

HUPdate

► Hospital of the University of Pennsylvania

A Celebration of *Spiritual Support*

Every year, Pastoral Care recognizes – and celebrates – its staff, volunteers and students who contribute to the more than 30,000 yearly pastoral contacts. Like the ER, it provides coverage around the clock throughout the hospital and its chaplains respond to all of the approximately 2,500 trauma calls.

But every year, the department also honors people who reflect the best of what is offered to patients and to each other. These are the winners of the Spirit of Caring Awards. Receiving this year's awards are **Madeline Dawson** and the staff who serve as HUP's Ambassador team.

Helping with a Kind Word and a Kind Gesture

They help people find their way around the hospital. They coordinate transport to outpatient departments. They answer tons of questions. But members of HUP's Ambassador team frequently go far beyond these everyday responsibilities.

These unsung heroes often help patients and families deal with difficult issues. They listen. They comfort. And, when needed, they provide hugs. "They minister to the spirit of people with a kind word and a kind gesture," said **Denise Statham**, administrative chaplain of Pastoral Care.

"They meet people as they are in good and bad times and they always are so welcoming," said



► (Seated, l. to r.) Members of HUP's Ambassador team, who won one of this year's Spirit of Caring Awards: Beulah Wilder, Eleanor Ball, Rebecca Johnson and Joseph Robinson. Not pictured: Chaneen Baker and Shauna Jacobs. Joining them are Mia Gonzales-Dean, associate hospital director of Support Services (l.) and Donna Griffith, director of Volunteer Services.

Jim Browning, coordinator of Clinical Pastoral Education. "I thank them for their loyalty and their sense of compassion."

An Ongoing Desire to Help Others

Madeline Dawson has been a part of the pastoral care community at HUP — and throughout the Health System — for more than 20 years. Her desire to help patients started when her pastor asked her to visit some of their congregants who were inpatients at HUP ... and it blossomed into a passion, often resulting in caring relationships and return visits from patients and their families.

In the early 1990s, when she worked in OB/GYN, Dawson received her initial training as a volunteer for the hospital's hospice program. "Providing pastoral care to oncology patients and their families gave me an understanding of what ministry is about. They were my greatest teachers."

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>>> KIDS LEARN ABOUT LIFE AT HUP BRING YOUR CHILD TO WORK A SUCCESS!

**How do you do CPR?
How does a defibrillator work?
What's the proper way to put on a cast?**

These are just some of the questions that kids got answered at this year's Bring Your Child to Work Day. Nearly 650 kids came to HUP to get a first-hand glimpse of life where their parent — or grandparent, aunt, uncle, or even neighbor — work.

Members of Nursing Education showed kids the proper way to perform CPR, using



► The fish tank in the Nursing Renewal Center fascinated Blaine Hamler, son of Kimberly Curtis.

a simulator model. Those who gave it a try discovered — and commented on the fact — that it's not as easy as it looks! Pharmacists demonstrated how they create the many different types and doses of medication necessary to meet the needs of all our patients. And kids got a close-up-and-personal view of the robot that fills many inpatient prescriptions every day.

All young visitors to the vascular lab got to see — and hear — blood passing through their carotid arteries, via an ultrasound. Nursing also invited kids to help move a 'patient' out of bed into a chair using the ceiling lift. What did they learn? It requires some practice!

How does HUP safely care for victims contaminated with chemical, biological or radiological material? By putting them through rapid decontamination. In its demo, Safety Management put up the inflatable tent it uses in real-life situations and showed kids what's involved in safely decontaminating a 'victim.' They also

gave out 'Hot Zone' barrier tape to each child for their participation in First Receiver Response education.

Not all the demos were directly related to health care. Touring the PennSTAR helipad is always a popular activity but the talk by members of the Philadelphia Police Department's Homeland Security group came in a close second. After Officers Barrios and Harlee explained the roles of this elite group — which includes water rescue, dignitary protection (with the secret service), and hostage negotiation — kids got to try on some of the protective gear they brought along. Wearing the 40-pound protective vest was a challenge for even the strongest kids!

Thanks to **Phyllis Murray** of Administration who took the lead in pulling this together and to all those

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Shortly thereafter she and her sister, Johnnie, became part of the hospital's first volunteer pastoral visitors training program. In 1992, she entered HUP's part time — and subsequently full-time — clinical pastoral education (CPE) program to learn about interfaith ministry, completing more than seven 'units' of clinical pastoral education. Each is the equivalent of 400 hours in providing direct patient care and learning the art of integrating interpersonal and professional skills.

Dawson soon became the staff chaplain for a variety of programs. As staff chaplain in the School of Nursing's LIFE (Living Independently For Elders) program, she learned "what was truly important and meaningful in a life. I learned to view my life from a totally different perspective."

During this time she completed a masters in Human Services at Lincoln University, graduating with honors. "I was driven by my sincere desire to be there for those who are suffering and in pain."

Although Dawson retired from HUP in 2009, she continues to serve as an adjunct chaplain, instructor and co-facilitator



► Spirit of Caring award winner Madeline Dawson (right) with her sister, Johnnie, and Ralph Ciampa, director of Pastoral Care.

for the annual Gospelrama event. She's also hoping to start a community-based intervention program for women and their children who have been directly impacted by domestic violence.

Reminding **Al Black**, COO of the hospital, of the gospel song, "This Little Light of Mine," he said, "I thank Madeline for letting her light shine on all our patients and visitors who come to HUP."