

# Spiritual Care increases Patient/Family Satisfaction in ICUs

## The Problem

A hospital wide committee was established under the direction of Dr. Michael Howell, to measure and improve patient/family satisfaction in ICUs. Although the Dept. of Pastoral Care & Education was unaware of the endeavor, we had established this as a priority in May 2008.

## Aim/Goal

To increase awareness of the availability of chaplains to offer compassionate, non-judgemental spiritual support to any patient or family regardless of faith, background or denomination. Patients and families are often in particular need of spiritual care/support in ICUs. Providing regular contact resulted in significantly increased patient and family satisfaction.

## The Team

Michael Howell, M.D. Director of Quality; ICU pt/family satisfaction committee; Rev. Julia Dunbar, Director of Pastoral Care & Education; Chaplains: Colmore, DeMarco, Lynch, Maraventano, Rimer, Smith, Teague

## The Interventions

- Individual chaplains were assigned to round at least once a day, seven days a week on the west campus ICUs.
- Chaplains established relationships with staff and became a familiar presence in the west campus ICUs.
- **Pastoral Care responds to ICU (and hospital wide) requests 24/7**

## The Results/Progress to Date



## Lessons Learned

Multi-discipline measurement of patient satisfaction data further supports the hypothesis that presence/availability of chaplaincy enhances quality of care.

## Next Steps/What Should Happen Next:

Expand daily rounds to east campus FICU and NICU.



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