

Pastoral Care News & Highlights, 2009

Department of Pastoral Care, UPHS

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Pastoral Care Coverage, 24/7 — The Department's chaplains--staff, students, and volunteers--provide on-site coverage at HUP 24-hours-a-day, 7-days-a-week and respond to 100% of the approximately 2,500 trauma calls per year, as well as to calls throughout the hospital. Pastoral Contacts with patients and families are currently being reported at a rate of over 39,000 per year. Adjunct chaplains, many of whom are graduates of our CPE program, generously provide volunteer overnight duty shifts.

Grants Support Pastoral Care —

- Over the last several years, the Department of Pastoral Care has received more than \$500,000 in grants from many sources for scholarships, research, equipment, patient care staffing, and special projects.
- Currently, the E. Rhoads and Leona B. Carpenter Foundation has extended their support for another 3-year scholarship for our fourth Carpenter Fellowship, to extend through 2012. Our ACPE Supervisory Education Fellow pursues credentials as a chaplain educator (ACPE Supervisor) through the UPHS ACPE Center. Chaplain Samuel Bryan will complete his 3-year Fellowship in August 2009, and Chaplain Christopher Brown has been awarded the Fellowship beginning in September 2009.
- The Eastern Region of the Association for Clinical Pastoral Education awarded an \$8,000 grant in April 2008 to our Department for the development of a curriculum to help our CPE Center address the epidemic of Post Traumatic Stress Disorder (PTSD) affecting a high percentage of veterans returning from the wars in Iraq and Afghanistan. Dina Greenberg, a free-lance author who is a member of our CPE Advisory Committee and who has written extensively about pastoral care, will develop the curriculum as part of her ongoing exploration and commitment regarding this crisis. The material will be presented in a workshop in the Fall, 2009, Eastern/Northeastern ACPE Regional meeting, and will then be made available to other CPE programs.

Over 231,600 Student Hours of CPE — In our last re-accreditation self-study, it was calculated that 237 students had completed 579 units of CPE between 1992 and 2002. With each unit of CPE consisting of a minimum of 400 student hours, that totals over 231,600 student hours through this Center. Among program participants, 89 were local community residents, 95 were seminarians, and 25 were ordained clergy, with another 10 who were consecrated to religious orders. Our ACPE programming includes over 35 four-hundred-hour students per year at Level I, Level II, and Supervisory Level. We offer full-time Summer Internships and full-time nine-month Residencies at HUP, and part-time Externships at HUP and Pennsylvania Hospital.

Chaplain Randy Shoun Joins the Department as Pastoral Educator — ACPE Supervisor Randy Shoun, who has served for the last nine years as the Assistant Director of Pastoral Care Services and Coordinator of Clinical Pastoral Education at the Moses Cone Health System in Greensboro, NC, joined the Department as of May 28, 2008. He now directs our CPE programming and has assumed other leadership roles in the Department along with the Director, Ralph Ciampa. Chaplain Shoun was chosen by our Selection Committee after a national search that attracted a number of strong candidates. [See “A Year in Reflection,” on p. 5 of this issue of the *News*.]

Extern Program — The CPE Extern program this year included 10 students at Pennsylvania Hospital and 5 students at HUP. The HUP group was joined by a student whose primary clinical placement was through Christ of Calvary Church in that church’s mentoring program at Sayre High School. A previous unit of CPE had been offered at Sayre, which is also the site of a Penn sponsored Health Clinic which was named this year in honor of its primary founder, Bernett L. Johnson, MD, who died in April 2009. Bernie had been a longtime member of our CPE Advisory Committee. Our Extern programs allows for a unit of CPE to be covered over an extended period, in order to accommodate students who have full-time jobs. This program is a function of the Department’s commitment to reach out to the local community, and its success is due largely to the great interest in chaplaincy by local clergy and lay persons.

Shared Supervisory Education Program — The Eastern Pennsylvania Institute for Clinical Supervision (EPICS) was launched by our UPHS Center along with several other area CPE Centers in 2001. This academic year, 11 Supervisory Education students (2 receiving ACPE Supervisory credit from UPHS) met bi-weekly at the Lutheran Theological Seminary at Philadelphia to pursue an intense curriculum on Supervisory Education, with participation by 9 ACPE Supervisors. Sr. Ramona Cecille **Daily**, who participated in Supervisory Education for 3 years in our Carpenter Foundation Supervisory Education scholarship program, was certified as an Associate Supervisor in February 2006, and has since supervised at St. Mary Hospital, and will now be developing CPE for Liberty Lutheran Services in Philadelphia, where she will be offering a summer 2009 unit as a UPHS CPE Satellite [--see the *News* section immediately below]. Rhoda **Toperzer**, who completed her CPE Supervisory credentials in the same program was certified as an Associate Supervisor by the national ACPE Certification Commission at its meeting in San Francisco on May 2, 2007. She is now the CPE Chaplain Supervisor at Diakon Lutheran Social Ministries, an agency serving the eastern third of Pennsylvania (excluding Philadelphia), Maryland and Delaware. Rabbi Rochelle **Robins**, who had formerly been a chaplain resident, staff chaplain, and Supervisory Resident in our program, was also certified as an Associate Supervisor at that same national meeting. Rabbi Robins had since transferred to a program in the Dan Diego, CA area. Samuel **Bryan**, who joined our Department as a Supervisory Fellow in September 2006, was affirmed by the Eastern Regional ACPE Certification Committee as a Supervisory Candidate in March 2007 and continues his progress toward being reviewed by the national ACPE Certification Committee. He was the primary Supervisor for the HUP Summer ACPE program this year, and concluded his fellowship in August 2009.

Liberty Lutheran Services Becomes a Satellite of the UPHS ACPE Center — Liberty Lutheran Services is now a Satellite ACPE Center of UPHS, meaning that LLS will be able to offer ACPE chaplaincy training. LLS will be accredited under UPHS’s accreditation to offer Level I and Level II CPE. The Satellite arrangement will allow LLS to conduct programs of ACPE while they are working toward their own accreditation. The Supervisor for LLS’s program is Sr. Romona Cecille Daily, a graduate of UPHS’s Supervisory Education program. LLS began its first group of students in June 2009.

Chaplain Dan DeArment Honored by National ACPE — The Rev. Dan DeArment, Emeritus CPE Supervisor, who was the Pastoral Care Director at the Presbyterian Medical Center (now the *Penn* Presbyterian Medical Center) until his retirement in 1992, received the national ACPE Distinguished Service Award at the annual meeting in Richmond, VA, on October 23, 2008. Presbyterian was the flagship of CPE in the Philadelphia area for many years, and under Chaplain DeArment’s creative leadership many area ACPE Centers were launched through that program, including those at HUP, Jefferson, Hahneman, and Lehigh Valley. Dan died on June 10, 2009, and is survived by his wife Anne, son Andy, and daughter Mary. He is remembered as a man of most distinguished service and as someone who touched and changed many lives.

UPHS ACPE Clinical Members Serve Regional and National Roles — Our Center is proud to have two ACPE Clinical Members serving in leadership roles in the national organization: Penn Presbyterian Medical Center Chaplain John Ehman heads the national ACPE Research Network (www.ACPEresearch.net), and Wissahickon Hospice Administrative Chaplain David Stickley, who has previously been the Clinical Member Representative to the Eastern Region of the ACPE, is now the Chair of the Regional Budget and Investment Committee. David is also the co-chair of our CPE Advisory Committee.

45 Pastoral Care Department Volunteers — In the winter of 2009 Pastoral Care Volunteer Coordinator Denise Statham, trained and oriented a class of twelve new Volunteer Pastoral Visitors. We now have over 20 volunteers in that role, several of whom are HUP employees, and some of whom have been with us for over 10 years. Some are serving to keep the “Care Notes” stocked throughout the hospital, which were given to the Department by a grant from the Board of Women Visitors, others are serving at Penn Center for Rehabilitation and Care in addition to providing services here at HUP. We appreciate the partnership with Volunteer Services, which includes the work of our Volunteer Pastoral Visitors, denominational clergy and visitors, Hillel visitors, and chaplain students in several categories. We and our staff and patients are blessed by their faithful presence. Twenty denominational volunteers round out a total volunteer corps of over 45 serving the Department’s mission. Volunteer Pastoral Visitor Linda Joy Goldner was recently interviewed on an Internet radio program and talked about the “enormous intellectual satisfaction, emotional satisfaction, and spiritual satisfaction” that she has found in her volunteer work.

Two New Chaplains Serve Penn Medicine at Rittenhouse — Penn Medicine at Rittenhouse (on the site of the former Graduate Hospital at 18th and Lombard Streets in Philadelphia) hired Chaplain Arlene Grace (HUP ACPE resident, 2003-2004) in September 2008, to serve Physical Rehabilitation Units and Long Term Acute Care Units offered by Good Shepherd Penn Partners. In November 2008, she was joined by Chaplain David Wenker, who serves the inpatient Hospice Unit offered by UPHS’s Wissahickon Hospice.

Community Clergy Education — For the 16th year, this June, about 40 members of the Church of God in Christ were led through a curriculum on hospital ministry as part of their ordination process. The program was begun under Chaplain Emeritus Edward Smith and continues under the leadership of Adjunct Chaplain Madeline Dawson and Chaplain David Henfield.

Clergy and Congregation Luncheon Series — Pastoral Care partnered with several co-sponsors for a five-part Spring Clergy and Congregation Luncheon Series in 2009. **First**, on March 16th, Gift of Life (Organ Procurement Agency) shared in a program reviewing the critical importance of organ donation and the process of requesting and fulfilling donations at HUP. The Rev. Dr. Alyn E. Waller, pastor of Enon Tabernacle Baptist church, spoke passionately of the insights gained through the experience of families in his congregation. For the **second** event, on April 21st, the HUP Nursing Circle of Women co-sponsored a program on Intimate Partner Abuse, drawing on the expertise of our HUP Emergency Department nurses. The **third** and **fourth** events were supported by the Penn Center of Spirituality and the Mind, with a Templeton Lectureship Grant. On May 14th, Dr. Alice Graham, Chair of the Department of Pastoral Theology at Hood Seminary, Salisbury, North Carolina, presented two sessions on Cultural Issues in the Delivery of Health Care, and on Bridging Cultural Issues in Congregational Ministry. On May 21st, Harold Koenig, MD, from Duke University, spoke on Religion, Spirituality, and Health in Older Adults at our 12th Annual Spirituality Research Symposium [--noted separately on p. 4 of this issue of the *News*], with the Penn Geriatric Education Center joining in as a co-sponsor. Our **fifth** event was on May 29th: the Circle of Women offered a training session on Cardiovascular Resuscitation.

Interest Group on Spirituality, Religion and Health — The Department, in association with the Institute on Aging, sponsors the monthly Interest Group on Spirituality, Religion and Health at Penn, with participants coming from across the hospital, the university, and the community. A number of our sessions are also co-sponsored with Penn’s Center for Spirituality and the Mind. Among recent presenters and topics: Christina M. **Puchalski**, MD, Director of the George Washington Institute for Spirituality and Health (Washington, DC), and Associate Professor at the George Washington University School of Medicine and Health Sciences, on “Facing the End of Life as a Hospital Patient: Spiritual Care Needs and Opportunities”; David J. **Hufford**, PhD,

University Professor Emeritus at Penn State and the 2007-2008 Templeton Research Fellow with the University of Pennsylvania's Mind, Religion, and Ethics in Dialogue lecture series, on "Differentiating Visionary Spiritual Experiences from Psychotic Hallucinations"; Solomon **Katz**, PhD, Director of Penn's Krogman Center for Childhood Growth and Development, and Trustee with the Parliament of the World's Religions, on "The Parliament of the World's Religions"; Rabbi Dayle A. **Friedman**, Director of Hiddur: The Center for Aging and Judaism at the Reconstructionist Rabbinical College, on "Aging, Dementia, and Well-Being"; Lisa M. **Lewis**, PhD, RN, Assistant Professor at Penn's School of Nursing and with the Center for Health Disparities Research, on "Spirituality and Medication Adherence in Older African American Women Diagnosed with Hypertension: A Process of Partnering with God"; Sarah M. **Whitman**, MD, Clinical Assistant Professor in the Department of Psychiatry at the Drexel University College of Medicine, on "How Hinduism Views Pain and Suffering"; Jack **Truten**, PhD, Director of Professionalism Education at Penn's School of Medicine, on "Professionalism and the Privilege of Practice"; Howard S. **Baker**, MD, Clinical Associate Professor of Psychiatry at Penn's School of Medicine, and Scott **Jones**, MDiv, on "Thoughts on Psychoanalysis and Relationship to the Transcendent"; Linda **O'Brien**, RN, MA, founder and former President of ElderCare Ethics Associates, chaplain for Holisticare Hospice, and adjunct chaplain at HUP, on "Victims of Violence and Those Who Care"; Andrew **Newberg**, MD, Associate Professor of Radiology and Psychiatry at Penn, and Director of the Center for Spirituality and the Mind, and Matthew **Anastasi**, BA, Chief Technologist at Penn's Clinical Research Center for Sleep, and Research Assistant at the Center for Spirituality and the Mind, on "The Rite Stuff: Rosary at the Intersection of Religion and Health"; and Chaplain Randy **Shoun**, Coordinator of Clinical Pastoral Education, UPHS, on "Providing Pastoral Care Services to a Hospital through the CPE Model: A Dialogue on Education and Practice." The group meets on the first Wednesday of each month, from 10:00 to 11:30 AM, usually in the Hirst Auditorium on Dulles 1.

12th Annual Spirituality & Health Research Symposium — Our 12th annual Spirituality Research Symposium, on the theme of *Spiritual and Religious Dimensions of Aging: Insights from Research*, was held on May 21, 2009, at the University of Pennsylvania's Clair M. Fagin Hall auditorium. The event was moderated by Rabbi Dayle A. **Friedman**, Director of Hiddur: The Center for Aging and Judaism at the Reconstructionist Rabbinical College (Wyncote, PA). Harold G. **Koenig**, MD, MHSc, founding Co-Director of the Center for Spirituality, Theology, and Health at Duke University Medical Center, gave the keynote address: "Religion, Spirituality, and Health in Older Adults" and responded to a case of a hospice patient presented by Joe Straton, MD, MSCE, Medical Director of Penn's Wissahickon Hospice. Andrew B. **Newberg**, MD, Director of the Center for Spirituality and the Mind at the University of Pennsylvania spoke on "The Aging Brain and Spiritual Capacity," and an interdisciplinary panel considered "The Values and Vision of Our Aging Society," with Mary Ann **Forcica**, MD; Betsy **Alexander**, RN; Claudia **Parvanta**, PhD; and Chaplain Ralph **Ciampa** joining Rabbi Friedman, Dr. Koenig, Dr. Straton, and Dr. Newberg. The event was co-sponsored with the Penn Center for Spirituality and the Mind (with a Templeton Research Lectureship Grant) and the Penn Geriatric Education Center.

Research into the Impact of Illness on Spirituality — Following up a study that looked at the impact of integrating chaplain services more fully into the life of an inpatient oncology unit, led by Tom Findley, MD, and Barbara Ott, RN, PhD, and funded through a private donation, the Department has undertaken research into the impact of illness and treatment on dimensions of spirituality for oncology patients. The IRB-approved study, developed in conjunction with the Pastoral Care Research Committee, recorded 14 interviews for qualitative analysis and is now being written up for publication. This pilot project holds promise for larger, grant-funded research in the future.

Department Study Now Cited Over 290 Times in the Health Care Literature — The Department's original study, "Do Patients Want Physicians to Inquire About Their Spiritual/Religious Beliefs If They Become Gravely Ill?" which was carried out by the Pastoral Care Research Committee and published in *The Archives of Internal Medicine* [159(15):1803-6], has to date been cited 292 times in the health care literature: in 219 articles and 73 books. Among the books: *Neurosurgical Intensive Care* (2008), *The Cambridge Textbook of Bioethics* (2008), *Integrative Medicine* (2007), *Quick Reference for Oncology Clinicians* (2006), *Brain Injury Medicine* (2006), *Chronic Obstructive Pulmonary Disease* (2006), *The Oxford Textbook of Palliative Medicine* (2005), *Manual of Psychiatric Care for the Medically Ill* (2005), *Palliative Care in Neurology* (2004), *Handbook of Pain Relief in Older Adults: An Evidence-Based Approach* (2004), *Current Medical Diagnosis and Treatment*

(2004), and [JCAHO's] *Hospital Patient Assessment: Meeting the Challenges* (2003). A replication at sites in Anderson NC, Memphis TN, and Philadelphia has been carried out by Barbara Ott, RN, PhD.

Gospelrama: "Be Encouraged!" — Gospelrama 2009, the culminating event for Black History Month, celebrated its 14th anniversary on Friday, February 27th, in the Medical Alumni Hall. Our Mistress of Ceremonies, Madeline Dawson, led the planning team, as she has for many years, with her sister Johnnie Dawson. Health System employees offered powerful and rousing vocal performances, poetry recitations, liturgical dance, and prayer. A wonderful menu was provided by Morrison's Catering and Potbelly's Restaurant. The event continues to reflect the richness of culture and heritage and to proclaim the favorite exhortation of Chaplain Emeritus Edward Smith: "Be encouraged!"

Bioethics Rounds — Our series on Bioethics & Health Care, offered in conjunction with the Center for Bioethics at Penn, completed its 13th year in May 2009, providing a forum to explore ethical issues currently affecting health care and research. Presenters included Jon **Merz**, MBA, JD, PhD, Associate Professor and Associate Chair for Faculty Affairs, Department of Medical Ethics, Associate Scholar, Center for Epidemiology and Biostatistics, and Senior Fellow, Center for Bioethics; Jonathan **Moreno**, PhD, David and Lyn Silfen University Professor, Professor of Medical Ethics, and Senior Fellow, Center for Bioethics; Autumn **Fiester**, PhD, Director of Graduate Studies, Department of Medical Ethics, and Senior Fellow, Center for Bioethics; Scott **Halpern**, MD, PhD, MBE, Instructor of Pulmonary and Critical Care Medicine, Instructor of Epidemiology, and Senior Fellow, Center for Bioethics; Pamela **Sankar**, PhD, Associate Professor, Department of Medical Ethics, and Senior Fellow, Center for Bioethics; Connie **Ulrich**, RN, PhD, Assistant Professor and Senior Fellow, Center for Bioethics; and Angelique **Reitsma**, MD, MA, Associate, Center for Bioethics

Department Website — The Pastoral Care Department website continues to expand as a treasure of information. The programs and activities of the Department and its history are available, along with extensive publications and links to related sites and resources. The site receives over 200 hits per day, with visitors coming from across the US (especially from California, Pennsylvania, Virginia, and the District of Columbia) and about 8% internationally (especially from Australia, Canada, the United Kingdom and Europe). Visitors typically access announcements of events and information about CPE, and they most often download the Annual Bibliographies on Spirituality & Health and our various religious/cultural diversity resources. We invite everyone to become familiar with this rich reflection of our Department and the pastoral care field at www.uphs.upenn.edu/pastoral.

A Year in Reflection, by Randy Shoun — A year ago today I arrived as the Coordinator for Clinical Pastoral Education. Moving from a Southern city with a population of 275,000 to a Northern city with a population of close to 1.5 million is a bit of an adjustment. Hoagies and cheesesteaks have replaced fresh barbeque and hushpuppies. I have become reacquainted with the fast pace of an academic medical center, and I am beginning to be able to say "youse guys" rather than "ya'll." (Actually I just made that last part up, I still say, "ya'll.") While there have been lots of changes and new learning opportunities for my family and me over the past year, some things have been reassuringly familiar.

Things such as hospitality and acceptance; kindness and compassion. It seems to me that in a world where we are inundated by news reports that can cause the most optimistic and courageous people to doubt and become suspicious, that the goodness of the human heart is alive and well. I know this because I have experience the strong character of the human spirit this past year. People I have met in the community, patients I have met in the hospital, all the staff of UPHS, my Department of Pastoral Care colleagues, my CPE advisory board, and certainly my CPE students have all been fountains of grace and conduits of love for someone traveling in a new land. As someone who has come from "down yonder," I have found wholesome cuisine and refreshing springs where I have been nourished. Thanks to each of you for making my year of transition as smooth as possible.

Ralph Thomas Taylor Award for Leadership of Inclusive Worship — The Ralph Thomas Taylor Award is presented for 2009 to Chaplain Resident Sherry Elliott, for her leadership of inclusive worship. The award was established in honor of our former CPE Resident, Adjunct Chaplain, and Staff Chaplain, who died

at HUP on November 27, 2006, after a lengthy illness. Chaplain Taylor is remembered as a warm friend, a gifted chaplain, and a brilliant and dedicated student of ministry and of life, who spoke of his HUP colleagues as family; and the award recognizes one of his many contributions: his extraordinary eloquence in leading worship in this interfaith setting. Chaplain Elliott brought her background in teaching and writing and in parish ministry to our interfaith noon prayer services in a very effective way.

Spirit of Caring Awards — The 2009 Spirit of Caring Awards are presented to Ms. Lenora Tilgham, Department of Environmental Services (Emergency Department), Ms. Annie Tisdale, Department of Environmental Services (Dulles 1), and Ms. Janis Rye Nelson, Adjunct Chaplain Volunteer. Ms. Tilgham, Ms. Tisdale, and Ms. Nelson join our previous Spirit of Caring Award honorees, who reflect the best of what we offer to our patients and to each other.

- 2008 - Ms. Sharon Widman, Department of Clinical Nutrition Support Services
- 2007 - Mr. Shariff Blackwell, Department of Environmental Services
and Imam Amin A. Aziz, Islamic Pastoral Care of the Delaware Valley
- 2006 - Mr. Roderick Williams, Jr., Patient Services Representative, Emergency Department
and Fr. George Strausser, Director of Hospital Ministries, St. Agatha - St. James Parish
- 2005 - Ms. Odessa Melton, HUP Cafeteria
- 2004 - Ms. Sharon Gaskell, Trauma Service Social Work
and Mr. Randall Claney, Adjunct Chaplain Volunteer
- 2003 - Mr. Holland L. Robinson, Rhoads 7 Nursing Assistant
and Ms. Johnnie L. Dawson, Adjunct Chaplain Volunteer
- 2002 - Ms. Cassandra Edwards, Patient Services Representative
and Rev. William B. Mercer Jr., Adjunct Chaplain Volunteer
- 2001 - Ms. Tina Harris, Program Secretary
- 2000 - Mr. Eric Hilton, Environmental Services
- 1999 - Ms. Sandra Stevenson, Nursing Secretary
- 1998 - Mr. Keith Duckett, Transport
- 1997 - Ms. Sharon Bailey, Nursing Secretary
- 1996 - Ms. Rosabelle Pinckney, Guest Services
- 1995 - Mr. Charles Johnson, Security

Congratulations, and thank you for all that you have contributed!

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