

<p>1 USA</p> <p>Association of Professional Chaplains (APC). Snowden & Telfer lead authors on International study of chaplains' research activity</p>	<p>2 Scotland</p> <p>This is where the PROM was conceived and tested. Used as a 'before and after' measure in Community Chaplaincy Listening (CCL).</p>	<p>3 ERICH</p> <p>European Research Institute for Chaplains in Healthcare, externally funded and hosted by Leuven University Belgium</p>	<p>4 Antipodeans</p> <p>Partners and researchers. Linked to APC and ERICH. Using PROM widely. Co-authors on international study.</p>
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'I was able to talk about what was on my mind'

is even more important to chaplains' patients than

being listened to, or being understood.

Unexpected finding

From an early Scottish study: ENABLING PATIENTS TO TALK ABOUT WHAT IS ON THEIR MIND IS THE MOST IMPORTANT ELEMENT OF CHAPLAINCY.

PROM

As scores on this item change, so do the scores on the PROM.

The generalisability of this finding has been established in a large international study.

The **Scottish Patient Reported Outcome Measure (PROM)**. Patients are asked the questions below. 'During my visit with the chaplain' asks people how they felt during conversations with the chaplain. 'Over the last two weeks' are the five main PROM items.

These simple but psychometrically robust statements have helped chaplains around the world explain what they do, helping patients and managers to understand the power of person centred care.

During my visit with the chaplain	None of the time	Rarely	Some of the time	Often	All of the time
I was listened to					
my faith/beliefs were valued					
I was able to talk about what was on my mind					
my situation was understood					
Over the last two weeks I have felt	None of the time	Rarely	Some of the time	Often	All of the time
I could be honest with myself about how I was really feeling					
anxious					
I had a positive outlook on my situation					
in control of my life					
a sense of peace					

The Chaplain's Perspective

The PROM has meant a commitment to ...

Establishing a research based profession

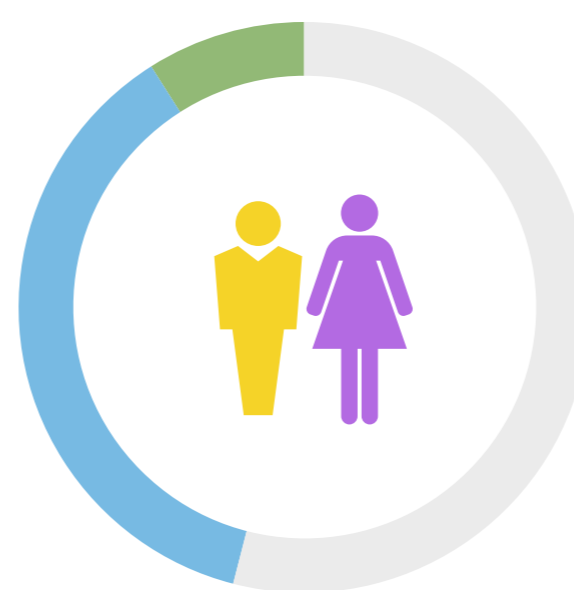
- Becoming research literate
- Reflecting on the heart of chaplaincy
- Exploring the language of spiritual care
- Engaging in reflective practice
- Adding to the evidence base for spiritual care

Listening to the patient voice

- Staying focussed in patient encounters
- Being patient-centred
- Seeking to enable resilience and wellbeing
- Gathering data from people's experience to improve care
- Fostering good outcomes –
 - o Honesty
 - o A sense of peace
 - o Lessened anxiety
 - o A sense of control
 - o A better perspective

Achieving Personal Outcomes

- Building confidence in the value of what we do
- Gaining new insights into the patient experience
- Affirming of specialist spiritual care role
- Growing excitement about the future of spiritual care
- Discovering an international aspect to chaplaincy



Faith and belief in Scotland:

54% Christian

37% Not religious

9% Other

Alison, A., Siddiqui, M., Snowden, A., Fleming, M., 2014. Faith and Belief Scotland. Edinburgh. <http://faithandbelief.div.ed.ac.uk>

Observations from GPs who refer to chaplains in primary care:

Since I have been able to refer people to see a chaplain I have noticed less prescribing, less attendance at surgery.

Improvement in mood. Less attendance for non medical issues.

It CCL has saved me time and reduced my stress

Obtaining structured prospective data to explore this further.

Snowden, A., Fitchett, G., Grosseohme, D.H., Handzo, G., Kelly, E., King, S.D.W., Telfer, I.J.M., Tan, H., Flannelly, K.J., 2017. An International Study of Chaplains' Attitudes about Research. *J. Health Care Chaplain.* doi:10.1080/08854726.2016.1250556

Snowden, A., Gibbon, A., Grant, R., 2018. What is the impact of Chaplaincy in Primary Care? The GP perspective. *Heal. Soc. Care Chaplain.* in press.



Clear need for measure

No objective measure of impact of chaplaincy. PROM commissioned by NHS Education Scotland.

Valid, reliable PROM

PROM tested and found psychometrically sound: it measures the outcome of spiritual care as delivered by chaplains

PROM goes international

PROM is the only patient reported outcome measure of spiritual care delivered by chaplains.

Translated

into Dutch, Flemish and Slovenian. Discussions with Germany, Finland & Portugal. Began in Scotland, now used around the world.