

Chaplaincy
and
Standards for Better Health

Steve Henderson

January 07

Chaplaincy links with 2 Standard Domains

Patients achieve health care benefits that meet their individual needs through health care decisions and services based on what assessed research evidence has shown provides effective clinical outcomes

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

DOMAIN

Patients achieve health care benefits that meet their individual needs through health care decisions and services based on what assessed research evidence has shown provides effective clinical outcomes

Standard For Better Health	Comment
<p>C6 Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.</p>	<p>Harriet Mowat is presently putting together a research literature review with a view to strengthening the evidence base for chaplaincy intervention.</p> <p>Chaplains are purely person-centred care practitioners who within the health service concentrate on 3 matters:</p> <ol style="list-style-type: none">1.Existential issues of perspective and2.Empowerment.3.On-going support or further exploration of a context

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
C7b Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Chaplains are skilled in the matter of boundary keeping and can reflect informally with staff to help facilitate the outworking of the standard in a discreet way. Eg. As a Trust Listener.
C7e Healthcare organisations challenge discrimination, promote equality and respect human rights.	Being on the delivery level and observing the interaction and the manner of the delivery of the service Chaplains can intervene immediately with sensitivity as issues of poor practice arise. Because of their links with faith communities they can be a feedback conduit or facilitator working to support the highest aspirations of Human Resource Management.

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
<p>C8a Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.</p> <p>C8b Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups</p>	<p>Being on the delivery level and observing the interaction and the manner of the delivery of the service Chaplains can intervene immediately with sensitivity as issues of poor practice arise.</p> <p>Because of their links with faith communities they can be a feedback conduit or facilitator working to support the highest aspirations of Human Resource Management</p>

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
<p>C9 Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.</p>	<p>The Chaplaincy has a robust and attentive minimum data set that can be used to track and then appropriately refer patients as they move in the healthcare pathway.</p>
<p>C10b Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice</p>	<p>Chaplaincy has a template Code of conduct as proposed by the College of Health Care Chaplains. They can also critically engage in the ethical reflection in the production of relevant Codes of conduct for other healthcare professionals</p>

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
<p>D9 Patients, service users and, where appropriate, carers receive timely and suitable information, when they need and want it, on treatment, care, services, prevention and health promotion and are:</p> <ul style="list-style-type: none">a) encouraged to express their preferences; andb) supported to make choices and shared decisions about their own health care.	<p>To be a reflective resource in matters of personal and organisational decision</p>
<p>D5 Health care organisations work together and with social care organisations to meet the changing health needs of their population by</p> <ul style="list-style-type: none">a) having an appropriately constituted workforce with appropriate skill mix across the communityb) ensuring the continuous improvement of services through better ways of working.	

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services.	To be a reflective resource in matters of personal and organisational decision

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
D11 Health care organisations plan and deliver health care which: b) maximises patient choice. c) ensures access (including equality of access) to services through a range of providers and routes of access.	To work flexibly and innovatively in ensuring that the spiritual care needs of patients are properly assessed and engaged

DOMAIN

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Standard For Better Health	Comment
C20 Health care services are provided in environments which promote: a) effective care and optimise health outcomes by being b) supportive of patient privacy and confidentiality.	Concentrating on Person-Centred Care
C24 Health care organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations which could affect the provision of normal services.	Have a strategic part in the design, maintenance and execution of Major Incident Plans – concentrating on the person-centred issues of the strategy