

Johns Hopkins Department of

# Spiritual Care and Chaplaincy

**2016 Annual Report**



JOHNS HOPKINS  
MEDICINE



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AN 1873 LETTER FROM MR. JOHNS HOPKINS TO THE TRUSTEES,  
DIRECTING THEM TO ESTABLISH A HOSPITAL AND MEDICAL SCHOOL

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*“It will be your duty to provide for the erection upon other ground, of suitable building. . . You will provide for the reception of a limited number of patients who are able to make compensation. . . The money received from such persons will enable you to appropriate a larger sum for the relief of the sufferings of that class which I direct you to admit free of charge and you will thus be enabled to afford to strangers and to those of our people who have no friends or relatives to care for them in sickness . . . the advantage of careful and skillful treatment. . . **It is my especial request that the influence of religion shall be felt in and impressed upon the whole management of the Hospital; but I desire, nevertheless, that the administration of the charity shall by undisturbed by sectarian influence, discipline or control.**”*

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WE TAKE OUR MISSION FROM THIS DOCUMENT—to be the embodiment of faith and hope, inclusive and respectful of all religious and spiritual traditions with Johns Hopkins patients, families, staff members, faculty members and students, and with our congregational Medical-Religious partners throughout our city.

**Department of Spiritual Care and Chaplaincy**

Rev. Paula Teague, D.Min. M.B.A.  
*Senior Director of Spiritual Care and Chaplaincy  
Johns Hopkins Health System*

Mr. Ty Crowe, M.Div.  
*Director of Spiritual Care and Chaplaincy  
The Johns Hopkins Hospital*

Rev. Christopher Brown, M.Div.  
*Director, of Clinical Pastoral Education and  
Community Chaplaincy  
The Academic Division, Johns Hopkins Health System*



## Neonatal ICU

**Kat Kowalski** is a neonatal ICU fellow serving our youngest patients in the Johns Hopkins Children's Center. Kowalski meets proactively with expectant parents as they prepare for a potentially difficult and complex delivery. These meetings have increased communication, focused on desired outcomes by parents and increased satisfaction of care. Watch a video about this ministry.



<https://www.youtube.com/watch?v=xO8OqQkXEfQ>

## Called to Care

Over 1,100 patients were seen by the Called to Care chaplain in the first year of the program.

Chaplain Banks tells this story about one encounter. When I met Mr. W., he was clearly the sole caregiver for his wife. She had a stroke and was an inpatient because of her multiple health problems. When I introduced the Called to Care program, he said he didn't need anything. He loved his wife, and they would be fine. I persisted because I could see that he was a proud man, and also because I believed he would benefit from our services. So I said, 'What about we give you a call and see how you are doing?' He said OK, still wary. Then, I said, 'Mr. W., you've taken such care of Mrs. W. How have you done it?' We talked for a long time, and when he trusted me, he said maybe he could give that service a try. It is all about trust."

## Palliative Care

**Susan Donham** is a palliative care chaplain fellow as part of a grant from the Milbank Foundation. Donham visits palliative care patients and provides structured support groups for the palliative care team, primarily medicine fellows. The staff support is in response to high rates of burnout on palliative teams. Data continues to be collected for publication next year.



## Updates

Two staff openings at Johns Hopkins Bayview Medical Center provided an opportunity to study chaplain and CPE supervisor staffing needs and redesign positions. **Rev. Bernard Richardson** joined the Johns Hopkins Bayview Team as CPE Supervisor. The search process continues for a staff chaplain. **Rabbi Tsvi Schur**, who has been a longtime participant in the department, officially became the Johns Hopkins Hospital's Jewish chaplain. Johns Hopkins Bayview also added **Rabbi Walsh** as its Jewish chaplain. **Chaplain William Lee** moved from half-time to full-time chaplain for Hopkins ElderPlus.



Tsvi  
Schur

# PATIENT- AND FAMILY-CENTERED CARE

## Chapel

The Johns Hopkins Bayview chapel had a face-lift, which included adding more interfaith elements to the space and improving the lighting. Visitors have said, “It is a comforting space.”

## Newly Certified in 2016

Association for Professional Chaplains

**Tyra Curley**, on call

**Susan Donham**, chaplain fellow

**I. Maxine Robinson**, staff chaplain



## Annual Observances

We provide religious observances as requested, especially focusing on Christian, Jewish and Muslim holy days. There is a Johns Hopkins Kimmel Cancer Center Cancer Survivors Day, with 200 participants, and a cancer survivors conference with 275 registrants. Veterans Day is also remembered through a service that is simulcast to many Johns Hopkins entities. Johns Hopkins Bayview celebrates diversity through Light the Labyrinth ceremony, held in early December each year.



## By the Numbers: Total Patient Visits



**Goal**  
30,798

**Total**  
32,492

Urgent Patient Visits

2,687

Routine Patient Visits

29,806

Patient Rounds

587

892

## Diversity and Inclusion

“The striking thing is how much these traditions have in common.” (Teague) The 2016 Diversity Annual Report featured the Religious and Cultural Observances Toolkit, which was first developed at Johns Hopkins Bayview and was launched enterprisewide in fiscal year 2017. There are currently 26 fact sheets covering various faith traditions, including Easter, Yom Kippur, Ramadan, Ridvan and Diwali. The fact sheets will be housed on a website linked to spiritual care and chaplaincy.

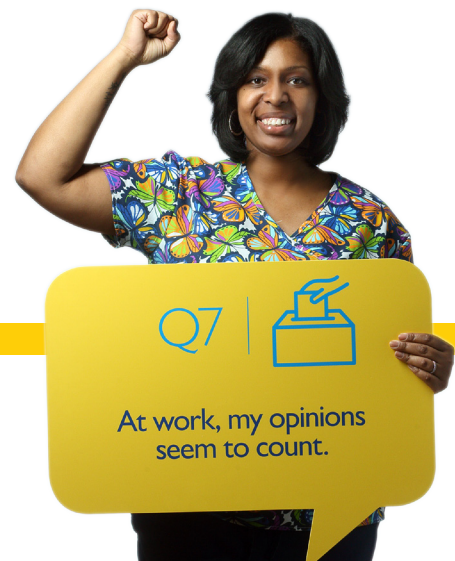
**Paula Teague** and **Ty Crowe** began service on the Diversity Core Team for Johns Hopkins Medicine. Teague joined the Diversity Council for The Johns Hopkins University and the Advisory Council for Health Equity.

The department continues to facilitate debriefings when community or global events occur. Johns Hopkins Bayview just began a quarterly town hall-style meeting called “Conversations on Social Justice and Health Equity.” These sessions are designed to provide a safe space to explore events, ensuring continued excellent patient care and employee engagement.



## Employee Engagement Scores – IMPROVED!

|               | Johns Hopkins Bayview | The Johns Hopkins Hospital |
|---------------|-----------------------|----------------------------|
| 2014          | 3.89                  | 4.2                        |
| 2015          | 4.13                  | 4.37                       |
| <b>Change</b> | <b>+0.24</b>          | <b>+0.17</b>               |



## Employee Memorial Services

Both The Johns Hopkins Hospital and Johns Hopkins Bayview held institution wide services for employees who had passed away in the prior year. This is in addition to more local services.

### Comments sent in response to memorial services held:

*“Thank you for leading the memorial service. You are such a kind and helpful person.”*

*“The time that we had was so comforting to me.”*

*“We are extremely appreciative of the immediate response and support.”*



**FY16 Goal – 46 services**

**FY16 Total – 55 services**

The department holds a special memorial service for cadavers at the school of medicine. This is a way to honor the people who give their bodies to science, medical learning and the future of Johns Hopkins physicians.

The Johns Hopkins Kimmel Cancer Center Service of Remembrance had 375 people attending in the Weinberg lobby. The Children’s Tribute Service had 375 parents, loved ones and staff members who attend. There is also a candlelight service for pregnancy and infant loss remembrance day.

Veterans Day is also remembered through a service that is simulcast to many Johns Hopkins entities. Johns Hopkins Bayview celebrates diversity through Light the Labyrinth ceremony, held in early December each year.



## By the Numbers: Employee Support



**Total Employee Contacts**



**Goal**

**6,134**

**Total**

**6,229**

## Contributions to the Fields of Chaplaincy and Education

- Designed and implemented “Seminar on Supervision” for the Association for Clinical Pastoral Education’s mid-Atlantic region (Teague).
  - Served as Association for Professional Chaplains representative for Maryland and Washington, D.C. (Cooper).
  - Served as Association for Professional Chaplains Maryland chair for certification (Ponnala).
  - Served on the Association for Clinical Pastoral Education’s National Certification Committee (Brown).
  - Served on the Regional Accreditation Committee (Crowe).
  - Served as the mid-Atlantic region’s Association for Clinical Pastoral Education sub-regional (Maryland, northern Virginia and Washington, D.C.) chair (Crowe).
  - Served as the mid-Atlantic region’s Association for Clinical Pastoral Education sub-regional (Maryland, northern Virginia and Washington, D.C.) secretary (McMurry).
  - Served on regional and national certification committees (Norvell and Ponnala).
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## Recruiting from Within

- **Chris Brown** was named director of the Academic Division’s CPE program and community chaplaincy.
- CPE alum **Susan Dunham** was named as palliative care fellow.
- Recruited **Rodger Stinger**, **Paula Thistle** and **Tyra Curley**, CPE alum, as on-call chaplains.
- **Asia Johnson**, former CPE resident, became a supervisory education student.
- **Andrea Fitz** was named program coordinator.
- All current 2016–2017 CPE residents were graduates of the CPE intern program.



**Chris  
Brown**



## Highlights

- Development of program to extend chaplaincy in the community through the use of the Gayley Fund
- Extensive review of job descriptions and pay scales
- Budget management



**Rhonda  
Cooper**



**Matt  
Norvell**



**John  
Ponnala**

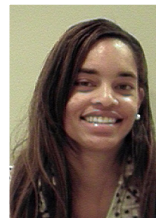
## Supervisory Education



Chaplain **Carol Battye** successfully received her certification as an associate supervisor in May 2016.



Rev. **Brandy McMurry** successfully received her certification as an Association for Clinical Pastoral Education candidate in September 2016.



Two new supervisory education students, **Asia Johnson** and **Brittany Powell**, joined the cohort in September 2016.

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## CPE Student Demographics

**There were 42 CPE trainees during 2016.**

We are very proud of the diversity of our program.

- Twenty-two females and 20 males
- Eleven African-Americans, 26 Euro-American, one Trinidadian and four African students
- All age groups, from 20 to 71; half are between 40 and 60
- Thirteen different Christian denominations, two Jewish students, two Unitarian students and one Greek Orthodox
- Three openly gay individuals



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## CPE Residents 2015–2016

**Sandy Michocki, Wayman Scott, Sandy Johnson, Luke Pollock, Sue Wirth, Darryl Banks, Asia Johnson**



## CPE Day / Trauma-Informed Care

Over 100 CPE students participated in the annual subregional the Association for Clinical Pastoral Education CPE Day sponsored by The Johns Hopkins Hospital this year. The topic was trauma-informed care because “clergy responses to trauma have a significant impact on our own healing and in healing our communities.” The day began with a “centering” ceremony, with song and drums led by David Fakunte, who is matriculating at the Johns Hopkins Bloomberg School of Public Health, and Deborah Pierce Fakunle. Donna Jackson Nakazawa, author of *Childhood Disrupted: How Your Biography Becomes Your Biology*, was the keynote speaker. Shannon Cosgrove, director of health policy at Cure Violence, and James Timpson, site director for Safe Streets, presented on programs that are showing remarkable reductions in community violence using a public health approach. Blog referenced below has more information.

**MORE INFORMATION:** <http://www.acesconnection.com/blog/over-100-pastoral-education-students-trained-in-trauma-at-regional-meeting-in-baltimore>

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## Caring for the City

To the right is the first cohort of 12 pastors from Baltimore. The class focused on developing spiritual care skills and professional roles in wellness of body, mind and spirit. Classes were held at the Mary Harvin Transformation Center.



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## Distance Learning

As a result of a generous grant from the Foundation for Spirituality and Medicine, we developed a curriculum highlighting use of technology to provide CPE training for a broader pool of participants. We plan a launch in 2017.

## Publications

- Becker, K., Crowe, T., Walton-Moss, B., Linn, A., Schram, A., Hanyok, L., Hayashi, J., Culhane, N., McNelis, A., Teague, P. (2016) Interprofessional debriefing; A novel synthesis of the 3D Model and Systems Centered Therapy. *Journal of Interprofessional Education & Practice*, 2016 March:2: 13-19.
- Hemming P, Teague P, Crowe T, & Levine R (2016). Chaplains on the Medical Team: A Qualitative Analysis of an Interprofessional Curriculum for Internal Medicine Residents and Chaplain Interns. *Journal of Religion and Health*, 55(2); 560-571.
- Galiatsatos, PA, Sundar S, Qureshi A, Ooi G, Teague P, Hale WD. “Health promotion in the community: impact of faith-based lay health educators in urban neighborhoods” *Journal of Religion and Health*, 55, 2016: 1089-1096.
- Waldfogel J, Battle D, Rosen M, Knight L, Saiki C, Nesbit S, Cooper R, Browner I, Hoofing L, Billing L, Dy S. Team Leadership and Cancer End-of-Life Decision Making, *Journal of Oncology Practice NCI-ASCO Teams issue*, Sept 2016.
- Cooper, R. Chapter 31, “Trust, Hope, and Miracles,” published in *Textbook of Palliative Care Communication*, Oxford U Press, 2016.
- Edges, H., Connors, C., Paine, I., Norvell, M., Taylor, H., Qu, A. Implementing the RISE second victim support program at the Johns Hopkins Hospital: A case study. *BMJ Open* 2016.
- Laura Shay, Ph.D., R.N. CPE Intern, A CPE Student Discovers a New Definition of Hope. *Plainviews*. 12(6) 2015.



**A list of all publications can be found at [hopkinsmedicine.org/pastoralcare/publications.html](http://hopkinsmedicine.org/pastoralcare/publications.html).**

## Current Research

- Patient satisfaction and staff engagement in spiritual care (Crowe, Teague)
- Critical Care Collaboration and Communication- CICU Interprofessional Goals of Care project (Teague, Zacharia, Kraeuter)
- Distance learning: development of modules and study of effectiveness in experiential educational modality of CPE (Teague, Crowe, Hale)
- Explore patient experiences of chaplains in palliative care (Smith, Crowe, Teague, Donham)
- Review of prayers at The Johns Hopkins Hospital (Crowe, Donahue, Norvell)



## 2016 Presentations

- Association for Professional Chaplains: “Together at the Same Table: Re-Framing the Clinical Rhombus for Education of CPE Students” (Brown and Cooper)
- Medicine and Spirituality Conference: “Chaplains on the Healthcare Team” (Teague and Crowe)
- Wake Forest CPE: “Social Determinants of Health as Part of Spiritual Assessment” (Teague)
- Wake Forest CPE: “Management as Part of CPE Curriculum” (Teague)
- School of medicine palliative care intersession (Cooper)
- Education for Clinical Technicians: “SOARING” (Norvell)
- ELNEC: course for nurses on cultural and religious considerations at end of life (Cooper)
- School of medicine intersession on introduction to spiritual care
- TIME course on regenerative medicine: Introduction to Spiritual Care (Crowe)
- Johns Hopkins Bayview medicine intern program: longitudinal course (Teague)
- Association for Professional Chaplains: “Implementation of a RISE program” (Norvell)
- George Washington Institute of Spirituality and Health Conference, Washington, D.C.: speaker, “Role of Palliative Care Chaplain,” (Cooper)
- Simulations: IPE end-of-life situations, pediatrics “Delivering Bad News” and Living Legacy organ donation training
- School of medicine program for second-year transitions to the wards: shadowing the chaplain
- Ethics for Lunch panelists and presenters



## Communication

- Implemented Epic for Chaplains at Johns Hopkins Bayview and The Johns Hopkins Hospital in fiscal year 2016.
- Developed Sharepoint web-based management of calendars, directories and current information for the integrated department.
- Integrated website.

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## Integrated Activities

- Made job descriptions consistent across Academic Division for department positions.
- Completed salary study, resulting in consistent pay range across department.
- CPE held the first summer intensive based in academic medicine rather than one medical center/hospital site.
- Fostered clinical community development through meetings of department directors and summer picnic.



Medical-Religious partners brunch at Zion Baptist Church

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## Medical-Religious Partners

- There are now over 50 congregations engaged as Medical-religious Partners.
- Held first cohort for 12 clergy of Caring for the City program.
- Held four brunches to develop partner plans.
- Partnered with Johns Hopkins Kimmel Cancer Center Patient and Family Services to hold “Demystifying Cancer Experience” workshop for over 25 participants.
- Five work groups developed from Medical-Religious Partners brunches, including:
  - > Jobs
  - > Disaster Planning
  - > Advance Care Planning
  - > Congregational Health Assessments
  - > Youth, Leadership and Education



