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**Assistant Chaplain’s Online Orientation**

**Module 5:**

**Discerning Patient Needs.**

**Introduction to Module 5: Discerning Patient Needs.**

In this module, you will complete 2 tasks:

Case Study 1: Needs and referrals for a resident in Aged Care.

Case Study 2 – Needs and referrals for a patient in Hospital.

When people come into healthcare/aged care, they meet many professionals.

In most cases, their healthcare needs are already well understood and underway. Occasionally though, we are the ones to identify a need first. Early stages of dementia, Elder Abuse or trauma could be some of the issues we may come across.

As the visiting Chaplain, it is our role to work within the processes, policies and procedures of the venue we are in. It is also important to know which staff members to liaise with.

**Hospitals:**

In Ballarat, both St. John of God Hospital and Ballarat Base Hospital have Pastoral Services departments which will be the initial point of contact for a Chaplain. However, once visiting a patient on the Ward, Chaplains can also liaise with nursing staff on the Ward if an issue needs to be raised immediately. Patients will have access to other departments such as Allied Health, Social Work, Discharge Planning and more.

**Aged Care Venues:**

Most aged care venues across Ballarat have an Activities or Lifestyle Coordinator. They are responsible for the regular activities held in the venue and usually have a good awareness of the resident’s ‘story’ and pastoral/social/emotional needs. Residents in Ballarat Health Services Aged Care venues will have access to similar departments to patients in the Base. Residents in privately-run Aged Care venues may have to source other needs privately.

Tasks:

Click on the links to the Tasks below. Read each Scenario and answer the questions.

Module 5 Case Study 1: Needs and Referrals for a resident in Aged Care.

Module 5 Case Study 2: Needs and Referrals for a patient in Hospital.