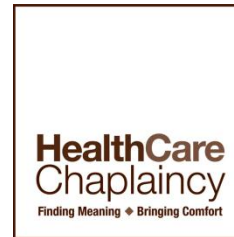


## Clinical Practice of Multifaith Chaplaincy Care from HealthCare Chaplaincy

- The scope of practice of HealthCare Chaplaincy's professional board certified chaplains includes:
  - Improving the standard of care through the integration of spirituality
  - Aligning chaplaincy performance with institutional goals and objectives in measurable ways
  - Collaborating as a member of the health care team to:
    - Improve patient and family satisfaction
    - Facilitate patient and family decision-making
    - Address issues of ethics, palliative care, and cultural competence
    - Improve discharge planning to reduce readmissions
    - Reduce high anxiety levels in emergency rooms especially when there's long wait time
    - Address patient and family concerns and complaints in conjunction with risk management and patient advocacy personnel
    - Support bereaved families and staff
    - Establish protocols for referrals to chaplaincy services
    - Facilitate end of life discussions
  - Collaborating with hospital leadership teams to:
    - Address issues of ethics, palliative care, cultural competence
    - Contribute to quality assurance and customer satisfaction goals
    - Assist with community relations and building partnerships with community clergy
    - Reduce staff burnout and compassion fatigue
- HealthCare Chaplaincy provides:
  - Continuing professional education to our chaplains on topics of current concern and importance.
  - Supervision by HealthCare Chaplaincy's nationally-recognized senior chaplains.
  - Consultation and support around questions of religious and cultural accommodation.
  - Design and evaluation support for Quality Improvement projects customized for the institution.
- HealthCare Chaplaincy's annual *Wholeness of Life*® Award gives each partner institution an opportunity to honor an individual who provides extraordinary care for patients and loved ones.

For more information, please contact:

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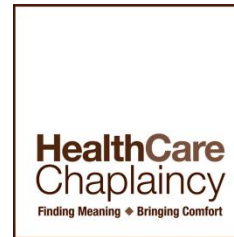
## Chaplain Interns and Fellows Education Program

This clinical training program of HealthCare Chaplaincy increases chaplaincy team coverage to serve patients and families.

- HealthCare Chaplaincy's Clinical Pastoral Education interns:
  - Represent diverse cultures and faiths
  - Provide 10-20 hours per week of clinical service to patients/families under the co-direction of the Director of Chaplaincy Services and the Pastoral Educator
  - Maintain compliance with hospital and HCC policies and procedures
  - Are committed to the provision of spiritual care
  - Learn in a highly effective Instructor-to-student ratio of 1:6
  - Provide spiritual support to staff
  - Work in acute care, outpatient, emergency, long term care, rehab settings
- HealthCare Chaplaincy's Clinical Pastoral Educator Fellows provide 25 hours per week of clinical service time supervising Clinical Pastoral Education students and making chaplaincy visits.
- HealthCare Chaplaincy's Clinical Pastoral Education team works closely with the Director of Chaplaincy Services and the line chaplains to maximize the benefit to the institution of having student interns.
- HealthCare Chaplaincy:
  - Manages the students' application, registration, orientation and on-going participation processes
  - Maintains national accreditation for Clinical Pastoral Education program by the Association for Clinical Pastoral Education

For more information, please contact:

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## Research of HealthCare Chaplaincy

HCC's highly qualified research team:

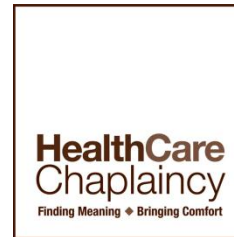
- Has years of experience in researching the effects of chaplaincy on health and healing
- Can design studies to evaluate specific chaplaincy interventions that are in line with the health care facility's Quality Improvement goals
- Collaborates on joint research projects, including foundation-funded

Examples include (published or in progress):

- A recent analysis of Dartmouth Atlas data shows that the presence of chaplaincy services has been associated with significantly lower incidence of hospital deaths for Medicare patients with a chronic illness and significantly higher hospice enrollment. (Funded by a grant from the Rippel Foundation)
- At St. Luke's Roosevelt Hospital, HealthCare Chaplaincy conducted a survey of nurses to determine what kinds of patient and family issues they think warrant referrals to chaplains. The findings provided vital information to increase collaboration between nurses and chaplains. (Weinberger-Litman, S.L., Muncie, M., Flannelly, L.T., & Flannelly, K.J. (2010). When do nurses refer patients to chaplains? *Holistic Nursing Practice*, 24(1), 1-5)
- At Hospital for Special Surgery, HealthCare Chaplaincy worked with quality management and chaplain staff to survey patients who had received a chaplain visit. Besides showing that chaplains were effective in meeting the emotional as well as the spiritual needs of patients, they indicated the kinds of chaplain interventions that were most effective in meeting those needs. (Flannelly, K.J., Oettinger, M., Galek, K., Braun-Storck, A. & Kreger, R. (2009). The correlates of chaplains' effectiveness in meeting the spiritual/religious and emotional needs of patients. *Journal of Pastoral Care and Counseling*, 63(1,2), PDF 9.1-6)
- Role of chaplains on palliative care teams to improve overall effectiveness Impact of chaplaincy service on long term dialysis patients' spiritual distress levels/coping skills
- Impact of chaplaincy on patient satisfaction scores
- Role of chaplains in facility-wide effort to reduce length of stay in long stay patients

For more information, please contact:

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## Continuing Professional Education from HealthCare Chaplaincy

- Created *A Dictionary of Patients' Spiritual & Cultural Values for Health Care Professionals*
  - Often are asked for permission to use it to train medical and chaplaincy staff
- Co-authored for the United States Navy the first document of its kind: *Spiritual Care Handbook on PTSD/TBI The Handbook on Best Practices for the Provision of Spiritual Care to Persons with Post Traumatic Stress Disorder and Traumatic Brain Injury* (2010)
- Co-presented a live audio conference for 1200 attendees on “Successful Strategies for Incorporating the Chaplain in the Care of Palliative Care Patients” under the auspices of the Center to Advance Palliative Care (2010)
- Presented to 900 health care professionals on the importance of palliative care and family support at the 4th Annual Cancer Symposium hosted by health care workers union 1199 SEIU (2011)
  - Topics included barriers to optimal psycho-social-spiritual care, compassion fatigue, the grief process and cultural diversity, chaos theory, health care teams, family systems and the top ten Interventions to provide value-added care, and facilitating a meaningful end-of-life experience.
- Publish the professional e-newsletter *PlainViews*<sup>®</sup>, which translates knowledge and skills into effective chaplaincy and palliative care – now in its eighth year
- Published *Practical Bearings* – a series of bibliographies and critical reviews of the important books, articles and other publications on the theory and practice of chaplaincy care (Funded by the John Templeton Foundation)
- Launching in spring 2011 webinar series covering these topics:
  - End of life spiritual care, grief, bereavement
  - Spiritual screening, history taking, assessment
  - Advanced care planning for aging, illness, incapacity
  - Cultural competence
  - Organ donation: religious, spiritual and practical aspects
  - Chaplain’s role in the palliative care team

For more information, please contact:

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