

## Pastoral Care MIS Definitions

### Workload Measurement Definitions

#### Service Recipient Activities -

Unit producing personnel **time** spent in the provision of pastoral activities with inpatients, residents, clients, and service recipients not uniquely identified. Includes:

- **assessment** of pastoral/spiritual needs,
- **therapeutic interventions** such as; worship rites, family support, crisis care, and spiritual counseling, and
- **consultation/collaboration** such as case conferences or team meetings.  
Discussions can be formal or informal, in person or via telephone.

Included in service recipient activities is time required for **preparation** and **documentation** of these activities.

#### Non Service Recipient Activities –

Unit producing personnel **time** spent in activities that are integral to the function of the Pastoral/Spiritual Care service but do not involve delivery of services to service recipients. Includes:

- **functional centre activities** such as; staff meetings and ordering of supplies,
- **organizational/professional activities** such as quality improvement and accreditation committees,
- **teaching/in-service** which includes teaching other professionals/students as well as receiving in-service education, and
- **research** activities that are associated with formally approved clinical investigations.

Included in non service recipient activities is time required for **travel** in listed activities as well as **travel** to and from patients, family, and staff.

### Category of Service Recipient

#### Service Recipient -

Is an individual, and/or their significant others, who receives clinical services from the pastoral/spiritual care department. There are four categories of service recipients most applicable to pastoral care service. They are:

- **Inpatient**- Individuals who are admitted (registered) to acute care facilities or specialty hospitals such as rehabilitation or pediatric services for the purpose of receiving service on a time limited basis.
- **Resident**- Individuals who are admitted (registered) to long term care facilities, personal care homes, and group homes for health/residential services on a longer term basis.
- **Client Hospital** - Individuals who are registered with the facility or program and receive services in ambulatory clinics, their residence, and day/night and outreach programs.
- **Service Recipient Not Uniquely Identified**- Individuals who are **not** registered with the facility/program but receive services from the pastoral/spiritual care department.

## Service Activity Statistics

Statistics that measures the **volume** of activities provided to or on behalf of service recipients. These statistics are also recorded by the category of service recipient receiving the service- Inpatient, Client, Resident, and Not Uniquely Identified.

### Attendance Day:

- **Face to Face**- the **calendar days** during which pastoral care services are provided face to face or by videoconference on an individual or group basis, for more than five minutes.
- **Telephone**- the calendar days during which pastoral care services are provided by telephone instead of face to face, for more than five minutes. If a service recipient is seen face to face and also contacted by telephone, on the same day, only one attendance day is collected. Attendance day face to face is always recorded when both occur on same day.

### Visits:

- **Face to Face**- the occasions during which pastoral care services are provided face to face, by videoconference, or by telephone on an individual or group basis to service recipients, for more than five minutes. A visit should be recorded each time a service recipient is seen in a given day.
- **Telephone**- the occasions during which pastoral care services are provided by telephone instead of face to face, for more than five minutes. A visit telephone should be recorded each time a service recipient is contacted in a given day.

## Other Statistics

# of Group sessions

# of Baptisms

# of Anointings

# of Deaths

# of Worship Services (gatherings)

# of People at Worship Services (gatherings)

# of Individual Communion

# of Callbacks Received

## Earned Hours

Earned hours are a combination of worked and benefit hours.

- **Worked hours**- are the hours that you are at work and are being paid. They include your regular hours (including coffee breaks) and any overtime hours entered as actual hours worked.
- **Benefit hours**- are the hours that you are absent from work but still receive pay. These include statutory holidays, vacation, sick, bereavement and educational leave.