiritual and religious support in acute care settings.

Resources

BayCare provides the needed resources to support providing extraordinary care to our patients, families, team members and the communities we serve. The spiritual care department managers, with the support of the system director, regularly assess and advocate for the resources needed to deliver effective quality spiritual care programming for patients, families and team members. Each spiritual care department manager evaluates and maintains financial accountability quarterly. Department forecasts include salaries, certifications, supplies, education, functional chapels, interfaith prayer spaces and work areas. Also included are other relevant resources and expenses needed to provide professional spiritual care services for patients and team members across the health system.

BayCare provides the needed resources to support providing extraordinary care to our patients, families, team members and the communities we serve.



Standard IV: Education and Training

The spiritual care department provides opportunities for training, continuing education, professional development and special interest classes across BayCare and in the community.

Training – ACPE Clinical Pastoral Education

Clinical pastoral education is the gold standard for training of professional chaplains. At BayCare, the focus is on training and preparing professional chaplains for certification. Educators and trained chaplain team members are the subject matter experts who train others on spiritual care. BayCare maintains an accredited ACPE center that provides this training and education.

Continuing Education and Formation of Spiritual Care Providers

To maintain competent and high-performing spiritual care teams, the professional chaplain will participate in ongoing continuing education in spiritual care. Training opportunities will include skill development, customer care, assessment of competencies and other topics necessary for chaplains to maintain certification and focus on continuous quality improvement.

Education of Interdisciplinary Teams and Leadership

Professional chaplains are the subject matter experts for addressing spiritual needs. All team members who provide patient care benefit from understanding key spiritual care concepts, making sure that BayCare meets the spiritual needs of our patients across the continuum of care. Professional chaplains provide education and training to other disciplines regarding addressing and understanding the spiritual needs of patients and family members in all BayCare settings.⁶

Training – Community Education

Professional chaplains provide community educational opportunities in emotional and spiritual health along with advance care planning, ethics and other areas of spiritual care provider expertise.

All team members who provide patient care benefit from understanding key spiritual care concepts, making sure that BayCare meets the spiritual needs of our patients across the continuum of care.

⁶Education may include recognizing spiritual distress, navigating grief, professional training of chaplains, application of the Ethical and Religious Directives for Catholic Health Care, spirituality and religion, advance care planning, palliative care and end-of-life issues.

Standard V: Organizational Leadership and Administration

The BayCare Spiritual Care Department is led by the system director. The system director reports to the system vice president for Mission and Ethics, who represents the department to BayCare's executive leadership team. In the spirit of BayCare's collaborative leadership structure, the system director establishes and leads the Spiritual Care leadership team and the Spiritual Care Council, which are advisory bodies that ensure BayCare maintains high-quality spiritual care for those we serve. They focus on:

- Establishment and maintenance of standards of excellence for spiritual care
- Development and implementation of spiritual care policies and procedures
- Professional support of all spiritual care team members
- Integration of spiritual care across the system
- Continuous quality and performance improvement





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