THE DECONSTRUCTION OF SUFFERING: THE NEW ELIXIR IN THE CARE CONTINUUM

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OVERVIEW

In 2012 we began challenging the chaplains in our local facilities to develop case studies that exemplify some of best practices in meeting residents and employees at their point of need. The case studies presented here showed the following impacts:

A. Therapy Refusals Decreased:
   Chaplain intervention with a resident who refuses therapy allowed the patient to complete their prescribed therapy. The financial impact of the was an increase of $1856.54 for the facility.

B. Turnover Rates decreased:
   An initial drop was observed followed by a steady decline resulting in a zero turnover for one to three months. A total of 13 participants completing full sets of a pre and post-test showed an average of 13% improvement in total EQ as a result of turnover.

C. Medicare Market Share Increased:
   A traveling choir program led by Chaplain Gina Bowden had increased community awareness of Signature HealthCARE in DeFuniak Springs. Study shows an associated 3% increase in total Medicare Market Share in 90 days.

METHODS

A. Rehab Partnership
   Based on a case study at two facilities, the Spiritual and Emotional Intelligence course was delivered by ten (10) in person classroom sessions led by a live instructor. The course is focused on improving relationships and discernment practice based on building on the competencies of:
   - Self-Awareness
   - Self-Regulation
   - Motivation
   - Empathy
   - Spiritual Relationships

   The pattern of impact at these two facilities showed a net decrease in turnover. These results were replicated across different time periods, segments, and facilities. Both Pilot Phase 1 and Phase 2 showed similar impacts with regard to Nursing Services Turnover rate.

B. Impact on Turnover
   - The average improvement in total EQ as a result of turnover was 13%
   - The results from Pilot Phase 2 show a total of 13 participants completing full sets of a pre and post-test showed an average of 13% improvement in total EQ as a result of their participation in the course.

C. Medicare Market Share
   A traveling choir program led by Chaplain Gina Bowden has raised community awareness of Signature HealthCARE in DeFuniak Springs.

CONCLUSIONS

These qualitative results based on internal studies at our facility validate the efficacy of chaplain interventions as a solution for impacting rehab outcomes, employee turnover, and overall performance. Through embracing the creativity and initiative of the chaplain, our objective of meeting the resident at the point of need has positive impact on the business metrics of our operations.

Our Spirituality program has been in place for ten years. Our chaplain army consists of 114 full time positions at our 126 locations in 10 states and nearly 19,000 employees.

These impacts represent real cultural change that is impacting our facilities, our company, and our vision to transform healthcare forever. All in all, the essence of love and the sanctity of respect, even in all our imperfections, have moved the mountains and rooted spirituality into the depths of the revolution, binding us, one to another.

ACKNOWLEDGEMENTS

Other Contributors to this presentation are:
- Maree Alegarza, Ph.D., University of Louisville College of Education and Human Development
- David Steppen at Erin Care and Rehab Center in Erin, TN
- Gina Bowden, Chaplain at Chautauqua Care and Rehab Center, DeFuniak Springs, FL
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