

# Pastoral Care News & Highlights, 2014

## Department of Pastoral Care, UPHS

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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 had 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.

**Rhoda Toperzer** became our new Coordinator of CPE on June 1, 2014. Her connection to the Department runs deep, having been the Staff Research Chaplain in 1999-2000 and then in Supervisory Education from 2002-2005. She has most recently been the Director of CPE at Diacom Lutheran Social Ministries in Holland, PA.

**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 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 has provided 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 Jim Browning (215-662-2591) or Michael Krystopolski (Penn Medicine Development and Alumni Relations, 215-573-4028).

**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 last year, we offered two concurrent Extern programs at HUP, with 9 students; and in cooperation with Wissahickon Hospice we offered a sixth residency position, with clinical hours spent doing hospice visitation. Our ACPE Center is accredited for Level I, Level II, and Supervisory Education.

**Extern Program**— The CPE Extern program includes students at Pennsylvania Hospital and 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 13th year in 2014, having been launched by our UPHS Center along with several other area CPE Centers in 2001. A dozen ACPE Supervisors have met bi-weekly with Supervisory Education students at the Lutheran Theological Seminary at Philadelphia to pursue an intense curriculum on Supervisory Education. Rhoda **Toperzer**, our Department's new Coordinator of CPE, completed her Supervisory credentials through EPICS and was part of our center's Carpenter Foundation Supervisory Education scholarship program. 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 has since supervised the HUP Summer Internship and Externship while preparing for her next steps toward her credentials. Others from our Supervisory Education Program who have participated in EPICS include: Chris **Brown**, who was our Supervisory Education Fellow from 2009-2012, and Coordinator of CPE from September 2013 to March 2014, before moving to the center at John Hopkins; Cobus **Greyling**, who is now on staff at Albert Einstein Medical Center; Rabbi Rochelle **Robins**, who supervises in California; and Sr. Ramona Cecille **Daily**, who was from 2002-2005 an inaugural member of EPICS and our first Carpenter fellow.

**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 as Chaplain of Paoli Hospital since 2010, and was last year honored there as the Employee of the Year. Barbara was in our first extern program in 1989 and was a resident in 2005-2006 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. Chaplain David **Stickley** at Penn Wissahickon Hospice and Chaplain John **Ehman** at Penn Presbyterian Medical Center continue in leadership roles at a national level in the ACPE, with the Standards Committee and the Research Network, respectively.

**Pastoral Care Department Volunteers**— Under the leadership of Denise Statham, we now have over 50 Volunteer Pastoral Visitors, 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. Since 2012, we have also worked weekly with volunteers from the charity organization, The Golden Slipper Club, to provide a Challah Program at HUP to better serve our Jewish patients in their observance of the Sabbath. We receive bread donations from Jewish Family Services. In addition, volunteer, CPE alumnus Justin Peyton has led Friday Jumah services for our Muslim staff and visitors. Our patients, staff, and Department are blessed by the faithful presence and the services that they all provide.

**Community Clergy Education** — June 1, 2013, marked the 20<sup>th</sup> 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 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 has continued under the direction of HUP Trauma Chaplain David Henfield and HUP Adjunct Chaplain Madeline Dawson.

**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 in 2013 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*, 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.

**Pastoral Care Presents "One Book at a Time"**— On April 28, 2014, in the Hirst Auditorium, Pastoral Care presented our first Book Review: *The Immortal Life of Henrietta Lacks*, by Rebecca Skloot. David Porter, MD, Director of Blood and Marrow Transplantation was the special guest and presenter. This event allowed individuals from diverse disciplines and various backgrounds, as well as patients, the opportunity to engage in a meaningful book discussion. The "One Book at a Time" series will be offered on a quarterly basis, and recommendations for the next event on September 26, 2014 may be made to the Department by calling 215-662-2591 before June 27th.

**Celebrating the Rev. Dr. Martin Luther King, Jr.**— Rev. Cedric Jones of Mt. Zion Baptist Church was the guest speaker for our 2014 Martin Luther King, Jr. Celebration in HUP's Medical Alumni Hall. Rev. Jones drew connections between Dr. King's work for equality & justice and today's issues in health care that we face as a country. Regina Cunningham, PhD, Chief Nurse Executive, also spoke about the importance of diversity and inclusion in such Penn initiatives as the University's 2020 Compact. The event included performances of the Philadelphia Girls Choir and Tamika Patton of HUP's Administration. Ms. Patton also served as mistress of ceremonies and worked with members of Pastoral Care to bring together this celebration.

**Interest Group on Spirituality, Religion and Health**— The Department 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: 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"; Barbara **Reville**, DNP, CRNP, ACHPN, Director, Palliative Care, HUP, on "Spirituality in the Interdisciplinary Team: Dynamics of Caring and Communication"; 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"; 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"; Caroline **Peterson**, MA, ATR-BC, LPC, Art Therapist, Joan Karnell Supportive Care Programs at the Abramson Cancer Center at Pennsylvania Hospital, on "Art Therapy and Mindfulness: Making Meaning from Human Experience"; Helen **Rosen**, PhD, MSW, The Won Institute of Graduate Studies, on "Meditation and Psychotherapy"; William **Feigelman**, PhD, and Beverly **Feigelman**, LCSW, co-authors of *Devastating Losses: How Parents Cope with the Death of a Child to Suicide or Drugs*, on "Suicide Stigma"; Virginia **Harris**, CSB, Christian Science Board of Lectureship, on "Christian Science and 21st Century Medicine"; and Jethro **Heiko**, Designer, The Action Mill, on "Design for Improving Conversations about Death & Dying." The group meets on first Wednesdays during the academic year, 10:00-11:30 AM in HUP's Hirst Auditorium on Dulles 1.

**Medical Education Research with HUP Chaplains** — A study involving HUP on-call chaplains was published in the January-February 2014 issue of the *Journal of Surgical Education*: "Piloting a Medical Student Observational Experience with Hospital-Based Trauma Chaplains" (vol. 71, no. 1, pp. 91-95). Lead author, Andrew Perechocky,

MD, developed the project after his own experience of shadowing a HUP chaplain. Twenty-one medical students participated, and 14 completed a survey after their on-call shift.

More than 90% of respondents agreed or strongly agreed that (1) the program provided them with a greater understanding of how to engage patients and families in difficult conversations; (2) they learned about the chaplain's role in the hospital; and (3) the experience was useful for their medical education, careers, and personal development. About two-thirds...perceived that they learned how to discuss spirituality with patients and families. All recommended the experience be part of the medical school curriculum. [--from the Abstract]

Co-authors were: Horace DeLisser, MD, Associate Dean for Diversity and Inclusion; Amy Corcoran, MD, Program Director of the Hospice and Palliative Medicine Fellowship; and Judy Shea, Associate Dean of Medical Education Research and Director of the Office of Evaluation and Assessment in the Academic Programs Office; along with Ralph Ciampa and Jim Browning from the Pastoral Care Department.

**Sixteenth Spirituality Research Symposium**— Over 175 people gathered on June 18, 2013 in the Arthur H. Rubenstein Auditorium of the Perelman Center for Advanced Medicine & Smilow Center for Translational Research for our sixteenth Symposium: *Taking Care: Countering Stress and Burnout among Professional Care Givers*. The event explored how physicians, nurses, social workers, therapists, and clergy face stress, vicarious trauma, compassion fatigue, and burnout as a result of engaging at very close range the suffering of others. Presentations included: Nicole **Saint-Louis**, DSW, LCSW, Assistant Professor, Human Services, City University of New York, on "Caring for Our Spirits as Professionals: Using Narrative and Group Support to Reduce Job Stress, Compassion Fatigue, and Burnout"; Lara **Krawchuk**, MSW, LCSW, MPH, Lecturer, School of Social Policy and Practice, University of Pennsylvania, on "When Helping Hurts: Healing the Helping Professional's Weary Soul"; Michael **Baime**, MD, Clinical Associate Professor, University of Pennsylvania and founder and Director of the Penn Program for Mindfulness, on "Recapturing the Calling: Using Mindfulness to Undo Burnout and Create Meaning in Practice"; Christina **Jackson**, RN, PhD, Professor, Department of Nursing, Eastern University, and Associate Editor, *Holistic Nursing Practice*, on "Recognizing and Preventing Vicarious Trauma: A Holistic Perspective"; and Rev. Wally **Fletcher**, DMin, The Dialogue Center for Counseling and Consulting, on "Taking Care: A Reflection on Provider Stress and Burnout." Presentations are available on the Pastoral Care website.

**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 being prepared for publication.

**Department Study Now Cited Over 400Times 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 published in the *Archives of Internal Medicine* [159(15):1803-6], has to date been cited 403 times in the health care literature: in 293articles 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) A replication at sites in Anderson NC, Memphis TN, and Philadelphia was carried out by Barbara Ott, RN, PhD.

**Gospelrama: "Be Encouraged!"** — Our nineteenth annual Gospelrama was held on February 28th, 2014, in the Medical Alumni Hall, as part of the hospital's commemoration of Black History Month. Chaplain Madeline Dawson welcomed the audience to an evening of talent by employees and their families as well as invited guests, saying how "what we offer can bring comfort and joy and lift the spirits." Brother Marcus of Praise 103.9 FM served as master of ceremonies, and among the performers were Johnnie Dawson, Bryant Pugh, Ben Polk, and Cedric Napoleon of the Penn Inspirations Band. Mr. Al Black, HUP's Chief Operating Officer, said, "I thank all those who have helped keep Gospelrama alive for all these years, ...and I thank all of you for sharing your gifts of hope and praise with us." Refreshments were provided by Morrison's Caterers.

**Department Website** — The Pastoral Care Department website ([www.uphs.upenn.edu/pastoral](http://www.uphs.upenn.edu/pastoral)) continues to expand as an extensive resource. 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 Spirit of Caring Awards honor staff and volunteers who have made exceptional contributions to the caring environment of the Hospital of the University of Pennsylvania and who reflect the best of what we offer to our patients and to each other.

### **Spirit of Caring Award Honorees**

- 2014 - Mr. Tamba Janga, Patient Transport  
and Mr. Leroy Kardon, Volunteer Pastoral Visitor
- 2013 - Ms. Aiesha Day, Department of Environmental Services  
and Mr. Bob Crowley, Telecommunications Wireless Manager  
and Ms. Linda Joy Goldner, Adjunct Chaplain Volunteer  
and Ms. Carmena Pyfrom, Adjunct Chaplain Volunteer
- 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!*