

# HUPdate

► Hospital of the University of Pennsylvania



## KEEPING THE KINDNESS IN PATIENT CARE

“Caring for patients requires more than clinical knowledge, great technology and research,” said **Al Black**, HUP’s chief operating officer. “It’s providing human kindness to patients and families in a caring and consistent way.”

Helping to keep kindness in patient care are members of Pastoral Care. Each year its chaplains – comprising staff, pastoral care students and volunteers – respond to every one of approximately 2,500 annual trauma

calls as well as calls throughout the hospital (more than 30,000 a year), 24 hours a day, 7 days a week.

For nearly 20 years, the annual Spirit of Caring celebration has honored those who go out of their way to help patients, families, and staff. This year’s awards recognized **Aiesha Day** of Environment Services for her constant engagement with patients, and **Bob Crowley**, wireless administrator in Telecommunications, who **Denise Statham**, administrative chaplain, referred to as “a quiet, caring person who always helps us with technical issues.” Also receiving the annual award were **Linda Joy Goldner**, known for her “love and compassion,” said **James Browning**, coordinator of the CPE (clinical pastoral education) Program, and **Carmena Pyfrom**, “a woman of strengths on many levels,” Statham said.

**Ralph Ciampa**, department director, also gave special recognition to five staff chaplains who have provided this around-the-clock spiritual care for many years: **Rabbi Robert Tabak** (since 2003), **Denise**

► (Left) James Browning (back, left) with this year’s winners of the Spirit of Caring Award: (l.-r.) David Henfield, Ralph Ciampa, Robert Tabak, Linda Joy Goldner, Bob Crowley, Aiesha Day, John Ehman, and Carmena Pyfrom.

► (Right) Garry Scheib presented Ralph Ciampa, who is retiring this year, with a special Spirit of Caring Award, recognition for all his work in Pastoral Care since coming to HUP 23 years ago.

**Statham** (2001), **Kava Schafer** (2000), **John Ehman** (1994), and **David Henfield** (1994). “They are dedicated and gifted,” Ciampa said, “and marvelous role models to our students.”

This celebration was bittersweet. It marked Ciampa’s last year hosting the event as director of Pastoral Care. He retires at the end of August. Presenting him with a special Spirit of Caring award, HUP executive director **Garry Scheib** said, “I can’t think of anyone more special. Ralph cares about everyone, for all patients and for each of us.”

Browning will become the new director of Pastoral Care and Chris Brown will take over as coordinator of the CPE Program.

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