



Celebrating PASTORAL CARE



Members of the Pastoral Care team — which includes staff, students, and volunteers — provide on-site coverage at HUP around the clock, responding to all of the estimated 2,500 annual trauma calls as well as those from throughout the hospital. This adds up to over 39,000 pastoral contacts a year. For patients and their families, these visits are a source of support in what might be a very dark and frightening time in their lives.

At the annual Pastoral Care celebration, HUP executive director **Garry Scheib** thanked them all “for what you do for our patients.”

“You all mean so much to the care teams — especially trauma care,” he continued. “During these challenging times, patients facing illness and financial stress need your support more than ever.” Scheib also thanked Pastoral Care director **Ralph Ciampa** for leading “our world-class program.”

Since 1995, Pastoral Care has presented Spirit of Caring awards to employees who go beyond the call to help others. They reflect the best of what we offer to patients and to each other. This year, three employees were selected to receive this honor.

In presenting **Annie Tisdale** of Environmental Services with her award, **Sam Bryan**, Pastoral Care supervisory fellow, said that “Annie stays in the background, but works diligently. If I’m working late, she always asks if there’s anything more she can do for me.”

Bryan noted that Tisdale will soon be celebrating her 40-year anniversary with HUP. “That tells a lot about her character. She’s a single mom with a very caring spirit.”

Sherry Elliott, a resident in clinical pastoral education (CPE) at HUP, called **Lenora Tilgham’s** job in EVS “one of the most difficult jobs I see in trauma. She works in the ED in the middle of the night.”

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CPE for Medical Professionals

A special clinical pastoral education (CPE) program will be offered for medical professionals (clinical and allied health staff), running from September 2009 to May 2010. This part-time program will be designed to fit around a HUP work schedule.

Applicants must have a mature spiritual grounding in their religious or spiritual tradition, allowing them to serve in the role of chaplain as a comforting and supportive presence to patients and families in times of crisis. Chaplaincy at HUP is offered in an interfaith setting with a non-sectarian, supportive approach.

This ACPE program will provide .5 unit, requiring 180 hours of ministry in the chaplain role and 60 hours of small-group educational seminars reflecting on that clinical work. Class work will include a Monday evening instructional session shared with other CPE students and another two-hour session at the end of a work-day chosen by the student group. After appropriate orientation, students will serve duty chaplain shifts on weekend days or occasional overnight shifts (individually scheduled), responding to emergencies or meeting other pastoral requests throughout the hospital. Approximately 22 duty shifts are needed to complete the required hours.

The application process begins with a standard ACPE application (available on the department website at www.uphs.upenn.edu/pastor) with brief essays about personal and spiritual background, vocational history, and “helping” experiences, includes required references, and leads to a face-to-face interview to explore the mutual “fit” of this program with the applicant’s interests and gifts.

For more information call **Ralph Ciampa** at (215) 662-2591



Garry Scheib, Janis Nelson, Anne Tisdale, Sherry Elliott, Al Black, Lenora Tilgham, and Mary Ellen Reilly, associate executive hospital director.



CONGRATULATIONS

to the four full-time residents and 10 part-time externs who graduated from HUP's Clinical Pastoral Education program and received their certificates during the celebration event.



Newest CPE Graduates

Paulette Birchett
Christopher Brown
Sherry Elliott
Caroline Levy
Calvin Rooks

Bisa Bennett
Gertrude Duckett
Cathy Forlastro
Daniel Barrett
Julianna Lipschutz

Barbara Trawick
Cynthia Davis
Arnold Storr
John Buggy

Employee Phone DISCOUNT

Two cell phone carriers offer discounts for Penn Medicine employees.

Those who use AT&T for cellular service can receive a 24 percent discount off their base plan monthly charge. There will be a \$36 one-time charge to get this discount.

To obtain the new discount, visit an authorized AT&T store or call the Customer Service number on your personal AT&T cellular bill and follow these steps:

- Let the rep know you're a Penn Medicine employee.
- Give them your personal cell phone number
- Provide FAN number 2560371.

Employees with Verizon as their cell phone carrier can obtain a 22 percent discount by going to verizonwireless.com and either filling out a form online or printing it out and faxing to Verizon Wireless along with a copy of your Health System ID badge.

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"Lenora is a gentle spirit, sweet and peaceful," she continued, "and she has been a blessing in my life."

The third Spirit of Caring recipient was **Janis Rye Nelson**, adjunct chaplain. "Being a chaplain at HUP is not easy," noted **Chris Brown**, a CPE resident. "What can you say when there's 'no cure' or when someone has lost a child. The staff suffers too and they call on us. They fill us with their stories and, when we are filled, we turn to each other. Janis is our pastor.

"When we suffer losses, she is always there, no matter what. A listening ear, a heart of compassion. She is the spirit in our department."

The celebration also announced Elliot as the recipient of the Ralph Thomas Taylor Award for Inclusive Worship, named in honor of HUP's former clinical pastoral education resident, adjunct chaplain and staff chaplain who died in 2006. The award recognizes one of his many contributions: his eloquence in leading worship in this interfaith setting. Ciampa said that Elliot received this award for her "meaningful, insightful and inclusive" leading of worship in HUP's chapel.

Al Black, HUP's chief operating officer, called the award recipients "our unsung heroes. They represent what HUP strives to do every day."

Quality & Patient Safety Award Submissions

There's still time to submit an application to the 2009 UPHS Quality & Patient Safety Awards. This award acknowledges UPHS departments that have exhibited leadership and innovation in activities that ensure high-quality clinical outcomes, patient satisfaction, patient safety, and cost efficiency. For more information and to download an application, please go to <http://uphsxnet.uphs.upenn.edu/ceqi>. For questions, contact **Michael Anderson** at andersom@uphs.upenn.edu. Deadline is Saturday, July 18.

• FUN FACT •

- **10,300** • Number of doses dispensed daily by in-patient pharmacy.