

# Automating Patient Requests for Chaplaincy via IPA

## The Problem

Department of Pastoral Care recognizes that all patients are entitled to receive spiritual care and support when hospitalized. There was no automated way for patient requests to be received by Pastoral Care.

## Aim/Goal

Working through the Spirit Log call out process, we coordinated efforts with the help of Quality Improvement PCS and IS to attain the goal. All patients who are regular admissions are in the IPA process.

## The Team

Kim Sulmonte, RN, MHA Director, Quality Improvement PCS

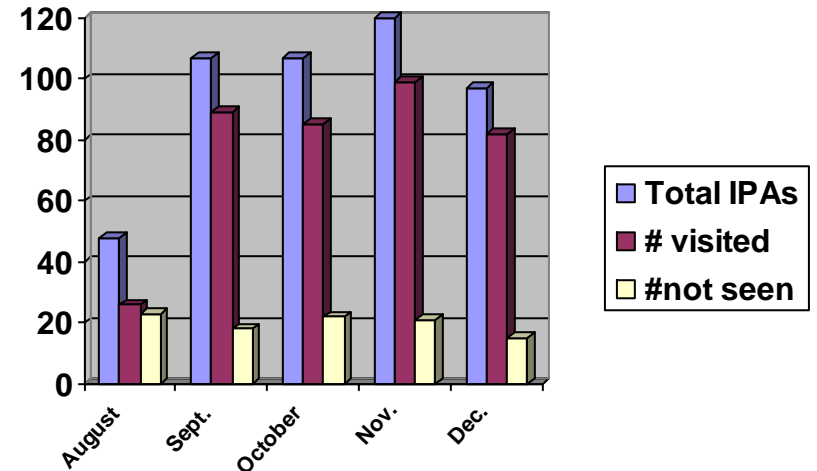
Erica Zissman, Information Systems

Julia Dunbar, Director, Pastoral Care & Education

## The Interventions

Identified that existing Initial Patient Assessments (IPA) could add the question “Would you like to see a chaplain?” An automatic email would be sent to the Pastoral Care mailbox. Chaplains are to visit patients who requested a visit within 2 days.

## The Results/Progress to Date



## Lessons Learned

Spirit Log can bring together the right people for best results. We are also able to track our own efficiency regarding patient visits

## Next Steps/What Should Happen Next:

Develop an automated system for patients admitted through ICUs.



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