

**LA GENERAL
DEPARTMENT OF SPIRITUAL CARE
PROVISION OF CARE
2022 - 2023**

Departmental Purpose:

Department of Spiritual Care (DSC) provides an Interfaith/Multi-faith compassionate, respectful holistic approach by addressing the spiritual and religious needs of patients, families, and staff. DSC staff assists individuals by attending to and nurturing the spiritual needs of each person to cope with illnesses, traumatic events and help them to explore their spiritual walk while respecting the diversity of faiths of all religions and cultures.

Types and Ages of Patients Served:

Spiritual Care (Chaplains or Interns) staff is available to see all patients throughout the Medical Center complex from inpatient tower to the clinics. Staff see all ages with chaplains assigned to units based on time available, language skills and level of training in interfaith and specific areas requirements (Such as Jail, Psychiatry, and Emergency Room).

Scope of Service and Complexity of Care:

- All who serve as staff chaplains, interns or community chaplains are not paid employees of LA General and are paid or volunteer thru a partnership with Sponsoring Bodies.
- Patient referrals are responded to as soon as possible based on level of urgency and staff available.
 1. 7AM-7pm, 365 days of emergency response.
 2. Orchid referrals are responded to during the daytime hours or the following day
 3. Regular bedside round visits is scheduled during working hours 365 days a year.
- Participation in patient care interdisciplinary meetings/rounds
- Weekly worship services for patients, families, and staff
- Team membership on the palliative care, organ donation and ethics committee
- Education on advance directives and other life-issues in light of faith
- Work with local community efforts such as Angel Interfaith Network and St. Camillus Catholic Center
- Patients are requested to assess our pastoral care accessibility.
- The evaluation is in the context of patient rights to have access to spiritual care.
- Over 30 local religious leaders are consulted & respond to religion/language specific requests.
- All patients/families are offered Spiritual Care Services by a chaplain/intern on unit or by emergency requested intervention
- Satisfaction surveys are obtained upon discharge and is used to review our services

Volume and Quality Control Indicators:

- Director reviews charts of the chaplains for numbers and quality of charting and interdisciplinary communication.
- Office Manager and Director comply with annual and regular reports on numbers of emergency calls and referrals along with data from religious services weekly and on special occasions.
- Over 400 emergency calls are responded to each year with over 390 directed to Catholic chaplains based on patient/family requests many after hour request is for anointing of the sick.

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Recognized Standards:

Care is provided by standards set up by The Joint Commission, Association of Clinical Pastoral Education, and the Association of Professional Chaplains (Standards for Spiritual Care in Acute Settings).

DSC also partners with Urban Interfaith Center of St. Camillus Center for Spiritual Care (1911 Zonal Ave LA CA 90033 across from General hospital DEM) with a nationally accredited training program for interfaith chaplains under the US Department of Education by the group Association of Clinical Pastoral Educators. Students are assigned clinical hours (300 per unit of about 10-14 weeks) at Medical Center or one of our clinics and at times with partners at community centers.

Availability of Necessary Staff:

- Chaplains are available within the Medical Center 9am-5pm 365 days a year.
- One interfaith chaplain carries emergency pagers 7am-7pm, 365 days a year.
- Each unit has one or two chaplains assigned to regularly visit during a week.
- Chaplains are often involved with interdisciplinary rounds or specific family meetings.
- Chaplains are part of hospital Committees such as Ethics and Palliative Care.
- Chaplains make themselves available to staff for support and spiritual care.
- Chaplains are available to facilitate a prayer or memorial services for a staff person.
- Angel Interfaith Network provided emergency items for: LA GENERAL patients at discharge including items for new babies, adult clothes, and shoes (In partnership with Shelter Partnership) along with funds for emergency shelter and utilities. DSC also partners with St. Camillus Center for funding of assisting with funeral arrangements, rent or emergency shelter.
- The Director is the communication link with the hospital system.