

Birmingham & Black Country Healthcare Chaplains' Collaborative  
'Communicating Chaplaincy' Project Group

Aim:

***"To profile and effectively communicate spiritual and religious care through attention to recording, storing and using data on quality aspects of our work."***

Themes:

***Data Collection***

***Service Models***

***Narrative Experience / Qualitative Research***

The Story of Our 'Workshop' Meeting on 21.7.06 ("to cut a long story short!")

- 1 We started by examining the responses to Mark Folland's survey of the Lead Chaplains concerning existing methods of Data Collection and other models we were aware of.
- 2 We decided that our objective was to come up with one model which could be offered to all members of the Collaborative. The main reason for seeking one common model was to help meet point 3(III) below.
- 3 Why Are We Doing This Anyway – What/Who is it For?
  - I **Accountability to patients, managers, faith grps, colleagues**  
= *Evidence for communicating with Stakeholders*
  - II **To service 'Service Development' – ie. planning, etc**  
= *Evidence for communicating within our depts/Trusts*
  - III **To service the profession – ie. professionalisation**  
= *Evidence for communicating regionally/ nationally*
  - IV **To service day-to-day functioning**
- 4 We explored different ways of categorising what we do; we aimed for a model that was simple so that it would hopefully be quick and easy to use in practice.
- 5 Eventually, we felt that the following categories and sub-categories would be sufficient to capture all that we do: [Note: The use of the word 'client' enables us to embrace all sectors of healthcare and also to include our work with relatives, friends, volunteers and students in any of those sectors.]

<u>Client-Focussed Activity</u>	<u>Client-Oriented Activity</u>
Referral (inc. self referral)	Staff Resourcing (inc. personal support)
Emergency Response	Management & Organisation
Ritual	Giving Training & Development
Therapy	Receiving Training & Development
	Community Liaison
- 7 Mark Stobert was to arrange for the creation of an electronic method of recording **quantity** and **duration** of **encounters/episodes** under each of these sub-categories. Emma Louis was to produce an explanatory list of **types of work activity** to demonstrate under which sub-category they would fit.
- 8 All of this is merely a prelude to looking at how we communicate the narratives of chaplaincy activity through qualitative research, etc – a theme which we hope will be the focus of the second half of the meeting on 7.9.06; we postponed the examination of Service Models until after that meeting.