

DECLARATION

and Invitation to the OPEN INNOVATION NETWORK

”Innovation Center Spiritual Care in Organisations“



*"We also talk to
patients in person.
We have a different
approach to healing."*

*Chief Physician Dr. J. F. Macher,
Medical Director and General Manager,
Diakonissen Hospital Linz*

About us

The **"Innovation Center Spiritual Care in Organisations" (ISCO)** will be formally launched by **Diakoniewerk** (based in Gallneukirchen, Austria) on July 2, 2020 in a **partnership network** with **University of Basel** (Cooperation Agreement of November 4, 2019) and **Diakonissen Hospital Linz**. The new **ISCO network** expressly invites further cooperation partners.

ISCO is designed to facilitate the internal and external transfer of expertise and theory into practice in the implementation of the newly developed cultural development approach "Spiritual Care in Organizations" (SCO) - as a center of excellence, open innovation network, practice platform, development hub and topic owner of SCO with the common development perspective of "inspiring, spiritually mindful, lively and innovative (care) organizations."

Diakoniewerk, the responsible body of ISCO, is Austria's largest diaconal social enterprise. It is characterized by a high standard of innovation and quality. With the unique treasure of its identity and tradition, Diakoniewerk enters a new cultural and spiritual era which is characterized by (cultural and religious) diversity in every respect, by new holistic expectations of employees and clients as well as by innovative demands on organizations with regard to culture and development.

The University of Basel, i.e. the Faculty of Medicine of the University of Basel, which has been affiliated with Diakoniewerk under a contractual partnership since 2019, runs a Master's program in Spiritual Care. With its potential for innovation, the notion of Spiritual Care makes an important contribution to the overall approach of the university's innovation projects.

Spiritual Care is taught and researched at the academic level.

Diakonissen Hospital Linz (part of the Diakoniewerk group of companies) is another initial cooperation partner of the ISCO network. It has become a well-known textbook example of the new cultural development approach "Spiritual Care in Organizations" (SCO). In this text-book example, various potentials for innovation are combined to form a perfect harmony:

- Realigning and boosting the identity and trusted brand in an innovative way, taking into account the tradition of the Diakonissen;
- Regaining a common spiritual dimension and community of meaning "for and with everyone" in the organization, openly and

dialogically building on the special spiritual potentials of identity and tradition;

- Authentic, spiritually self-reflected and focused, meaning-oriented leadership;
- A holistic person-oriented approach to client care, selfcare and comprehensive community care in processes, structures, the understanding of the profession and across professions;
- An effective planned cultural change in the context of innovative organizational development as a contribution to high quality standards and also as a booster for economic success (including the significance of enthusiasm in patient, physician and employee loyalty).

What unites us

Diakoniewerk and its network partners share a common understanding with ISCO:

We are experiencing a socio-cultural and spiritual change in society that is increasingly reaching organizations and companies.

The expectation that one's own work will not only serve a function, but also make a meaningful personal contribution expressing genuine solidarity, is becoming a future trend in business and society. Today, employees, and increasingly also clients, expect an inspiring personal intersection of their own convictions and experiences with the spirit and commitment of their companies. Health and social organizations, which are suffering from an increasing functionalization and intensification of work, are now expected to convincingly and meaningfully renew the experienced everyday care in the form of a new "Spirit of Care".

We are united by the awareness that a shared spirit, a common dimension of spirituality and meaning of organizations, regardless of whether they are religious or secular, represents a unique, culture-changing potential and real added value.

We recognize "Spiritual Care in Organizations" (SCO) as a potential key factor and missing link for the dimension of meaning, relationship and commitment in "modern" professions and organizations, especially considering the more difficult conditions in care professions. We are impressed by the great potential for change through "open" spirituality – as a defining dimension of organizational culture, as a common meeting place for all, regardless of hierarchy and function, with a shared identity.

"To lift care above function": We are impressed by how powerfully SCO contributes personally and collectively to innovative breakthroughs leading to a new organizational vitality:

to new self-fulfillment in role and function, to new spirit and new connections to clients, the community and the organization, and to a new level of credibility and appeal of the organization as a whole. Together, we consider SCO a valuable contribution to an innovative and mindful reorientation of organizations based on cooperation as well as sustained market success.

“Spiritual Care gives you the opportunity to step back and take the time to reflect on yourself and the question of where we find the strength to face all these challenges.”

*Elke Hofstadler
Graduate social worker for the elderly,
Haus Elisabeth, Diakoniewerk*

What we want

Supported by ISCO, additional innovative exemplary experiences will be developed and reflected upon in other areas of care and support, initially at Diakoniewerk. For an exchange of experience and for a further systematic promotion and broadening of the new approach, we invite external experts and organizations (learning communities) to participate in national and international networking and cooperation.

“Time for our spirit!” On an experience-oriented, multi-perspective cultural learning, discovery and development path, ISCO shapes and broadens the innovative potential of “Spiritual Care in Organizations” based on the following initial “ISCO modules”:

Initial ISCO modules

- *We rediscover* what is special and essential, the internal energy potentials and fundamental spiritual attitudes of the organization's identity ("primary spirit"; at Diakoniewerk especially the background of its unique Diakonissen tradition), "translated" for and with everyone covering the entire spectrum of today's religious and secular spirituality and cultural diversity.
- *We see* employees and clients as persons and holistic partners with a unique spiritual and meaningful individuality (and with the need and skills to create meaning, resilience, stability, hope, enthusiasm and happiness), and we address them accordingly in an innovative way, providing adequate processes and proposals, organization and leadership.
- *We systematically invite* participants to discover and shape the personal intersection between your own conviction, spirituality and motivation and our interaction and the spirit and commitment of the company – and thus strengthen the common spirit on all levels in a co-creative and also critical way.
- *We "look after"* our clients/customers, ourselves and each other ("triple care"), holistically and comprehensively, make it possible to experience a "different spirit" of personal orientation, spiritual awareness and empathy for life situations when shaping relationships, processes, concepts and proposals, and thus distinguish ourselves in the market in an authentic, sustainable and qualitative way.
- *We understand* joint leadership as providing orientation that is guided by and gives meaning, inspires, transforms and lends support, we promote self-management, mindfulness and standing by one's convictions as a leadership attitude and share enthusiasm, visions and convictions as well as vital issues, risks and fears in the leadership role.
- *We recognize* purpose, shared spirit and identification as key potential and as a new joint corporate task at all levels [and not/ no longer solely as an individual matter for each employee and client] and as a driving force and place for personal encounters regardless of hierarchy and function.
- *We see* our organization not solely as a functional workspace, but also as an "organization with heart and soul," and we shape a shared sense of purpose and spirituality at the workplace in a supporting community-based culture as a sustainable prerequisite, source of power and element of innovation of professional "care" for and with others.

- *We focus* on holistic self-care and a supportive community as the cultural basis for sustainable professional care relationships, and develop new spaces for inspiration, recreation and resonance “for and with everyone” as well as offers of support for the personal creation of meaning, sources of strength, mental health and the collective shaping of the spirit in one’s own field of work (rituals, offers, celebrations).
- *We value* things that are unavailable and highly personal in the dimension of spirituality, remain open, present in mind, authentic and dialogically appreciative in spiritual plurality, and protect spirit and spirituality against economic functionalization and personal and institutional manipulation.
- *We invite* participants to discover “Spiritual Care in Organizations” together with us and continue to develop SCO in a systematic and sustainable way, as a structured culture, competence and support system in the organization – and as a contribution to shaping inspiring, spiritually mindful and lively organizations in the social and health care sector and in the future in society and economy.

Evangelisches Diakoniewerk Gallneukirchen

Responsible body and network partner of ISCO

Gallneukirchen, July 2, 2020

University of Basel, Faculty of Medicine

Initial network partner of ISCO

Basel, July 2, 2020

Klinik Diakonissen Linz GmbH

Initial network partner of ISCO

Linz, July 2, 2020



ISCO
Innovation Center Spiritual Care in Organisations

Martin-Boos-Straße 4
A - 4210 Gallneukirchen
Tel. +43 7235 65505 0
Email: isco@diakoniewerk.at

www.isco.info