

SPIRITUAL CARE NOTES

Providing Spiritual Support to Patients, Family Members, and Staff

STANFORD HOSPITAL & CLINICS, 300 PASTEUR DRIVE, ROOM HG004, STANFORD, CA 94305

THROUGH THE WINDOW

By Anita Girard, RN, APCM, E2ICU

As a nurse in a busy trauma intensive care unit, sometimes the window separating the patients' rooms is vital. It helps us monitor what is going on in both rooms; it allows us to keep things quiet for a resting patient while still being able to monitor the safety of another; it provides a sound barrier. On this particular night I was so relieved to look through the window and see that the chaplain had arrived in the adjoining room. I was busy managing the blood pressure issues of a critical patient and I wasn't able to spend as much time as I would have liked to with the grieving friends of the young patient in the next room.

The young trauma victim had been declared brain dead following a car accident. She was a student and her family was not going to make it in time to say goodbye to her. Her friends rallied and came to her bedside to show their support and say their goodbyes. She was surrounded by loving friends but they were all so young. I wanted to help them negotiate this difficult time.

Knowing the chaplain was present provided me with just as much comfort as it gave the grieving friends. As I watched through the connecting window, the Reverend Susan Scott quietly entered the room. She softly introduced herself to the circle of friends. I could see relief on their faces that someone was here to help them work through the pain they were feeling and bring some closure to the moment. Susan very lovingly assessed their needs and they discussed the type of ceremony the patient might have wanted. They joined hands and said a soothing prayer, followed by some beautiful singing. The ceremony ended with a kiss on the patient's forehead and a goodbye from each of her friends. I was moved to tears. I felt so honored to have



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WHO WE ARE

Stanford Spiritual Care Service serves the spiritual and religious needs of the patients and families who come to Stanford Hospital & Clinics. We are committed to providing compassionate and respectful care and to honoring religious, spiritual, and cultural preferences with dignity.

Spiritual Care Notes is designed to keep you abreast of the services we provide as well as new programs and developments.

Your support will help us continue to offer compassion and care to people of all faiths. For your convenience, a return envelope is enclosed.

If you have any questions, please contact us at 650-723-5101 or visit our website at stanfordhospital.org/forPatients/patientServices.



STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center

STANFORD'S SATELLITE CPE PROGRAMS

By The Rev. Dr. C. George Fitzgerald, S.T.D.

I'm thrilled about the launch of our most recent satellite Clinical Pastoral Education (CPE) training center, CPE of Central California, located in Fresno. The program was developed by Ki Do Ahn, a native of Korea, who came to the United States for seminary training at San Francisco Theological Seminary and trained as a chaplain resident at Stanford Hospital & Clinics. The CPE training is an essential part of quality education when becoming a professional minister. It provides practical training along with theoretical training, and ultimately makes better ministers and better patient experiences.

When a medical center wishes to establish a CPE training program, they begin as a satellite of an established program accredited by the Association for Clinical Pastoral Education (as well as the U.S. Dept. of Education). Due to Stanford's splendid record in education, we regularly receive requests to begin satellite programs and we accept them based on their unique contribution to the field of CPE. Four satellite centers affiliated with Stanford—two new independently accredited centers and two currently in the satellite accreditation process—are each making a significant contribution to CPE.

In 1988, I received a satellite request from the Chief of the Chaplaincy Department of the Palo Alto VA. Given the close relationship that existed between Stanford and the VA, they were selected as our first satellite. The process took about 15 years, but today they are a free-standing, accredited CPE center with a year-round schedule for training CPE students. They have also enriched our curriculum through joint programs involving the VA's hospice program as well as their nationally recognized treatment center for Post Traumatic Stress Disorder.

In 1999, a former Stanford CPE student, the Rev. Frank Macht, requested a satellite program at Providence Hospital in Anchorage, Alaska. Since I knew of Frank's leadership abilities, a satellite relationship was arranged. In 2010 they achieved accreditation as a free-standing CPE training center, with a year-round program that includes involvement with the native culture in Alaska.

A current satellite, Kaiser Medical Center in Walnut Creek, whose program is directed by the Rev. Jurgen Schwing (a former Stanford Hospital CPE student), will become the first accredited CPE center in the entire Kaiser system.

The Fresno satellite began its first training program this past February at St. Agnes Hospital. The program will not be restricted to one hospital, but will contract with 9 hospitals and agencies to provide spiritual care for patients, family members and staff for the entire Fresno area.

The four programs represent the culmination of Stanford Hospital's contribution to the field of pastoral care and counseling. Dedicated entrepreneurs—such as Frank Macht, Jurgen Schwing, and Ki Do Ahn—plant a CPE seed as a satellite and help it grow in an entirely new medical setting. It is a truly rewarding experience to contribute to each program, educate their students, and ultimately create the very best staff and patient care experience. ❖

The Reverend Dr. C. George Fitzgerald, S.T.D., is the Director of Spiritual Care Service. You can reach him at cfitzgerald@stanfordmed.org.



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It is a truly rewarding experience to contribute to each program.
”

By Rabbi Lori Klein, Cancer Care Chaplain

Throughout the year, several of our Spiritual Care Service staff members gave workshops at the Palo Alto branch of the Stanford Health Library. Now you can view those lectures online. The entire series addressed the theme “Sacred Conversations as We Age,” and each video includes reflections, information, discussion and exercises on the following topics:

- *Forgiveness and Repairing Relationships*, by The Rev. C. George Fitzgerald.
- *The Sacred Art of Listening*, by The Rev. John Harrison
- *Spirituality and Aging, Grief and Loss*, by The Rev. Susan Scott
- *Shehechianu: Living in the Moment*, by Rabbi Lori Klein
- *Ethical Wills: Passing on the Legacy of your Values*, by Rabbi Lori Klein

You can find the entire series through two invaluable online resources. The Stanford Health Library has posted them at <http://healthlibrary.stanford.edu/videolibrary/spirituality.html>.

You can also visit the Stanford Hospital Spiritual Care web portal on Stanford Medical School’s Lane Library website: <http://lane.stanford.edu/portals/spiritual.html>. Heida Earnest, a former Eucharistic minister with the Spiritual Care Service and Metadata Library Specialist, designed the portal, which also features books, journals, articles, and websites on chaplaincy and spiritual care. Visitors with a Stanford University Network ID can access anything from the portal. All visitors can view the videos, link to the websites about chaplaincy and spirituality, read the online prayers, and find all of Stanford University’s spiritual care resources in one place. ❖

Rabbi Lori Klein is Stanford Hospital’s Cancer Care Chaplain. You can reach her at lklein@stanfordmed.org.

STANFORD’S NEWEST SATELLITE CPE PROGRAM

By Ki Do Ahn, Program Supervisor

On February 29, an inaugural celebration was held at St. Agnes Hospital in Fresno to launch the Clinical Pastoral Education of Central California (CPECC) at St. Agnes Medical Center, as a satellite program of Stanford Hospital & Clinics. The event was attended by Fresno Mayor Ashley Swearingin as well as the Hospital’s CEO Nancy Hollingsworth.

The program will serve a consortium of six hospitals and three agencies:

- Children’s Hospital Central California, Madera, CA
- St. Agnes Medical Center, Fresno, CA
- Community Medical Centers, Fresno, CA
- Kaiser Hospital, Fresno, CA
- Kaweah Delta Health Care District, Visalia, CA
- VA Hospital, Fresno, CA
- Catholic Diocese of Fresno, CA

- Fresno Pacific Biblical Seminary, Fresno, CA
- Islamic Cultural Center of Fresno, Fresno, CA ❖

Ki Do Ahn is the Program Supervisor of CPE of Central California in Fresno. You can reach him at kidoahn@cpecentralca.org.



Ki Do Ahn, CPECC Program Supervisor, with Rev. George Fitzgerald, Director of Stanford Hospital’s Spiritual Care Service, and Fresno mayor Ashley Swearingin.

SPIRITUAL CARE SERVICE HOSTS STUDENTS AND STAFF FROM JAPAN

By The Rev. John Harrison

On March 20, Spiritual Care Service hosted thirty-seven visiting medical students and their instructors from Volunteers in Asia, or VIA, in Japan. VIA is a private, non-profit, non-sectarian organization whose mission is to increase cultural understanding between the United States and Asia. For more than thirty years, the exchange program has brought together Stanford and Asian university students through cross-cultural educational programs that invite participants to explore contemporary issues and provide students with the skills to be international citizens and leaders in a global society.

During the visit, Spiritual Care Service Director George Fitzgerald spoke with the group about the unique position that spiritual care plays in supporting the emotional and physical well-being of patients and their loved ones. Dr. Kenneth Sakamoto, Clinical Associate Professor of Cardiovascular/General Medical Disciplines, educated the students on Stanford's Executive Health program as an emerging model of health care. Staff chaplains and chaplain residents led tours of the hospital, with assistance from Rev. Ryuta Furumoto, Kaori Kuroki, Chiyo Hashimoto, Dr. Takashi Kido, and Kaoru Yamaguchi (who served as volunteer interpreters). Of particular interest to

the students were the Cancer Center and Stanford's Emergency Department.

Other participants included Dr. Harry Oberhelman and Sheila Tost, International Medicine; Dr. Tsuyoshi Mitarai, Emergency Medicine; Nora Cain, Health Library; and Dr. Rita Ghatak, Aging Adult Services. ❖

The Reverend John .A. Harrison, A.C.P.E., is the Associate Supervisor Coordinator of Clinical Pastoral Education. You can reach him at joharrison@stanfordmed.org.



The Rev. George Fitzgerald accepts a gift from the VIA group.

Below: The Rev. George Fitzgerald speaking to the visiting Japanese students from VIA at Stanford Hospital & Clinics.



WELCOME TO OUR NEW CPE RESIDENTS

Please join us in giving a warm welcome to the new members of the 2012 Clinical Pastoral Education summer intern class this June.



Linda J. Bracken
Anglican/Episcopal

Linda recently retired after 23 years with the Emergency Department at Stanford Hospital, where she practiced 7 years as a registered nurse and 16 years as a Patient Care Manager. In October 2011, she received an M.A. in Ministry from Nashotah House, an Episcopal Seminary in Wisconsin. She is an ordained Deacon and is a member of St. Luke's Chapel in the Hills. Linda and her husband Tom have two children, Karl and David, both married, and a total of 5 grandchildren. She enjoys taking classes, hiking with her dog Barkley, and traveling.



Melissa Tumaneng
United Methodist

A second year Master of Divinity student at Pacific School of Religion, Melissa is a member of Walnut Creek UMC and in the candidacy process for ordained ministry. She interned at the Kaiser Oakland Hospice Bereavement Support Program. Melissa is an active Stephen Minister/Leader since 2006, served as a volunteer in a mission to Guatemala, and served in software quality management for 20+ years. She enjoys reading, spending time with animals, and being a non-anxious presence.



Julia McKeon
Episcopal

Julia is a Master of Divinity student at Church Divinity School of the Pacific. She is a member of St. Gregory's of Nyssa Church in San Francisco and a board member of Sojourn Chaplaincy at San Francisco General Hospital. Julia lives on a horse farm on the coast with her husband and two "grown-up" children. She enjoys choral singing, yoga, hiking and a good read.



The Rev. Randy Suarez Valenton
Roman Catholic

Randy is the Parochial Vicar of St. Thomas Aquinas in Palo Alto. He studied theology at St. Patrick's Seminary and University in Menlo Park and received an MA in Pastoral Ministries/Spirituality from Santa Clara University. Randy was ordained as a priest in June 2006 for the Diocese of San Jose. He enjoys hiking and traveling, and is a music and nature lover.



Christine Teng-Henson
Evangelical Christian

After a number of years serving as a Harvard Chaplain through InterVarsity Christian Fellowship, Christine is a Master of Divinity candidate at Fuller Theological Seminary. She serves at Jesus the Recreator Covenant Church in San Jose and is always bringing people together. She loves meaningful conversation, restorative activities, her husband John, and the wonders of creation.



The Rev. Ada Renée Williams
African Methodist Episcopal

A scholar and activist, Ada Renée Williams is committed to connecting faith and social justice. She is an ordained Itinerant Elder in the African Methodist Episcopal Church, serving at First AME Church of Oakland. Williams will graduate in May 2013 with a Master of Divinity from Pacific Lutheran Theological Seminary and a Certificate in Black Church and Africana Studies from the Graduate Theological Union in Berkeley. Williams is a writer, avid reader and tutors under-served children in reading.

NEW RESIDENT



Chris Morgan

Currently a Lieutenant in the Nurse Corps, Christopher Morgan is on a three year sabbatical during

which he completed a Master's Degree in Counseling/Chaplaincy from Denver Seminary. He came to Stanford from Denver Health Hospital in order to be closer to his family and to complete the second half of his Clinical Pastoral Education residency. Chris enjoys spending time with his wife Samantha and his two boys, Micah and Nathan. Camping with the family is his favorite pastime. Chris returns to active duty in the fall. He will be applying for a transfer to the Navy Chaplain Corps and is working on endorsement through the Evangelical Church Alliance.

LEADERSHIP

CPE Professional Advisory Group

Will Masuda (Chair)	Scotty McLennan
George Fitzgerald	Judy Passaglia
Carolyn Glauz-Todrank	Barbara Ralston
Jan Roberts	Jan Roberts
Marita Grudzen	Susan Scott
John Harrison	Liza Taft
John Hester	Robinetta Wheeler
Lori Klein	

Volunteer Coordinating Committee

Tom Brosnan (Chair)	John Hester
Sherifa Ibrahim	Sherifa Ibrahim
Brenda Avery	Tom Jackson
Penny Barrett	Lori Klein
Mahesh Bhavana	Susan Scott
Bruce Feldstein	Kathryn Stucki
George Fitzgerald	Taqwa Surapati
Don Gee	Isabel Tagle

VOLUNTEER SPOTLIGHT

Name: Dr. Abdul H. Majid

Religious Denomination: Islam

How long have you been a Spiritual Care Volunteer:
About 2 years.

Why did you choose to volunteer with Spiritual Care Service? I moved to Northern California 4 years ago and volunteered as a neurologist at Gardner Clinic in San Jose. I spoke to a relative who volunteered in Spiritual Care at Stanford, and I was drawn to the idea and wanted to join the program. She helped me, and I have considered myself lucky to belong to such a wonderful program.

Best part of volunteering: I feel happiest when I am able to give something or help someone. As a physician, I have found that I cannot be sure of the results of my treatment. I have always prayed to God to help me do the right thing and cure my patients. I always tried to keep spiritual care in mind with physical care. After I retired, I thought spiritual care would be something I would love to do. Thanks to the Stanford program, I have had the chance to fulfill my dream. The best part of volunteering for me is definitely interacting with patients and listening to their struggles, which is what I have done as a physician. It is the duty of a Muslim to visit the sick. I can't see anything more rewarding in life than spending my time working in spiritual care in a hospital setting.

Most challenging part of volunteering: Talking to patients and family when the struggles they are facing are not fixable. It brings back the memory of the struggles I have had in my life. When the patients or family discover I am a physician they want my suggestions, which is not my place to give. It is so nice they are receiving treatment at Stanford, the Mecca of medicine, which delivers the best care and services.

After a day of volunteering: I am happy that I was of some help to a few, but also saddened to see their struggles. It reminds me how fragile life is, and reinforces how I should best spend the rest of my life. Every visit is a learning experience. I definitely get more out of it than I give.

A favorite story: One day I visited a patient who had a Muslim name. He was a young man from India, newly married, with a diagnosis of cancer. He turned out to be a Hindu and still wanted me to stay and talk to him. We had a wonderful chat and we both had tears in our eyes. He asked me to pray for him, which I did. His wife was touched by my visit. Both of them wanted me to come back. The following week when I visited he was discharged. I still think about him often and pray for him. Every patient I have visited has their own special story, with struggles and sufferings. Prayer is just part of what I do. I talk to them, try to ease their anxiety and often talk about things other than their illness, like learning about their philosophy of life and religion. ❖

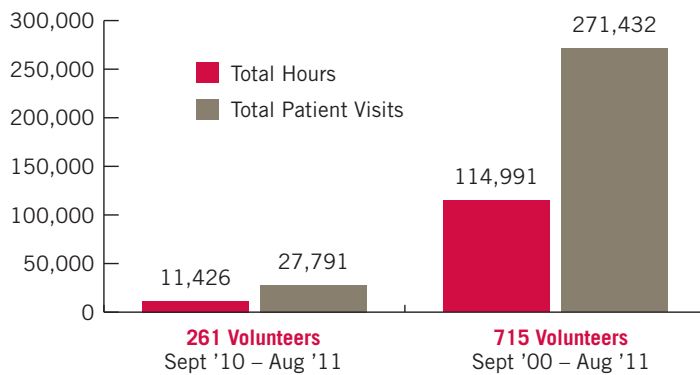


VOLUNTEER MILESTONES

We can never say “thank you” enough to all of our volunteers. Shown below are two lists of figures— one representing this past fiscal year and a second representing the past 11 years. In the fiscal year format you will note that 5 out of 10 persons listed are solely involved in clerical support work, showing how much goes into the preparation of our patient visitation ministry. We also highlight the **top ten volunteers** and honor their generous dedication to our Spiritual Care Service Program. Together with all of our staff, I would like to say “thank you” for all you provide for our patients and families. Each of you is indispensable in this task and we honor you for this. Thank you. ❖

John P. Hester, Associate Director, Spiritual Care Service, jhester@stanfordmed.org

Volunteer Data



Individual Volunteers with most hours worked between September 2010 – August 2011

Volunteers	Total Hours	Total Patient Visits
Penny Barrett	467	1221
Tony Iraci	310	395
Susan Thomas	216	Clerk
Patricia Connor	204	Statistical Data Analysis
Louise McQuillen	191	646
Teresia Burris	176	109
Maureen Martin	175	Office Assistant
Rena Gretz	171	Clerk
Donna Kruep	162	447
Janet Cross	153	Clerk

Individual Volunteers with most hours worked between September 2000 – August 2011

Volunteers	Total Hours	Total Patient Visits
Penny Barrett	2,984	7,000
Maureen Martin	2,925	Office Assistant
Susan Thomas	2,113	Clerk
Tom Brosnan	2,024	3,610
Patricia Connor	1,595	Statistical Data Analysis
Rena Gretz	1,546	Clerk
Elaine Andrews	1,479	118
Tony Iraci	1,397	1,456
Taqwa Surapati	1,267	791
Ron Andrews	1,116	2,742

THROUGH THE WINDOW, continued from page 1

been able to participate in this emotional moment of life and of death ... all through the window.

Rev. Scott made a point of coming over to me to make sure I was okay. She and all the other chaplains do such a wonderful job of not only taking care of grieving families but also following up with the nurses and physicians, making sure they receive time and support to grieve as well.

People often don't know what to do with the death experience. Nothing prepares us for what it actually looks like and feels like when someone you love dies.

For me, the Spiritual Care Service chaplains provide peace and structure around the whole experience. Often times it is family members and friends of many different cultures and religious preferences coming together to say a goodbye blessing to their loved one. The chaplains are so accepting and nonjudgmental; they walk into difficult situations and assess the needs of the distressed individuals. They have a way of making sense of it all and providing a peaceful, meaningful experience for all involved. ❖

Anita Girard, RN, CCRN, is an Assistant Patient Care Manager on Unit E2, the Medical/Surgical/Trauma/Neuro ICU.

♻️ Printed on recycled paper using soy-based ink.

CELEBRATING ORGAN DONORS

By The Rev. Susan Scott

As Decedent Care Coordinator for Spiritual Care Service at Stanford Hospital, I have the privilege of working with the California Transplant Donor Network (CTDN) whose mission is to save and improve lives through organ and tissue donation for transplantation. I work closely with CTDN, physicians, nurses and patients to help facilitate the process of donation—either by working with the families of donors or with the patients who are recipients of organs or tissue.

Last month, I experienced the work of CTDN from a whole new perspective. Our CTDN hospital liaison invited me to the 2012 “Donor Family Ceremony” which I gladly attended. Held on a Saturday at the Alameda County Fairgrounds, there were hundreds of people gathered for the event. They were all family members of people who had been donors. I met a donor mother who has become a volunteer with CTDN and who traveled to Europe to meet one of the recipients of her son’s organs. During the ceremony, twenty very healthy and grateful recipients of organs stood on the stage and one-by-one told their name

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It was all very moving for me and it made my experience with CTDN even more rewarding.
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and the transplanted organ they had received. They thanked their donors’ families for saving their lives. And they thanked everyone in the audience for their willingness to support. They read the names of all their donors and with the reading of each name, a family member would stand to receive a “Gift of Life Donor Medal.” At one table, a young boy sitting with his parents wore a t-shirt with a photo of his sister on the front and the words “Always remembered.” When her name was read, he stood to receive the medal in honor of his sister. It was an incredible moment of recognition and appreciation for the donors, their families, and all those who make the donation process possible. It was all very moving for me and it made my experience with CTDN even more rewarding to witness this celebration of the new life given to others because of donors and their families.

If you’d like to learn more about CTDN, check out their website at: www.ctdn.org. ❖

The Rev. Susan Scott is the Decedent Care Chaplain at Stanford Hospital & Clinics. You can reach her at suscott@stanfordmed.org.