Presenters and Panelists

Presentations

Eric Kodish, MD
Amy Greene, DMin

Panelists for Case Study

Anne Lederman Flamm, JD
Brian Shields, MDiv
Sharon Ungar, CCRN, CNRN

Patient Experience Summit, May 2014
Learning Objective

Describe the synergies resulting from collaborations between a vibrant Bioethics Program and a vibrant Spiritual Care Program, to the benefit of patients, families, and health care professionals.
Center for Ethics, Humanities and Spiritual Care

Eric Kodish, M.D.

Patient Experience Summit

May 19, 2014
Four Units Working Together

- Department of Spiritual Care (founded 1961)
- Department of Bioethics (founded 1984)
- Program in NeuroEthics (bridge with NI)
- Program in Medical Humanities (bridge with CCLCM)
“Bioethics is a field of panoramic breadth and complexity.”

- Callahan
Department of Bioethics at the Cleveland Clinic: Brief History

Founded in 1984

Chairs:

George Kanoti, STD 1984 - 1997
George Agich, Ph.D. 1997 - 2004
Eric Kodish, M.D. 2004 -
Bioethics: An Inherently Multidisciplinary Field

- Medicine
- Law
- Philosophy
- Theology
- Nursing
- Social sciences
- Others
The department is committed to excellence in the teaching of medical students at the Cleveland Clinic Lerner College of Medicine (CCLCM) and in post-graduate medical education for CCF residents and fellows.

Faculty members from the department serve as key leaders in developing and implementing the CCLCM curriculum.

We educate those within the Cleveland Clinic community and the public in NE Ohio and beyond.
The Cleveland Fellowship in Advanced Bioethics

- The department is the physical and administrative home of the Cleveland Fellowship in Advanced Bioethics (CFAB).
- This fellowship represents an educational partnership across Cleveland medical institutions:
  - The Cleveland Clinic, Case Western Reserve University, MetroHealth Systems, Stokes VA Medical Center and University Hospitals.
The Cleveland Fellowship in Advanced Bioethics


- Grant from The Cleveland Foundation.

- 18 graduates, 2 current and 2 incoming fellows.

- Transplant Ethics Fellowship initiated in 2013
Clinical Ethics

• The department supports a robust clinical ethics consultation service averaging almost 400 consults per year—likely the busiest service in the country. About 20% of consults come to an “embedded” ethicist.

• The department staffs the Cleveland Clinic Hospital Ethics Consultation Service, the Critical Care Liaison Services and provides bioethics support to the Cleveland Clinic Hospital Ethics Committee.

• We specialize in sticky situations, often toggle between:

  What is the right thing to do?
  Who gets to decide?
Spiritual Care

• Greater than 100,000 patient, family and employee contacts in past year at main campus

• Support and presence at each in-patient death.

• A modern name for an ancient calling. Formerly the Dept of Pastoral Care
Spiritual Care Results in Better Patient Satisfaction

- In a study of 3,141 hospital inpatients recently published, those who had discussion of R/S concerns were more likely to rate their care at the highest level on 4 different measures of patient satisfaction (Odds ratio 1.4-2.2, CI 1.1-3.0)

- 61% of the R/S discussions (N=541) occurred with a chaplain.

- Implications for HCAHPS scores

J Gen Int Med 2011; 26:1265-71
The Institute Model in the Cleveland Clinic culture

- In 2007, the architecture of the organization was restructured to focus on Institutes rather than the traditional medicine/surgery divide.

- Health care is a team sport, and the kinds of cases that involve ethics consultation often overlap with circumstances where spiritual care can also help.

- Spiritual Care and Ethics are natural partners with thematic affinities. We have found that putting them together can improve the care we provide.
Where are the synergies?

- Patients, families and caregivers often look to their religion or faith tradition for guidance on challenging ethical dilemmas.

- Modern bioethics was largely founded by theologians who responded to concerns that modern medicine was “playing G-d” and making life or death decisions.

- The head and the heart.
Spiritual Care and Healing Services

Rev. Amy Greene, Director
Staff

- Seven staff chaplains.
- Four holistic nurses.
- Four family liaisons.
- Clinical Pastoral Education students.
- One Administrative Assistant.
- Two priests, one Rabbi, plus Catholic and Jehovah’s Witness volunteers.
Chaplain Services

• 24/7 on-site coverage for main campus.
• Present at all deaths (1800+).
• Provided direct spiritual care to more than 114,000 patients, family, staff, etc.
• Spiritual Care/Healing Services presence at CCF events:
  – Diversity Walk.
  – Minority Men’s Health Fair.
  – Employee Wellness events.
Healing Services Contacts

- Patients: 10,100
- Families: 8,000
- Caregivers: 10,090
- Code Lavenders: 40
  (Main Campus)
Worship Services

- Weekly Ecumenical and Catholic Services.
- MLK Interfaith Prayer Breakfast.
- 1st Annual Yom Ha’Shoah (Holocaust Memorial) Service.
- Ash Wednesday Services and Distribution (over 2,000 participants).
- Buddhist Group (SGA) monthly service on Fridays.
- Blessing of Hands – multiple locations and occasions (Nurses Week, etc.).
- September 11 Memorial Service – Prayers for Peace.
- Annual Spring Interfaith Prayer Breakfast (Rev. Dennis Kenney honored).
Case Study and Panel Discussion

Panelists
Anne Lederman Flamm, JD
Brian Shields, MDiv
Sharon Ungar, CCRN, CNRN

Patient Experience Summit, May 2014
The Case of Joan

- Age 58. Married to Jim for 26 years.
- Two adult children (live out of state).
- Diagnosed with ALS three years ago.
- Lives at home. Trach, PEG, BiPAP.
- Current baseline:
  - Ambulates short distances.
  - Nods and blinks to communicate.
  - Can squeeze using right hand.
  - Home Care Services.
The Case of Joan

• Found unresponsive at home by husband.

• EMS -> Community hospital -> CC -> ICU.
  – Similar episode one year ago. Husband did CPR. Patient eventually returned home with tracheostomy.

• In Neuro-ICU for 7 days. On ventilator. No improvement.
The Case of Joan

Patient’s husband contacted ECS, requesting assistance with decision making.

ECS recommended Spiritual Care involvement.

Both ECS and Spiritual Care networked with nursing.
The Case of Joan

• **Anne**: ECS …

• **Brian**: Spiritual Care …

• **Sharon**: Nursing …

Collaboration and Synergies
Questions
Comments
Discussion
Cleveland Clinic

Every life deserves world class care.