

Putting PATIENTS FIRST

ENHANCING SPIRITUAL WELL-BEING

In the March-April issue of *Health Progress*, we asked you how your organization recognizes the importance of spirituality in healing. Here's what you told us. Answer this issue's question on p. 79, and we'll publish your answers.

A DAILY OBSERVANCE

We have Mass and communion every day, including holidays, as well as confession. A priest is available 24 hours a day. We have religious speakers, religious retreats, and Protestant services in addition to Catholic services. Family members and friends are encouraged to attend any and all services. Our chapel is open 24 hours a day. If the residents and/or their families have any questions, our social worker and sisters' coordinator are here to help. Last rites, wakes, and funerals are held here, and there are numerous books

and tapes in the library.

Phyllis Dalton
Administrative Assistant, Our Lady of
Angels Retirement Home
Joliet, IL

MERCY'S MISSION

- We have a large pastoral care department—covering six institutions in Mercy Health System—providing 24-hour coverage for spiritual needs of patients and families.

- We provide worship opportunities for the institutions, as well as spirituality groups on behavioral health units. Memorial services are offered at long-term and acute care settings.

- Mercy Health System has a strong mission to community outreach through parish nursing, health communities, and women's and children's programs.

- Mercy has formed a complementary medicine committee to help incorporate spirituality more completely into the healing process.

- A new committee has been formed to look at patient satisfaction and explore the needs of "customers," including spiritual needs.

Phyllis Grasser
Mercy Health System
Pittsburgh, PA

A SPECTRUM OF SERVICES

- We educate new employees on the role of spirituality in their own lives, so they may more readily identify spiritual concerns of their patients and patients' families.

- Our chaplains regularly visit patients in both inpatient and outpatient areas.

- We hold daily Mass and offer religious services, such as the Sacrament of the Sick, and religious items, such as crosses, rosary beads, and literature (prayers, etc.) in different languages.

- We will contact a patient's local pastor, if requested.

- We have continuing education for physicians and staff on spirituality, ethics, holistic care, and related topics.

- We offer support and guidance for physicians and staff undergoing stress in their personal and professional lives, which helps them care more effectively for patients.

- We have developed a "Spirit in the Workplace" movement, which includes grassroots and management people.

- Our hospital magazine, which reaches 140,000 people, includes a "Chaplain's Corner."

- We offer lectures and seminars on spirituality as part of holistic health, wellness, aging, and dying.

- We invite patient feedback on spiritual support through our patient satisfaction survey.

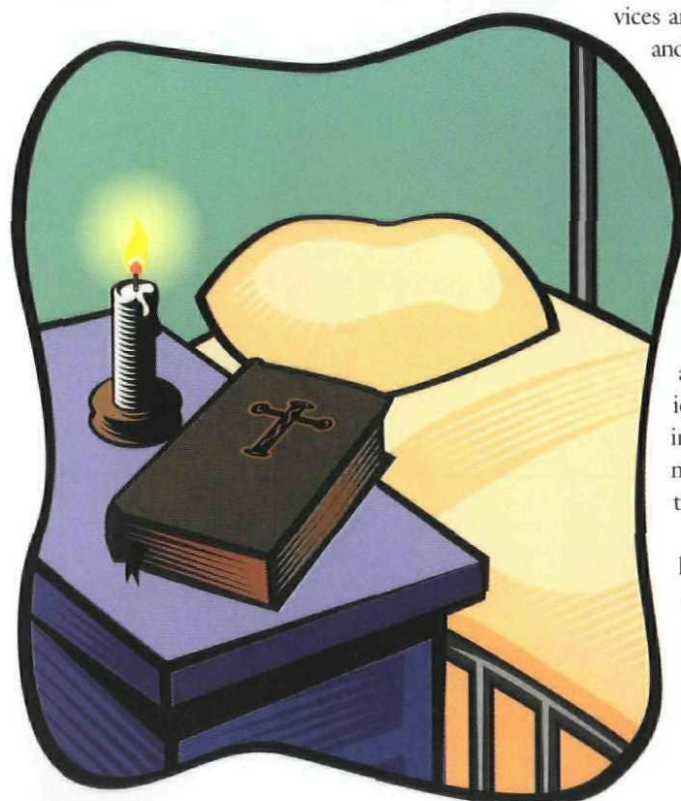
- We offer spirituality sessions in the adult psychiatric unit.

- Our on-site chaplains supply 24-hour coverage, including sacraments.

- We broadcast live all chapel services.

- We offer bereavement services, and chaplains are present at deaths to spiritually support family members and staff.

Sr. Colette Hanlon, SC
Hospital of Saint Raphael
New Haven, CT



"Putting Patients First" highlights practical ideas and programs that put the patient at the center of healthcare. In every issue, *Health Progress* publishes this fax-back survey with a question on a specific topic. Then we publish your answers. Share your ideas now!

Putting PATIENTS

FIRST Fax Survey



To: Judy Cassidy
Editor, *Health Progress*

Fax: 314-427-0029

Do You Work With Local Parishes?

How does your organization work with local parishes to reach patients and ensure they receive needed healthcare?

Here's how we work with local parishes:

Name _____

Title/Organization _____

Address _____

City/State/Zip _____ Phone _____

Photocopy and complete this form and fax or mail it back to Judy Cassidy. Feel free to attach extra pages or to use e-mail to send your response.

To return form by mail, send it to:

Judy Cassidy, Editor, *Health Progress*, Catholic Health Association, 4455 Woodson Rd., St. Louis, MO 63134-3797

E-mail your ideas to: jcassid@chausa.org.