Learning Center Courses: Learning Objectives and Course Outlines

Cultural Competence, Inclusion, and Vulnerable Populations
This module, Cultural Competence, Inclusion, and Vulnerable Populations, focuses on the importance of understanding the scope and importance of culture and inclusion is addressed including its influences upon patients and families, the interdisciplinary health care team, and the health care or spiritual care provider him or herself. Emphasis will be on not only identifying the cultural and social issues that may arise, but the skills needed to demonstrate the ability to assist in incorporating those beliefs and values into the patient’s plan of care. In addition, this module will define and address “marginalized populations” – those without the same level of access to health care and other services that others depend on – including those who are illiterate or with low health literacy, people who are intellectually disabled, the homeless, and those who are incarcerated.

By the end of this course the learner will be able to:
- Define cultural competency and cultural humility in health care.
- Engage in self-awareness of and the ability to articulate one’s own cultural values, beliefs, assumptions, and biases and is able to set those aside in order to assess for, document, and provide interventions to patients and families.
- Gain basic knowledge of different religious traditions and common beliefs and practices.
- Gain basic knowledge of different cultural groups and common beliefs and practices.
- Identify methods to employ in order to obtain knowledge on unfamiliar cultures, religious/spiritual beliefs, or existential norms.
- Define inclusion in health care.
- Understand ways to assess, document, and include in a care plan appropriate spiritual/religious interventions for cross-cultural situations, including them in documentation.
- Describe the importance of identifying the unique spiritual/cultural/religious beliefs within vulnerable patient populations (including non-resident aliens, LGBTQ, homeless, incarcerated, low health literacy/illiterate, mentally challenged, severely disabled).

Course Outline
1. Cultural Competence in Health Care
2. Cultural Humility
3. Religious and Cultural Traditions: Common Beliefs and Practices: Methods to Obtain Knowledge
4. Inclusion in Health Care and Vulnerable Populations
5. Cultural and Inclusion Issues in Practice
6. Summary
7. References

Caring for the Smallest: Pediatrics
This module, Caring for the Smallest: Pediatrics, provides an introduction to some of the unique issues of providing chaplaincy and spiritual care to children and their families, especially for chaplains and other
spiritual care providers who are assigned primarily to adult care settings and only occasionally interact professionally with children.

**By the end of this course, the learner will be able to:**
- Recognize the distinctive aspects of chaplaincy and spiritual care in working with children and their families.
- Understand the spiritual development of children and review some age appropriate spiritual interventions.
- Distinguish the most common spiritual issues involved in pediatric chaplaincy and spiritual care, including how to screen and assess for them.
- Discuss appropriate interventions to meet the spiritual, religious, cultural, and communication needs of families of pediatric patients.
- Articulate the major ethical issues that arise in pediatric end of life situations including hospice and palliative care.
- Recognize and practice the self-care and staff-care needs of a pediatric chaplain or spiritual care provider working in an interdisciplinary team setting.

**Course Outline**
1. Introduction
2. Spiritual Development in Children
3. The Spiritual Concerns of Children
4. Spiritual Care of the Child’s Family
5. Ethical Issues and Childhood Illness
6. End of Life Considerations with Children
7. Staff Care and Self Care
8. Future Research
9. References

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**Far Too Soon: The Anguish of Perinatal Loss**

This module, *Far Too Soon: The Anguish of Perinatal Death*, is designed to introduce the learner to all aspects of newborn death including etiology and epidemiology, ritual, best psychosocial caregiving practices, and the effects on parents, siblings, grandparents, and society. Chaplains and spiritual care providers are in the unique position of serving as mediators and facilitators in the interaction with and care for patients, families, and staff when spiritual, religious, existential, and cultural issues arise in perinatal loss.

**By the end of this course the learner will be able to:**
- Define stillbirth and explain the epidemiological factors involved.
- Understand the psychological/emotional, social, and interpersonal effects of perinatal death.
- Explain 3-5 different theoretical perspectives on grief.
- Understand the import of ritual and explain the ways in which parents may choose to ritualize their baby.
- Explain the role of the chaplain in the experience of perinatal death.
- List the ways in which the social and sociopolitical environment influence a bereaved parent’s grief.
- Delineate the ATTEND model and apply it to case studies.

**Course Outline**
1. Introduction
2. Epidemiology of Perinatal Death
3. Grief Theories
4. The Trauma of Birth and Death, Coalesced
5. Surviving Siblings
6. Ritual
7. The sociopolitical agenda of perinatal death in America
8. Spirituality
9. Coping Models
10. Supportive Caregivers
11. Tying it all Together: Chaplaincy Care for Miscarriage
12. Summary
13. References

Living with Heartbreak: Grief, Loss, and Bereavement
This module, Living with Heartbreak: Grief, Loss, and Bereavement, describes the process of grief, and offers current theories that have relevance to assisting grieving individuals.

By the end of this course, the learner will be able to:
- Define and differentiate the following concepts: grief, mourning, bereavement, anticipatory grief, complicated grief, disenfranchised grief;
- Understand the ways that grieving is experienced and expressed at varied points within the life cycle;
- Describe the process of grief noting manifestations of grief, the typical courses or pathways of grief, and signs that grief may be more complicated;
- Discuss current theories of grief including Worden’s Task Model, The Dual Process Model, and Meaning Reconstruction;
- Describe approaches to grief support and counseling including support groups, rituals, bibliotherapy, and expressive approaches;
- Demonstrate sensitivities to the varied losses persons may experience such as the loss of a parent, spouse/partner, child, or sibling, as well as losses that may be disenfranchised by the larger community;
- Discuss current approaches to complicated grief, noting changes in the DSM-5 as well as sources of referral.

Course Outline
1. Basic Definitions
2. Developmental Perspectives
3. The Process of Grief
4. Current Perspectives of Grief
5. Counseling the Bereaved Individual: Strategies and Tools
6. Sensitivities in Counseling Particular Types of Losses
7. Complications of Grief
8. Summary
9. References

More than Listening: Counseling Skills
This module, More than Listening: Counseling Skills, will provide the learner with key background and skills practice in order to better attend to the psychological needs of those under their care through brief psychotherapeutic methods, psychological first aid, family systems theory and grief counseling.

By the end of this course the learner will be able to:
- Describe the difference between chaplaincy/pastoral counseling and secular counseling
- Describe the process of short-term counseling appropriate in the health care setting and methods of application
- Define appropriate supportive responses to traumatic events so that persons can manage the situation and respond appropriately
- Demonstrate understanding of family systems theory
- Demonstrate understanding of grief and bereavement theories and their application, including anticipatory, acute, and traumatic grief.

Course Outline
1. Introduction to Counseling Skills
2. Providing Person-Centered Care
3. Brief Therapy: Solution Focused Counseling
4. Responding to Traumatic Events: Psychological First Aid
5. Caring for the Family System: Bowen Multigenerational Theory
6. Family Systems Theory
7. Companioni ng the Grieving: Theory and Practice of Grief Support
8. Summary
9. References

Powerful Communication Techniques
This module, *More than Listening: Communication Skills*, begins by looking at both definitions and theories of communication, in order to better understand the many variables that impact effective communication. Topics include active listening skills, the impact nonverbal communication has on face to face interactions, and group communication, its stages, roles, and norms. Emphasis will be on better understanding our own tendencies in communication, as well as understanding how these communication tendencies work for or against us in different situations. Strategies for resolving interpersonal conflict, and techniques for effectively negotiating with patients, families, and staff will be identified. Also addressed will be participation in Family Physician Conferences, and steps to enhance goal clarification and advanced care planning with patients, families, and staff.

By the end of this course the learner will be able to:
- Understand effective listening habits and skills and a systematic method of listening behavior.
- Define and describe effective verbal communication practices and skills.
- Define and describe effective non-verbal communication practices and skills.
- Identify the principles of effective group communication and various roles and norms in a group communication process.
- Identify conflict resolution strategies and develop a personal, constructive approach to dealing with conflict situations.
- Understand and describe the concept of negotiation when working with patients, families, and staff.
- Summarize steps involved in communication to enhance goal clarification.

Course Outline
1. Introduction to Communication
2. Communication and Miscommunication Concepts
3. Understand effective listening habits and skills and a systematic method of listening behavior
4. Nonverbal Communication
5. Group Communication
6. Conflict Resolution & Negotiation
7. Communication to enhance goal clarification
8. Summary
9. References
The Challenge of Memory: Alzheimer’s and Other Dementias

This course, The Challenge of Memory: Alzheimer’s and Other Dementias, is designed to assist chaplains, spiritual care providers, and other professional health disciplines in understanding and applying concepts about dementia to their care of persons with Alzheimer’s disease and other conditions in which cognition, memory, and expression are impaired. It includes information on how impairment of cognition and memory may affect a person’s sense of identity and their religious, spiritual, and/or existential experience. Professional providers have opportunities to mentor as well as support the patient, to safeguard the patient against medical errors and under-provisioning of palliative treatments, and to teach other caregivers who interact with and care for such patients.

By the end of this course the learner will be able to:

- Describe features of dementia and its progression.
- Identify communicative and cognitive challenges that may occur in relation to caring for persons with dementia.
- Articulate the role of religious, spiritual, and existential factors mediating the experience of dementia.
- Describe the role of the chaplain or spiritual care provider in engaging with persons suffering from dementia, including assessment, interventions, communication with other members of the care team, and documentation and reporting.

Course Outline

1. Introduction
2. The Disease Awakens: MCI and Diagnosis of Dementia
3. Chaplains’ Assessment and Documentation
4. Disability and the Person’s R/S History
5. Preference for Solitariness versus Community
6. Non-Western Perspectives
7. Grief, Hope, and Expectation in Dementia
8. Home and Place
9. Worldbuilding
10. Xenophobia and Anger
11. Animal Nature
12. Polypharmacy
13. Conclusion
14. Summary
15. References

Values, Obligations and Rights: Health Care Ethics

This module, Values, Obligations and Rights: Health Care Ethics, is designed to introduce the concepts of biomedical ethics and assist chaplains and spiritual care providers in understanding and applying those concepts to daily professional practice. It includes information on how diverse beliefs and values due to cultural, religious, spiritual, and/or existential beliefs may impact a patient or family’s experience and decision-making. Chaplains and spiritual care providers are in the unique position of serving as mediators and facilitators in the interaction of and care for patients, families, and staff. This module will explore the ethical issues in health care, including the nuanced applications of ethical principles and theories in a case study example.

By the end of this course the learner will be able to:

- Describe the four ethical principles of respect, justice, nonmaleficence, and beneficence
- Identify the ethical and moral challenges that may occur in relation to health care
- Articulate the role of religious, spiritual, existential, and cultural factors in ethical discussions in health care
- Describe the role of the chaplain or spiritual care provider when ethical situations arise, including assessment, interventions, and documentation
Identify the importance of and how to secure information on faith tradition directives regarding medical interventions such as termination of pregnancy, use of certain medications or ingredients, provision, withholding or withdrawing of life-sustaining treatments.

Gain understanding about interventions to respect and advocate for the development of plans of care that accurately incorporates the patient or surrogate’s stated beliefs, values, culture, and preferences without inserting one’s own beliefs.

Identify the components of an ethics referral and the role of an ethics committee and consult.

Course Outline
1. Introduction to medical/health care ethics
2. Four principles
3. Medical decision making
4. Life-prolonging medical interventions
5. Medical futility
6. Palliative sedation
7. Role of the professional chaplain or spiritual care provider
8. When the culture avoids ethical issues
9. Clinical ethics consultation service
10. Summary

What We Hear and Say: Spiritual Assessment and Documentation
This module, What We Hear and Say: Spiritual Assessment and Documentation, discusses the importance of chaplains and spiritual care providers incorporating into their practice an intentional, informed, and skilled assessment process, along with thorough and clear documentation of their chaplaincy and spiritual care.

By the end of this course the learner will be able to:
- Demonstrate knowledge and understanding of the differences and methodologies of spiritual screening, spiritual history, and spiritual assessment.
- Demonstrate knowledge with one accepted model of spiritual assessment and apply the model appropriately with patients and families within the required time frame of setting.
- Effectively articulate the spiritual, religious cultural, existential, emotional, and social needs, resources, and risk factors assessed as well as identify any needed referrals.
- Understand and demonstrate the characteristics of spiritual reassessments.
- Demonstrate understanding of the importance of documentation and the requirements of organizational and regulatory guidelines.
- Summarize best practice for chaplaincy and spiritual care documentation.

Course Outline
1. Introduction
2. Definitions
3. Current State of Chaplaincy/Spiritual Care Assessment
4. The Case for Conscious Chaplaincy Assessment
5. Assessing Assessments
6. Assessment Formats
7. General Observations
8. Assessment Models
9. Choosing an Appropriate Spiritual Assessment Model
10. Peery’s Approach
11. Concluding Thoughts on Assessment and an Example
12. An Overview of Chaplaincy/Spiritual Care Documentation
13. Documentation Models
14. Summary
15. References
When Care is Tough: Supporting the Interdisciplinary Team

This module, *When Care is Tough: Supporting the Interdisciplinary Team*, focuses on why chaplains and spiritual care providers should intentionally emphasize care for staff. We will look at how chaplains and spiritual care providers can create a calming and peaceful presence amidst what is often a chaotic and intense clinical environment. We will also look at some ways chaplains and spiritual care providers can seek to provide rituals that will be meaningful to staff who are of different religions, and none. We will also then be looking at the need for chaplains and spiritual care providers to provide staff care. Topics such as compassion fatigue, burnout, vicarious trauma, and moral injury will all be defined and discussed as it relates to employees working in healthcare. We will also then look at some specific programs and interventions chaplains and spiritual care providers can use when working with staff - some tools in the chaplain and spiritual care provider's belt. Finally, we will learn about other institutional resources available to staff, and how chaplains and spiritual care providers can encourage their use.

By the end of this course the learner will be able to:

- Identify methods to provide calm and calming presence to the interdisciplinary health care team in the midst of crisis and stress
- Describe a procedure for providing rituals when needed for staff using materials that are inclusive of all beliefs and non-beliefs
- Understand the impact of compassion fatigue, vicarious trauma, or burnout and how to facilitate supportive one-on-one and small group conversations with staff experiencing these issues
- Understand and articulate what resources, such as employee assistance programs, are available

Course Outline

1. Introduction to Staff Care
2. How to be an agent of peace in the midst of chaos
3. Meaningful rituals for staff
4. The need for staff care
5. Additional Resources
6. Summary
7. References