



Providence Health Care

How you want to be treated.

Providence Health Care (PHC) Medical Staff Orientation Program:

Medical Staff Orientation Manual

Mission, Ethics & Spirituality

*Prepared by Medical Affairs, PHC
in collaboration with Leaders and Staff from across the Organization*

*Please refer to the PHC Medical Staff website for copies of important documents such
as PHC Medical Staff Rules, Bylaws, and Medical-Staff-related policies*
<http://phcmedicalstaff.ca>

Mission, Ethics & Spirituality

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The Mission, Ethics & Spirituality portfolio provides enhanced focus on the ways in which PHC supports its people to learn, grow, lead and live the values and mission of Providence Health Care. Through Mission formation, leadership development and ethics practice, MES seeks to foster safe and empowering space for personal, professional and organization development. The team unites services and resources from across the portfolio to support PHC staff, leadership, physicians, volunteers, patients and families to navigate the complexities of care, teaching and research with compassion, inspiration and resilience; and, is often called upon to support emerging needs requiring ethics consultation, spiritual health, staff wellness, organizational culture and engagement expertise.

MISSION PORTFOLIO:

The Mission Portfolio is one of 3 pillars under the VP Mission, Ethics & Spirituality. Led by the Corporate Director, Mission Engagement & Reconciliation, the Portfolio provides leadership, accountability and reporting across PHC on Mission-driven activities. The Mission Portfolio includes a variety of programs and services, including:

- Mission Services:
 - Spiritual Health & Pastoral Care;
 - Clinical Psychospiritual Education
- Volunteer Resources
- Mission Integration & Culture:
 - Staff, Physician and Volunteer Recognition and Engagement
 - Mission Education & Formation
 - Mission Advocacy and Outreach
 - Archives
- Reconciliation in a Catholic faith-based context

Mission Contacts:

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A few more details about select Mission programs:

Mission Integration & Culture provides focused leadership to enable the PHC community to live our shared Mission and Values.

- Enhancing cultural capital through celebrations and events that create a source of pride, inspiration and belonging for Providence people
- Staff Recognition Programs, eg. Mission Awards and Long Service celebrations
- Workshops focused on 'hiring for fit,' value integration and leadership development
- Programs for new leaders focused on working in a Catholic organization
- Consultation on Mission and Values integrity in programs and services
- Community outreach, eg., Providence-In-the-Park bi-annual event

Volunteer Resources: PHC has many volunteers. Staff can put in a request for a carefully selected and screened volunteer to visit a patient, take someone to the gift shop, or outside for a change of scenery. Volunteers can also bring a book or video, or just provide companionship during a difficult time. Many volunteers speak another language and can provide a social visit, although not translation. The Gift Shops are also run by Volunteer Resources.

Spiritual Health & Pastoral Care is a ministry of compassion providing Spiritual, Emotional and Religious support to diverse populations of patients/residents, families and staff. Our service is based on the PHC Values of respect for the intrinsic worth of the person, the importance of spirituality and/or religion for each individual, and the trust that grows from deep relationships we establish with our patients/residents during their critical life events in our facilities.

PHC provides multi-faith professionals who are skilled at providing spiritual intervention and emotional support throughout a patient's stay at PHC as they try to cope with hospitalization and/or residential living:

- Support religious rituals, customs and practices;
- Can be supportive at the time of a terminal diagnosis with dying patients/residents and/or at the time of death for initial bereavement support; and

- Spiritually accompany family members in decisions about life support and the level of care intervention for a loved one

ETHICS SERVICES

What is Ethics?

Ethics is the philosophical discipline that examines ideas about right and wrong. In a health care setting like PHC, ethics examines how medical facts and personal values influence medical decision making. Grounded in the moral teaching and traditions of the Roman Catholic Church, PHC's commitment to ethical decision making is fundamental and universal.

Our facilities provide leading edge medical care within the context of a deep commitment to compassion and social justice. We accomplish this by paying careful attention to how we interact with one another and the people that we serve.

The Ethics Services team provides both clinical and organizational ethics consultations. Anyone can request an ethics consultation to assist patients, families, and health care providers in exploring value-laden tensions, issues, and choices when there is confusion or disagreement about the right course of action. Organizational consultations help administrators and other health care leaders discern difficult ethical decisions about programs and projects, including distributing scarce resources and organizational policy.

Ethics Services facilitates a number of educational activities for health care providers and trainees at PHC, including teaching rounds, conferences, and seminars.

Ethics Services also oversees PHC's response to patient/resident requests for Medical Assistance in Dying (MAiD).

The ethics consultation process is designed to assist patients/residents, families, and health care providers to identify, clarify, and work through ethical concerns. Situations in which a clinical ethics consultation might be helpful include, but are not limited to:

- Refusal of recommended medical treatments
- Substitute decision makers' responsibilities for patients that are incapable of making their own medical decisions
- Issues around withdrawing or continuing life-prolonging interventions
- Issues regarding advance directives, and "DNAR/Options for Care" orders
- Issues regarding fair practices and standards (e.g., allocation of scarce resources)
- Conflicts among patients, caregivers/family, and health care providers, or within clinical teams
- Disagreements regarding disclosing/withholding information to/from patients or family members
- Ethical issues that arise in long-term care or assisted living settings

Requesting a consultation:

- Anyone in PHC may request an ethics consultation. A patient, family member, or any health care provider involved in the care of a patient may ask for a consultation by contacting Ethics Services
- If the situation involves MAiD, contact the MAiD Response Lead

**Contacts for
scheduling an
ethics
consultation**

Jennifer Gibson, Director - Ethics
Yoelit Lipinsky, Clinical Ethicist

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Phone: 604-806-9853

**Contact for
Consultations
related to MAiD**

MAiD Response Lead
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Ethics Services' administration office is open Monday through Friday, 0800 – 1600h and closed statutory holidays. To learn more about PHC Ethics Services, visit <https://ethics.providencehealthcare.org/>