

Integrating living faith with your practice

Dr. Bill Morehouse

His Branches Health Services, Rochester, NY

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Joint Commission Mandate

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care

A Roadmap for Hospitals



- JCAHO requires organizations to include a spiritual assessment as part of the overall assessment of a patient to determine how the patient's spiritual outlook can affect his or her care, treatment, and services. This assessment should also determine whether more indepth assessments are necessary.
- While the Joint Commission leaves the specifics to each organization, spiritual assessment should, at a minimum, determine the patient's religious affiliation (if any), as well as any beliefs or spiritual practices that are important to the patient.



Why the messy background?

My PowerPoint background is messy

...it's all stains, smudges, darkness and light, more shades of grey, less black and white...

- Life is messy
- People are all hot messes
- We are people

However, "The light shines in the darkness, and the darkness has not overcome it."

Black and White?

Jesus loves the little children, All the children of the world.

Red and yellow, black and white,

They are precious in His sight.

Jesus loves the little children of the world.

Or how about this?

Jesus loves the little children,

All the children of the world.

Every color, shape and size,

They are precious in His eyes.

Jesus loves the little children of the world.

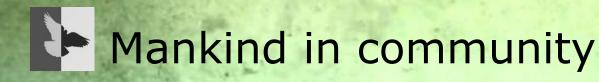


Message of Reconciliation

How we relate to God, ourselves, others

"All this is from God, who through Christ reconciled us to Himself and gave us the ministry of reconciliation; that is, in Christ God was reconciling the world to Himself, not counting their trespasses against them, and entrusting to us the message of reconciliation."

2 Corinthians 5:18-19



How we relate to ourselves and others

- Individual with God and self
- Family with natural and adoptive members
- Neighborhood with those in immediate surroundings
- Ethnic with those of kindred language and culture
- Kingdom/Nation with those following same governance
- Humanity with all of mankind



Tripartite Nature of Human Life

- Body Soma Physical, somatic, tangible
- Soul Psyche Self, heart, feelings, experiences
- Spirit *Pneumo* Thought life, inspiration

Energy Balance idea



Biopsychosocial (BPS) Model

- Pioneered in Rochester by Drs. George Engel (Internal Medicine) and John Romano (Psych)
- Eclipsed determinist biophysical model that had increasingly dominated post WWII medicine
- Divides human life along Greek philosophical lines into **Body** (bio) and **Soul** (psychosocial)
- When "spirituality" is addressed it is as a manifestation of the psychosocial dynamic, not as a separate sphere - e.g., talking to yourself



Biopsychosocial-spiritual Model

- Each BPSS sphere is addressed definitively but as part of a larger integrated whole that is greater than the sum of its parts
- Spiritual life is recognized as a dimension of reality separate from but integrated with the other two

"For the word of God is alive and active. Sharper than any double-edged sword, it penetrates even to dividing soul and spirit, joints and marrow; it judges the thoughts and attitudes of the heart."

Hebrews 4.12



Pressures that are on us

From without

- Daily workload
- Family and friends/associates
- Professional and Academic peers
- Community standards
- "Political Correctness"
- The Zeitgeist

From within

- Time constraints
- Concern about patient reaction
- Concern about competence
- Concern about reputation
- Concern about ethics
- Faceless anxiety

Zeitgeist



The Zeitgeist (spirit of the age or spirit of the time) is the intellectual fashion or dominant school of thought that typifies and influences the culture of a particular period in time.

Wikipedia



Zeitgeist = the Big Bad PC Wolf



A broad-based, widely-spread spiritual influence that is orchestrated by "the prince of the power of the air... the spirit that is now working in the sons of disobedience."



Spirit of the antichrist

"Every spirit that does not confess Jesus is not from God; this is the spirit of the antichrist, of which you have heard that it is coming, and now it is already in the world. You are from God, little children, and have overcome them; because greater is He who is in you than he who is in the world. They are from the world; therefore they speak as from the world, and the world listens to them. We are from God; he who knows God listens to us; he who is not from God does not listen to us."

1 John 4.3-6

Life and Death

"And you were dead in your trespasses and sins, in which you formerly walked according to the course of this world, according to the prince of the power of the air, of the spirit that is now working in the sons of disobedience. Among them we too all formerly lived in the lusts of our flesh, indulging the desires of the flesh and of the mind, and were by nature children of wrath, even as the rest. But God, being rich in mercy, because of His great love with which He loved us, even when we were dead in our transgressions, made us alive together with Christ (by grace you have been saved), and raised us up with Him, and seated us with Him in the heavenly places in Christ Jesus, so that in the ages to come He might show the surpassing riches of His grace in kindness toward us in Christ Jesus. For by grace you have been saved through faith; and that not of yourselves, it is the gift of God; not as a result of works, so that no one may boast. For we are His workmanship, created in Christ Jesus for good works, which God prepared beforehand so that we would walk in them."

Ephesians 2.1-10

Back to JCAHO



"The Joint Commission requires organizations to include a spiritual assessment as part of the overall assessment of a patient to determine how the patient's spiritual outlook can affect his or her care, treatment, and services. This assessment should also determine whether more in-depth assessments are necessary."

We're called to become experts and leaders in this area of the healing arts, which is the "care" part of medical care, the "art" of medicine.



OK, how do we do it?

Guiding Premises:

- We follow Jesus' example, since He is the Way, the Truth, and the Life.
- We understand that when any person comes to know the truth, the truth progressively sets them free.

Therefore:

- We share the truth with people about their situations and God's love as we reach across and get to know them better.
- We do it in the right way by "speaking the truth in love" and modeling exemplary tone, attitude, speech, and behavior.
- And we look for, promote, and anticipate "life and life in abundance" as the progressive outcome.



Let's get to know people

Body, Soul, and Spirit

- We pretty much know how to do the "body" part...
- We need to get to know them personally the "soul" part - who they are, what they do, who they are related to, how they think, feel, and act. What is important to them, motivates them, inhibits them.
- And we're invited by JCAHO and the Holy Spirit to get to know them better spiritually - what are their hopes and fears, where do they feel weak, what are their sources of strength, do they believe in prayer, where is God in their lives and current situations, why do they think they are ill, have they found support in a faith community, etc.



Being living letters

Living

- Being alive, lively, active, engaged, interactive, accessible, transparent, perky
- Opposite: dead, dreary, sullen, withdrawn, aloof, inaccessible, opaque, drab

Letters

- Sharing in language with God-breathed personal content that communicates with others
- Opposite: being "closed books" without content that others can't "read" or wouldn't want to



Be genuine ladies and gentlemen who are

- Courteous and kind always aware that "a soft word turns away wrath"
- Cheerful remembering that "a merry heart does good like a medicine"
- Comforting being available through empathetic listening to offer prayer and provide genuine support
- Faithful and Hopeful confidently sharing prophetic vision of a positive future planned and guided by a loving God
- Loving recognizing that caring is often best expressed in the details because "he who is faithful in little things is faithful also in great"



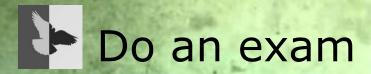
Be 100% available to each person

- Greet people warmly, graciously, courteously
- Ask about their welfare
- Comment on something attractive or interesting about them, their hair, clothing, facial expression, companion
- Mix humor and lightheartedness into your conversation
- Allow space for personal anecdotes if they relate
- Don't let the world (EMR, schedule, to do list, unfinished charts and messages, politics, news, etc.) clutter you up or get you down



Look for nonverbal cues about underlying issues

- Ask what brought them to you, then draw them out
- Look for underlying motives beneath superficial reasons
- Be sensitive to metacommunication, body language
- Mix empathy with lightheartedness when probing into potentially painful subjects – "this is such a bad situation you have to either laugh or cry, or both..."
- Don't be afraid to dig around and ask personal questions people are unusually receptive to someone who cares
- Take note but don't think you have to do something about everything you uncover



We're allowed to "lay hands on" people

- Don't be afraid to touch people appropriately
- Do a good examination
- Be warm but professional, firm but gentle
- Check things that will confirm that you care enough to be thorough
- Describe what you're doing and what you're finding as you go along
- Keep up your personal conversation, weaving in pertinent spiritual inquiry and comment along the way



Make a faith connection

People come to us with bad news. Be prepared and able to share good news with them.

- Be gentle but bold
- Don't be afraid to wear your Christian heart on your sleeve - "God bless you!"
- Don't be ashamed of the Gospel "for it is the power of God for salvation to everyone who believes"
- Don't hide your light under a bushel but put it on a lampstand
- Be disciplined it's the mark of a disciple
- Let the Holy Spirit be your guide
- Offer to pray... and then pray openly, then and there

