Homestead Hospital
BAPTIST HEALTH SOUTH FLORIDA

POLICY NO.: HH-100-7940-1305

☑ Administrative
☐ Departmental

SUBMITTED BY:	Sergio Lopes, MA, BCC	**APPROVED BY:**	Robert W. Jakoby, M.Div., BCC
Title:	Director, Pastoral Care Services	**Title:**	Corporate Director, Pastoral Care Services
	EVIDENCE-BASED PRACTICE & RESEARCH COUNCIL CLINICAL PRACTICE COUNCIL	**Responsible Department**	Pastoral Care
APPROVED BY:		**APPROVED BY:**	William Duquette
Title:	Evidence-based Practice & Research / Clinical Practice Councils	**Title:**	Chief Executive Officer
Creation Date:	02/02		
Review Date:	12/04, 03/08, 02/13		
Revision Date:	08/08, 09/12		

POLICY TITLE:
Scope of Service for Pastoral Care

SUMMARY & PURPOSE:
This policy on Scope of Services for Pastoral Care encompasses all departmental services provided by the pastoral care leadership and staff at Homestead Hospital.

POLICY:
Pastoral Care will seek to provide support to serve the spiritual, social, and emotional needs of employees, patients, and their families regardless of race, color, creed, religion, gender, sexual orientation or national origin.

SCOPE/APPLICABILITY:
This policy applies to all staff within Pastoral Care at Homestead Hospital as it pertains to the direct provision of services by chaplains or the support of each specific function by clerical staff.

PROCEDURES TO ENSURE COMPLIANCE:
The Services and Functions of the Department of Pastoral Care at Homestead Hospital are as follows:

1. To provide equal opportunity and access to spiritual resources for all patients, families and staff.
   a. Patient and patient family visitation and counseling.

   b. Employee support and counseling in coordination with Baptist Health South Florida Employee Assistance Program/LifeWorks.
   c. Interfaith chaplain team available to all patients, staff and their families.
2. To serve as liaison between the hospital and the clergy of the community and similarly to represent the clergy of the community and their concerns to the administration of the hospital.
3. To provide either directly or indirectly for the spiritual welfare, counsel and visitation of patients through the denominational ministry of their choice, always keeping respect for the privacy and the expressed wishes of the individual patient, provided those wishes are legal, moral, ethical, and non-hazardous.
4. To serve as a pastoral resource for employees and medical staff at Homestead Hospital, and for students who may be engaged in academic programs therein.
5. To offer pastoral care to families of inpatients and outpatients.
6. To serve as advocate for patients and assist them and their families with issues within the institution.
7. To serve as ethical resource for medical staff, employees, patients, and their families.
8. To promote and sponsor seminars or other study groups which may serve to enhance the pastoral skills of members of the ministerial community in South Florida.
9. To encourage continuing education to all members of the department.
10. To work cooperatively with all other departments and service programs of the hospital to provide inter-disciplinary care.
11. To provide education and counseling for Advanced Directives for patients, families, staff and churches, synagogues and civic groups.
12. To provide worship experiences to patients and staff in the hospital chapel as appropriate.
    a. Chapel Services and religious programming according to the Judeo-Christian calendar (services are broadcast to patient rooms through closed circuit television when appropriate).
13. To provide counseling for employees and their families.
14. To provide emergency and 24 hour on-call coverage for crisis ministry.
15. To network with different religious organizations in order to provide faith specific ministry to patients.
16. To assist physicians in notifying next of kin in cases of death, trauma, codes, etc.
17. To perform weddings, funerals, memorial services and other life cycle events as needed to the hospital community. Refer to HH-100-7940-109 Memorial, Weddings and other Life Cycle Events for more details.
18. To assist with brain death and organ donation counseling and procurement procedures.
19. To promote and participate in support groups throughout the hospital for staff and patients.
20. To provide Bibles and other devotional and educational literature and resources for patients and staff.
21. To provide in-service education for hospital staff as needed.
22. To provide clinical pastoral training for Pastoral Care volunteers.
23. To create, train, and maintain a volunteer chaplain network composed of ordained and lay ministers from the community.
24. To participate with other departments in the Christmas Food and Gift Cards Drive for employees.
25. To administer and coordinate the Employee Sunshine Fund.
26. To administer and coordinate the Homestead Hospital Financial Assistance Program for Charity Assistance.
27. To coordinate Baptist Health Bereavement Program for employees.

The Pastoral Care office is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Chaplains provide in-house coverage Monday through Friday from 8:00 a.m. to 4:30 p.m. The Pastoral Care office is open on weekends (7 a.m. to 3:30 p.m.). Chaplains provide emergency on-call coverage 24 hours a day and may be reached through the hospital's switchboard operator whenever the office is not open.

SUPPORTING/REFERENCE DOCUMENTATION:

- 2012, TJC, PC.01.02.01 The hospital assesses and reassesses its patients, 4

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

Departmental Policies:

- 100-7940-100 Intervention Plan – Pastoral Care
- 100-7940-119 Spiritual Assessment – Pastoral Care
- 100-7940-109 Memorial, Weddings and other Life Cycle Events – Pastoral Care

ENFORCEMENT & SANCTIONS:

Variations and changes to the Scope of Services for Pastoral Care need to be made in coordination and meet the approval of the Corporate Director of Pastoral Care Services.