

Policy Applies to: All staff and credentialled specialists at Mercy Hospital.

Rationale:

Mercy Hospital is committed to providing holistic care. This concept embraces not only the physical needs but also the spiritual, emotional and social needs of the patient, whānau/family and staff.

The individual may not necessarily be aligned to a particular faith tradition, but when they are, attention will be given to providing the full richness their faith brings to their current experience.

Definitions:

Pastoral Team: The Pastoral team is responsible for providing a spiritual ministry, where needed and desired; it is designed to be supportive to patients, their whānau/families and staff.

Hospital Visitors: Representatives appointed from recognized faith communities are welcome to visit members of their community who are in hospital.

Objectives:

- To support patients and whānau/families emotionally and spiritually during the stress of surgery and hospitalisation
- To augment the ministry of the patient's faith tradition
- To offer spiritual and emotional support to staff if and when required

Cultural Considerations:

The support offered by the Pastoral Care team, local clergy and/or hospital visitors serve to care for the Taha Wairua – spiritual wellbeing of whānau, patients and staff at Mercy Hospital. In Te Whare Tapa whā, a Māori Health care model developed by Tā/Sir Mason Durie, a leading Aotearoa Psychiatrist, all the key parts of our Hauora/wellbeing are shown as the walls and foundations of a wharenui/house. Hauora/Health and wellbeing rely on all five of these parts being well.

Implementation:

- The Pastoral Team will respond to specific patient, whānau/family or staff requests for support by:
 - being available to visit patients offering particular care and support to seriously ill or dying patients and their family.
 - Reassuring patients that their own faith tradition is accepted and respected while they are in hospital.
 - Offering to access kaumatua or other spiritual or cultural leaders, as required
 - Escalation to access is through Mercy staff e.g.: Associate Charge Nurses

Evaluation:

- An annual evaluation of pastoral care will include a review of any feedback received.
- Cemplicity feedback

Associated Documents

- **External** Pastoral Services in Catholic Health, Community and Aged Care provided by Catholic Health Australia.
- **Internal** *Tikaka* – Best Practice Guidelines

Death of a Patient Policy

Māori and Pacific Organisational Plans