

Using Technology in the Delivery of Spiritual Care



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Objectives

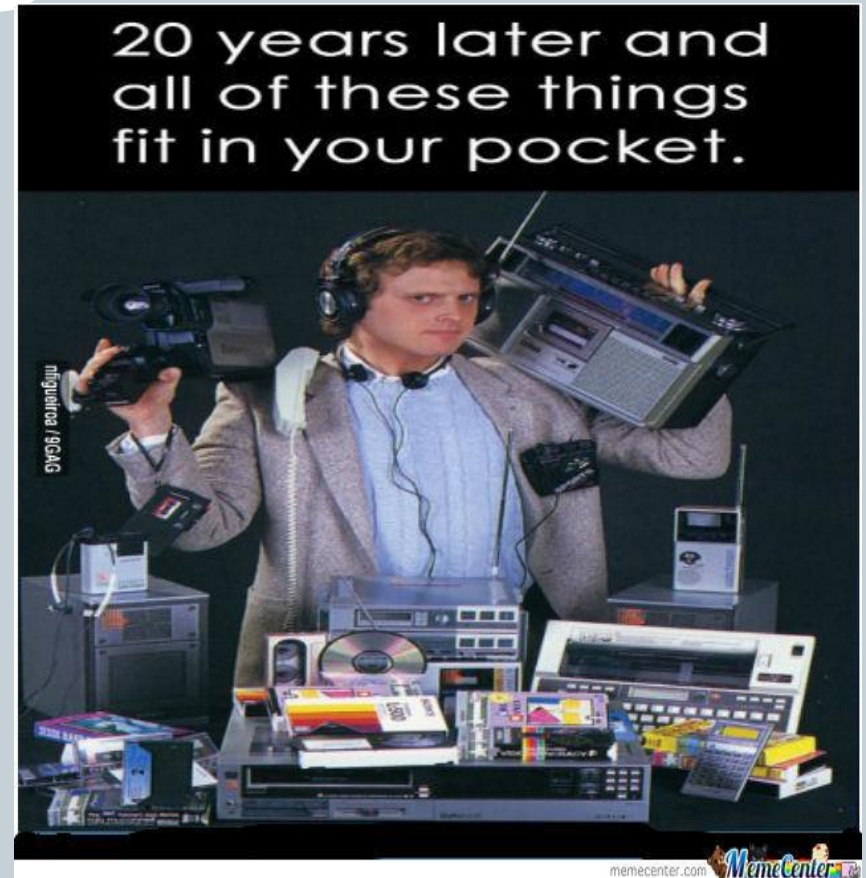


- Understand the reasons why the use of technology is good to use in the delivery of spiritual care
- Identify helpful mobile applications (apps) and other technology resources in the delivery of spiritual care
- Identify potential spiritual interventions for specific spiritual needs with the use of technology

Integrating Technology



- Social Media
- Smart phones
- Tablets
- iPods / MP3 players
- Digital recorders
- Cameras

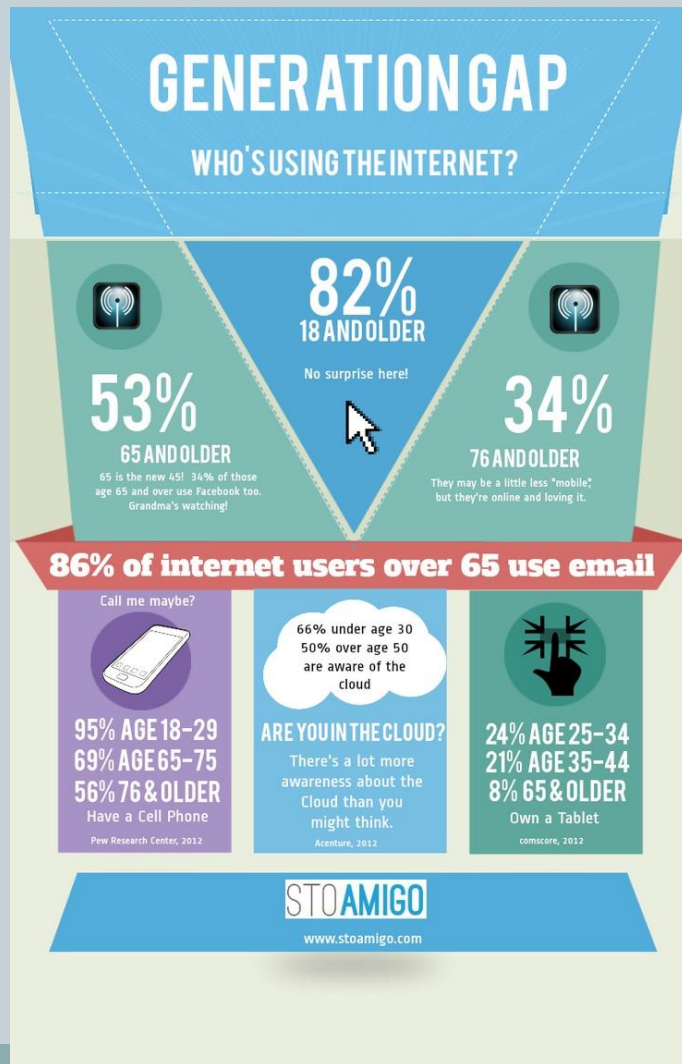


Why Use Technology?

- More and more individuals use technology in their daily activities.
- Every generation uses technology of some sort.
- 24/7 rather than 1:1 visit by a chaplain that is limited by time and space.



Technology Trends by Generations



- GI Generation (84+), Silent Generation (68+), and Baby Boomer (49+) did not have a childhood saturated with technology. They came into technology later in life thus making them “technology immigrants”

Generational Use of Internet



- 2006 study “Internet Penetration and Impact” found 71% of 50-64 year olds and 32% of 65+ year olds use the internet. They use internet largely as research tool. GI Generation and Silent Generation use it for research for health care info and travel and banking, along with e-mail. (2009 From Business to Fun)
- 80% of Gen X use the internet. Most popular is banking, shopping, social networking, watching videos, sending emails, news, downloading music, travel, searching for jobs. Use internet largely as source of information.

Generational Use of Internet



- Net Generation (born in the 1980s) and iGeneration (born in the 90s), use internet as a social tool. Major means of communication, self-expression, and entertainment. Spend about 53 hours a week using technology.
- -Digital Natives
- Generation C (0-13) are very adept with using technology. My 4 year old nephew was showing things on my iPhone at 2 years old. Digital Natives. Technology surrounds them.



Digital Natives (32 and younger)



- Ages of birth through college/young adult. Grew up in digital world. Video games, cell phones, computers.
- They are the “native speakers” of digital language. Used to receiving information really fast.
- Multi-taskers
- Prefer graphics before texts
- Function best when networked
- Most likely brains are likely wired different and receive information in a different manner than previous generations due to the digital input and stimulation.



Digital Immigrants



- Generations that predate creation of home computer.
- Can adapt to new “environment”, but will most likely always turn to internet as source of information second rather than first. (newspaper over internet to get their news)
- More and more are using for convenience and staying connected



Digital Natives Prefer:

- Receiving info quickly from many sources
- Pictures, sounds and video before text
- Interacting in “real-time”
- Hyperlinked sources

Digital Immigrants Prefer:

- Controlled release of info from limited sources.
- Prefer info from text (not images, sounds)
- Greater need for personal and private space



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Who uses social networking sites

% of internet users within each group who use social networking sites

| | | % who use social networking sites |
|---|---------------------------------|-----------------------------------|
| All internet users 18+ (n=5,112) | | 73% |
| a | Men (n=2,368) | 69 |
| b | Women (n=2,744) | 78 ^a |
| Race/ethnicity | | |
| a | White, Non-Hispanic (n=3,617) | 72 |
| b | Black, Non-Hispanic (n=532) | 73 |
| c | Hispanic (n=571) | 79 ^{ab} |
| Age | | |
| a | 18-29 (n=929) | 90 ^{bcd} |
| b | 30-49 (n=1,507) | 78 ^{cd} |
| c | 50-64 (n=1,585) | 65 ^d |
| d | 65+ (n=1,000) | 46 |
| Education attainment | | |
| a | No high school diploma (n=243) | 74 |
| b | High school grad (n=1,238) | 69 |
| c | Some College (n=1,461) | 75 ^b |
| d | College + (n=2,144) | 75 ^b |
| Household income | | |
| a | Less than \$30,000/yr (n=1,212) | 77 |
| b | \$30,000-\$49,999 (n=886) | 73 |
| c | \$50,000-\$74,999 (n=746) | 73 |
| d | \$75,000+ (n=1,600) | 75 |
| Urbanity | | |
| a | Urban (n=1,605) | 76 ^{bc} |
| b | Suburban (n=2,585) | 72 |
| c | Rural (n=922) | 70 |

Source: Pew Research Center's Internet Project Library Survey, July 18 – September 30, 2013. N=5,112 internet users ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on internet users is +/- 1.6 percentage points.

Note: Percentages marked with a superscript letter (e.g., ^a) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

Use of Social Media



- More and more individuals are looking to social media to learn, connect and express themselves.
 - 24/7 availability
 - Feeling of belonging
 - Can be private or public
 - education

Use of On-line Technology



- Using support groups (grief, health, spiritual based)
- Blogging
- Advocacy
- Education
- Look up information

What Needs are Being Met



- Education needs
- Connecting and working through thoughts, feelings
- Feeling sense of belonging, validated
- Peer support
- Advocacy and action
- Legacy

What Can Chaplains and Others Do?



- Be present on social media sites. Facebook, Twitter, Pinterest, Tumblr, etc.
- Create interactive webpage for department. Who is your audience? Digital Natives or Immigrants?
- Create Pinterest board that is spiritual care or specific to a need, i.e. self care, good spiritual books, helpful ideas.
- Be mindful of privacy, yours and others on Social Media.
- Listen and learn from online conversations (you don't have to participate if you don't want to).
- Know what is out there so you can pass along sites that might be helpful to others.

Use of Technology with Others



Using technology at the bedside (hospital, rehab, LTAC, inpatient hospice) and in the home (palliative care and hospice) is a tool or intervention that can help with spiritual, emotional, relational, social needs of another person.

Spiritual and Emotional Distress



- **Relational**
 - Forgiveness issues
 - Isolation or disconnect from others or community
 - Feeling abandoned by God
- **Existential**
 - Identity crisis
 - Loss of meaning
 - Fear of being a burden, fear of being forgotten
- **Religious/Beliefs**
 - Crisis of faith
 - Difficulty engaging in meaningful spiritual practices

Spiritual and Emotional Distress



- **Relational**
 - Guilt
 - Resentment
 - Anger
- **Existential**
 - Shame
 - Anxiety
 - Fear
 - Apathy
- **Religious/Beliefs**
 - Disorientation
 - Anxiety
 - Hopelessness

Interventions with Technology



Music



- **Relational pain**
 - Feeling connected with faith community through familiar hymns
 - Connection with loved ones
 - Feeling connected with memories
- **Existential pain**
 - Able to experience joy and meaning through music that inspires or soothes
- **Religious/Belief**
 - Finding expression for pain, give reassurance, guidance

Music / Audio



- **Technology and accessories**
 - iPod, smart phone, laptop, tablet, CD player, music player
 - Speakers if needed
- **How to:**
 - Download a variety of music (sacred, relaxation, familiar, popular)
 - Make separate playlists to facilitate finding music
 - Offer to play familiar or sacred music with patients. If they are unable to respond, ask caregivers about using music and inquire about patient preferences
- **Helpful applications**
 - Youtube for finding music or videos
 - ✦ Playtube for saving videos for offline use
 - Pandora, Spotify, Songza for creating playlists on the go

Music /Audio Suggestions



- Burn or save CDs on Google Play, iTunes, Amazon. You can move music from each to your smart phone, iPod/MP3 player, tablet to have music on the go.
- Move music from iTunes, Google Play, Amazon to a thumb drive and take with you and play on a music machine.



Contemplative Practices



- Guided imagery
- Meditation
- Breathing exercises
- Relaxation

Contemplative Practices



- **Relational pain**
 - Being able to experience forgiveness or connectedness through meditation
- **Existential pain**
 - Soothing anxiety, pain, fatigue
- **Religious/beliefs pain**
 - Connecting with God / Higher Power

Contemplative Practices



- **Technology and accessories:**
 - Smart phones, tablets, laptop, iPod, MP3 player, CD player, music machine
 - Speakers
 - Meditation book
- **How to:**
 - Find a fitting guided meditation or write your own. Personalize it for the patient.
 - Offer meditation for when patients are experiencing pain or anxiety, or having difficulty connecting with others or with God or Higher Power
- **Helpful applications or pathways:**
 - Sleep Pillow (iOS), Relax and Sleep (Android) for relaxation sounds. There is a plethora of apps that will help.
 - iZen Lite and Music App (iOS), PocketPond2 (iOS, Android)
 - Tibetan Bowls (iOS, Android), breezeLITE (iOS)
 - Breath Lesson (iOS), Anti-Stress Exercise (Android)
 - Many different guided meditation websites

Contemplative Practices Resources / Suggestions



- Various CDs on Guided imagery where you can burn to iTunes account and save on your device.
- Apps for guided meditation
- CARE Channel
- Guided meditation on-line
- Meditation videos (on-line) youtube, websites
- Letting Go ritual on-line
loveandforgive.org/loveandforgive/letting-go

Life Review and Legacy



- **Relational pain:**
 - Maintaining connection with family or others
- **Existential pain:**
 - Defining how we want to be remembered
- **Religious/Beliefs pain:**
 - Seeing how faith has changed over the years, reassurance

Life Review and Legacy



- **Technology and accessories**
 - Smart phone, tablet, laptop, camera, video camera, digital recorder
- **How to:**
 - Do an internet search for images and relevant information related to the patient's life events
 - Assist patients in recording video or audio of themselves telling stories or engaging in a meaningful activity
- **Helpful applications and websites:**
 - Google Earth for finding images or streets or where they used to live
 - Youtube for finding meaningful old videos or uploading videos for family

Life Review and Legacy Resources



- <http://www.lifechronicles.org> nonprofit who helps with processing and edits videos for terminally ill at no cost
- <http://www.caring.org/articles/family-history-interview-questions>
- <http://www.legacyproject.org/guides/lifeintquestions.pdf>
- <http://familysearch.org>
- <http://ourtimelines.com>
- <http://dignityincare.ca/en> (Dignity Therapy)
- Apps such as lifeVenture.me (iOS) and MemoryIsLife Mobile (iOS, Android)



Communication Help



- Relational pain:
 - Feeling heard, connected
- Existential pain:
 - Validated
- Religious / beliefs:
 - Reconnection with comforting or familiar scriptures and practices



Communication help



- **Technology and accessories**
 - Smart phone, tablet, laptop
- **How to:**
 - Offer to contact patient's faith congregation and look up contact information of faith congregation and religious leaders
 - Look up sacred texts or prayers that are meaningful to the patient's tradition
 - Offer tablet as a writing device for patients who are not verbal and can write
 - Offer alphabet or images for patients how are not verbal and can point
 - Facilitate video conversations with family or friends

Communication Help Resources and Suggestions



- Applications (Apps)

- Bible Gateway (iOS, Android, Kindle Fire), or Bible
- Interfaith Care for the Ill (iOS) 4.99
- Quran Explorer (iOS, Android)
- Pocket Torah (iOS, Android)
- Bible for Kids (iOS, Android)
- Skype or oovoo (oovoo.com)
- Facetime (iOS)
- Deaf Bible (iOS, Android)
- Yodoc (iOS) 4.99



Additional Tips and Resources



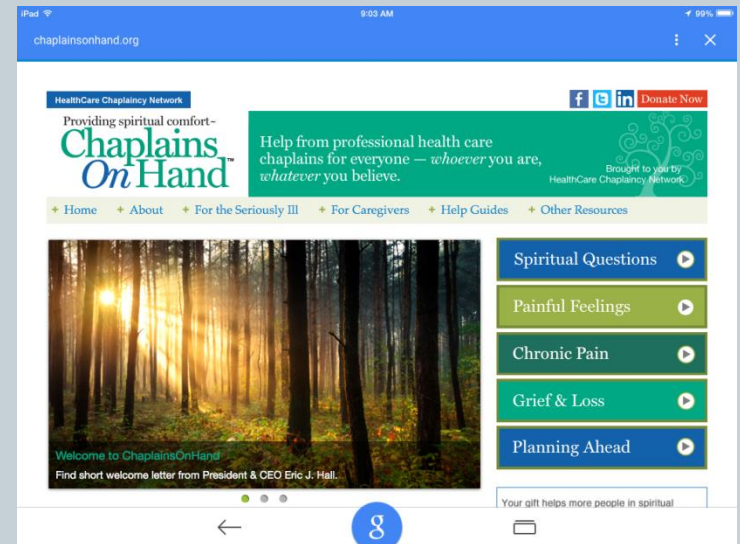
- Many different podcasts out there for patients to listen to sermons or deal with specific need patient has. For example podcast “pray-as-you-go”
- Download pictures for patients to look at. Norman Rockwell, outdoor images, images of faith, for conversation starters.



E-Chaplaincy



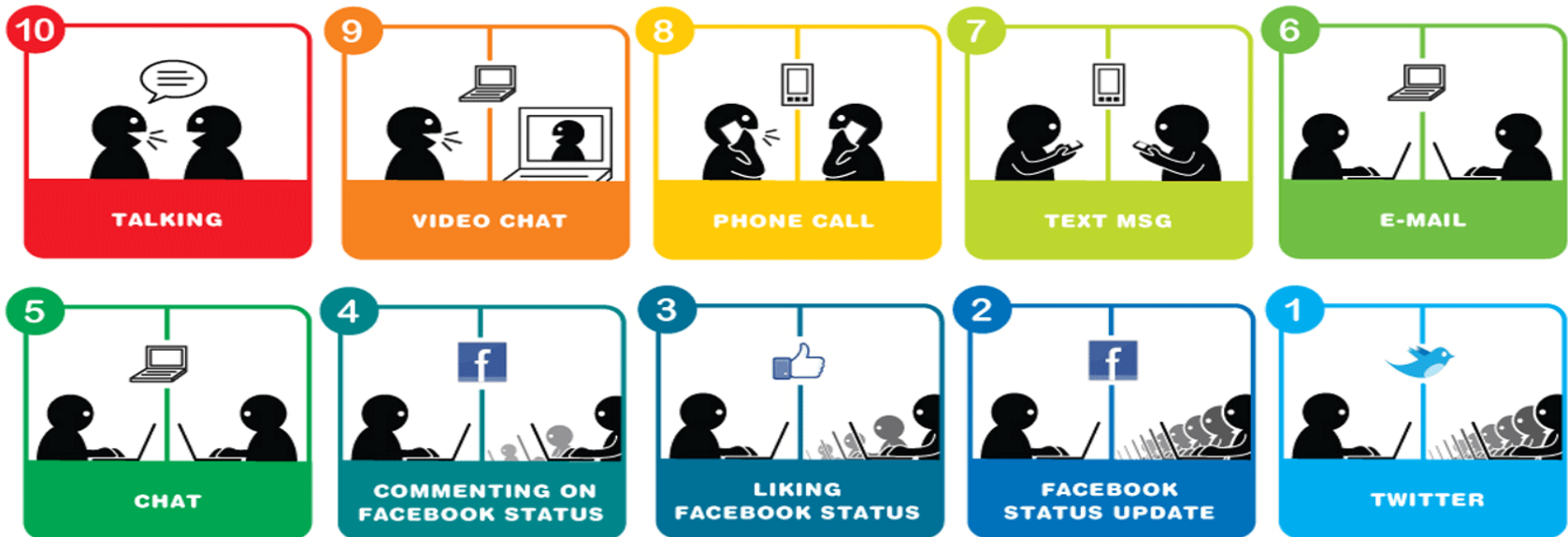
- I believe started out of Mercy system, being used in more hospitals now
- Use of communication through e-mail
 - Types of issues: Bereavement/Loss, relationship issues, loneliness, stress, manage change, life balance, health, spirituality.



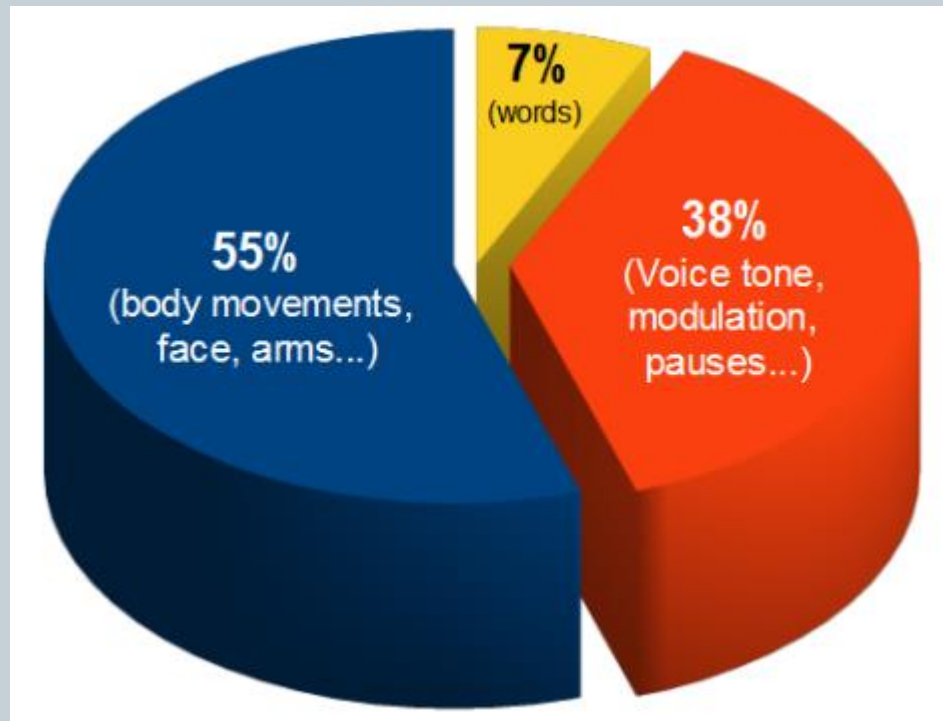
Levels of Intimacy in Communication



10 LEVELS OF INTIMACY IN TODAY'S COMMUNICATION



Drivers of Communication



Infection Control



- Need to disinfect tablets, phones, music players in between use of patients.
- Apple does not recommend current disinfection wipes to be used on their glass products.
- Recommend strong cover that can be wiped between uses, such as Otterbox or Lifeproof (also protects if dropped)
- Single use protective sleeves for tablets (example iBarrier or UltraSleeves)

Future Uses of Technology



- Virtual Reality (primarily used for gaming) Recently there was a story of a woman who used virtual reality to “walk” again outside when unable to leave her house. What needs were being met?
- What can we do with emerging technology? Work with programmers to create virtual reality settings to help meet needs. Think of creative ways to use technology that will help meet needs of our patients and families.

Questions/Comments?



References



- Prensky, M (2001) Digital Natives, Digital Immigrants. *On the Horizon*, 9(5), 1-6.
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