Healing Services and its Impact on the Patient Experience

YORN ID: 411
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: 11,090
- Family: 10,100
- Caregivers: 8,000
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
What is Different

- Embedded Full Time Chaplain/Healing Services Coordinator
  - In this case defined as a Certified Chaplain who is cross trained in Holistic care and Holistic Modalities.
  - Multiple committee and Interdisciplinary team involvement
  - Unit specific interactive involvement
Why did it work?

- Coordinator focused on chronic pain patients
- Regularly scheduled Caregiver support events.
- Strong collaboration with nursing leadership and all caregivers
What factors matter?

- Identifying patient populations which are known to average lower satisfaction scores and focus on those groups.
- Profiling the unit before implementation
- Study over time impact on Caregiver retention, Employee Engagement, LOS and while considering Acuity flux.
• Without the partnership model and dual visit implementation, the program, effectiveness and progression of training and research, the holistic initiative may not have been possible.

• Lone Rangers often become isolated; weaving the holistic approach into the general hospital care is the key to success and effectiveness in affecting patient experience as well as supporting our Caregivers.

   • Barb Johnson, RN, HN-BC
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Every life deserves world class care.
CARING TEXTS, CARING STAFF.

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