

Chaplaincy Services

MISSION

Chaplains contribute to the wellbeing of patients, families, and healthcare professionals by providing care that engages their spiritual, emotional, and relational resources.

KEY VALUES

We Are Caring Professionals:

- Empathic – understanding the feelings and thoughts of others
- Considerate – respecting the autonomy of others
- Inclusive – embracing all abilities, beliefs, cultures, and identities
- Mindful – attending to self, others, & the sacred
- Prepared – educated, trained, & credentialed

WAYS WE HELP

Most of our work is referral-driven resulting from our integration with the interdisciplinary healthcare teams in the clinical environments in which we serve. We provide chaplaincy care to individuals and families. We assess each person's needs and resources. We provide personalized interventions intended to advance the health of every care recipient.

STAFF CARE PROGRAMS

In addition to the daily care we provide to patients, families, and healthcare professionals, we have several programs focused particularly on the needs of staff and physicians.

- Blessing of the Hands – Our chaplains provide a brief and meaningful blessing to employees. This interfaith ritual is a reminder of the sacred nature of their work.
- Code Lilac – At some of our campuses, chaplains train and lead a program of immediate peer support to care for healthcare professionals having an unusually challenging work shift.
- Critical Incident Stress Defusing/Debriefing – Our chaplains are trained by The International Critical Incident Stress Foundation, Inc. to help healthcare teams process the emotional stress of unusually traumatic events encountered on the job.

- Medical Missions - Medical Missions is a strong benefit to Memorial Hermann employees. Memorial Hermann Health System is the only System in Houston with a program like this to support its employees and affiliated physicians as they participate in medical mission trips to care for underserved populations and communities.
- Refreshment for The Soul – Our chaplains transform a room near a clinical unit into a place of respite for staff and physicians. This typically includes aroma therapy, relaxing music, softer lighting, and chaplains available to talk. We serve baked goods and a variety of teas. Healthcare professionals come and go for a break in the middle of their shifts.
- Schwartz Rounds® – At some of our campuses, chaplains coordinate an interdisciplinary educational program intended to foster compassionate healthcare. This internationally renowned program provides a forum for debriefing exceptionally challenging patient care cases in a manner that enhances resilience and teamwork.

PRACTICES FOR SELF-CARE

There are several personal practices proven to rejuvenate and strengthen our capacity to care for others. You can remember them through the acronym NERTS.

- **N**utrition – eat a balanced and healthy diet
- **E**xercise – physical activity releases stress and increases health and personal resiliency
- **R**est – make sure you get adequate and regular sleep; regularly take time away from work
- **T**alk – find someone with whom you can discuss/debrief challenging work situations
- **S**pirituality – journaling, laughter, meditation, music, play, prayer, reading, solitude, time in nature, worship, and yoga are all potentially helpful spiritual practices.

