

THE PULSE

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HOW DO WE MEASURE HEALTHCARE?

Submitted by Garth Wittich, Coordinator of Spiritual and Religious Care
at William Osler Health Centre, Brampton, ON and ICHM Board Member

Most Canadians would agree that providing compassionate and equitable healthcare is important and that serving the physical, emotional and spiritual needs of patients is essential to excellent patient-centered care. In my experience as a hospital chaplain, many would also agree that care, compassion and overall wellbeing are sometimes difficult to measure. Recovery and cure rates can be tracked in certain cases, but other aspects of excellent healthcare, including compassion, listening, advocacy, respect, support and teaching are difficult to measure. And yet, there is an emphasis in the field of healthcare to quantify and, thereby, qualify one's work and time spent.



For example, workload measurement reports that many hospitals generate monthly and report to the government explain the utilization of human and financial resources in quantifiable terms such as *workload units, attendance days, hours per patient day and average patient days*. Using a workload measurement system is an important tool for identifying trends and appropriate clinical changes that align responsible care with budgetary goals.

Recording and submitting workload reports are not new in healthcare. Increased service costs and financial constraints are longstanding issues impacting healthcare delivery. The importance of accurate accountable

and accessible health information/data is as important today as ever. Demonstrating efficient and effective use of one's time is often linked with better performance.

Without such data, it is difficult for organizations to demonstrate the effectiveness and efficiency of their services. Consequently, sustaining funding or securing new funding is difficult. When reported correctly and consistently, workload can help to demonstrate value and lead to funding opportunities that enable growth and an integrated, systemic approach to excellent healthcare delivery.

It is difficult to measure healthcare, especially when it comes to the spiritual care component of parish nursing. ICHM continues to update its documentation forms, most recently, to include spiritual care as a parish nurse action. The request that ICHM parish nurses receive to submit their statistics to the ICHM office on an annual basis is based on the desire to demonstrate the valuable contribution that parish nursing ministry makes to our healthcare system. Additional tools are being used as we try to quantify the value of spiritual care as part of the parish nursing discipline. When gathered, the impact that our parish nurses have in the lives of people begins to be measured - valuable information for the reclaiming and continuing unfolding of the church's story in making a significant contribution to the wholeness of our communities.

My Healing Story

By
Tom Doherty, Executive Director



On Thursday, December 17th, an extraordinary thing happened – extraordinary in that it was unexpected, shocking, upsetting. My father was diagnosed with a 90% blockage of his right carotid artery. Now, this was different than in 2002 when we had months to prepare for the same operation on his left side. This time, there was little warning, except for the increasing TIAs that he was experiencing, and the sudden announcement of the emergency situation that we faced. A hospital bed was found and surgery scheduled for the next day. My Mom, three siblings and I gathered with Dad for support. We were told of the 30% risk of a significant stroke taking place either during or after the operation.

The surgery, scheduled for Friday at 5 pm was bumped up to the early afternoon. We walked Dad down to the operating room area, and shed our tears as he was wheeled away. We gathered for coffee. We were hopeful and, of course, very concerned. Soon, word came that the surgery was over, and that he was being wheeled to the recovery room. We knew we weren't out of the woods yet. Our waiting continued.

In that moment, God sent us an angel (if you believe that the meaning of the word is “messenger”). Janice Constable, the parish nurse candidate at Central United Church in Barrie appeared. Her message was this: Take one step at a time. The surgeon who had operated on my father was the best. We have each other. God is with you.

Janice took some time to explain what the surgery was, and the aftercare that would be necessary – information especially helpful to my Mom. In the strange environment of the hospital, Janice's friendly face became for me the love and concern of God in that place. A short time later, when the doctor stopped by to express his relief that my father was in recovery and that he was moving his hands, the healing began – both for my Dad and for my family. A parish nurse, who spent some time with us, became for us the caring, embracing arms of Christ. I am extremely thankful for Janice's ministry to us that day, and for the follow-up telephone call to my Mom.

By the way, Dad is doing very well.

Now I know why, in a deeper way than before, we hold to the vision of “a parish nurse in every congregation.”

BISHOP'S AWARD FOR EXCELLENCE IN MINISTRY



On November 1, 2009 Mary Farmer received the “Bishop's Award for Excellence in Ministry.” The nomination was submitted by her parish, St. George's Anglican Church in Owen Sound.

The nomination reads as follows: ***“Mary graciously balances her nursing, family and church life! Mary's nurturing leadership skills as parish nurse are greatly valued by the Health Cabinet and Pastoral Care Team, the Transitional Team and Health & Safety Committee. Mary's self-giving ministries include 'laying – on – of – hands' at worship and playing trumpet in St. George's ensemble. Thank you Mary for your free will offering of time, talent and treasure”.***

The Anglican Diocese of Huron stretches from the tip of the Bruce Peninsula east to Clarksburg, and down to Windsor and Pelee Island. This recognition of ministry is an annual event, and this year Mary was privileged to be one of sixty people who were recognized and honoured.

FUNDING CONTINUES
for Parish Nursing in the
Waterloo Wellington Local Health Integration Network (WWLHIN)

As far as we know, the recent WWLHIN financial support for parish nursing ministry is the first time in Canada that government has funded a parish nurse's salary. This is remarkable, and the good news is that the original funding received through the Aging At Home (AAH) strategy of the Ontario government seems to have become part of ongoing WWLHIN funding, beyond the three-year AAH initiative, albeit on a much smaller scale than at first anticipated.

The formula seems to be that ICHM will be enabled to fund four congregations at any one time to support the development of a parish nursing ministry. This will continue to follow the model that sees funding reduced to the congregation over four years so that by the fifth year, the congregation has assumed the total cost for the 20 hour per week parish nurse position situated within the congregation's health and healing ministry.

Present partners are First United Waterloo, Holy Rosary Parish Community Guelph, St. Michael's Roman Catholic Waterloo and St. Peter's Lutheran Kitchener. At present, then, funding for additional congregations will not be brought on stream until April 1, 2013. This will give ICHM time for the development work necessary to begin the support of two new partners in 2013, and an additional two partners to begin in 2014. ICHM is also committed to attempt a pilot project in the northern rural area of the WWLHIN as one of the April 1, 2013 settings. Congregations who may be interested in accessing this funding are invited to be in touch with the ICHM office – it is not too early to begin the planning towards this possibility.

As well, congregations outside of the WWLHIN may want to explore with ICHM the possibility of funding within your own local LHIN. Please be in touch if you are interested in pursuing this as well.



Congratulations to the Graduating Class of 2009
Emmanuel College – November 21, 2009



Natalia Mayall, Susan Goodwin, Marian Leek, Yolanda Mau, May Tao, Gloria Luk,

Zenaida Odense, Marilyn Pepper, Carmen James-Henry, Heather Thompson, Siegfried Krebs
2009 Emmanuel College Education Program

This year, Levels 1 and 3 of the IPNRC Basic Parish Nurse Preparation Program were offered at Emmanuel College, from October 17 to November 21, 2009, as well as two Continuing Education days. A total of 65 participants were registered with between 40 and 51 attending each week. Twenty volunteers put in over 162 hours of time to provide the smooth operation of the program. Abundant thanks to the parish nurses and health committee members who gave up Saturdays to volunteer! Seven Parish Nurses graduated along with four Health Committee members (see photo). We congratulate them for their dedication to *fostering healthy communities through Christ's healing ministry!*

2010 Education Program at Waterloo Lutheran Seminary

Delivery of our Parish Nursing Education Program at the Waterloo Lutheran Seminary will once again be presented in a weekend format - Friday evening and all day Saturday - for four weekends beginning on January 29 & 30, 2010. The three remaining weekends are scheduled for: February 19 & 20, March 5 & 6, March 26 & 27. It is expected that Levels 1 and 2 will be offered, conditional on sufficient registration. Participants in the Emmanuel College program are able to make up Levels 1 and 2 classes missed during the fall program in Toronto at no cost. For more information about the Winter Parish Nursing Education Program at Waterloo Lutheran Seminary, see the ICHM website.

New 2009 Curriculum

From 2007 to 2009, an International Parish Nurse Resource Center (IPNRC) Curriculum Advisory Committee laid the groundwork to guide further curriculum model transformation (development) and future curriculum development. As a result, the seven traditional roles and/functions of the parish nurse have been integrated into a conceptual framework that emphasizes the spiritual core in practice. The curriculum focuses on core concepts of spiritual formation; professionalism; shalom as health and wholeness; and community, incorporating culture and diversity. IPNRC supports the adaptation of the basic curriculum modules to match international professional nursing standards of practice and regulations, cultural norms, geographic area, and the faith traditions of the particular location. ICHM will begin delivering this new curriculum, augmented by modules from the 2004 curriculum and others developed by ICHM to maintain a 30 module, 60 hour curriculum. Level 1 participants at Emmanuel College in 2009 as well as Levels 1 & 2 participants at WLS in 2010 will be students of the new curriculum. The transition should be seamless, thanks to the effort of Gail Brimbecom to ensure that no content would be lost.

LECTURE - "Ethical Implications of Medical Technology"

Though this lecture is suitable for anyone with an interest in the relationship between faith and the culture of medicine, it is particularly appropriate for parish nurses this year. If you have been looking for events to attend in order to fulfill your learning plan regarding CNO reflective practice on the Ethics Practice Standard, this lecture may be just what you are looking for! Dr. Ruth Groenhout, Professor of Philosophy, Calvin College, Grand Rapids, MI, will be Guest Lecturer at Emmanuel College, Victoria University, University of Toronto on **Thursday, March 11, 2010 at 4:00 pm.** This **FREE lecture** is co-sponsored by ICHM, and provides parish nurses with a learning opportunity that addresses Ethics, one of the Practice Standards selected for 2009-2010 QA reflective practice, as well as technology. Medicine plays an increasingly important role in the lives of almost everyone alive today. It has the potential for enormous good, but also the power to take over our lives and remake them in its own image. This lecture addresses the power and perils of modern medicine from a Christian perspective, identifying the ways that medicine is a powerful force for good in our lives as well as the ways that medical practice can become problematic or even damaging for central human relationships. Emmanuel welcomes anyone interested to attend!

Dr. Groenhout is the author of:

Bioethics: A Reformed Look at Life and Death Choices (Faith Alive, 2009)

Transforming Care: A Christian Vision of Nursing Practice, co-authored with Mary Molewyk Doornbos and Kendra Hotz (Eerdmans, 2005)

Connected Lives: Human Nature and an Ethics of Care (Rowman & Littlefield, 2004)

NEWS FROM ICHM-SASKATCHEWAN
(An affiliate of InterChurch Ministries in Saskatoon, SK)

Introducing Judy Johnson, Parish Nurse Coordinator

ICHM in Saskatoon is very pleased to announce that Judy Johnson has accepted the position of Regional Parish Nurse Coordinator following the retirement of its previous coordinator, Mary Tyler.

Judy brings thirty-five years of nursing experience to the position. Having worked in general duty nursing, the caseroom and home care nursing, Judy also brings five years of experience as a parish nurse. She serves Forest Grove Community Church, a large Mennonite Brethren church in Saskatoon where she works 20 hours per week in that position.

She completed the ICHM Basic Parish Nursing Education Program in Saskatoon in 2005.



Judy is actively involved with the Saskatchewan Registered Nurses

Association and has served as chairperson of the Saskatoon Parish Nurse Professional Practice Group for four years. She served as co-chair of the 2009 Annual CAPNM Conference and is also a board member of Christian Counselling Services in Saskatoon.

Judy is the proud mother of four grown children and grandmother to two “beautiful granddaughters”.

Thank you Judy, for hearing and responding to this call to parish nursing ministry leadership in Saskatchewan.

Parish Nursing Ministry Education Program in Saskatchewan

Parish Nursing Ministry education sessions were held in Saskatchewan on four weekends in the fall of 2009. This is the third parish nursing program to be presented in Saskatoon. The four sessions wrapped up on November 13 & 14 with a graduation service. Most of the sessions were presented by local presenters. On that last weekend Gail Brimbecom, ICHM’s National Education Director, was present and taught two of the Level 1 modules. One Level 3 module was also taught on the Saturday morning. The graduation service was held on Saturday afternoon, with Laura Kroeger, a health cabinet member, as the one graduate this year. The pastor of her home church, First Mennonite in Saskatoon, was the preacher and David Hunter, ICHM-SK board chair, presided. It was a good event with which to complete the 2009 education program. Members of the Education Committee had all worked hard behind the scenes to make the education sessions a success.

Four Parish Nurse Candidates completed (most of) the Level 1 classes. It is exciting to see the growth that is happening in Saskatoon. These parish nurse candidates will now begin their practicum. Two of them will be doing their practicum within agencies and two within congregations. Their practicum experiences will serve to further prepare them to enter the Level 2 classes in about one-year’s time.



Laura Kroeger, Health Committee member, First Mennonite Church, Saskatoon received her Certificate of Completion from Dr. Gail Brimbecom, ICHM’s National Education Director at her gradua-



tion November 24, 2009.

L – R: Janet Brunsgaard, PNC, Elizabeth Ormiston, HC, Alice Hamp, HC, Bev Young Rapko, PNC, Brian Hall, PNC, Noreen Aasen, PNC.

BOOK REVIEW



By Nancy Dunbar, Parish Nurse Candidate,
First United Church, Waterloo ON

❖ **“The Indispensable Guide to Pastoral Care”** – by Sharyl B. Peterson, Pilgrim Press, 2008.

The title of this book on pastoral care leapt off the shelf and I couldn't resist. This brief, but efficiently and effectively written primer answers many of my questions and ponderings about pastoral care in my new role of parish nurse. As nurses, we have skills in listening, assessing, interviewing and being present with others. Peterson provides theological and biblical roots that shape these nursing skills into pastoral care. In the first chapter, she answers the question, “What makes care pastoral?” Her words clearly define how parish nursing differs from secular nursing.

I appreciate Peterson's fresh openness. She deals with the metaphoric “elephants in the room” on several topics. “To do pastoral care, we need to be able to talk about God without getting embarrassed. While obvious, it is not as simple as it sounds.” With calm wisdom, she reduces our anxieties, provides reassurance and guidance on how to develop our pastoral care skills and provide our own pastoral care. In discussing the challenge of praying “out loud” she writes: “The good news is that you already know how to pray. The growth part involves learning to do it in different settings than you are used to.”

At 133 pages, it is not the complete authority on pastoral care. She never mentions parish nursing. The book is well researched and notated for those looking to do additional reading. Her style is easy to read and chapters are broken into short-titled segments which allow the reader to return to review some nugget of wisdom.

EDUCATION DAY

&

ANNUAL GENERAL MEETING

WHEN: Saturday, June 12, 2010

WHERE: Trinity Anglican Church,
79 Victoria Street, Aurora

TIMES: 8:30 a.m. – 4:00 p.m.

More information on the Speaker, Kathleen McAulay,
the Theme – “Health and Humour,” and
Registration forms will soon be sent to you.

Every partner congregation is entitled to have two (2) votes
at the Annual General Meeting.

Please reserve June 12 on your calendar.

ICHM Diary Notes – Jayne Tan

“Please Sing the Hymns for Me”



(Permission received from family members; names anonymous.)

A frail 77 year-old lady was lying on a king size bed, her face reflected a quiet yet serene resignation that cancer would soon ravage her entire body in a few weeks. Her youngest daughter of 11 children flew from another country, determined to stay as long as needed to care for her mother 24 hours a day. It was obvious that this daughter had taken her assignment seriously as she handed the Parish Nurse a list of medications in a hand written description of every medication's shape and color, dosage, times of administration and situations when PRN medications were to be given.

Mrs. S. gave a faint smile to recognize the nurse's presence but non-verbally indicated that she wanted to be left alone. Her daughter asked for any nutritional substitute because her mom subsisted on a few teaspoons of a popular and tasty ethnic dish of rice and chicken soup. Mrs. S requested discharge from the hospital, and that she would like to die in her own home. Her demeanor brightened when she was told that the parish nurse was from the church she worshipped in for many years and the nurse was here at the request of her pastor. Her eyes lit up when the daughter mentioned her love of the old hymns, looked at the nurse with pleading eyes, "Will you please sing the hymns for me?" As the caregiver daughter and I began to sing, an older daughter silently came into the room and began to sing with us.

Occasionally, one or two of Mrs. S' nine sons would stroll in for a few minutes and leave. This hymn singing and prayer visit, with her two daughters present, became routine to every visit

I made to Mrs. S. It dawned on me that for Mrs. S, my priority nursing care was to be present in her praise and worship of the Lord before any other nursing care was given.

Because Mrs. S refuses to have "strangers" to look after her, she refused to have any home care help that was provided for her, depending totally on her daughter. Immediately after the "praise and worship care", a series of health teaching for the caregiver daughter ensued on the use of a commode or that of applying an adult disposable brief, monitoring medication for pain. The daughter painstakingly learned to assist her mom as Mrs. S became increasingly debilitated, incontinent and in pain.

Mrs. S had this radiance on her face after listening to the hymns she loved and peace about her even in the presence of extreme pain, till the time she consented to go to the palliative unit of the hospital. She was in palliative care for four days, when her Creator took her home.

Little did I know that when Mrs. S asked for the hymns to be sung, God used them, not only to bring healing for Mrs. S' pain in her body and her soul, but also mended years of a strained relationship between her two daughters that needed as much healing as their Mom.

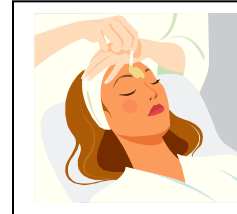
This precious soul was a living testimony to the truth of God's word in Isaiah 26:3, "Thou will keep him in perfect peace whose mind is stayed on Thee. Because he trusted in Thee.". A life that testifies to the truth of every healing ministry, that only God can bring healing to the body, the soul and the spirit. I praised and thanked the Lord for Mrs. S who showed me that parish nursing must truly be a reflection of Jesus healing work among His people.



PARISH NURSE RETREAT



**InterChurch Health Ministries
12th Annual
Parish Nurse Retreat 2010**



Spa for the Soul

**A weekend away to
Refresh your Spirit and Deepen your Faith
February 26 to 28, 2010**

6:00 p.m. Friday to 2:00 pm Sunday
at

Queen of the Apostles Retreat Centre
1617 Blythe Road, Mississauga, Ontario
905-278-5229

***Psalm 62:1** - 'My soul finds rest in God alone, My salvation comes from him.'*

We invite you to join us in retreat with Beth Wagschal. You can participate in daily reflections, meditations, prayers and practices which will allow you to rest and be refreshed.

- Cost -

- \$175** - Non-practicing Parish Nurse, ICHM Graduate/Alumna (RN) in a Partnership Congregation
- \$220** - Practicing Parish Nurse ICHM Graduate or Basic PN Student (RN) in Partnership Congregation
- \$275** - ICHM Graduate/Alumna (RN) in a Non- partnership Congregation – practicing or non-practicing



WE NEED YOUR FINANCIAL SUPPORT

InterChurch Health Ministries appreciates ALL gifts which support the work of Parish Nursing Ministry within congregations. As a non-profit organization we continue to require financial assistance. Please consider making a donation to ICHM. A monthly donation by means of the Pre-authorized Remittances (PAR) through your banking institution is another way to assist us on a regular basis. Charitable receipts will be issued for all gifts received – Charitable No. 89026 1175 RR0001. Or call 1-888-433-9422.