



Holistic Initiatives in Healthcare:

**The Cleveland Clinic's
integration of Healing
Services and Code Lavender
to improve Patient
Experience**

Healing Services Mission

To deliver a personalized holistic care experience to support the well –being and enhance the experience of patients, families and employees.

To provide research and education for all Caregivers.

Services

- **Holistic Rapid Response**
 - **Response within 30 minutes**
 - **Under Care for 72 hours**
- **Healing Services at the bedside**
 - **Daily care through referral and rounding**

History of Healing Services & Holistic Rapid Response

- An Idea which became a Partnership
 - Patient Experience and Spiritual Care
- Resources: There were none added
 - By Partnering, worked with what we had available, chaplains, volunteers and some time from 2 directors.
 - Program Development
 - Formed a Code Lavender Team
 - Inpatient Unit Healing Services and Roles and training followed.

Healing Services Team Members

The Healing Services Core Team:

An interdisciplinary team comprised of
Coordinators

- Board Certified Holistic Nurses
- Nurse massage/manual therapists
- Holistically trained chaplains

To support the Core team:

- Chaplain residents
- Caregiver/employee volunteers
- Ambassador volunteers who are highly qualified and holistically trained

Healing Services Client Base

- Healing Services Team cares for inpatients, families and employees.
- *Anyone* can ask for a Healing Services visit by calling the Healing Services line at Main Campus, 59543, or placing an order in Epic.
- Code Lavenders can be called by anyone at Main Campus as well, which is immediately responded to by the team on hand at the time.

Referral Reasons for Healing Services



Healing Services referrals can be called for many reasons:

- Anxiety
- Pain
- Coping
- Nausea
- Sleep issues
- Despondence
- Non-participation in Care
- General Stress Management

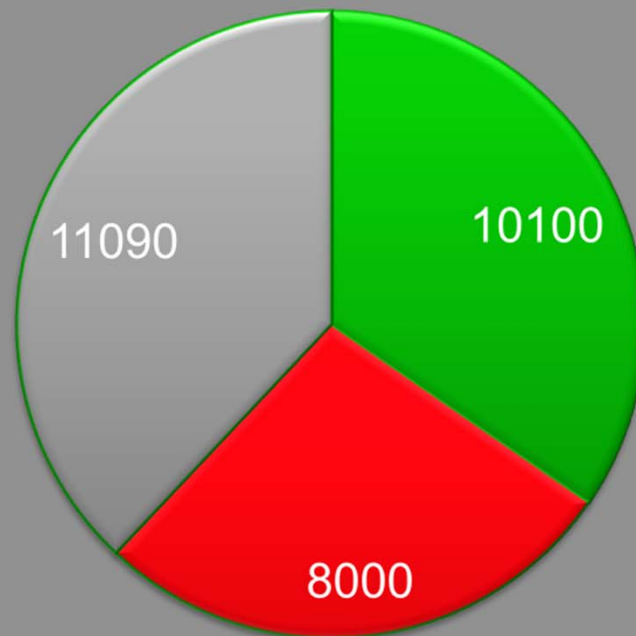
Referral reasons for Code Lavender

- Employee illness or death
- Challenging patients and/or Family members
- Multiple patient deaths
- Long term patient death
- Community crisis and trauma
- Management and care changes



Healing Services Encounters 2013

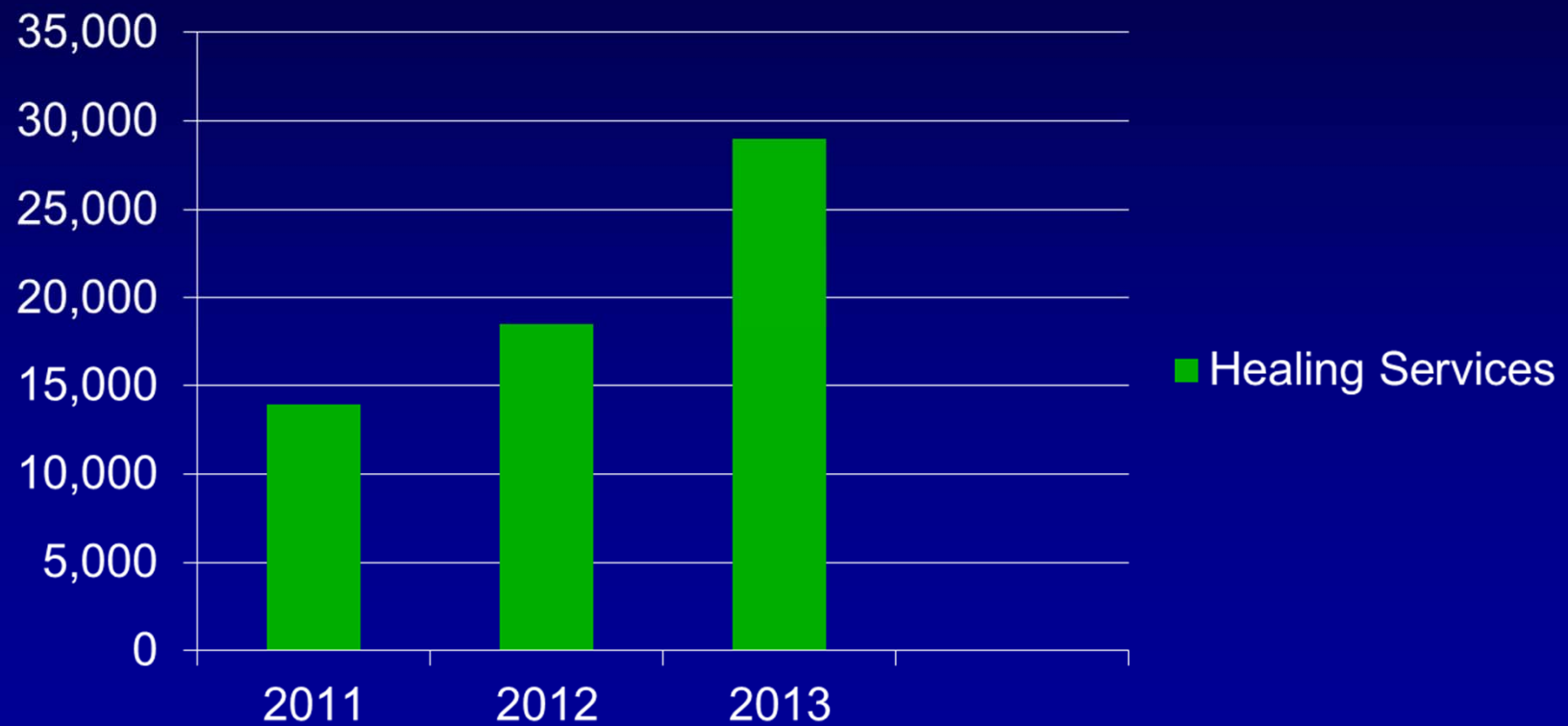
29,190 Encounters



- Patient
- Family
- Caregivers

Total Encounter Progression

Healing Services



Education

Educational Programs

- **Transdisciplinary Holistic Care Program**
- **Manual Therapies for the Hospitalized Patient**
- **Reiki In Healthcare**
- **Reiki Level 1**
- **Reiki Level 2**
- **Non Pharmacological Pain Relief**
- **Hosted Modality Courses**

Training for Healing Services Coordinators

- **Coordinator Education Level**
 - **RN/BSN, Certified Chaplain, RN/LMT, LISW**
 - **Touch Therapy modalities: Reiki, Healing Touch**
 - **Manual Therapies for the Hospitalized patient course completion*** (if within their scope of practice; RN or LMT)
 - **Transdisciplinary Holistic Care Curriculum (core training)**

Training Code Lavender Responders & Leaders

- **Transdisciplinary Holistic Care Program**
 - **400 hour Cumulative Certificate**
 - ***20 hours - Code Lavender Responder***
 - ***100 hours – Code Lavender Leader***
 - ***400 hours – Holistic Caregiver***

Research and Pilot Projects

Data

- **Research**
 - **HS IRB**
- **Partnership Pilot Projects**
 - **Orthopedic Surgery Inpatient**
 - **Cardiac Accelerated Recovery**
 - **Colorectal Pain Pilot**
 - **Live liver donor Protocols**

Research IRB Database

- Retrospective chart review observational study
- Over 1000 encounters in database
- 700 evaluated by utilizing EMR Healing Services Encounter notes and the Patient Experience Scale we developed
- Results: All patients reported a 33-36% drop in one or more of the fields on the scale.

**** Not yet published, but in process**

Orthopedic Surgery Embedded HS Chaplain Coordinator Outcomes 2012 Q4-2013 Q1H70 Q1/2013 & Q4/2012

