

How Do ACPE Training Programs at Level I Trauma Centers Schedule On-Call Coverage?

Center/Contact	Staffing	On Call Coverage	On Call Hours	On Call Frequency	Time Back	On Call Tasks
<p>1. Spartanburg Regional Medical Center, Spartanburg, SC</p> <p>Robin Booth rdbooth@srhs.com 864-560-7583</p>	<p>2 Supervisors 4 Residents Externs/Interns</p>	<p>Students PRN Supervisors</p>	<p>24 hours</p>	<p>Students weekly; PRN 1x monthly; Supervisors occasionally</p>	<p>None reported</p>	<p>Deaths, traumas, prescriptions, transportation, routine pastoral calls</p>
<p>2. Palmetto, Richland Campus, Columbia, SC</p> <p>Irene Albritton Irene.Albritton@PalmettoHealth.org 803-296-5585</p>	<p>3 Supervisors 5 Residents Externs</p>	<p>Manager 2 Staff 5 Residents Externs</p>	<p>4:30p-8a M-F Duty day person holds until 4:30 M-F 24 hours Sat-Sun</p>	<p>Manager 1x per quarter 2 Staff 1x per month Externs 1x per week Residents rest of call</p>	<p>Next day at noon for M-Th Mon am or pm for Fri Mon off for Sat or Sun</p>	<p>On call helps w/ notification of family and advance directives. (Social workers and/or pt relations & pt liaisons handle meal vouchers, medicines, lodging, transportation, etc.)</p>
<p>3. St. Vincent Mercy Medical Center Toledo, OH</p> <p>Connie Bonner Connie_Bonner@mhsnr.org 419-251-8609</p>	<p>Director of Pastoral Care 1 Supervisor 7.5 staff chaplains 4 residents 1-2 interns Contract supervisor & externs Per diem chaplains</p>	<p>Staff Chaplain works week nights; residents 11p-7:30a Saturdays and Sundays; per diems 4-6 shifts per month when staff on vacation</p>	<p>Staffed 24 hours, with three shifts each day: 7a-3:30p, 3p-11:30p and 11p-7:30a. Two people on day and afternoon shifts Sats & Suns, one at night with another on call as back-up</p>	<p>Don't have 'on call' as every shift is staffed; externs at other sites and rarely assigned to Trauma Center</p>	<p>If someone comes in as back up on a night, comp time is given in that pay period</p>	<p>Attend All traumas—notify & support families, assist with identification of pts; Provide meal vouchers, assist with lodging, transport etc social workers only on call to ED</p>

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4. Erlanger Health System Chattanooga, TN Olen Grubbs Olen.Grubbs@erlangers.org 423-778-7177	2 Supervisors 5 Residents, Externs & Interns	Students	24 hour	Extended 6 week-end days per unit Residents & interns as needed Supervisors as needed or choose	Weekend on call residents get next Friday off for a 3-day weekend; weekday on call residents leave at noon next day.	All traumas for adult and children's hospitals, all codes, all other pastoral care requests after hours (occasional meal ticket; house supervisor for bus tickets, etc).
5. St. Joseph's Hospital Atlanta, GA Dale Owen dowen@sjha.org 404-851-7514	1 Supervisor	Evening chaplain 3p-11p M-Th Overnight chaplain 11p-7a Sun-Th Students 3p-11p Fridays and remaining 8-hour shifts on weekends	8 hour shifts	As needed	Recovery Day for 8 hour shift worked on weekend	Round on all floors; respond to requests, emergencies, codes, and deaths
6. Massachusetts General Hospital Boston, MA Angelika Zollfrank azollfrank@partners.org 617-726-4774	1 Supervisor, 5 FTE (11) staff chaplains, 6-8 students each of 3 units, volunteer Eucharistic Ministers	RC priest when no student available; student shifts 12 noon-7a; externs 3p-7a.	Varies	As needed. Students have 5-7 shifts per unit	None; students work full day before taking on call, staff do not.	Routine rounds & pastoral visits; codes, but not on code pager; traumas, but not routinely; phone referrals; same day OR requests

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7. Advocate Good Samaritan Hospital Downers Grove, IL amy.snedeker@advocatehealth.com 630-275-1108	1 Supervisor 1 Supervisory Cand. (total of 7.5 staff), 6-12 interns 6 registry chaplains to fill in when staff or interns can't	Permanent staff covers daytime hours, one overnight a month, and all holidays; Students take pms, overnights and weekends	24/7 3 shifts: 8:30a-5p, 5p-10p, 10p-8:30a	Students have 6-8 shifts a month Staff covers on call pager 25% of daytime work hrs.	None	Routine rounds & pastoral visits, codes, traumas, computer-generated referrals, staff access to cab vouchers, advance directives & ethics
8. Atlanta Medical Center Atlanta, GA Heather Collins revhez@bellsouth.net 404-265-4329	1 Supervisory Cand. 4 residents	Shared, no overnight	7a-9p M-F 9a-9p Sat & Sun	As needed	No	Various
9. Banner Good Samaritan Phoenix, AZ Kelli Shepard Kelli.Shepard@bannerhealth.com 602-239-4382	2 Supervisors 2 staff (one is SES) 5 residents 4 interns	12-hour shifts with everyone scheduled to no more than 40 hours a week, including on call, except supervisor(s).	8a-8p, 8p-8a 7 days a week	As needed, keeping to a work week of 40 hours	No	Various
10. Johnson City Medical Center Johnson City, TN Larry Easterling EasterlingLW@msha.com 423-431-6886	1 Supervisor 1.5 staff 5 students 30 volunteers	Students, volunteer chaplains, senior staff 1x monthly	4:30p-8a T-Fri, 8a-8a Sat & Sun (Former experience at Christ Medical Center in Chicago with 21 on call shifts in a week)	44 annually	Sat & Sun on call have Tuesday off	Routine rounds & pastoral visits, codes, traumas as needed, computer-generated referrals, advance directives, ethics consults. Family Advocates available 24/7

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11. Barnes Jewish Hospital St. Louis, MO Jim Bennett jab9056@bjc.org 314-362-4642	2 Supervisors 9 staff chaplains 22 student units/year 30 volunteers	Contractors and students	5p-8a	3-4 x Monthly	Students get day off after on call Contractors come in at 5p; students work full day before call	Codes, traumas, all deaths, including organ and tissue donation requests
12. Princeton Baptist Birmingham, AL Jacqueline Kelley jacqueline.kelley@bhsala.com 205-783-3113	1 Supervisor 1 SES 1 staff chaplain 7 residents 11 externs	Students	4:30p-8a	Weekly	Off at noon day after	Routine rounds & pastoral care, codes, traumas, referrals, notary public after 5p & on week ends.
13. Northwestern Memorial Hospital Chicago, IL Peter Strening pstrenin@nmh.org 312-926-0748	2 Supervisors 3.2 staff chaplains 20-24 students per year 2 volunteers (1.5 days per week)	CPE students, for most part	1p-8:30a M-F (permanent staff handles until then); 8:30a-8:30a Sat & Sun	Every 7-10 days	None	Routine rounds & pastoral visits, codes, traumas, computer-generated referrals
14. UCLA Medical Center Los Angeles, CA Karen Schnell Kschnell@mednet.ucla.edu 310-825-7484	3 Supervisors 4 staff chaplains 6 CPE students Some faith-specific volunteers	Staff chaplains, CPE students, some CPE trained grads (per diem)	8:30a-5:30p and 5:30p-8:30a 24/7	4-5 monthly, as evenly split between day and night as possible	Staff only: 3 hours comp time for carrying the pager, plus hours spend responding to calls	Codes, traumas per staff assessment of need, computer-generated referrals, check chapel for cleanliness & hospitality, lead interfaith healing prayers if on call on Sunday

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<p>15. Carolinas Healthcare System Charlotte, NC</p> <p>Terri Bolotin Terri.bolotin@carolinashealthcare.org 704-355-5264</p>	<p>4 Supervisors 4 staff chaplains 7 CPE students Interns, especially in the summer</p>	<p>Students and staff</p>	<p>8a-8a weekdays, weekends are 12-hour shifts</p>	<p>Approximately once a week</p>	<p>If on from 8a-8p, home by noon next day; if on a 12-hour Sunday shift next Monday off. Friday night on call comes in at noon</p>	<p>Routine rounds & pastoral visits, codes, traumas, computer-generated referrals</p>
<p>16. West Virginia University Hospitals Morgantown, WV</p> <p>Mary Ragland raglandm@wvuh.com 304-598-4000 x 73060</p>	<p>1 Supervisor 2 staff chaplains 4 CPE resident 3 CPE interns 3-4 volunteers</p>	<p>Primarily CPE residents; staff chaplains and interns fill in other days, volunteers saved for emergencies</p>	<p>Weeknight 4:30p-8:30a; weekends 8a Saturday to 8:30a Monday</p>	<p>Residents have 4 weeknights on call per 4-week period, plus one 48-hour weekend per 4-week period.</p>	<p>Off after morning report if 4 or more hours of actual ministry time 11p-8a; off at noon if 2 or more hours of actual ministry time 11p-8a</p> <p>Residents off Friday before weekend coverage and Monday following weekend off</p>	<p>On call is 'emergent only.' Codes and traumas</p>
<p>17. Pitt County Memorial Hospital Greenville, NC</p> <p>Dean Luther Eric.Luther@PCMH.com 252-847-3052</p>	<p>1 Supervisor (supposed to be 2) 5 staff chaplains 6 CPE residents 4 CPE interns</p>	<p>Staff and students</p>	<p>8a-8p, 8p-8a</p> <p>Residents work a full day and a half day the next day. Staff chaplains off the days before and after during work.</p>	<p>Staff chaplain covers 3 nights a week; others have on call once per week when no interns</p>	<p>Program work and education week for residents is 44-48 hrs; staff chaplains work 40 hour week and are given comp time based on when the on call is done.</p>	<p>Routine rounds & pastoral visits, codes, traumas, computer-generated referrals</p>

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<p>18. Stanford Hospital and Clinics Stanford, CA</p> <p>C. George Fitzgerald cfitzgerald@stanfordmed.org 650-723-5101</p>	<p>1 Supervisor 2 supervisory cand. 5 staff chaplains 6 CPE students 235 volunteers</p>	<p>CPE residents, CPE interns, and contract chaplains (CPE graduates)</p>	<p>9a-9a \$100 for weekday; \$125 for weekend (Fri, Sat, Sun); \$150 for holidays</p>	<p>Approx. once every 2 weeks</p>	<p>If on-call chaplain gets less than 6 hrs. sleep must take next day off. No time back given.</p>	<p>Deaths (FT Decedent Care Chaplain does all paper work and serves as backup to on call), codes, requests, referral visits, a few requests for clothes, meals, transportation, etc., handled by limited funds.</p>
<p>19. Legacy Health System Portland, OR</p> <p>Fred Sickert fgasickert@lhs.org (503) 413-4153</p>	<p>1 Supervisor 5 staff chaplains 4 CPE students</p>	<p>Staff, students and supervisor</p>	<p>24/7</p> <p>Night chaplain works T, W, Th, and Fri from 2100-0730</p> <p>Residents and staff cover M 2100-0730, Sat 1700-0830, and Sun 1700-0830</p> <p>Day shifts cover the rest of the times</p>	<p>3-4 times a month</p>	<p>½ day off following on call</p>	<p>Attend all Level I Traumas (Adult/Children), rounds to 6 ICU's and Burn Unit, follow up all day shift referrals, pre-surgical visits, family care conferences, end of life conferences, codes, sacraments, advance directives, consults with community clergy, death notifications/bereavement packets (quilts and prayer shawl) charting in pt record and office log, attend daily 0830 Spiritual Care Rounds w/Admin. reporting</p>

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<p>20. UNC Hospitals Chapel Hill, NC</p> <p>Wayne Robinson wrobinso@unch.unc.edu 919-966-4022</p>	<p>2 Supervisors and a contract 7 staff chaplains 5 CPE residents 15 CPE interns 2 volunteers</p>	<p>CPE students and paid on call</p>	<p>24 hours</p>	<p>Interns: 7 Residents: 35</p>	<p>Off next weekday at 12:00 Off Friday if on a weekend day</p>	<p>Routine rounds & pastoral visits, codes, traumas, assess pastoral needs in all deaths, meals</p>
<p>21. Advocate Christ Medical Center Oak Lawn, IL</p> <p>Phyllis Toback phyllis.toback@advocatehealth.com 708-684-5171</p>	<p>17 staff, including 2 Supervisors, 1 SES, 1 Candidate</p> <p>2 staff chaplains M-F 4p-12:30a</p> <p>1 staff chaplain Mon-Sun 12a - 8:30a (with one night/week double covered.)</p> <p>4 paid, 1 unpaid residents</p> <p>6 Summer interns</p> <p>5-7 Extended interns</p>	<p>Two on call pagers: one for house, one for ER.</p> <p>Students pick up 8½-hour weekend shifts (occasional midnight shift as necessary)</p> <p>Volunteers cover Eucharistic ministry and office assistance</p>	<p>Staff chaplain covers ER pager M-F 8a-4p</p> <p>Students Sat 8a -4:30p Sat 4p-12:30a Sun 8a-4:30p Sun 4p-12:30a</p> <p>Each resident also is expected to have one half-day shift each week (8a-12p and 12p-4p); staff covers rest.</p> <p>Students not expected to be called out of group or to take a shift that will cause them to miss group</p>	<p>Residents: 4 paid residents on call three shifts in 4 weekends, 36 shifts max.; 1 unpaid resident on call two shifts in 4 weekends.</p> <p>Summer program: usually 6 students, three shifts in 4 weekends</p> <p>Extended: 5-7 students Sep-May (30 wks total) 15 weekend on calls.</p> <p>Students discouraged from doing 2 shifts in one week end, and no one does two shifts back to back</p>	<p>Stipended residents get 4 hours comp time for each 8 hours on call</p> <p>People working 4p-12a Sun can come in Mon at 10a instead of 8:20a</p> <p>Students get \$5 meal ticket for each week end shift worked</p> <p>Residents get approx. 232 hours PTO for 12-month residency.</p>	<p>Respond to traumas, code, rapid response, requests by pt or family for something when nurses aren't fast enough for their needs, death, sacramental requests, advance directives, charting (done electronically by all chaplains)</p> <p>Transportation and meals generally handled by social service</p>

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22. Loyola University Medical Center Maywood, IL Jerry Kaelin jkaelin@lumc.edu 708-216-3585	1 Supervisor 1 Emeritus 11 full-time, 8 part-time, 4 yearlong residents, 6 summer interns	Employed staff, including residents. Interns never alone in hospital.	Evening shift 12:30-9pm; overnight shift 9pm-7am. Staff chaplains work Sun-Thurs overnights; residents cover Fri & Sat overnights	Students have one evening shift per week; two weekend overnights per month.	No time back; on call is part of student 40-42 hr workweek and they come in later in the day for it. Day on call covered by staff & students	Routine rounds & visits, computer-generated & other referrals, meals, medical staff calls, codes, traumas, arrests, deaths, etc.
23. Baystate Medical Center Springfield, MA Ute Schmidt Ute.Schmidt@bhs.org 413-794-0236	1 Supervisor 4 Staff chaplains 7 CPE students 3 Volunteers	Full-time staff chaplains, CPE students, per diem on call (community clergy)	Weeknights: 4p-8:30a Weekends: 8:30a-8:30a (24 hours)	Staff: 3/month Residents: 4/month Interns: 2-3/month Per diem: rest	Manager discretion: staff negotiate comp time, residents get 4 hours off the Friday after a 24 hour shift; interns get no comp time.	Routine rounds & pastoral visits, codes and traumas.
24. University of TN Medical Center Knoxville, TN Sheryl Wurl swurl@utmck.edu 865-305-9707	1 Supervisor 4 FTE staff 4 residents 3-5 interns	Primarily students; staff & supervisor 1x monthly	4:30p-8:00a M-F; 8:00a-8:00a Sat & Sun 8:00a-4:30p M-F held by students & staff. Week-end coverage provided by students	1-2 x weekly for students, 1x monthly for staff (staff take Tuesday night on call; supervisor usually takes a Friday night)	Come in 4:30p M-F for evening on call and leave next morning; Sat on call has Friday off; Sun has Mon off Resident seminars all day Wednesday; extended on Tuesday	Routine rounds & pastoral visits, codes, traumas, clothing, meals, meds, transportation, computer-generated referrals

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<p>25. Sentara Hospitals (3 hospitals) Norfolk, VA</p> <p>Russell Davis rhodavis@sentara.com 757-388-2850</p> <p>Note: This on-call system covers three hospitals, so it's not simple!</p>	<p>1 Department Manager</p> <p>1 CPE Supervisor</p> <p>6 staff chaplains</p> <p>6 per diem associate chaplains</p> <p>6 CPE students</p>	<p>Level 1 Trauma Center (ED) has 7-day in-house coverage from 0800-midnight: during the day, a resident and staff member share coverage; from 1445-midnight coverage provided either by staff chaplain or CPE resident with a 3-month evening ED rotation.</p> <p>From midnight-0800, per diem Associate Chaplains (ACs) respond to calls from home and must be able to arrive with 30 mins. In addition, the ACs provide 4 hours of in-house coverage on Saturdays and Sundays.</p> <p>Staff Chaplains are on-call one week per month for clinical</p>	<p>CPE students provide one night per week of in-house (Sentara Norfolk General Hospital) coverage from 1700-2100 during which they do pre-surgery visits and respond to pages for codes and crises.</p> <p>After rounds are completed at 2100, they are the second-call (from home) for all three hospitals and back up for the AC from 2100-0800.</p> <p>One weekend per month, CPE students are back-up on-call to the AC for the entire weekend. In rare instances (once or twice a year), the CPE student may become first-call chaplain in the</p>	<p>CPE students are on-call about once per week during the evening and one weekend per month</p>	<p>ACs are paid for call, no time back; CPE students may get time back if their call was long or difficult.</p> <p>CPE students ordinarily work 12 hours (0800-2100) on the day they do weekday after-hours rounds. They receive "comp time" for this additional 4 hours of duty time in the form of being able to do CPE homework at work during the week.</p> <p>Policy states that CPE students will not work more than 60 hours a week; 40 hours per week is typical.</p>	<p>CPE students do routine rounds & pastoral visits during after-hours rounds, as well as respond to non-code crisis requests. They also follow up on referrals from day-shift chaplains and may, on occasion respond to computer-generated referrals.</p> <p>Associate Chaplains do routine rounds & pastoral visits on weekend but not during the evenings. They respond to codes and traumas whenever requested.</p> <p>In general, chaplains are not responsible for clothing, meals, prescriptions, or transportation.</p>

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		ethics, CISM, and administrative backup to the ACs and CPE students on-call. Designated staff chaplains also provide 24/7 call coverage for organ donation protocol.	event of AC illness or emergency. The second-call chaplain is seldom utilized for evenings or weekends, as the AC is usually able to manage workloads.			