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| UPSTATE VISION | United in expertise, compassion and hope in the creation of a healthier world for all | | |
| SPIRITUAL CARE MISSION | The Department of Spiritual Care of Upstate Medical University is a clinically excellent service offering inclusive hospitality and providing hope. • We are understood and sought out as essential and valued members of the interdisciplinary patient and family-centered team. • We are committed to maintain a balance among mind, body and spirit. • Our teamwork inspires creativity in times of change and growth. • We take initiative for ongoing education to enhance clinical excellence and professional competence. • The Center is more than place. It is the spiritual energy that transforms. | | |
| SPIRITUAL CARE VALUES | Inclusive | • Interfaith | • Integrated |
| UPSTATE STRATEGIES AND RESULTS | INTEGRATION Upstate will be one university, connected by mission and aligned leadership, integrated through a culture of inclusion, transparency and trust. | INNOVATIVE LEARNING AND DISCOVERY Upstate will be the destination of choice for patients and innovative employees, educators, learners and researchers. | COMMUNITY IMPACT Upstate will be a collaborative and trusted partner in service to our communities. |
| | EXECUTION AND GROWTH Upstate will be an excellent university growing through aligned decision making, efficient, effective operations, quality services, and a dedicated and diverse workforce. | | |

| PERSPECTIVE | UPSTATE STRATEGIC OBJECTIVES AND STRATEGY MAP | SPIRITUAL CARE PERFORMANCE MEASURES | SPIRITUAL CARE INITIATIVES |
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| LEARNERS, PATIENTS, COMMUNITY & OTHER STAKEHOLDERS | <p>★ Indicates the UMU Objectives this Strategic Plan will focus on impacting</p> | Increase Reputation for Excellence <ul style="list-style-type: none"> Referral category volume UMU staff awareness Timeliness of care CPE reputation: <ul style="list-style-type: none"> # of applicants # of inquiries Acceptance rate Enrollment rate Board certification rate of graduates # of complaints | Increase Reputation for Excellence <ul style="list-style-type: none"> Create dashboard of metrics Implement an Awareness Campaign |
| FINANCIAL STEWARDSHIP | | Increase Access <ul style="list-style-type: none"> Consult requests Intervention category volume | Increase Access <ul style="list-style-type: none"> Review on-call methodology Appropriate staffing models for UH Downtown and Community campuses Develop succession plan |
| INTERNAL PROCESSES | | Increase Integration <ul style="list-style-type: none"> Referral source volume | Increase Integration <ul style="list-style-type: none"> Integration with patient care teams |
| ORGANIZATIONAL CAPABILITIES (PEOPLE, FACILITIES, TECHNOLOGY) | | Improve Quality <ul style="list-style-type: none"> Chart audit | Improve Quality <ul style="list-style-type: none"> Create Standard Operating Procedures (SOPs) |
| | | Grow Programs and Community Partnerships <ul style="list-style-type: none"> Partnerships created People served Schwartz Center Rounds Conference attendances Reiki referrals Clergy Day participation | Grow Programs and Community Partnerships <ul style="list-style-type: none"> Create a Clinical Pastoral Education (CPE) Residency Expand CPE units Increase support services and programs for UMU staff Grow complementary programs Increase Interprofessional Education Strengthen relationships & partnerships with area clergy |

Prioritized Strategic Initiatives for Spiritual Care

Spiritual Care has prioritized their Strategic Initiatives for their aligned Objectives based on need, importance, and activities currently underway. Prioritization and specific initiatives may change over time. Spiritual Care will update this Strategic Plan as needed.

| Year | STRATEGIC INITIATIVE | ALIGNED STRATEGIC OBJECTIVE |
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| 1 | <ol style="list-style-type: none"> 1. Review on-call methodology 2. Appropriate staffing model at UH Downtown: Implement 24/7 in-house staffing 3. Appropriate staffing model at UH Community 4. Create Standard Operating Procedures (SOPs): <ol style="list-style-type: none"> a. Epic Documentation b. Internal Communication / hand-off 5. Create dashboard of metrics 6. Integration with patient care teams: <ol style="list-style-type: none"> a. Outpatient Palliative Care b. Adolescent Psych Unit 7. Increase support services and programs for UMU Staff <ol style="list-style-type: none"> a. UMU staff survey for needs assessment b. Expand Schwartz Center Rounds 8. Grow complementary services <ol style="list-style-type: none"> a. Reiki | <ol style="list-style-type: none"> 1. Increase Access 2. Increase Access 3. Increase Access 4. Improve Quality 5. Increase Reputation for Excellence (i.e. Awareness) 6. Increase Integration 7. Grow Programs and Community Partnerships 8. Grow Programs and Community Partnerships |
| 2 | <ol style="list-style-type: none"> 1. Develop succession plan for department 2. Integration with patient care teams: <ol style="list-style-type: none"> a. Cancer Center b. Emergency Department (Downtown & Community Campus) c. Inpatient Palliative Care (Community Campus) 3. Increase support services and programs for UMU staff 4. Expand Clinical Pastoral Education (CPE) units 5. Increase Interprofessional Education (IPE) | <ol style="list-style-type: none"> 1. Increase Access 2. Increase Integration 3. Grow Programs and Community Partnerships 4. Grow Programs and Community Partnerships 5. Grow Programs and Community Partnerships |
| 3 | <ol style="list-style-type: none"> 1. Create Clinical Pastoral Education (CPE) Residency 2. Implement an Awareness Campaign about Spiritual Care <ol style="list-style-type: none"> a. Services provided and their value (patients, family, staff, and community) b. Spiritual Care as part of patient satisfaction and experience 3. Integration with patient care teams: <ol style="list-style-type: none"> a. Respiratory b. Medical teams and service lines (Downtown & Community Campus) c. Emergency Response Teams (i.e. trauma and stroke) (Downtown & Community Campus) d. Regularly present at all Interdisciplinary (ID) rounds (Downtown & Community Campus) | <ol style="list-style-type: none"> 1. Grow Programs and Community Partnerships 2. Increase Reputation for Excellence (i.e. Awareness) 3. Increase Integration |
| 4 | <ol style="list-style-type: none"> 1. Strengthen relationships and partnerships with area clergy 2. Increased involvement with trauma response team | <ol style="list-style-type: none"> 1. Grow Programs and Community Partnerships 2. Grow Programs and Community Partnerships |
| 5 | <i>Additional initiatives will be identified as the plan progresses</i> | |