

**Please call 353-1941 to arrange a time for us to present to your staff!**

### **1. Spiritual Care Services: How We Help Patients, Families... and You**

This session offers a brief introduction to the many ways in which Spiritual Care Services works collaboratively with you to provide high-quality, compassionate care to our patients and their families, as well as to you and your co-workers.



### **2. Addressing Patients' Emotional Needs**

This presentation is designed to help staff improve their own unit's patient satisfaction by understanding how patients define spiritual and emotional needs. Participants discuss specific behaviors, which they already do to address patients' emotional needs. Additional statements, actions, and attitudes to convey caring, support, affirmation, sensitivity, and empathy are suggested.

### **3. Cultural and Spiritual Humility**

Screening questions to elicit information about patients' spiritual/cultural beliefs and practices are identified. Some approaches to communicating with families, while respecting patient autonomy, are stressed. Participants are encouraged to treat each patient as an individual as well as a member of a cultural/spiritual group. Further resources for cultural and spiritual information and referrals are given to participants.

### **4. Addressing Cultural and Spiritual Concerns Related to Death and Dying**

Key questions to help staff ask patients to elicit beliefs, values and traditions, which may impact care, are provided. Participants receive a reference guide outlining what some members of various cultures and faith traditions believe related to death and dying. Participants are given the opportunity to explore specific spiritual, religious and cultural questions and scenarios that they have faced while providing care.

### **5. Spiritual Care at the End of Life**

A spiritual assessment model is presented, so that caregivers can focus on what is most important to patients and families at the end of life. Specific tasks of the dying and of caregivers at the end of life are discussed. Staff members have the opportunity to discuss end-of-life cases, where they have concerns and questions.

### **6. Caring for Yourself**

This presentation focuses on strategies for self-care and preventing burnout, stress reduction tools, rediscovering meaning in one's work, and an actual experience of a relaxation exercise.

### **7. Caring for Others: It's Good for You**

Strategies for caring when it difficult to do so, the benefits of caring, and strategies to have a positive impact at work are presented. A self-assessment tool about one's positive impact is completed during this session.

### **8. Compassion Fatigue**

Psychological, interpersonal, cognitive and physical symptoms of compassion fatigue are discussed. A self-test is done in this session. Strategies for personal, professional and organizational strategies for preventing and addressing compassion fatigue are presented. Resources and materials for further self-monitoring and learning are also given to participants.

## **More Presentations by Spiritual Care Services** **Please call 353-1941 to arrange a time for us to present to your staff!**

### **9. What's God Got to Do With It: Case Studies on Spirituality and Ethics**

Spirituality often plays a role in patients' and families' decision-making regarding treatment. Actual ethics cases from UCSF are presented for discussion and lessons learned, where staff members have wrestled with perspectives different from their own. Those who are interested in ethics will enjoy this presentation.

### **10. Fostering Teamwork**

In a fast-paced and complex healthcare setting like UCSF, providing effective and competent patient care takes a commitment to working as a team. This workshop teaches participants about the natural developmental process that groups experience in working together, some of the obstacles that teams can face, and some skills and strategies that team members can utilize to strengthen collaboration with their colleagues.



### **11. The Art of Apology**

Have you ever wanted to say you were sorry, but for some reason, felt unable to do so? The thought that "love means you never have to say you're sorry" just does not work anymore. Both at home and in the workplace, apologies are healthy and often necessary. Using lively video clips, this workshop explores the value of delivering or receiving an apology gracefully, the steps to a complete apology, and the beneficial effects of giving and receiving apologies.

### **12. Conflict Resolution: Some Tips**

Conflict is an inevitable part of human relationships, including the workplace, but it does not have to be destructive or something to fear. This workshop invites participants to explore the creative energy that conflict can provide, understand five styles of dealing with conflict, and learn about a five-step process to mediate conflict.

### **13. Spiritual Care at the End-of-Life in the ICU**

This presentation addresses what it takes to care for patients' and families' spirituality at the end of life in the ICU setting.

### **14. Inwardly Renewed Day by Day: Spirituality and Healthy Aging**

While aging involves some deficits and challenges, both the world's major faiths and recent scientific evidence point to the potential of aging for adaptation, creativity, transformation, and growth, particularly for older people who cultivate their spiritualities. Learn how spiritual practices can nourish and sustain people as they age, and how aging can be seen as a spiritual journey. All of us are aging!



### **15. Surviving and Thriving Through the Holiday Season**

Holidays can be stressful times for a wide variety of reasons. This workshop gives some insight about the stresses of the holiday season and offers guidance on how to make the season less stressful and more fulfilling – for yourself, your colleagues, our patients, and their families.

