
No One Dies Alone – A story of compassion St. Francis Medical Center



Presented by:

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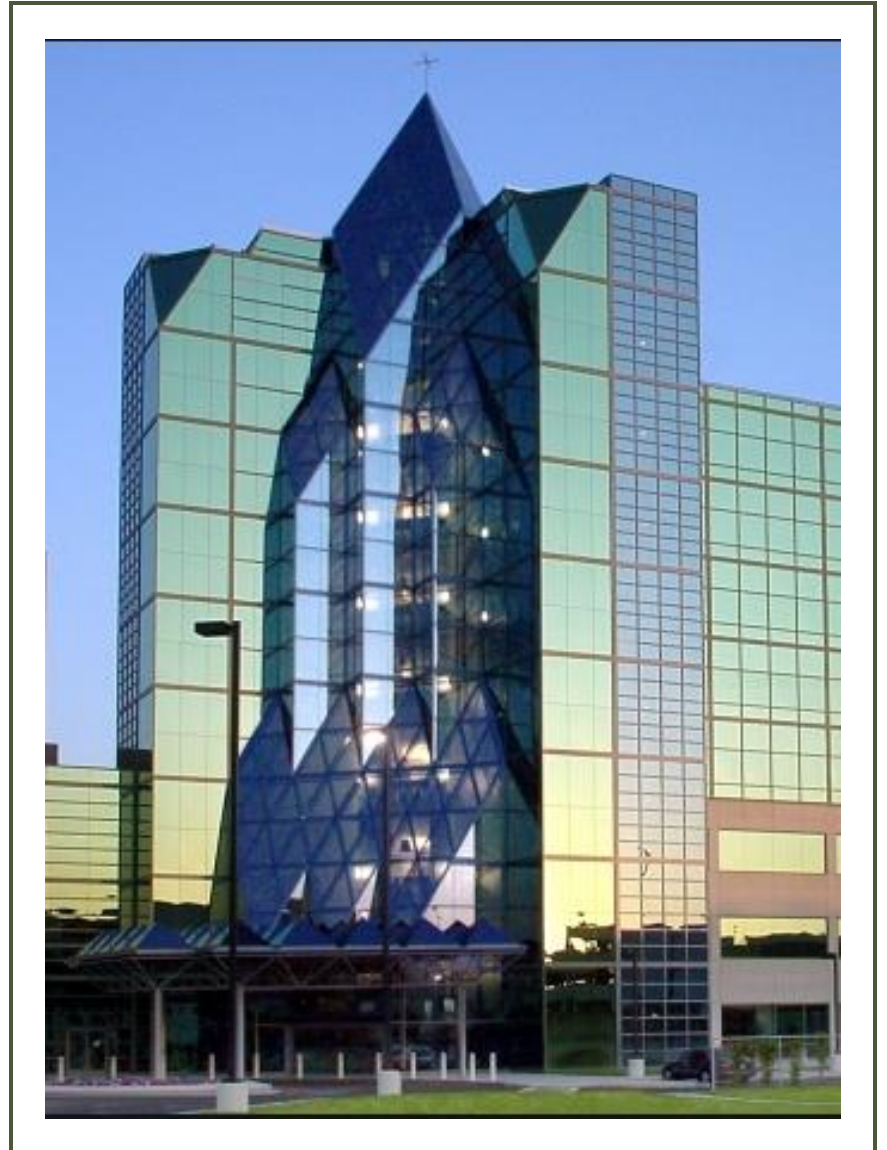
Antonio Diaz, Spiritual Care

Overview

- Background and History of St. Francis Medical Center
- The No One Dies Alone Story
- Designing NODA for St. Francis
- Training and Education for NODA
- A story of compassion
- Flow Chart and statistics
- Challenges and COVID-19

Background and History

- Founded in 1945 by the Sisters of St. Francis of Penance and Christian Charity. Later acquired by the Daughters of Charity of St. Vincent de Paul in 1981.
- History:
 - Vincentian Values
 - Daughters of Charity
 - Verity
 - Prime
- Historically St. Francis Medical Center is place where the community knows that life is valued and where a person can safely entrust themselves to our care.
- Values have always aligned with upholding dignity, respect, compassion and serving our community .
- Every room is place of healing and where God lives.





Values: Quality Compassion, Community, Physician-Led

Promise: To provide compassionate care and clinical excellence to all patients as we create hospitals that improve healthcare in every community we serve.

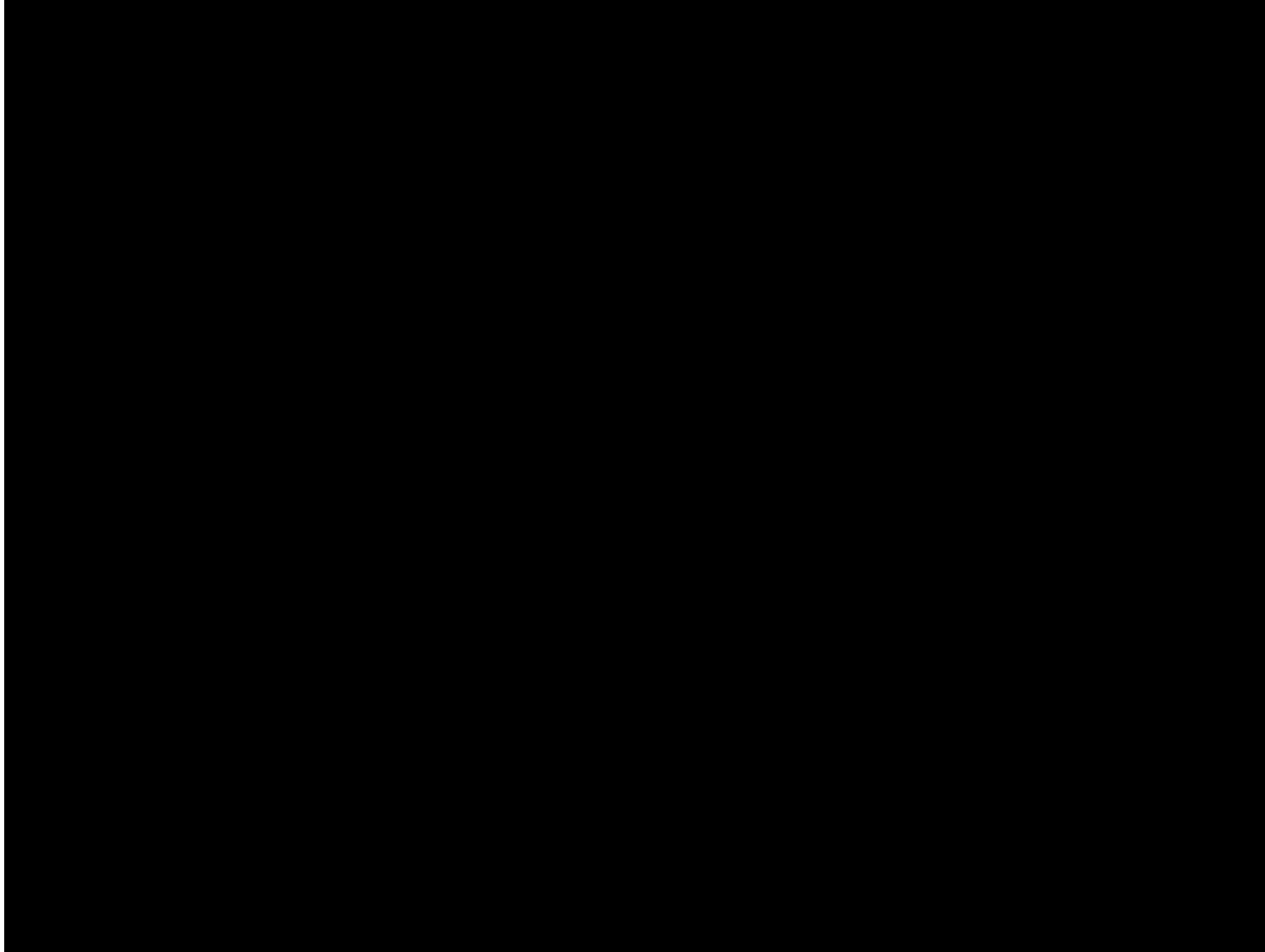
- 384 bed acute care hospital
- Service Lines
 - **Emergency and Trauma Services - Level II Trauma Center**
 - **Level II NICU**
 - **Intensive Care Unit (ICU)**
 - **Maternity Care**
 - **Surgical Expertise**
 - **Orthopedics and Joint Care**
 - **Imaging Services**
 - **Rehabilitation Services**
 - **Wound Care Center**
 - **Primary Stroke Center**
 - **Behavioral Health**



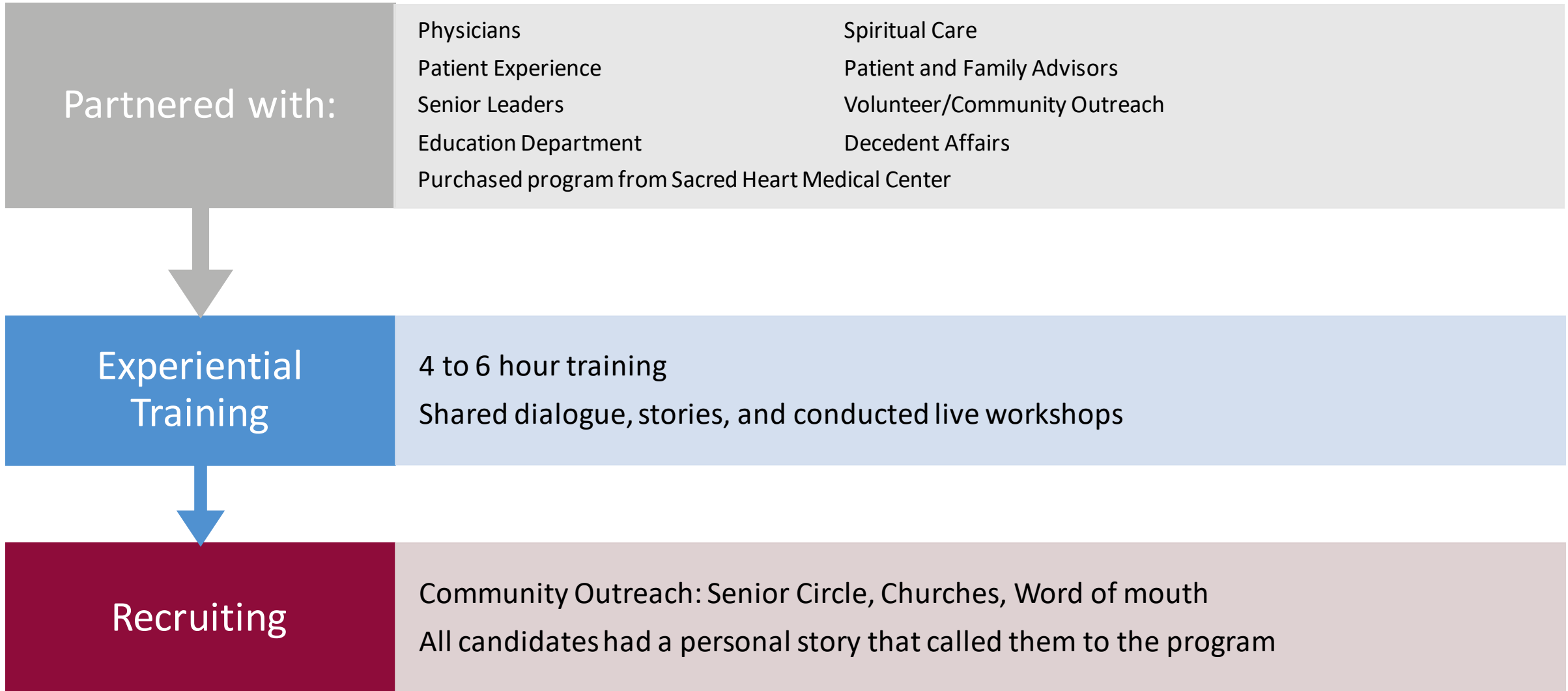
The No one dies alone A story of compassion

- <https://www.youtube.com/watch?v=zHbQwHHR7WI>

PFCC Core concept- Respect and Dignity

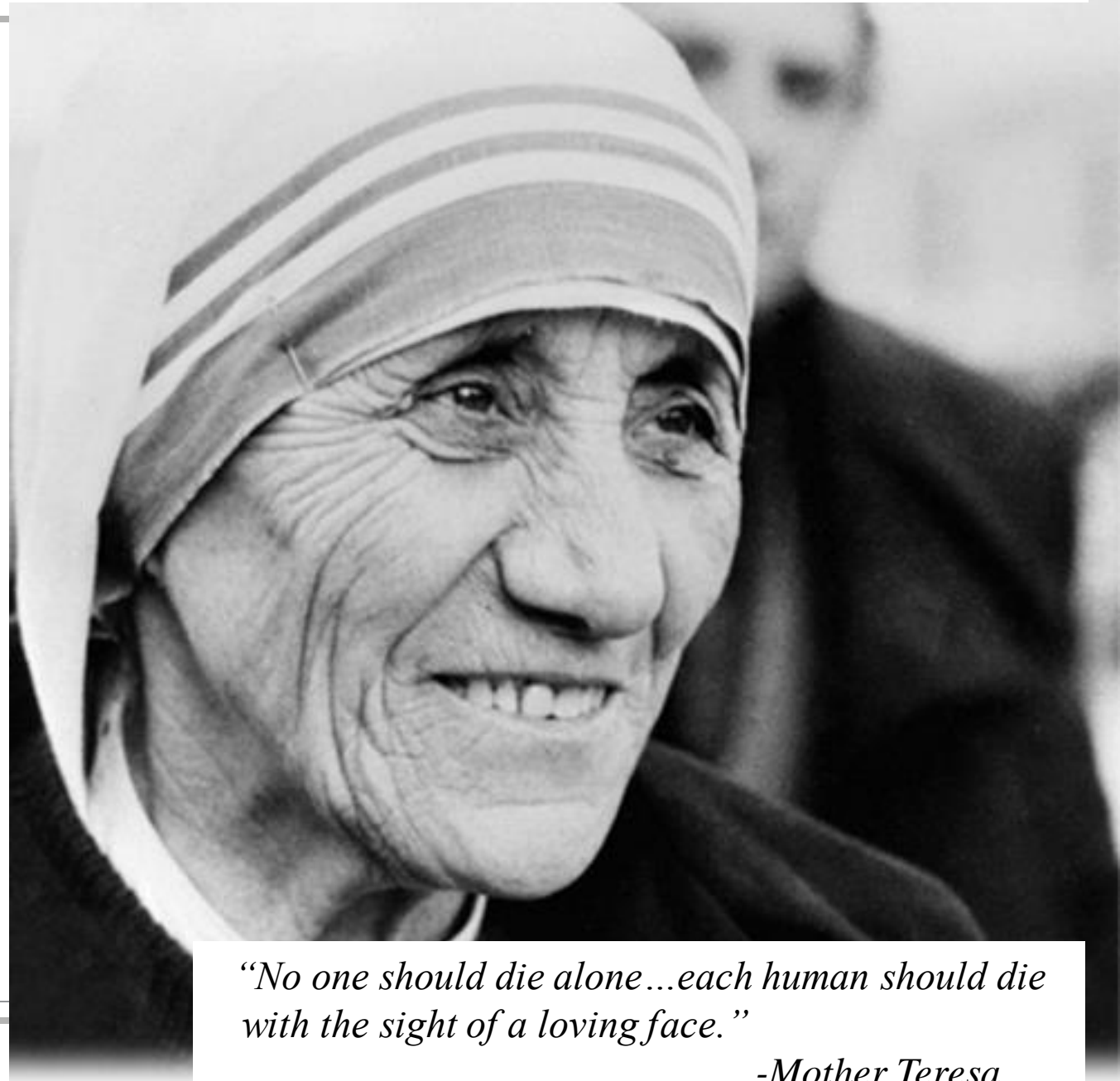


- Designing No one dies alone for SFMC -



Session 1: Creating a Sacred Space

- Dignity, honoring human presence.
- Each room is a chapel - a place of encounter.
- Sacred - deserving veneration.
- A place where life and its dignity is uplifted.
- The tools that enhanced sacredness:
 - Lavender
 - Music
 - journal
 - a chair
 - Most importantly..... Our presence is the greatest present.



“No one should die alone...each human should die with the sight of a loving face.”

-Mother Teresa

Session 2: Exploring our relationship with death

- Explored everyone's personal comfort with death
 - Many found that comfort level varied depending on the circumstances.
 - Sudden vs. expected
- Understanding Cure vs. Healing
 - Healing related to the body, mind, spirit, hope, relationship, meaning, belonging, acceptance and peace.
 - While cure may or may not be out of reach, healing, and the focus for No One Dies Alone, increased comfort level
- Ultimately, the healing aspects of presence and the personal gifts we bring was that was needed. The great reminder was:

“It is important to remember that death is the work of the dying, it is not your work. You are asked to stand witness and to reassure the dying one that they are safe and cared for.”

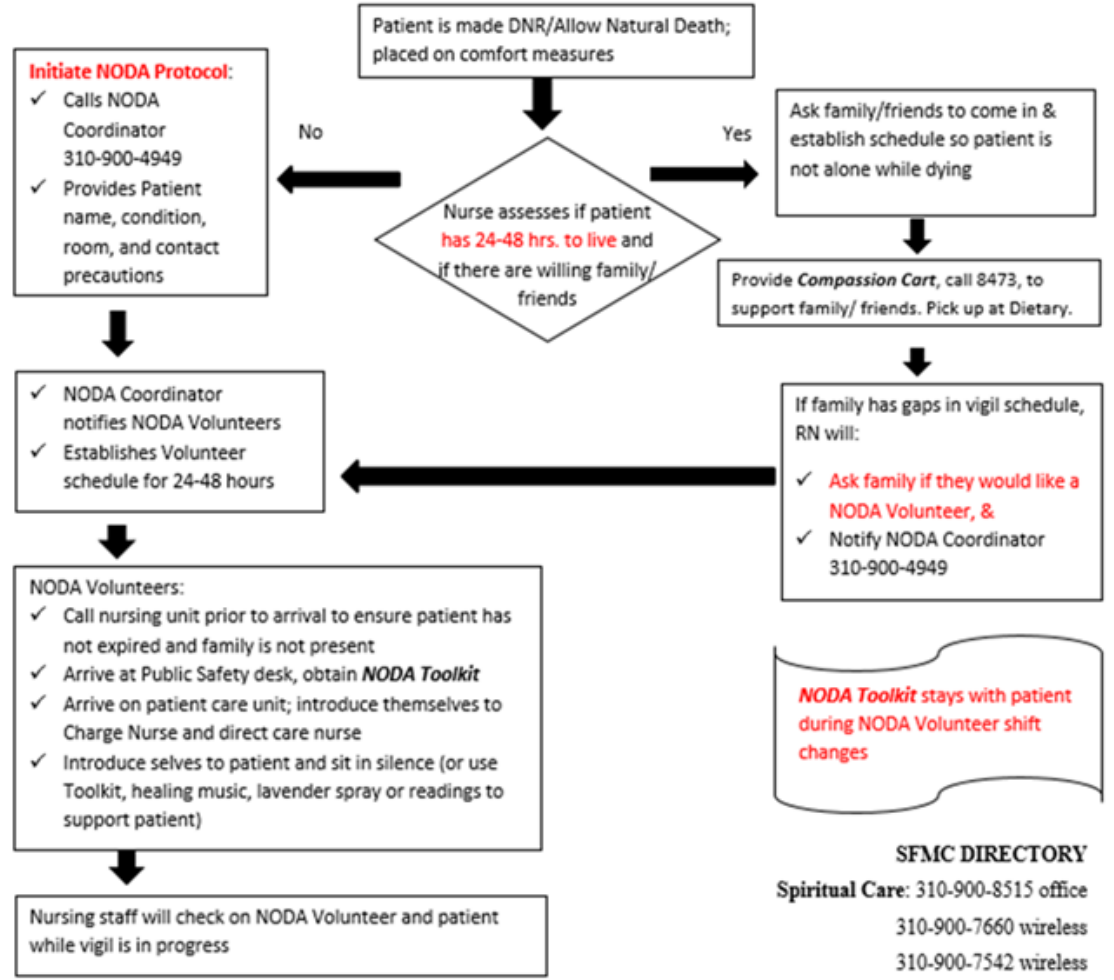
NODA Story of compassion

- Companionship
- Peace
- Wished her a peaceful transition into eternity.
- She could feel that the patient knew she was there to honor, and comfort her during her last hours of her life.



NODA Process

No One Dies Alone Flow Process



NODA Toolkit stays with patient during NODA Volunteer shift changes

SFMC DIRECTORY
 Spiritual Care: 310-900-8515 office
 310-900-7660 wireless
 310-900-7542 wireless
 Decedent Affairs: 310-900-8622
 Patient Satisfaction: 310-900-8506

NODA Statistics

- **Total Patients Seen by NODA team**

- 2019
 - 6 NODA Candidates
- 2020
 - 57 + NODA Candidates

- **During Covid-19**

- 55 + NODA Candidates
- Music played through units to provide support, peace and unity for patients and staff.

- **Total Number of Volunteers**

- 15 Volunteers

NODA during COVID-19

Challenges

- No visitors allowed
- Every in-house Patient became a candidate for NODA
- High volume of Decedents
- Technology
- Resources

Solutions

- Spiritual Care daily rounds.
- Nursing team set sacred healing space for staff and patients.
- iPad's were leveraged by staff and spiritual care team to connect patients and families.
- Last rights and sacraments were coordinated via facetime.
- Some exceptions were coordinated for families stand bedside with loved ones during last moment.
- Compassion was key.

Organizational Challenges



Limited Resources

*Presence was the key



Leadership and staff turnaround

*Passion drove the program



Screening for the right candidate

*The right candidate had a calling and a personal story to serve





act on

Francis Medical Center

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Certificate of Completion

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Questions?

Add contact info for folks to reach out after conference