



Spiritual
Health
Association

SHA STRATEGIC PLAN

2021–2023





Spiritual
Health
Association

OUR STRATEGIC CONTEXT

VISION

Quality and excellence in spiritual care

AIM

To codesign and test an agreed and consistent model for spiritual care that is safe, high-quality and person-centred by 30 June 2023

STRATEGIC DOMAINS



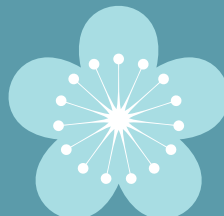
LEADERSHIP

Developing & becoming



PARTNERSHIP & PLANNING

Unity with others



IMPROVEMENT

Expressing full potential



MONITORING

Serving others

OUR PURPOSE

To advocate for and promote compassionate, person-centred spiritual care in health services

OUR VALUES

Respect • Inclusiveness
Compassion • Excellence
B.R.A.V.I.N.G¹

¹ ©Brene Brown, LLC



OUR STRATEGIC PLAN

At the heart of our Strategic Plan 2021-2023 is the inspiration to create a model for safe, high-quality and person-centred spiritual care that can be fully integrated in health services by 30 June 2023, or put simply, '*Quality and excellence in spiritual care*'.

While we know there are good working models of spiritual care in operation, we also know that variations exist:

- » Employment and funding structures differ across health services.
- » The spiritual care workforce is not clearly defined, designated or recognised.
- » Approaches to the delivery of spiritual care are not consistent.

Unwarranted variation has been identified as a key risk to both quality and safety. Our focus on identifying and supporting best practice spiritual care means *people can receive holistic healthcare, wherever they are receiving care*.

What we believe and value informs the choices we make, including those choices that impact health outcomes. Spiritual care is responsive to the range of peoples' beliefs, traditions, values and practices. For spiritual care to be person-centred we need to know *what matters to patients, carers and staff*.

A person-centred system understands that people are at the heart of every healthcare interaction and is respectful of the many cultures, values, beliefs and contexts of Victorians.

(Safer Care Victoria, Strategic Plan 2020-2023, p. 7)

We can address these issues by engaging across the system to codesign an agreed and consistent model. Building the capability, leadership capacity and diversity of the spiritual care workforce will be key in delivering *greater consistency and value for all people across all health services*.

Our strategy is built with meaning as our foundation as this is central to our understanding of spirituality and reflects the basic need we have for the whole of our lives to be meaningful.

Spirituality is a dynamic and intrinsic aspect of humanity through which persons seek ultimate meaning, purpose, and transcendence, and experience relationship to self, family, others, community, society, nature, and the significant or sacred. Spirituality is expressed through beliefs, values, traditions and practices.

(Puchalski et al. 2014)



The Map of Meaning is the framework through which we will deliver on our strategic domains (<https://www.themapofmeaning.org>):

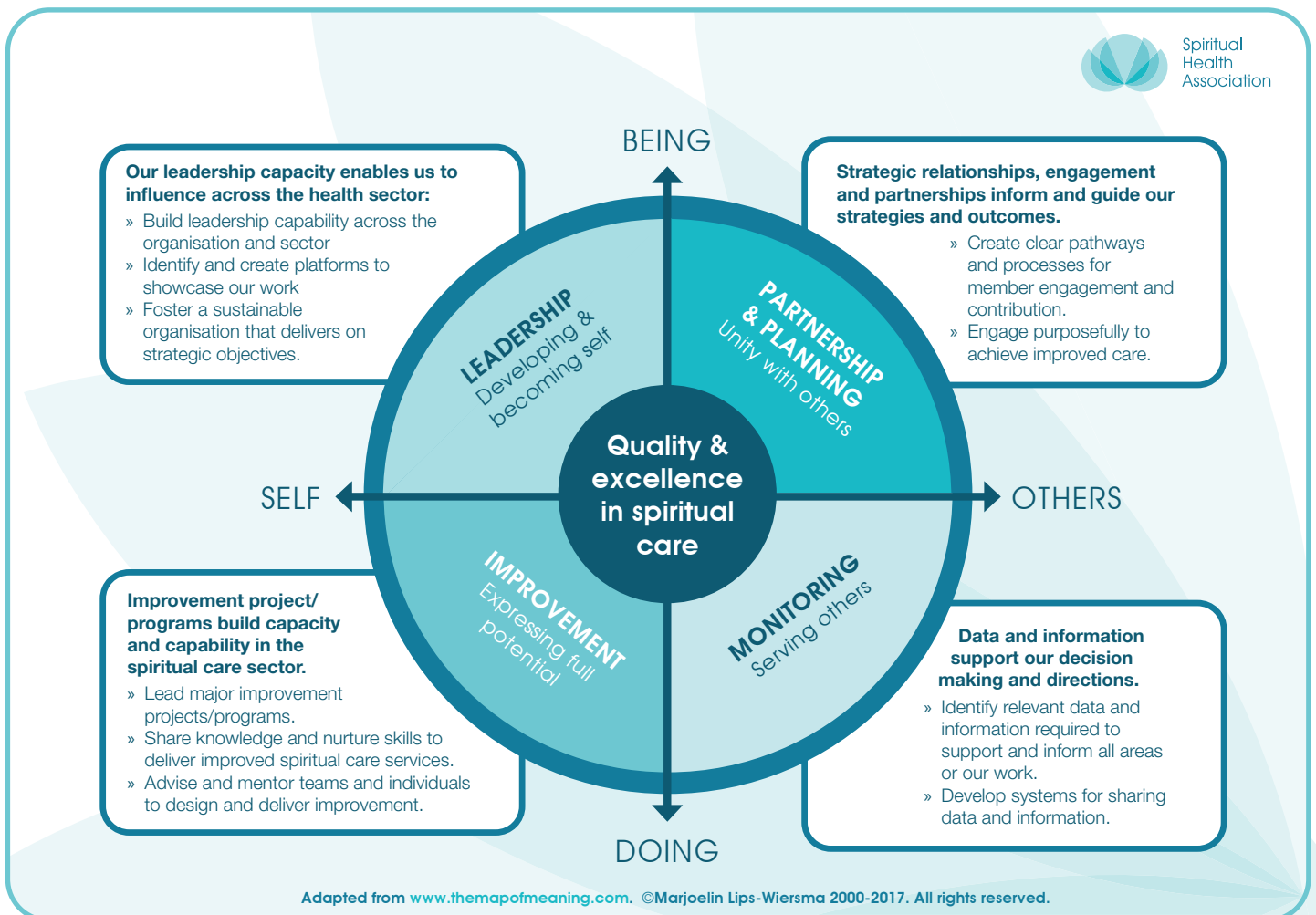
Leadership (Developing and becoming self): is essential to developing the full potential in people, processes and systems that enable growth and maintain integrity.

Partnership & Planning (Unity with others): ensures that outcomes and improvements are made possible through mutual relationships and shared values.

Improvement (Expressing our full potential): through whole-hearted innovation and creativity to effect transformative and sustainable change.

Monitoring (Serving Others): by receiving and sharing feedback and information to ensure outcomes create positive change and meet the real needs of people.

These four domains set us up to work meaningfully and with integrity towards what has always been our inspiration. To see compassionate, person-centred spiritual care embedded in our health services so people are truly able to receive holistic care.





1. Leadership (Developing and becoming self)

Our leadership capacity enables us to influence across the health sector

We will:

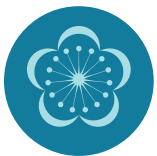
- » Build leadership capability across the organisation and sector.
- » Identify and create platforms to showcase our work.
- » Foster a sustainable organisation that delivers on strategic objectives.

By:

- » Facilitating and supporting sector-wide education and practice of effective leadership.
- » Prioritising opportunities to publish and present outcomes and learnings from our work.
- » Ensuring our continued viability and responsiveness to sector needs.

Assessing our impact through:

- » Evaluations completed by those participating in leadership programs.
- » Increased reach and range of publications and communications, and evaluation outcomes from those participating in presentations.
- » Outcomes of our improvement initiatives.



2. Partnership & Planning (Unity with others)

Strategic relationships, engagement and partnerships inform and guide our strategies and outcomes.

We will:

- » Create clear pathways and processes for member engagement and contribution.
- » Engage purposefully to achieve improved care.

By:

- » Implementing a member engagement strategy.
- » Seeking feedback and input from as wide a range of people as possible.

Assessing our impact through:

- » Feedback from our members on levels and effectiveness of engagement that address emerging issues.
- » Increased reach and range of those who partner with us.



3. Improvement (Expressing full potential)

Improvement projects/programs build capacity and capability in the spiritual care sector.

We will:

- » Lead major improvement projects/programs.
- » Share knowledge and nurture skills to deliver improved spiritual care services.
- » Advise and mentor teams and individuals to design and deliver improvement.

By:

- » Initiating well-defined projects/programs with our partners to improve the quality of spiritual care.
- » Sharing what we learn through multiple communication channels.
- » Providing resources and guidance to inspire a culture of improvement.

Assessing our impact through:

- » Outcomes of our projects/programs to effect change in spiritual care delivery and practice.
- » Satisfaction indicators from those involved in our improvement initiatives.
- » Take-up and use of our resources and advice.



4. Monitoring (Serving others)

Data and information support our decision making and directions.

We will:

- » Identify relevant data and information required to support and inform all areas of our work.
- » Develop systems for sharing data and information.

By:

- » Ensuring our work is evidence-informed and responsive to identified needs.
- » Developing the systems and infrastructure needed to support the collection, analysis and distribution of relevant data and information.

Assessing our impact through:

- » Ability to measure our improvement initiatives against best practice.
- » Feedback from those involved in our projects/programs.
- » Availability and usefulness of the information and data we provide.



“We believe that when spiritual needs are recognised and responded to as an integral part of person-centred care, an essential contribution is made to people’s health and wellbeing.”

ABOUT US

Spiritual Health Association is the peak body for spiritual care in the health sector. Our focus is on advocacy for and promotion of compassionate, person-centred spiritual care in health services.

Since 1974 we have been collaborating with health services, faith communities and other key partners and stakeholders, to expand the availability and accessibility of spiritual care as an integral part of quality healthcare.

We are informed by a growing body of evidence for the value and contribution of spiritual care and involved with international colleagues in the move towards professionalisation of the sector.

We are committed to ensuring patients, carers and staff receive high-quality and safe spiritual care that is responsive to their spiritual needs.



GLOSSARY

Spiritual Care (Clinical definition)

Spiritual care is the provision of assessment, counselling, support and ritual in matters of a person's beliefs, traditions, values and practices enabling the person to access their own spiritual resources.

Spiritual Care (Non-clinical definition)

Spiritual care can help you feel more connected with yourself, other people or to something beyond. It is about the beliefs, traditions, values and practices that are important to you. Spiritual care supports what gives meaning and purpose to your life.

Spirituality

Spirituality is a dynamic and intrinsic aspect of humanity through which persons seek ultimate meaning, purpose, and transcendence, and experience relationship to self, family, others, community, society, nature, and the significant or sacred. Spirituality is expressed through beliefs, values, traditions, and practices.¹

Spirituality is subjective and can be expressed in different ways by individuals and communities. Some people choose to express their spirituality through religion or religious practice, while others may not. Spirituality can also be described as the search for answers to existential questions, such as: Why is this happening to me? To whom do I belong? Does my life have meaning? What happens after we die?

¹ Puchalski et al. Spiritual Dimension of Whole Patient/client Care: Reaching National and International Consensus. *Journal of Palliative Medicine*; 17(6): 642-656. 2014.