

# Spiritual Care at UPMC Magee-Womens Hospital

Chaplain WMTY Survey Analysis

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# What matter to you most in your role?

**In Their Words:** Chaplain responses taken directly from survey and deeper insights into subthemes.

## Understanding

- Hospital staff to better understand and how we help with the healing of patients, families, and staff.
- Providing good quality of care to the patients, family, and staff.

## Provide the Highest Quality of Ministry

- Provide utmost quality of ministry to patients and families while upholding the mission and core values of Magee Hospital.
- Provide relevant progressive caring ministry from the Spiritual Care Department that assures a positive experience in ministering.

## Working Productively with Care Team

- Working productively and congenially with staff teams.
- Meeting compassionately with patients.

## Spiritual Health

- The spiritual health and physical and emotional wellbeing of the patient.

# Please describe what your ideal role would be as part of a patient's care team?

**In Their Words:** Chaplain responses taken directly from survey and deeper insights into subthemes.

“To be a full team member and consulted and sought out as a person who can support a patient and their family and to assist in the care of them. To be looked at as equal.”

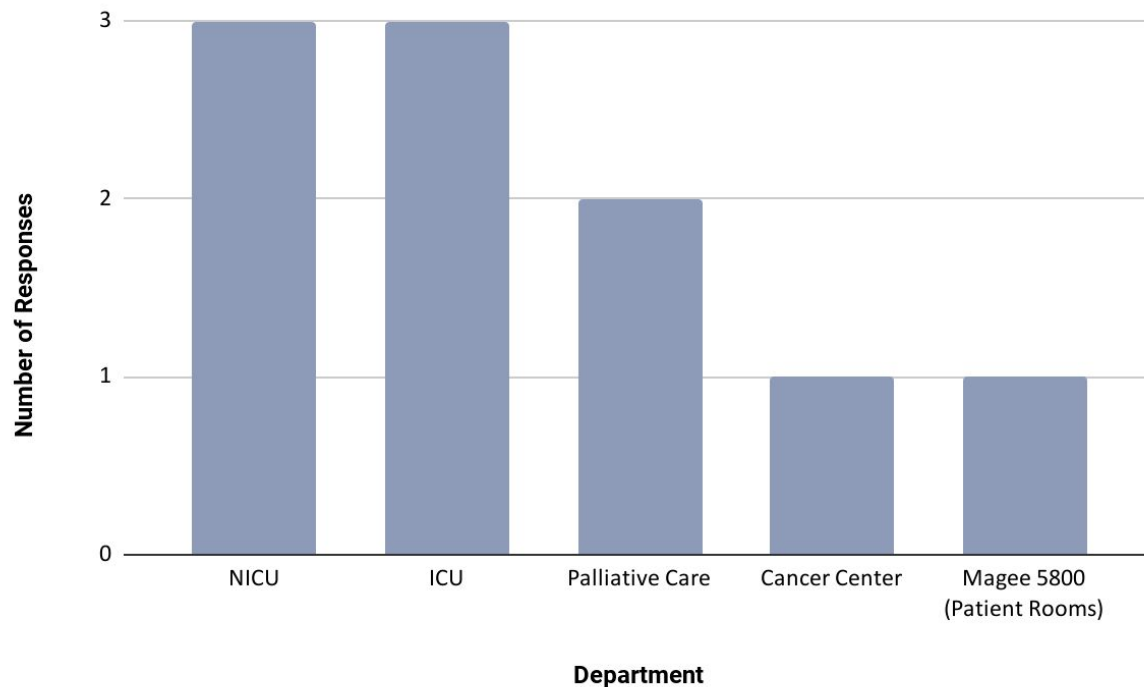
“Personally, to work as a team member and provide quality caring Ministry.”

“Any part of healing for the patient, mainly their eternal soul. Being attentive to their desires and expressed needs.”

## Chaplain Requests:

- Better understanding from the hospital staff. **A way to educate staff on what chaplains do, and the benefits.**
- For our department to receive support and sensitivity from the care team. **To be supported by the hospital as a whole.**

## Please list the top 3 departments where you believe your services could be best utilized/have the most impact?



**4 total respondents (10 total answers)**

3 responses were **NICU** and **ICU**

2 responses were **palliative care**

1 response was **cancer center** and **patient rooms**

# What kind of change do you think would have largest positive impact in your role?

## Education

- Use the research to show how chaplaincy is an invaluable service for patients, families, and staff.

## Spiritual Care Office

- More space and computer equipment because right now 4 chaplains share one small office and one computer.

## Palliative Care Team

- To be integrated more fully in the planning and structure of the palliative care team instead of being thought of as an "add-on" to their work.

## Interactions with Patients and Staff

- To be able to spend more time with the patient, their families and colleagues.

# In their words: Common keywords in survey responses





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