

Pastoral Care News & Highlights, 2013

Department of Pastoral Care, UPHS

www.uphs.upenn.edu/pastoral

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Administrative Changes — **Ralph Ciampa** retired on August 31, 2013, after 23 years as Department Director and CPE supervisor. A celebration of his tenure and accomplishments was held on August 14th, beginning with a service in the HUP Interfaith Chapel and continuing with a two-hour program in Houston Hall. Over 200 people attended to hear of the profound influence that Chaplain Ciampa has had on the hospital, on the community, and on pastoral education; and how he has personally affected so very many people's lives. He was honored with the title of Chaplain Emeritus for the Department.

Jim Browning became the new Department Director on September 1, 2013. Since 2010, he has been our Coordinator of CPE, having come to Penn after serving as Director of CPE at Bethany Village, a Continuing Care Retirement Community in the Harrisburg area. Earlier, he was Director of Pastoral Care at St. Jude's Children Research Hospital in Memphis. Chaplain Browning will continue work as a CPE supervisor while leading the Department administratively.

Chris Brown, an alumnus of the Department's residency and three-year supervisory education fellowship programs, has now taken Chaplain Browning's former position as Coordinator of CPE. During his fellowship, Chaplain Brown worked extensively to build upon the Department's legacy of community involvement, by developing CPE at the Enon Tabernacle Baptist Church. In his new position, he will oversee and coordinate all CPE residency, internship, externship, and community programming.

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 30,000 per year. Our committed adjunct chaplains are an important component of our night/weekend duty staffing.

Grants Support Pastoral Care —

- Over the last several years, the Department of Pastoral Care has received more than \$650,000 in grants from many sources for scholarships, research, equipment, patient care staffing, and special projects.
- The E. Rhoads and Leona B. Carpenter Foundation approved our fifth 3-year scholarship for our Carpenter ACPE Supervisory Education Fellowship. The Supervisory Fellow pursues credentials as a chaplain educator (ACPE Supervisor) through the UPHS ACPE Center. Betty White began her three-year Fellowship in September, 2012, and was granted ACPE Supervisory Candidate status by her Eastern Region ACPE Certification committee in March, 2013. She is now preparing to supervise our summer Intern CPE unit
- The Board of Women Visitors has approved a \$3,350 grant to the Department of Pastoral Care to provide supplies and equipment to assist patients, families, and staff in drawing on their religious and spiritual resources for coping with crises and stress and in seeking health and wholeness. The grant will provide

attractive new Menorahs for Hanukkah, a screen for the Muslim prayer space in the Interfaith chapel, and large-print Bibles. We are grateful to the Board for their generous support over the years.

- A friend of the department has initiated an annual gift to establish a “Spiritual Care Without Borders Fund” to assist in the mission of making spiritual care available to all persons at all times at HUP. Contributions to the fund are welcomed, and anyone wishing to contribute may contact Chaplain Ralph Ciampa (215-662-2591) or Michael Krystopolski (Penn Medicine Development and Alumni Relations, 215-898-1430).

Over 147,200 Student Hours of CPE — Since our last accreditation survey in 2003, our students have completed 370 units of CPE offered at HUP and Pennsylvania Hospital. Each unit consists of 400 student hours, with the cumulative total exceeding 147,200 hours for our Accredited ACPE Center. Approximately 109,900 of those hours (three quarters of the students' time) were spent providing direct patient care. These students have been local community residents, seminarians, and lay and ordained clergy representing numerous faith traditions --from Christianity, Judaism, Islam, and Buddhism. We offer full-time Summer Internships and nine-month stipend Residencies at HUP, and part-time Externships at HUP and Pennsylvania Hospital. For the first time this past year, we offered two concurrent Extern programs at HUP, with 9 students. Our ACPE Center is accredited for Level I, Level II, and Supervisory Education. This year in cooperation with Wissahickon Hospice, we offered a sixth residency position, with clinical hours spent doing hospice visitation.

Enon Satellite CPE Program — In March 2013, Enon Tabernacle Baptist Church (2800 W. Cheltenham Avenue, Philadelphia) became the only ACPE satellite congregation-based program at a predominately African American Baptist church. Currently the program consists of six students who are ministers and members of the church. When Dr. Alyn E. Waller, Senior Pastor of Enon, spoke at an Organ Transplantation Donor program at HUP, ACPE Associate Supervisor Christopher Brown shared with him a vision to establish a CPE satellite program at a predominately African American church. Enon's Board of Trustees signed the contract for the satellite program in December, 2012, and plans were completed with HUP in January, 2013. With the concurrence Rev. Leroy Miles, Director of Pastoral Care at Enon, Chaplain Brown was invited to be the satellite's CPE Supervisor. The Enon program was granted approval by the ACPE Eastern Region Accreditation Commission, and on May 15, 2013, the ACPE National Commission granted full approval.

Ten Year Accreditation, Granted — In Oct 2013, our UPHS Center went through a ten-year Accreditation review process. In the midst of Hurricane Sandy, we welcomed the ACPE site-team as they reviewed our records and processes and consulted with us in the Pastoral Care Department. This was our third review. Our initial Accreditation took place in 1992, and then a renewal in 2002. As in the past, we are most appreciative to our Professional Consultation Committee (PCC) members and the Administration of UPHS who work with us to help maintain and run our CPE program at HUP and at Pennsylvania Hospital.

Extern Program — The CPE Extern program this year included 8 students at Pennsylvania Hospital and 9 students at HUP. Our Externships allow 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) celebrates its 12th year in 2013, having been launched by our UPHS Center along with several other area CPE Centers in 2001. This past academic year, 13 Supervisory Education students met bi-weekly at the Lutheran Theological Seminary at Philadelphia to pursue an intense curriculum on Supervisory Education, with participation by 12 ACPE Supervisors. Sr. Ramona Cecille **Daily**, who participated for three 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 then offered a creative new CPE program for Liberty Lutheran Services in Philadelphia in the Summer 2009 unit as a UPHS CPE Satellite before moving to St. Luke's Hospital CPE Center in Bethlehem, PA in the fall of 2009, where she served until taking medical leave in 2012. 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 has since transferred to a program in the San Diego, CA area. Cobus **Greyling**, another former Supervisory Resident with us, continued with EPICS and other local programs and received his full Supervisor's credentials at the 2013 annual meeting, and he is now on staff at Albert Einstein Medical Center. **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 being reviewed by the national ACPE Certification Committee in 2013. Chaplain Chris **Brown**, who was our Supervisory Education Fellow from 2009-2012, was granted Associate Supervisor credentials by the ACPE National Certification Commission in February, 2012, and took the position of Coordinator or CPE with our Department in September 2013. Betty **White** began our Supervisory Education Fellowship in September, 2013, after completing two residency years at Methodist Hospital in Brooklyn, NY. She was granted Candidacy status in March, 2013, by the Eastern Region Certification Committee and is preparing to supervise our summer program in 2013 as her next step toward her credentials.

Activities by Staff and Alumni/ae: Brief Notes — Oncology Chaplain Kava **Schafer**, who has been our oncology chaplain dedicated to building an integrated model of Pastoral Care on the Rhoads 6 & 7 units for several years, became the first full-time spiritual care provider on the new HUP Palliative Care team. Former Staff Chaplain Barbara **Emery** has provided innovative leadership in her new role as Chaplain of Paoli Hospital since 2010, and has recently been honored there as the Employee of the Year. Barbara was in our first extern program in 1989 and was a resident in 2005-06 before joining us as a staff chaplain in 2007. Reverend Caroline **Cupp**, who completed her CPE residency at HUP in 2009, is now the Director of Spiritual Services at Friends Hospital, where she has entered Supervisory Education in a satellite arrangement with Joe Legierri, a HUP Supervisory graduate, at Thomas Jefferson University Health System. Penn Presbyterian Medical Center Chaplain John **Ehman** continues to lead the national ACPE Research Network (www.ACPEresearch.net).

94 Pastoral Care Department Volunteers — In the Spring of 2013, we trained and oriented a class of 7 new Volunteer Pastoral Visitors, with Denise Statham as the coordinator of the program. We now have over 45 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 *Care Notes* stocked throughout the hospital (the booklets having been supplied to the Department through a grant from the Board of Women Visitors), while others are serving on patient care units at HUP in addition to providing services to the Penn Center for Rehabilitation and Care. We also appreciate the partnership with Saint Agatha-Saint James Church and the Lay Eucharistic ministers they provide to serve our Roman Catholic patients. Area churches make available denominational clergy that come to serve special religious requests for their own parishioners and others in need of religious rituals and sacraments under our direction and supervision. Current chaplain students and alumni from the program in several categories continue to serve on a regular and as-needed basis. An additional 30 denominational volunteers round out a total volunteer corps of over 90 helping to support the Department's mission. In October 2012, Volunteer Pastoral Visitor Roy Kardon helped Denise Statham to recruit, train and coordinate 12 volunteers from members of the charity organization, The Golden Slipper Club, to initiate a Challah Program here at HUP to better serve our Jewish patients in their observance of the Sabbath on a weekly basis. We receive bread donations from Jewish Family Services for the weekly deliveries to our patients. In addition, we have initiated a weekly Jumah service that is well attended every Friday by our Muslim staff and visitors, led by a volunteer from our summer intern program, Justin Peyton. Our patients, staff, and Department are blessed by the faithful presence and the services that they all provide

PLAAY Project — The Clergy United Group (HUP Chaplains: David Henfield, Denise Statham, Betty White, Madeline Dawson, Gwen Jackson, Christina Williams and Johnnie Dawson; Community Leaders; Clergy: Imam Amin Aziz, Brandon Jackson, Kazar Sanders; and HUP Nursing: Pamela Mack-Brooks), under the direction of Dr. Howard Stevenson, Adjunct Professor at University of Pennsylvania, worked together for 12 Saturdays over 8 months at various locations in the community to teach a group of clergy and other community youth leaders the concepts and skills of racial and emotional literacy, in-the-moment coaching, storytelling, and relaxation, using videos and small group discussion. Dr. Stevenson's book, *Stickin' To, Watchin' Over, and Gettin' With: An African American Parents Guide to Discipline*, which has been widely acclaimed as a guide to effective parenting through affection, protection, and correction, was used as a guide along with his research

project called PLAAY (Preventing Long term Anger and Aggression in Youth, teaching how to locate, calculate, and communicate stressful feelings in high stress situations in productive ways.

Community Clergy Education — June 1, 2013, will mark the 20th anniversary of the hospital-based Basic Pastoral Visitation Training Program for ordination and licensure of candidates from the Church of God In Christ. The classes are held in June on four consecutive Saturdays, for a total of 24 hours. The facilitators are hospital chaplains and community clergy who lead a curriculum of guided patient visits, interactive group discussions, and didactic presentations. Instructors are experienced clergy who have provided extensive interfaith ministries in a variety of health-care settings, institutions, and religious organizations. The model serves to enhance the ministerial skills that students have already acquired. Those who have completed the program have given positive feedback on the benefits of this educational process and of their experiences with our patients. This past year, for the first time, students from diverse denominations were included. The program was implemented under the leadership of the late Chaplain Emeritus Edward Smith and continues under the direction of HUP Trauma Chaplain David Henfield and HUP Adjunct Chaplain Madeline Dawson.

Celebrating the Rev. Dr. Martin Luther King, Jr. — Rev. Dr. Kevin Johnson, Senior Pastor of Bright Hope Baptist Church, was the guest speaker for our annual Martin Luther King, Jr. celebration at HUP, combining history, inspiration, and challenge in a very engaging address. The Mistress of Ceremonies was Ms. Sheinelle Jones of Fox 29's *Good Day Philadelphia*. Greetings by Garry Scheib, Albert Black, and Victoria Rich again reflected HUP's commitment to respond to the challenge of Dr. King's legacy. One aspect of this response was our first memorial service on February 1, 2013, for persons who have died of violent injuries in the care of our Trauma Service. We invited over sixty families who suffered such losses in 2012, and we had several families represented at the event, sharing poignant stories and participating in a ritual of lighting candles for each person. A piece from a picture puzzle of the world map was removed with each name, symbolizing the diminishing of our world with each tragic death.

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. Presenters and topics from this past year included: John **Hansen-Flaschen**, MD, Professor of Medicine, Chief, Division of Pulmonary, Allergy, and Critical Care, Hospital of the University of Pennsylvania, on "ICU Family Shrines of Hope"; Horace **DeLisser**, MD, Associate Professor of Medicine at the University of Pennsylvania School of Medicine, and Associate Dean for Diversity and Inclusion, on "Development of Cases for Spirituality Education: Lessons Learned"; Sarah **Kagan**, PhD, RN, FAAN, Professor of Gerontological Nursing, University of Pennsylvania School of Nursing, on "Dilemma and Paradox: Cancer Survivorship in an Ageing Society"; Gordon **Bermant**, JD, PhD, Department of Psychology, and the Benjamin Franklin Scholars Program at the University of Pennsylvania, on "The Virtues of the New Contemplative Studies"; Andrew **Newberg**, MD, Director of Research at the Myrna Brind Center for Integrative Medicine at Thomas Jefferson University Hospital and Medical College, on "The Spiritual Brain"; Barbara **Bernhardt**, MS, CGC, Clinical Professor of Medicine, University of Pennsylvania Center for Integration of Genetic and Healthcare Technologies (PennCIGHT), on "The Role and Impact of Personal Faith and Religion in the Lives of Genetic Service Providers"; Florence **Gelo**, DMin, Associate Professor, Department of Family, Community and Preventive Medicine, Drexel University College of Medicine, on "Patient Use of a Pastoral Images Booklet in Coping with Hospitalization"; Ann Marie **Roepke**, MA, Positive Psychology Center, University of Pennsylvania, on "Post-Traumatic Growth: Adversity, Transformation, and Spirituality"; Donna Jo **Napoli**, PhD, Professor of Linguistics, Swarthmore College, on "Working with Families of Deaf Children"; Carl R. **Yusavitz**, DMin, Director of Pastoral Services and CPE Supervisor at the Penn Foundation, on "Addiction, Recovery, and the Spirituality that Informs Both"; Virginia **Harris**, CSB, Christian Science Board of Lectureship, on "Christian Science and 21st Century Medicine"; and Nadia **Dowshen**, MD, Director of Adolescent HIV Services, Children's Hospital of Philadelphia and Assistant Professor of Pediatrics, University of Pennsylvania, and Mary R. **Tanney**, MSN, CRNP, MPH, AAHIVS, Nurse Practitioner, Research Manager, Division of Adolescent Medicine, Children's Hospital of Philadelphia, on "Spirituality & Health: What Two Providers Have Learned in Working with Youth at Risk for HIV and with HIV+ Youth." The group meets on the first Wednesday of each month, from 10:00 to 11:30 AM, in HUP's Hirst Auditorium on Dulles 1.

Annual Spirituality Research Symposium — Over 200 people gathered in Penn's Biomedical Research Building Auditorium on June 13th, 2012, for the fifteenth annual Spirituality Research Symposium, this year

exploring *Spirituality & Palliative Care*. Featured speakers were Tracy **Balboni**, MD, MPH, Assistant Professor of Radiation Oncology at the Harvard Medical School, and Michael **Balboni**, MDiv, ThM, PhD, from the Center for Psycho-Oncology and Palliative Care Research at the Dana Farber Cancer Institute, Boston; whose recent research has received national attention regarding patients' experience of advanced illness, the role of spirituality in health care decision-making, and the effect of spiritual support on medical costs at the end of life. Their tandem presentations looked at historic connections and tensions between religion and medicine and the current potential for the development of spiritual care as part of palliative care, reviewing data from their studies. In addition, David **Casarett**, MD, Associate Professor and Chief Medical Officer for Penn Wissahickon Hospice spoke on the importance of meaning in patients "last acts"; Barbara **Reville**, DNP, CRNP, Co-Director of HUP's Palliative Care Program considered communication issues in palliative care; and Sarah **Kagan**, RN, PhD, Professor of Gerontological Nursing at Penn looked at issues of aging, illness, and the human spirit. The program concluded with a panel discussion moderated by Kava **Schafer**, MDiv, MA, Staff Oncology Chaplain and Palliative Care Program Chaplain at HUP. Presentations are available through the Department website.

On June 18, 2013, our sixteenth Symposium will explore the topic of "*Taking Care: Countering Stress and Burnout among Professional Care Givers*." The venue will be the University of Pennsylvania's Arthur H. Rubenstein Auditorium, in the Perelman Center for Advanced Medicine & Smilow Center for Translational Research. Presenters include: Nicole **Saint-Louis**, DSW, LCSW, Assistant Professor, Human Services, City University of New York; Lara **Krawchuk**, MSW, LCSW, MPH, Lecturer, School of Social Policy and Practice, University of Pennsylvania; Michael **Baime**, MD, Clinical Associate Professor, University of Pennsylvania and founder and Director of the Penn Program for Mindfulness; and Christina **Jackson**, RN, PhD, Professor, Department of Nursing, Eastern University, and Associate Editor, *Holistic Nursing Practice*.

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 400 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 403 times in the health care literature: in 293 articles and 110 books. Among the books: *End of Life Care: A Practical Guide* (2011), *Spiritual Assessment in Healthcare Practice* (2010), *Neurosurgical Intensive Care* (2008), *The Cambridge Textbook of Bioethics* (2008), *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), *Current Medical Diagnosis & Treatment* (2004), [JCAHO's] *Hospital Patient Assessment* (2003), and the *Handbook of Religion & Health* (2001/2011) A replication at sites in Anderson NC, Memphis TN, and Philadelphia has been carried out by Barbara Ott, RN, PhD.

Gospelrama: "Be Encouraged!" — February 22, 2013, marked the eighteenth anniversary of the University of Pennsylvania Medical Center's annual event known as *Gospelrama!* Hospital employees, their families, and invited guests presented a line-up of talent that attendees described with the words "powerful," "uplifting," and "moving." Several vocalists offered songs of praise, and a local rap artist sang a message of hope. Liturgical dancers and mime artists performed choreographed selections, and there was a historical rendition of an African slave woman's testimonial of her daily struggles and victories. Musicians provided the rhythms and melodies for all of our participants who shared their gifts, each reflecting their own heritage and diversity. Our honored guest host this year was Brother Marcus of Gospel radio station Praise 103.9 FM. Refreshments were provided by Morrison's Caterers, Royale Jewel Creations, and Ms. Lorene Taylor (Unit Secretary on Silverstein 9). *Gospelrama!* is part of the ongoing legacy of Sr. Ramona Cecille and the late Rev. Edward Smith, both from the Pastoral Care Department, and former employee Ms. Terrill Salmond, who together envisioned and established the event.

Department Website — The Pastoral Care Department website (www.uphs.upenn.edu/pastoral) 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. Visitors typically access announcements of events and information about CPE, and they most often download the annual bibliographies 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.

Spirit of Caring Awards — The 2013 Spirit of Caring Awards, presented on May 23rd, recognize Ms. Aiesha **Day**, Department of Environmental Services; Mr. Bob **Crowley**, Telecommunications Wireless Manager; Ms. Linda Joy **Goldner**, Adjunct Chaplain Volunteer; and Ms. Carmena **Pyfrom**, Adjunct Chaplain Volunteer. These recipients join our previous Spirit of Caring Award honorees, who reflect the best of what we offer to our patients and to each other.

Previous Spirit of Caring Award Honorees

- 2012 - HUP Ambassadors Serving our Hospital Information Desks
and Ms. Madeline Dawson, Adjunct Chaplain, Pastoral Care
- 2011 - Ms. Dorothy Dicks, Catering
and Mr. Hector Martinez, Catering
and Ms. Gwen Jackson, Adjunct Chaplain, Pastoral Care
- 2010 - Ms. Marie Green, Emergency Department Support Clerk
and The HUP Security Department
- 2009 - Ms. Lenora Tilgham, Department of Environmental Services (Emergency Department)
and Ms. Annie Tisdale, Department of Environmental Services (Dulles 1)
and Ms. Janis Rye Nelson, Adjunct Chaplain Volunteer
- 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!