

# 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



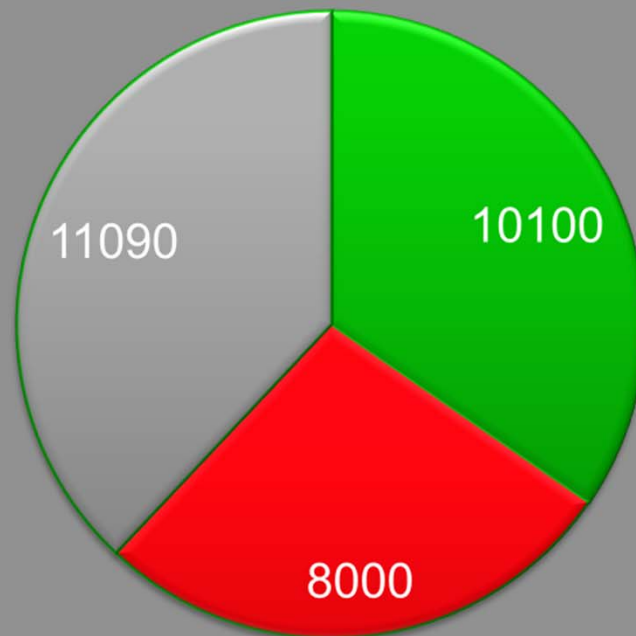
# Referral reasons for Code Lavender

- 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

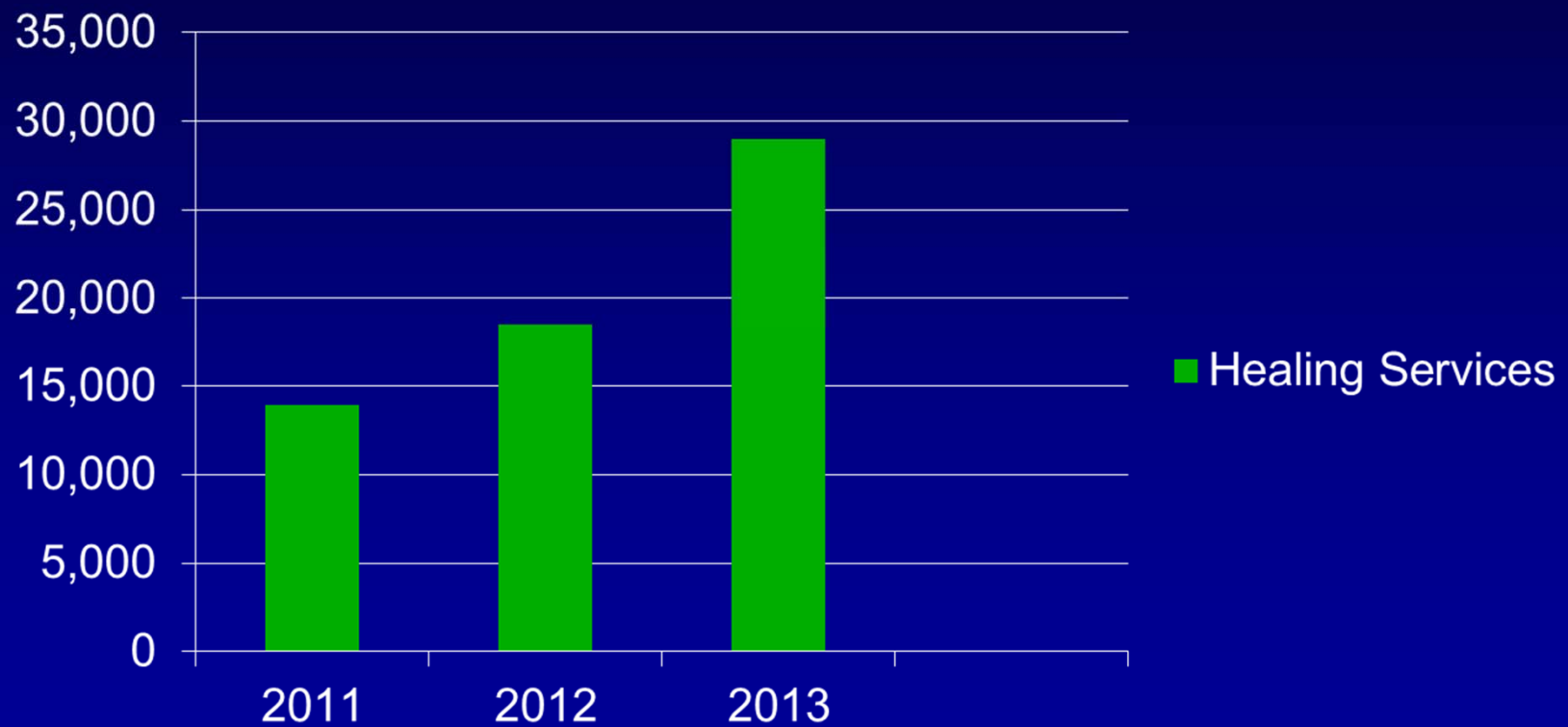
29,190 Encounters



- Patient
- 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

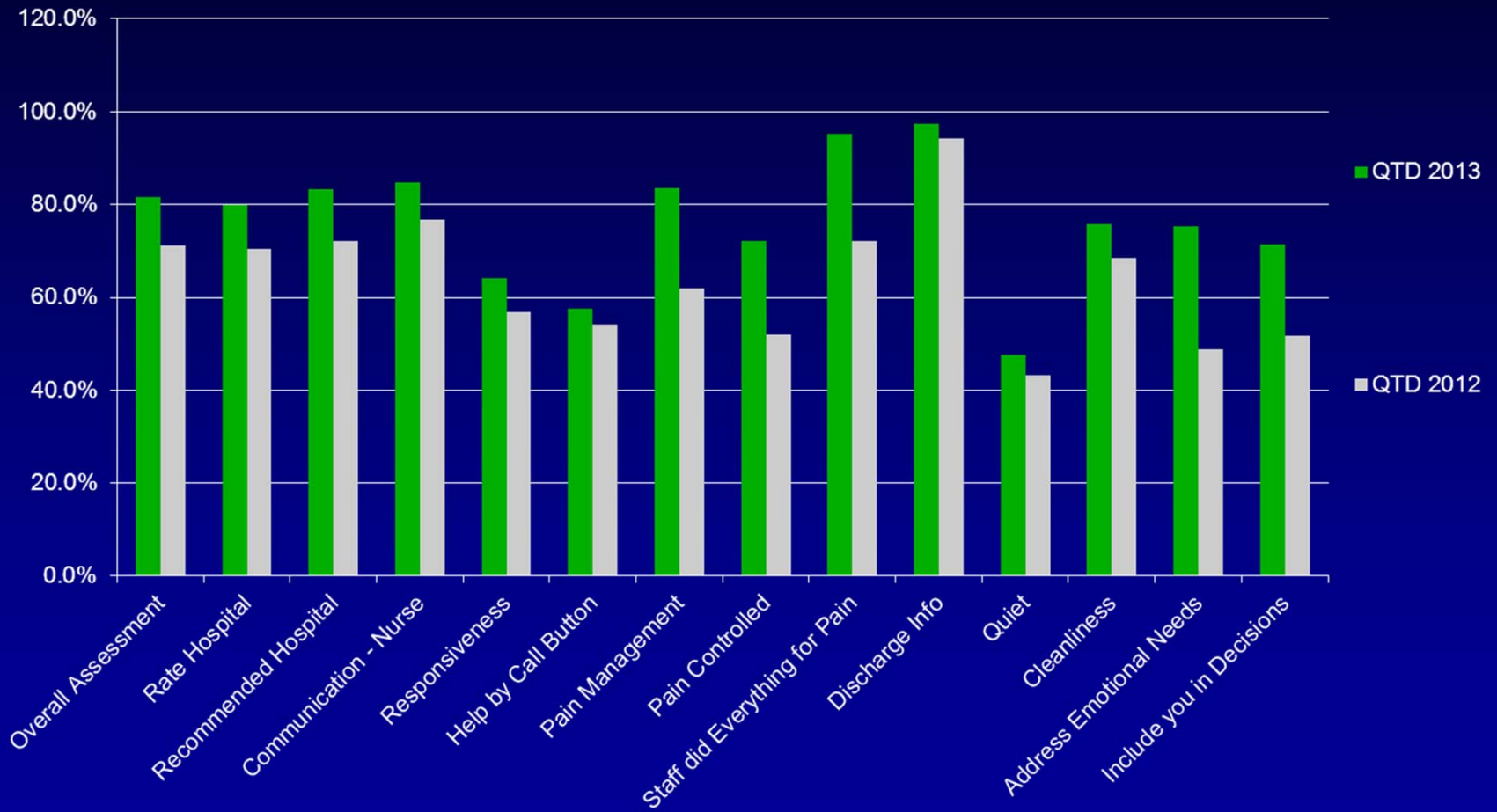
- **Research**
  - **HS IRB**
- **Partnership Pilot Projects**
  - **Orthopedic Surgery Inpatient**
  - **Cardiac Accelerated Recovery**
  - **Colorectal Pain Pilot**
  - **Live liver donor Protocols**

# 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



# 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*



**Cleveland Clinic**

**Every life deserves world class care.**



# CARING TEXTS, CARING STAFF.

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