



Implementation Plan  
**SAMPLE**



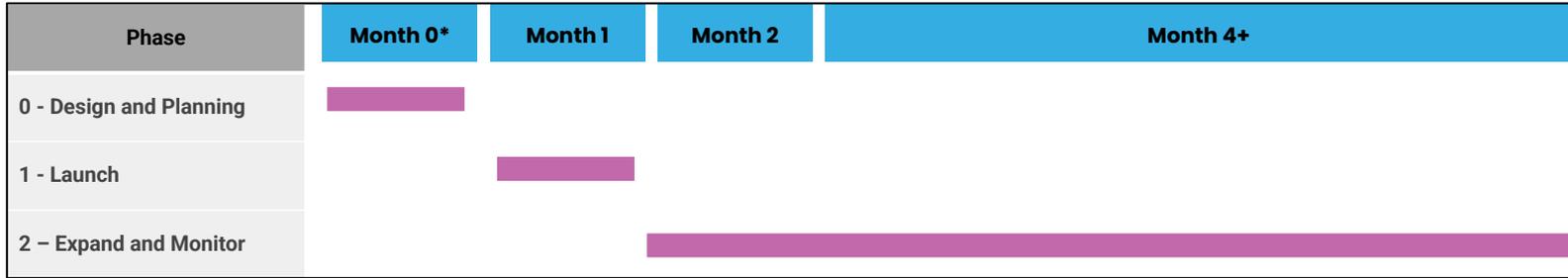


## Program Team | [client]

Name	Title	Program Role
TBD	Chief Clinical Officer	Executive Sponsor
TBD	Director of Palliative Care	Operational Sponsor and Program Lead
TBD	Manager of Nursing	Nursing Lead
TBD	Manager of Social Services	Social Services Lead
TBD	Manager of Spiritual Care (if applicable)	Spiritual Care - IDT representative
TBD	Technology Lead	Technology Support
TBD	Clinical Educator	Clinical Team Training
TBD	Marketing & Communications	Patient Education & Awareness Materials



# Program Approach and Timeline



Phase	Objective Summary
<b>0 - Design &amp; Planning</b>	Prepare for successful launch and service delivery
<b>1 - Launch</b>	Begin implementing services; begin monitoring performance; identify improvement opportunities
<b>2 - Expand &amp; Monitor</b>	Expand to full scope; continue to monitor performance; implement improvements as needed

\*Duration of Design & Planning phase can vary. SpirituWell has implemented in under 60 days between contract signature and the start of service delivery.



## Design and Planning – Phase 0 | Key Milestones/Workstreams

Key Milestone / Workstream	Status
Complete Legal Review	Not Started
Program Governance – Program & Implementation Plan Development	Not Started
Clinical and Operational Design and Readiness	Not Started
Hardware Readiness	Not Started
Technology & Data Readiness	Not Started
Chaplain Readiness	Not Started
Communication, Training, & Rollout	Not Started



# Design and Planning – Phase 0 | Key Activities

Workstream	Key Activities	Participants
<b>Program Governance</b>	<p>Governance and communication practices</p> <ul style="list-style-type: none"><li>-program-wide status review</li><li>-standing meetings monitor operational status, emerging risks/issues, and risk/issue mitigation</li><li>-“Lessons Learned” working sessions between phases</li></ul>	
<b>Clinical and Operational Design and Readiness</b>	<p>Clinical protocols &amp; workflow</p> <ul style="list-style-type: none"><li>-patient/family eligibility criteria</li><li>-patient/family referral handoff process</li><li>-escalation pathway</li><li>-intake user experience</li></ul>	
<b>Technology &amp; Data Configuration Design and Readiness</b>	<ul style="list-style-type: none"><li>-Data sharing requirements</li><li>-Whitelisting url / firewall configuration</li><li>-Device configuration</li><li>-Testing</li></ul>	
<b>Communication, Training, &amp; Rollout</b>	<p>Clinical Staff Education &amp; Communication</p> <ul style="list-style-type: none"><li>-Identify training needs (e.g. high level scope of work of chaplains)</li><li>-Identify digital and physical communication and training materials</li><li>-Produce communication materials</li><li>-Patient and social worker-facing education about spiritual care</li></ul>	



# Clinical Staff Training & Readiness

## Live / Recorded Training Learning Objectives

- Understand the **purpose and benefits of SpirituWell** for patients, families, and staff
- Learn the **clinical workflow** for when and how to introduce SpirituWell in various clinical and support settings
- Practice how to **screen** and **educate** about spiritual care to patients and their loved ones
- **Support patients to use SpirituWell's** website or other intake methods to book appointments and participate in virtual or phone visits
- How to **coordinate care** with SpirituWell's chaplains

## Quick Reference Guide / Tip Sheet

**Spiritual Needs Screening** pg. 2

**Tip Sheet**  
Patient Assessment & Referral to Telehealth Spiritual Care pg. 1

**Goal**  
Assess unmet spiritual/existential needs and when patients meet referral criteria, make referral to SpirituWell's spiritual care services, while expanding the reach of the current Spiritual Care Department at OhioHealth.

**Protocol**

- 1 Screen**  
IDT Member performs spiritual needs screening.
- 2 Educate**  
IDT Member educates patient about virtual spiritual care services, and patient agrees to referral.
- 3 Connect**  
IDT Member brings patient tablet, pulls up webpage, and makes referral. Patient completes forms and waits with team member for chaplain.

**Step 1: Screen for Referral Eligibility**

Table 1. Screening eligibility inclusion criteria (DO refer)	Table 2. Screening eligibility exclusion criteria (DO NOT refer)
<b>Automatic Referral to SpirituWell if no staff chaplain available on site:</b> <ul style="list-style-type: none"><li>• Clinical Events<ul style="list-style-type: none"><li>◦ Patient Codes (celebrating with family)</li><li>◦ Adult Patient Dies (bereavement)</li><li>◦ Planned Withdrawal of Care (anticipatory grief)</li></ul></li><li>• Patient, family, or visitor requests a chaplain</li></ul>	<b>Patients who meet the following criteria should NOT be referred to SpirituWell. Existing referral practices to OhioHealth clinical team members will be followed:</b> <ul style="list-style-type: none"><li>• Advanced Directive (completing documentation)</li><li>• Painful Loss</li><li>• Critical Incidents (e.g. associates/staff member death, medical error that contributes to possible harm to patient)</li><li>• Mass casualty events</li><li>• Organ or tissue (LOOP) donation/procurement</li><li>• Need for interpretation services</li><li>• Clinical ethics consultation</li></ul>
<b>Screening is Always Performed Prior to SpirituWell Referral if no staff chaplain available on site:</b> <ul style="list-style-type: none"><li>• Clinical Events<ul style="list-style-type: none"><li>◦ New diagnosis of serious illness</li><li>◦ Change in prognosis</li><li>◦ Transition to comfort care, palliative care, or hospice</li></ul></li><li>• Patient Behaviors (Emotional States)<ul style="list-style-type: none"><li>◦ Anger (including towards family, clinical team, God or another higher power)</li><li>◦ Sadness/Heart Grief</li><li>◦ Hopelessness</li></ul></li><li>• Expressing existential questions</li><li>• End of life questions/education (consultation-only)</li><li>• High-risk OB (e.g. antepartum grief)</li></ul>	<p>See next page for spiritual needs screening guidance</p>

**lowchart**

Flowchart: Patient/family with eligibility criteria referral to spiritual care → Connect to SpirituWell chaplain on phone → Still have questions?



# Supplemental Educational Resources

### How to make an appointment

- 1 SCAN ME!**  
Watch our videos to learn more or start booking an appointment.
- 2 BOOK NOW**  
Complete online intake & scheduling.
- 3 JOIN NOW**  
For a video visit, you will receive an email and text message with a link to join your visit.  
For a phone appointment, we will call you.




**Visit us**  
@SpirituWell.Health



**Our Mission**  
We provide professional **spiritual care** through **telehealth** to help you feel better, find comfort, and improve your life—whenever and wherever you need it.

**Make a free appointment**

Appointment Time/Date

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**Life can be messy.**  
If you are struggling with changes in your life, confronting loss or grief, or feeling alone, **we have someone you can talk to.**

**SpirituWell** connects you with a professional spiritual care provider that will compassionately listen to the difficulties you're facing and help you define what gives you hope and meaning.

**Personal**  
One-on-one sessions to focus on your individual needs.

**Inclusive**  
Spiritual care providers from many religious denominations and cultural backgrounds.

**Convenient**  
Available whenever and from where you are, with virtual scheduled appointments.

Book an Appointment Today



## Brochures

### Learn More



**What is Spiritual Care?**  
1:28  
Learn about spiritual care's impact on health and wellbeing.



**What is a Spiritual Care Provider?** 1:41  
Learn about the role of spiritual care providers on healthcare teams.



**How to Book an Appointment.** 4:00  
Watch step-by-step instructions on how to book your appointment.

## Explainer videos

## Flyers/Info Cards

### Frequently Asked Questions

- Why seek spiritual care? 
- What is a spiritual care provider? 
- When do people seek spiritual care? 
- What if I'm not religious? 
- Why would I see a spiritual care provider if I already have a faith community? 
- How can I communicate with a spiritual care provider? 

## FAQs



# Training & Go Live Plan

Workstream	Participants	Host	Date(s)
Training #1	<ul style="list-style-type: none"><li>• Clinical Leads</li><li>• Nurse Managers</li><li>• Clinical Educators</li><li>• Chaplain Manager</li><li>• Staff chaplain</li><li>• Casual chaplain</li></ul>	SpirituWell	TBD
Training #2	<ul style="list-style-type: none"><li>• Front-line nursing</li><li>• Other IDT staff (i.e. social workers case management )</li></ul>	<ul style="list-style-type: none"><li>• Clinical Leads</li><li>• Nurse Managers</li><li>• Clinical Educators</li></ul>	TBD
Go Live Site Visit (2-3 days)	All	SpirituWell	TBD
Post- Go Live Q&A	TBD	SpirituWell	TBD
Regular Operational Check-In	TBD	SpirituWell	TBD
30-Day Check-In	TBD	SpirituWell	TBD
60-Day Check-In	TBD	SpirituWell	TBD