The Scottish Patient Reported Outcome Measure (PROM). Patients are asked the questions below. “During my visit with the chaplain” asks people how they felt during conversations with the chaplain. “Over the last two weeks” are the five main PROM items.

These simple but psychometrically robust statements have helped chaplains around the world explain what they do, helping patients and managers to understand the power of person centred care.

**The Chaplain's Perspective**

The PROM has meant a commitment to ...

**Observations from GPs who refer to chaplains in primary care:**

- Patients are asked the questions below. 'During my visit with the chaplain'
- Over the last two weeks I have felt
- I was able to talk about what was on my mind
- In control of my life
- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
- My faith/beliefs were valued
- My situation was understood
- During my meeting with the chaplain I was able to talk about what

**Faith and belief in Scotland:**

- 54% Christian
- 37% Not religious
- 9% Other

**Gathering data from people's experience to improve:**

- I was listened to
- My faith/beliefs were valued
- I was able to talk about what was on my mind
- My situation was understood
- Over the last two weeks I have felt

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
- In control of my life
- A sense of peace

**Achieving Personal Outcomes:**

- Building confidence in the value of what we do
- Gaining new insights into the patient experience
- Affirming of specialist spiritual care role
- Growing excitement about the future of spiritual care
- Discovering an international aspect to chaplaincy

**The generalisability of this finding has been established in a large international study.**

**Staying focussed in patient encounters**

- Staying focussed in patient encounters
- Being patient-centred
- Seeking to enable resilience and wellbeing

**Establishing a research based profession**

- Becoming research literate
- Reflecting on the heart of chaplaincy
- Exploring the language of spiritual care

**Listening to the patient voice**

- Adding to the evidence base for spiritual care
- Fostering good outcomes –
  - Honesty
  - A sense of peace
  - Lessened anxiety
  - A sense of control
  - A better perspective

**Gaining new insights into the patient experience**

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
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- A sense of peace

**Building confidence in the value of what we do**

- Building confidence in the value of what we do
- Gaining new insights into the patient experience
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**Reflecting on the heart of chaplaincy**

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
- In control of my life
- A sense of peace

**Adding to the evidence base for spiritual care**

- I was listened to
- My faith/beliefs were valued
- I was able to talk about what was on my mind
- My situation was understood
- Over the last two weeks I have felt

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
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**Engaging in reflective practice**

- I was listened to
- My faith/beliefs were valued
- I was able to talk about what was on my mind
- My situation was understood
- Over the last two weeks I have felt

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
- In control of my life
- A sense of peace

**Exploring the language of spiritual care**

- I was listened to
- My faith/beliefs were valued
- I was able to talk about what was on my mind
- My situation was understood
- Over the last two weeks I have felt

- I could be honest with myself about how I was really feeling
- I had a positive outlook on my situation
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**The Chaplain's Perspective**

- I was able to talk about what was on my mind
- is even more important to chaplain patients than
- being listened to or being understood.

**Unexpected finding**

- From an early Scottish study: **ENABLING PATIENTS TO TALK ABOUT WHAT IS ON THEIR MIND IS THE MOST IMPORTANT ELEMENT OF CHAPLAINCY**.

- As scores on this item change, so do the scores on the PROM. The generalisability of this finding has been established in a large international study.

**The Chaplain's Perspective**

- The PROM has meant a commitment to ...

**Establishing a research based profession**

- Becoming research literate
- Reflecting on the heart of chaplaincy
- Exploring the language of spiritual care
- Engaging in reflective practice
- Adding to the evidence base for spiritual care

**Listening to the patient voice**

- Staying focussed in patient encounters
- Being patient-centred
- Seeking to enable resilience and wellbeing
- Gathering data from people's experience to improve care
- Fostering good outcomes –
  - Honesty
  - A sense of peace
  - Lessened anxiety
  - A sense of control
  - A better perspective

**Achieving Personal Outcomes**

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**Obtaining structured prospective data to explore this further.**

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**Translated into Dutch, Flemish and Slovenian. Discussions with Germany, Finland & Portugal. Began in Scotland, now used around the world.**

**Valid, reliable PROM**

- PROM tested and found psychometrically sound.
- It measures the outcome of spiritual care as delivered by chaplains.

**PROM goes international**

- PROM is the only patient reported outcome measure of spiritual care delivered by chaplains.

**Clear need for measure**

- No objective measure of impact of chaplaincy.
- PROM commissioned by NHS Education Scotland.

**I was able to talk about what was on my mind**