LIJMC Chaplaincy Redesign: An Interfaith Approach

Agnes Barden, DNP, RN
Nicole Giammarinaro, RN, MSN
Department of Patient & Family Centered Care
Long Island Jewish Medical Center
New Hyde Park, NY 11040
Health System Overview

- 16 Hospitals (6,000+ hospital and long-term care beds)*
  - 5 Tertiary, 7 Community
  - 3 Specialty, 1 Affiliate
- 3 skilled nursing facilities
- Nearly 400 ambulatory physician practices
- 34 Nursing Home/Senior Living Affiliates
- The Feinstein Institute for Medical Research
- Comp. continuum of care
- Regional Health System Affiliates
  - Montefiore
  - Hackensack

- 7 million population served
- 4 million patient contacts
- 133,400 Ambulatory Surgeries
- 283,700 Discharges
- 25,600 Births
- 640,000 Emergency Visits
- 503,700 Home Care Visits
- 91,400 Ambulance Transports

- $6.7 billion in revenue
- 3rd largest non-profit, secular health system in the U.S.
- More than 44,000 Employees
  - 10,000* nurses
  - 9,440* physicians
  - 1,500* medical residents and fellows
- 2010 National Quality Forum Award
- Hofstra North Shore-LIJ School of Medicine

*Does not include affiliate organizations
Welcome to LIJ Medical Center
**NSLIJHS Mission:** To improve the health and quality of life for the people and communities we serve by providing world-class service and patient and family centered care.”

**Core Values**

- Patient Experience
- Teamwork
- Innovation
- Excellence
- Integrity
- Caring
5 Step Approach to Chaplaincy Redesign
Step 1: Redesign Organizational Structure

Executive Director

Senior Administrative Director

Manager (1.0 FTE)

Director of Volunteer Services (1.0 FTE)

Chaplaincy (2.6 FTE)

Coordinator

Holistic Care RN (1.0 FTE)

Secretary (1.0 FTE)

Concierge (9.9 FTE)

Patient & Family Centered Care Department
## Step 2: Vision of Cultural Shift

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<th>From</th>
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<tr>
<td><strong>Focus on religion and Sacraments</strong></td>
<td>Focus on spiritual and emotional well-being</td>
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<td><strong>Religious Ministers:</strong> visit patients of particular faith tradition</td>
<td>Interfaith Clergy: visit patients, families and staff of all faith traditions</td>
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<td><strong>Siloed Approach</strong></td>
<td>Integrative and Collaborative Approach</td>
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Step 3: Recruitment

• Literature review
• Site visits of interfaith “best practice” hospitals
• Behavioral interviewing
• Hired 2.6FTE Interfaith Chaplains
• Volunteer programming
**Step 4: Implementation – Zone Approach**

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<th>LIJ CHAPLAINCY ZONING</th>
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<td><strong>ZONE 1 – CHAPLAIN A (AA)</strong></td>
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<tr>
<td>Chaplain Rabbi Abraham Axelrud</td>
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<td>• Office: 718-470-8738</td>
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<td>• Beeper: 516-648-0366</td>
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| **ZONE 3 – CHAPLAIN C (DK)** | **UNIT** | **ZONE 4 – REQUEST ONLY** | **UNIT** |
| Chaplain Daniel Kennelly | CCU | 3T (L&D) | |
| • Office: 718-470-5052 | 7North | 4T | |
| • Beeper: 516-648-0364 | 4North | 5T | |
| | 8North | 6T | |
| | 8South | ED/CDU | |
| | Zucker Hillside (twice weekly) | Ambulatory Sites (ACU, ACT, Dental Medicine, Radiation Medicine, CFAM) | |

**Father Bartholomew Okonkwo – Catholic Priest covers LIJ Hospital**

- Office: 718-470-8713
- Beeper: 516-648-8007
- Administer the Sacrament of Anointing of the Sick, penance and Holy Eucharist

**Please note: Evenings/Weekends/Holidays – please call the Operator “0” and ask to page the on-call Catholic Priest.**
Step 4: Implementation – Hospital Involvement

- Palliative Care Team
  - Published article
  - Presented at National Jewish Chaplains Conference
- Ethics Committee
- Shared Governance
- Patient/Family Interdisciplinary Care Rounds
- Team Lavender
- Prayer line
- Religious services
- Research
Step 5: Measure & Evaluate Outcomes

Mean Trends

Long Island Jewish Medical Center

Question - Respect culture/race/religious need

Displayed by Discharge Date

Long Island Jewish Medical Center
Source: Press Ganey; Trend line run date: 4/16/14
Thank You.

Questions/Comments?