



Spiritual Care Services FY2008

Contents

Statistical Summary

Acute Care Statistics

Graphs

In-Patient Religious Affiliation

Patient Survey Data



Passion for Caring and Service



**A Week in the life of
HealthEast Spiritual Care...**

<i>Spiritual Care Visits</i>	1,705
<i>Referrals</i>	146
<i>Staff Consults</i>	34
<i>On-Call Responses</i>	11
<i>Prayers</i>	607
<i>Visits to Dying Patients</i>	59
<i>Sacraments</i>	532
<i>Support Groups</i>	12
<i>Worship Services</i>	19
<i>Team Conferences/Rounds</i>	57
<i>Family Conferences</i>	7
<i>Funerals/Memorial Svs.</i>	5

**FY2008 HealthEast Care System
Religious Affiliation of Acute Care Patients**

Faith/Denomination	# Admitted	%
Protestant	15,841	41.94
Roman Catholic/Orthodox	12,364	32.74
Non-denominational	2,108	5.6
Jehovah's Witness	110	0.29
Jewish	177	0.47
Mormon/LDS	63	0.17
Islam	173	0.46
Buddhist	82	0.22
Hindu	67	0.18
Other	435	1.15
No Religion	5,536	14.66
Unknown	811	2.15
TOTAL	37,767	100.00

**FOR THE RECORD
FY2008**

88,675 (+1.3%)
spiritual care visits to patients
and family members/friends

559 (+12%) on-call
responses evenings, nights &
weekends

7,604 (-11%) referrals
received from staff,
patient/family, parishes and
care management pathways

969 (-11%) worship
services offered in
HealthEast facilities

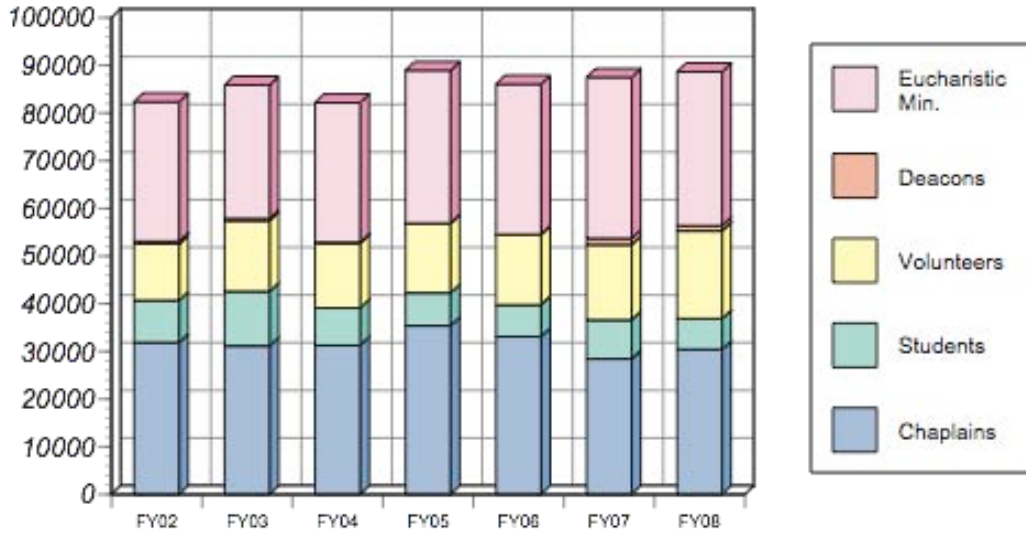
275 (+79%) funerals,
mem. services officiated by
HealthEast chaplains.

361 (+23%) family
conferences attended by
chaplains

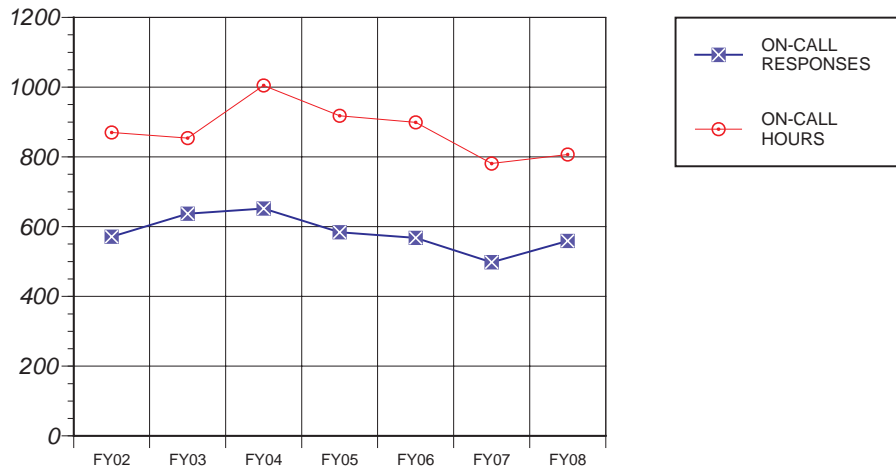
2,987 (-19%) team
conferences/rounds attended
by chaplains.

	St. John's	St. Joseph's Downtown	St. Joseph's Woodwinds	Bethesda	Hospice	Clinics	Midway OP/Surg	Home Care	Total	% Change	Notes
General Statistics											
In-Patient/Family Visited	12,749	10,618	5,691	977	917	0	0	0	30,952	9%	*St. Joseph's Served 345 Hospitality Families
Out-Patient/Family Visited	6,169	3,284	155	0	853	0	10	**68	10,539	38%	** Hospice Palliative Care Visits (subset)
Total Spiritual Care Visits	37,378	29,014	9,632	7,528	5,038	0	17	68	88,675	1%	Acute & OP Visiting FTEs = 16.25
Chaplaincy Staff	6,794	12,006	3,147	3,364	5,035	0	17	68	30,431	7%	18 CPE Student Units
CPE Students/PCC/Intern	1,464	2,356	24	2,616	0	0	0	0	6,460	-21%	
Volunteers	15,498	1,945	932	0	3	0	0	0	18,378	17%	
Eucharistic Ministers	13,464	11,984	5,312	1,548	0	0	0	0	32,308	-4%	24,180 Communion Given
Deacons	158	723	217	0	0	0	0	1	1,098	-17%	
Average Visits	2	2.1	1.6	7.7	2.8	0	1.7	1	2.1	-30%	
On-Call Responses	1478	29213	6173	180	1671	0	0	0	53425	7%NR	1st/2nd On-Call Responses
On-Call Hours	231/6	409/12	89/4	30/0	24/2	0	0	0	783/24	0%/NR	1st/2nd Hours Responding
Referrals											
Hospital Staff	1,112	1,188	384	103	505	0	9	24	3,325	-3%	
Patient/Family	246	351	344	75	1,920	0	1	2	2,939	-23%	
Care Mgmt Rounds/Pathway	65	185	829	21	38	0	0	5	1,143	-1%	
Church/Parish	9	3	29	0	156	0	0	0	197	89%	
Types of Visits											
Availability	18,918	13,902	5,846	877	917	0	10	21	40,491	16%	
Direct Referrals	1,432	1,727	1,586	199	2,619	0	10	31	7,604	-11%	
Follow-up	8,394	5,100	4,028	5,106	4,118	0	7	47	26,800	-4%	
Prayer	11,282	10,780	3,409	3,110	2,922	0	0	51	31,554	9%	
Pre-Op/Post-Op	4,207	3,809	617	9	1	0	3	0	8,646	-1%	
Baptisms/Dedications	13	1	5	2	0	0	0	0	22	-27%	
Communion/Anointing	1,164	1,596	159	9	565	0	0	9	3,502	13%	
Dying/Death/Code	456	603	205	74	1,730	0	2	1	3,071	-11%	
Counseling	24	441	40	22	52	0	7	0	586	3%	
Family Conferences	19	75	28	79	159	0	0	1	361	14%	
Staff Consults	460	318	241	556	222	0	0	0	1,797	5%	6 Extended CPE Units
Ethics Consults	16	14	22	3	0	0	0	0	55	-30%	
Visits over 20 minutes	1,043	2,791	957	2,287	2,618	0	7	52	9,755	-2%	
% Visits over 20 minutes	3%	10%	10%	30%	52%	0%	41%	76%	11%	0%	
Spiritual Care Services											
CPE Student Units	4	4	0	8	0	0	0	0	16	0%	
Educ Sem/Mentor Hrs	402	129	15	624	33	0	0	0	1,203	-18%	
Counseling (Staff/OP)	132	813	116	198	0	0	0	0	1,259	64%	
Consultations	626	643	167	460	893	0	0	0	2,789	-16%	
Debriefings	54	100	12	39	15	0	0	0	220	21%	
Support Groups	51	567	0	12	7	0	0	0	637	74%	
# Attending Support Groups	611	4,761	0	108	47	0	0	0	5,527	28%	
Worship Services	302	359	61	206	33	0	8	0	969	-11%	Includes Blessing of Hands
# Attending Worship Services	1,276	5,574	1,915	1,755	791	0	97	0	11,408	15%	Includes Blessing of Hands
Bible Studies	0	0	0	3	0	0	0	0	3	-91%	
Team Conf/Rounds	482	1,088	731	522	164	0	0	0	2,987	-19%	
Community Education	15	49	50	3	4	0	0	0	121	-30%	
# Attending Comm Education	155	291	1,338	16	47	0	0	0	1,847	79%	
Weddings/Anniversaries/Celebrations	43	17	12	4	5	0	0	0	81	-21%	
Funerals/Memorial Services	33	147	11	4	80	0	0	0	275	79%	
Preaching-Churches	5	9	3	0	10	0	0	0	27	286%	
Community Meetings	24	18	30	21	8	0	0	0	101	-5%	
HealthEast and Site Meetings	348	400	122	415	47	0	73	0	1,405	-5%	
Mission Planning/Activities	14	20	124	183	4	0	8	0	353	122%	
Patients Visited by Ministers	1,785	1,956	1,730	835	0	0	0	0	6,306	18%	
Chaplain Visiting FTEs	3	4.45	1.3	3.3	3	0	1	0	16.05	5%	2.0 Hospice grant
In-Patient Discharges	15,612	14,117	7,171	1,064	1,084	†440,577	†3,738	†6,260	39,048	-0%	† Not in Calculated Total
Average Length of Stay	3.45	4.69	3.01	37.11	119.6	†<1	†<1	†51.24	***33.57	0%	
% In-Patients Visited	82%	75%	79%	92%	85%	0%	0%	0%	79%	6%	Statistics of 9/1/07-8/31/08.

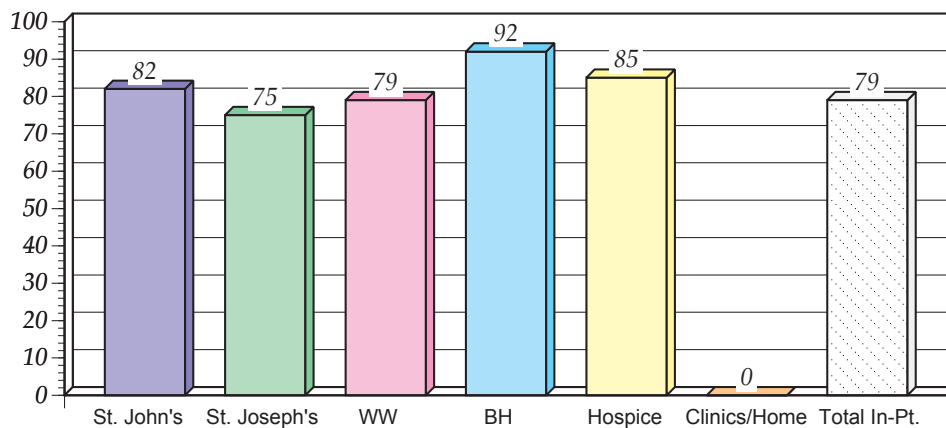
HealthEast Spiritual Care Spiritual Care Visits



HealthEast Spiritual Care EMERGENCY ON-CALL MINISTRY

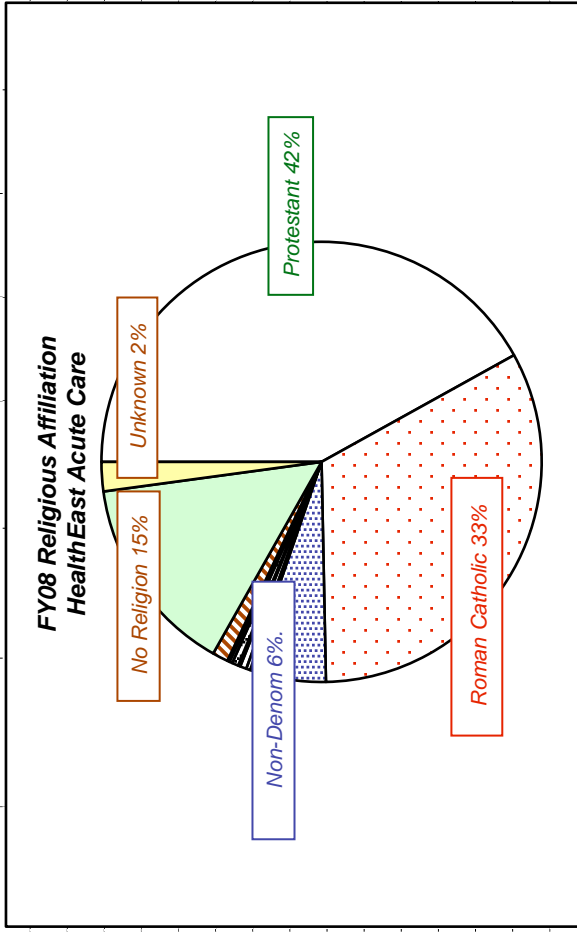


HealthEast Spiritual Care FY2008 % Patients & Families Visited/Site



FY08 Religious Affiliation
HealthEast Care System - Acute Care

FY08 Religious Affil.	BH	St. John's	St. Joseph's	Woodwinds	Totals	% Total	% Δ
Protestant	470	7,012	5,305	3,054	15,841	41.94%	-1%
Roman Cath./Orth.	319	4,830	5,016	2,181	12,364	32.74%	-0.69%
Non-Denom. (Chr.)	35	728	783	562	2,108	5.58%	0%
Jehovah's Witness	3	38	43	26	110	0.29%	0%
Jewish	13	53	92	19	177	0.47%	0%
Mormon	2	27	16	18	63	0.17%	0%
Islam/Muslim	9	66	60	38	173	0.46%	0%
Buddhist	4	35	29	14	82	0.22%	0%
Hindu	0	19	10	38	67	0.18%	0%
Other	10	314	80	31	435	1.15%	0%
No Religion	67	2,149	2,248	1,072	5,536	14.66%	2%
Unknown	132	238	376	65	811	2.15%	0%
TOTAL	1,064	15,509	14,058	7,118	37,767	100%	-7%



HealthEast Patient Experience Survey SPIRITUAL CARE QUESTIONS FY08

NRC/Picker Questions	St. John's Hospital		St. Joseph's Hospital		Woodwinds				
	FY07	FY08	FY07	FY08	FY07	FY08			
"Were your spiritual needs addressed during your hospitalization?"	"Definitely"	38%	39%	"Definitely"	44%	38%	"Definitely"	28%	30%
	"For the most part"	12%	13%	"For the most part"	11%	12%	"For the most part"	9%	10%
	"Somewhat"	5%	5%	"Somewhat"	4%	4%	"Somewhat"	4%	2%
	"Not at all"	6%	4%	"Not at all"	7%	7%	"Not at all"	9%	7%
	"No spir/rel needs"	39%	39%	"No spir/rel needs"	34%	39%	"No spir/rel needs"	49%	51%
"Did you find discussion of your spiritual /religious well-being helpful in your recovery?"	FY07	FY08	FY07	FY08	FY07	FY08	FY07	FY08	
	38%	42%	44%	46%	38%	42%	38%	42%	
	"For the most part"	32%	29%	"For the most part"	26%	29%	"For the most part"	26%	27%
	"Somewhat"	20%	19%	"Somewhat"	20%	15%	"Somewhat"	19%	16%
	"Not at all"	11%	10%	"Not at all"	9%	11%	"Not at all"	17%	14%
"Who spoke with you about your spiritual/religious health during your stay?"	FY07	FY08	FY07	FY08	FY07	FY08	FY07	FY08	
	38%	35%	33%	37%	13%	20%	13%	20%	
	Chaplain	9%	10%	Chaplain	17%	14%	Chaplain	18%	21%
	Euchar Min	6%	9%	Euchar Min	11%	7%	Euchar Min	12%	11%
	Personal Min	23%	25%	Personal Min	16%	12%	Personal Min	18%	20%
	SC Volunteer	5%	4%	SC Volunteer	4%	6%	SC Volunteer	8%	7%
	Nurse	0.7%	0.48%	Nurse	0.6%	0.21%	Nurse	0.4%	0.73%
	Doctor	3%	3%	Doctor	3%	6%	Doctor	4%	0.37%
	Other	16%	13%	Other	16%	18%	Other	26%	20%
	Not Addressed			Not Addressed			Not Addressed		

Press-Ganey Question	Bethesda Hospital	
"How well did Spiritual Care staff address spiritual needs?"	"Very Good"	38.8%
	"Good"	44.9%
	"Fair"	10.3%
	"Poor"	2.8%
	"Very Poor"	3.3%
FY06 Mean	76.7	
FY07 Mean	74.8	
FY08 Mean	78.3	

