

JOHNS HOPKINS DEPARTMENT OF

Spiritual Care and Chaplaincy

FY17 Annual Report



JOHNS HOPKINS
MEDICINE

In an 1873 letter from Mr. Johns Hopkins to the trustees, directing them to establish a hospital and medical school:

“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!”



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 Baltimore.

Department of Spiritual Care and Chaplaincy

Chaplain Ty Crowe
Director, The Johns Hopkins Hospital

The Rev. Christopher Brown
Director, Clinical Pastoral Education and Community Chaplaincy

The Rev. Dr. Paula Teague
Senior Director, Johns Hopkins Health System
Director, Johns Hopkins Bayview Medical Center

In Remembrance of
The Rev. Sandy Johnson



On Friday, June 30, our beloved member of the spiritual care department, Sandy Johnson, passed away. This was a terrible shock for our team. No one would have predicted her death at the age of 62. Sandy was excited to be forging a new role as employee support chaplain, with her chaplaincy badge worn proudly. We were all delighted for her and her contribution to employee well-being.

Sandy grew up in Baltimore and was educated at Eastern High School, Strayer University and the North Carolina College of Theology. She joined The Johns Hopkins Hospital as a general clerk in 1988 and served in many capacities. In 2015, Sandy joined the Johns Hopkins Clinical Pastoral Education Residency program and, in 2016, became the hospital's first employee support chaplain.

Sandy knew "everybody" at Johns Hopkins. It was not uncommon for Sandy to be called upon as the emcee of events like Dancing with the Hopkins Stars, as a soloist at the Martin Luther King, Jr. commemoration, and for individual encounters where suffering and pain could be safely shared.

Sandy was important to the community as the founder and senior pastor for Fresh Water Ministries. She organized a Mothers of Murdered Sons Demand Cease Fire march on Mother's Day weekend to call attention to violence in East Baltimore.

Sandy said, "What gives me joy is doing work that makes a difference, in an institution that I'm proud of, for people I love and respect."

We continue to miss her, speak of her with love and humor, and feel grateful for the time we were given with such an incredible soul.



2015 CPE Students

Christopher Brown, Sandy Johnson, Luke Pollock, Seth Williams, George Asigre, Asia Johnson, Brandy McMurry, Darryl Banks, David Smith, Sandy Michocki and Sue Wirth



Patient- and Family-Centered Care

This is the primary work of the Department of Spiritual Care and Chaplaincy caring for patients and their loved ones. We celebrate each person on our team for all they do. This year, there were additions to the group that we recognize. Kat, Will, Dave and Bob were all recruited from within!



The Rev. Kristine "Kat" Kowalski named full-time staff chaplain for the neonatal ICU at The Johns Hopkins Hospital.



Will Bevins named staff chaplain at Johns Hopkins Bayview Medical Center, taking a lead role in palliative care.



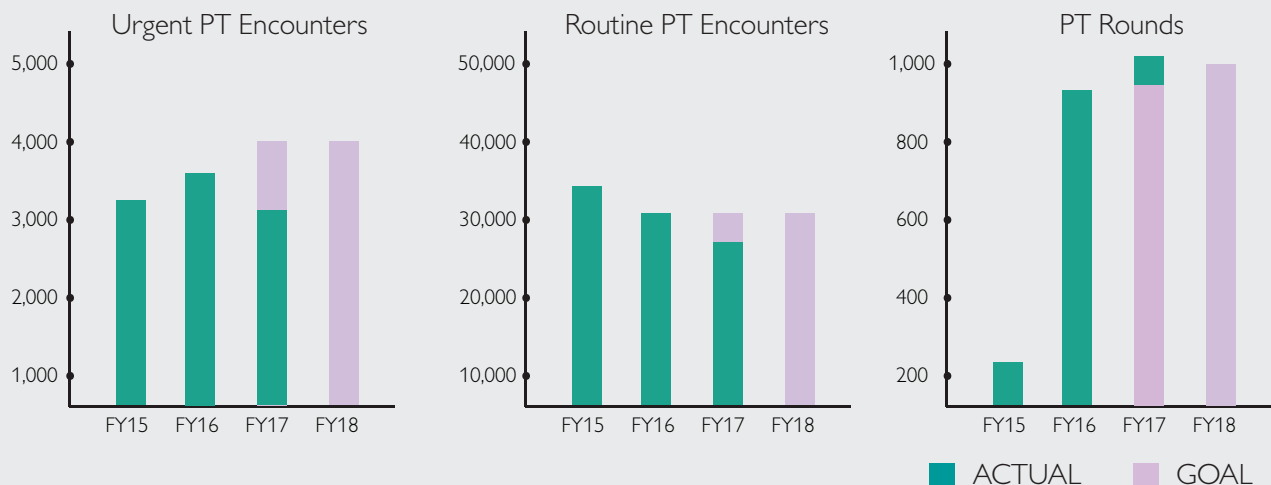
David Whye and Bob Colbert named on-call chaplains at Johns Hopkins Bayview Medical Center.



Tabett Prescott named CPE registrar/ executive secretary at Johns Hopkins Bayview Medical Center.

By the Numbers

TOTAL PATIENT ENCOUNTERS





The Rev. Dr. I. Maxine Robinson Retires

The Reverend Dr. I. Maxine Robinson retires from her role as staff chaplain on the Johns Hopkins Bayview Campus at the end of the 2017 calendar year. Maxine was in the first clinical pastoral education (CPE) intern group that Johns Hopkins Bayview held in 2007. At that time, Johns Hopkins Bayview was a CPE satellite of The Johns Hopkins Hospital, and the intern groups at The Johns Hopkins Hospital and Johns Hopkins Bayview met together, alternating locations. This meant that Maxine got to know The Johns Hopkins Hospital as well as Johns Hopkins Bayview. In 2009, Maxine was hired as an on-call chaplain at both Johns Hopkins Bayview and The Johns Hopkins Hospital. When a full-time position for a staff chaplain opened in 2012, Maxine was our first choice. She later became a board-certified chaplain with the Association of Professional Chaplains.

During her tenure in the spiritual care and chaplaincy department, Maxine focused on several ICUs, the specialty hospital programs, oncology, burn/burn wound unit, Ambulatory Services Center, women's health units and pediatrics. She serves on the Ethics Committee, Cultural Competence Strategic Action Team of the Diversity Council and the Called to Care Steering Committee for Employees. Maxine is well-known throughout the medical center for her quick response to patient care requests.

Throughout the years, Maxine has been faithful, flexible, committed and very compassionate, giving a true example of a champion for chaplaincy. The spiritual care department is proud to call her family, and we wish her well in her future endeavors.



The Cultural and Religious Observances Toolkit has grown this year to 52 fact sheets, all housed on the Johns Hopkins Medicine website. This has been an enterprise-wide project that has met with many expressions of gratitude. "I am proud to work for an institution that values diversity."

<https://www.hopkinsmedicine.org/diversity/observances.html>

- | | |
|---|--------------------------------------|
| Epiphany (Three Kings Day) | Memorial Day for Jehovah's Witnesses |
| Orthodox Christmas | Sukkot |
| Makar Sankranti | Simchat Torah |
| Dormition of the Theotokos | Good Friday |
| Lunar New Year | Double Ninth Festival |
| Thiru Aadi Pooram | Easter |
| Maha Shivaratri | Diwali |
| Krishna Janmashtami | Qingming Festival (Chinese) |
| Orthodox Christian Great Lent | Samhain |
| Eid al-Adha and Arafah | Festival of Ridvan |
| Ash Wednesday and Lent – Eastern and Western Traditions | Advent and Nativity Fast |
| Rosh Hashanah | Vaisakhi |
| Purim | Yalda (Winter Solstice) |
| Navrati | Beltane (Wiccan) |
| Holi | Winter Solstice (Wiccan) |
| Al-Hijra/Muharram | Ramadan |
| Tao-te Tien-tsun (High Pure One) | Dongzhi Festival |
| Mabon | Shavuot |
| Norooz/Naw-Ruz | Hanukkah |
| Taoist festival honoring Shen of Winds, West and Autumn | Visaka Puja |
| Taoist festival honoring Shen of Water, East and Spring | Christmas |
| Ugadi/Gudi Padwa | Eid-al-Fitr |
| Yom Kippur | Kwanzaa |
| Palm Sunday | Dragon Boat Festival (Chinese) |
| Ashura | Taoist festival honoring Shang-Ti |
| Passover/Pesach | |
| Chinese celebration of the Mid-Autumn Festival | |

Pictures from fact sheets from following observances: Eid al-Adha, Double Ninth Festival, Holi and Easter.



Diversity

There were four social justice and health equity meetings.



Group Session



**Team with
Chanel Gaskins**



The Department of Spiritual Care and Chaplaincy raised \$450 for the American Heart Association in the 2017 Heart Walk at Camden Yards.

Newly Certified in 2017

Association for Professional Chaplains

PRATIMA DHARM

RODGER STENGER

Successfully received his or her board certification from the Association for Professional Chaplains.

The Association for Clinical Pastoral Education



The Rev. Dr. J. Bernard Richardson successfully received his certification as an ACPE educator in October, 2017.



The Rev. Brittany Powell successfully received her certification as an ACPE candidate in October, 2017.



People



Asia Johnson and Debbie Glassman



RISE Time for You "toolkit"

RISE – "A Time for You"

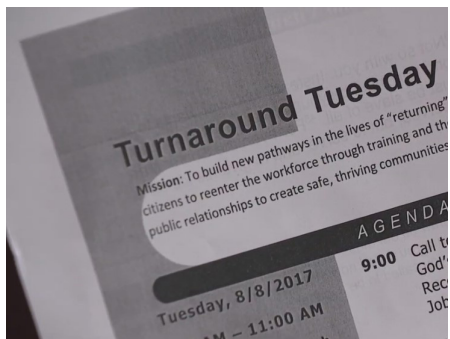
Matt Norvell continued to help lead the Johns Hopkins RISE (Resilience in Stressful Events) team while working with three other hospitals to implement RISE programs in their institutions.

Johns Hopkins Bayview implemented a group RISE experience called "RISE: A Time for You" designed to create a safe space on individual units to provide support and conversations. Tea and chocolates were available, as well.

Dancing with the Hopkins Stars

Eloiza Domingo-Snyder, deputy chief diversity officer, and Ty Crowe, director of spiritual care and chaplaincy at The Johns Hopkins Hospital, raised over \$8,000 for Baltimoreans United in Leadership Development (BUILD) Turnaround Tuesday through their participation in the 2017 Dancing with the Hopkins Stars event.

Turnaround Tuesday is a job skills movement that enables people who might otherwise struggle to get a job acquire the tools to become employed.



Ty and Eloiza were our Dancing with the Hopkins Stars winners. They received the "Spiritual Care-a Ball" from us with gratitude for the contribution and awareness raised for Turnaround Tuesday.



Eloiza Domingo-Snyder and Ty Crowe



Ty and the marketing poster

Employee Memorial Services and Annual Observances

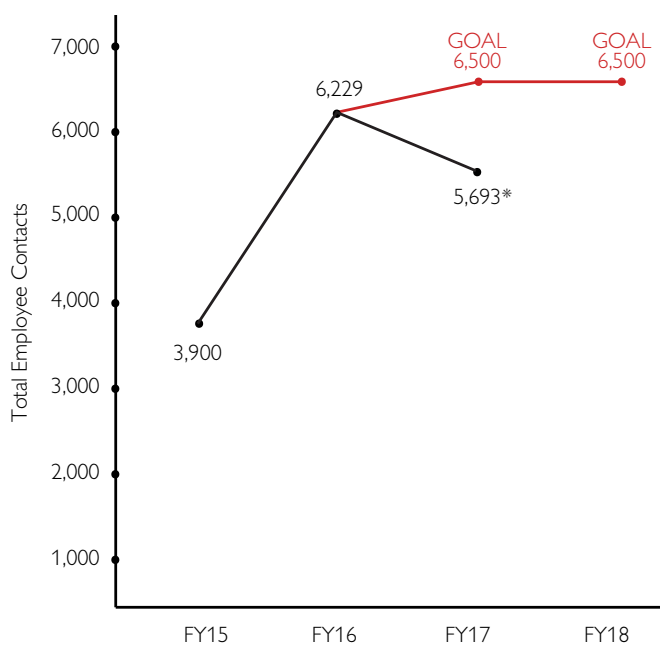
We provided 58 employee memorial services. This included services for individuals at the department level as well as larger institutional services. The Johns Hopkins Kimmel Cancer Center Service of Remembrance had 375 people attend in the Weinberg Building. The Children's Tribute Service had over 500 parents, loved ones and staff members who attended. There was also a candlelight service for Pregnancy and Infant Loss Remembrance Day. Johns Hopkins Bayview held a memorial service for families of loved ones who passed away, with approximately 90 people in attendance in early December. Additionally, The Johns Hopkins Hospital offered an Employee Remembrance Service, honoring employees who died the previous year.

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

We provide religious observances as requested, especially focusing on Christian, Jewish and Muslim holy days. The Cancer Survivorship Conference had 200 attendees. Veterans Day is remembered through a service that is simulcast to many Johns Hopkins entities. Johns Hopkins Bayview celebrates diversity through Light the Labyrinth, held in December each year.

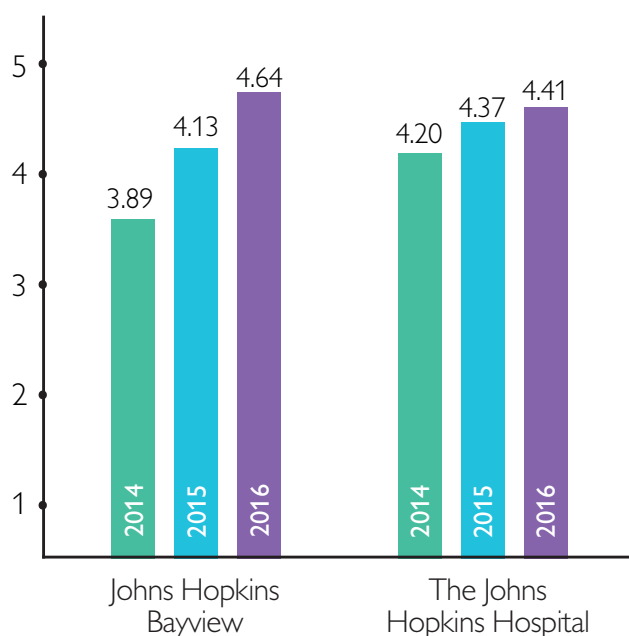
By the Numbers

EMPLOYEE SUPPORT



*Transition in evening chaplaincy contributed to drop in numbers

EMPLOYEE ENGAGEMENT SCORES





Performance



Increased employee satisfaction significantly.



Due to staffing vacancies and Epic implementation, overall patient care encounters were down.



With implementation of an evening chaplain and improved recording of statistics, we hope to meet our staff encounters goal next year.



We participated in or officiated 58 memorial services this fiscal year.



Education

Contributions to the Field of Chaplaincy and Education

- Designed and implemented Seminar on Supervision community of practice for the Association for Clinical Pastoral Education (Teague).
- Served as Association for Professional Chaplains Maryland chair for certification (Ponnala).
- Served as Association for Professional Chaplains representative for Maryland and Washington, D.C. (Cooper).
- Served on Association for Professional Chaplains certification committee (Robinson).
- Served on Association for Clinical Pastoral Education's National Certification Committee and Redesign Task Force (Brown).



Josh Rodriguez-Hobbs is the new Episcopal chaplain enrolled in supervisory education.



**CPE Residents 2016–2017
David Whye, Samuel Uzoukwu, Sandy Rector, Adie Johnson, Janet Kuria, Christopher Brown (CPE educator) and Will Bevins**

Chaplain Will Bevins completed officer training in the Navy, and chaplain Janet Kuria was ordained while in the CPE residency.



Janet Kuria and the Johns Hopkins family

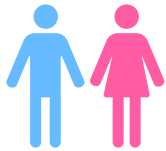


Will Bevins at officer graduation



By the Numbers

We are very proud of the diversity of the CPE program.



27 students who identify as female and 29 students who identify as male



25 African-American, 28 Euro-American and 3 African students



All age groups from 20–70; almost half between 40 and 60



12 different Christian denominations, 2 Jewish students, 3 Unitarian Universalist students



1 openly queer student, 1 openly gay student

Clinical Pastoral Education Awards

Distinguished Service –
Dr. Patricia Fosarelli



Sandy Johnson Community Partner
Award – The Rev. Debra Hickman



For 15 Years of Service –
The Rev. Dr. Paula Teague





CPE Graduation August, 2017 Featured Speaker

The Rev. Dr. Donte Hickman
Southern Baptist Church
Graduate of CPE in Atlanta, Georgia

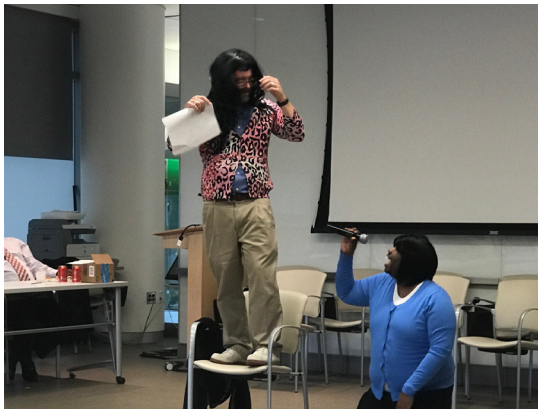




Our CPE program has lots of fun. The pictures below capture our time at the CPE skit night, CPE convocation and department picnic.

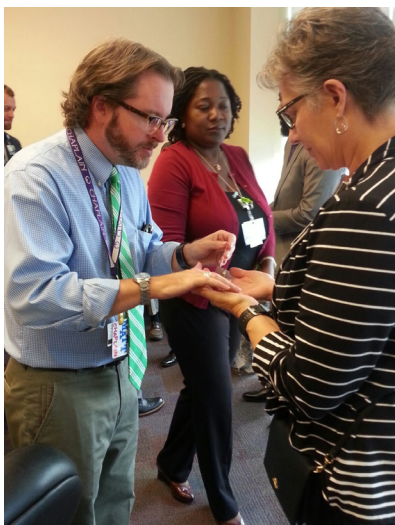
CPE Skit Night

Matt Norvell, pediatric chaplain at The Johns Hopkins Hospital, and Christopher Brown, director of CPE and community chaplaincy, took on many roles on CPE skit night! Below, they can be seen playing, from top left to right, Brandy McMurry and Brittany Powell (supervisory education students) and Sandee Yarlott and Paula Teague (CPE educators). CPE intern Eric Hatcher, bottom left, and staff chaplains John Ponnala, Rabbi Tsvi Schur and Rhonda Cooper, bottom right, enjoyed CPE skit night.



CPE Convocation

CPE students gathered for a CPE convocation in which their hands were blessed.



Matt Norvell and CPE resident Jackie Clarys



Ty Crowe and Pat Fosarelli

Department Picnic

The Spiritual Care and Chaplaincy Department staff members, students and volunteers enjoy the 2017 summer picnic with delicious foods and fun games!

Linda Johnson-Harvey, Rhonda Cooper, Matt Norvell, and Steve Dutton



Bernard Richardson, AJ Houseman, Yonatan Gorin, Darryl Banks, and Tabett Prescott



Ty Crowe and Matt Norvell



Linda Johnson-Harvey, Andrea Fitz and Tabett Prescott





Discovery

Publications

A list of all publications can be found at:

<http://www.hopkinsmedicine.org/pastoralcare/publications.html>

Hopkins Happenings, Matt Norvell, Pediatric Chaplain, May 2017.

Cooper, R. The Palliative Chaplain as Story Catcher, *Journal of Pain and Symptom Management*. January 2018 (online 2017).

Donohue, P., Boss, R., Norvell, M., Crowe, T. Hospital Chaplains: Through the Eyes of Parents of Hospitalized Children. *Journal of Palliative Medicine*. June 2017.

Edrees, H., Connors, C., Paine, L., Norvell, M., Taylor, H., Wu, A. Implementing the RISE second victim support program at the Johns Hopkins Hospital: a case study. *BMJ Open*. September 2016.

Hemming P., Crowe, T., Teague, P. Demystifying Spiritual Care: An Interprofessional Approach for Teaching Residents to Work with Hospital Chaplains. *Journal of Graduate Medical Education*. July, 2016.

SUBMITTED:

Becker, K., Lin, A., Hanyok, L., Teague, P., Hayashi, J., Schram, A., Culhane, N., McNelis, A., Crowe, T., Walton-Moss, B. Interdisciplinary Shared Clinical Experiences Program, submitted to the *Journal of Interprofessional Education*.

P. Teague chapter in the Bennet, R., Hale, W., 3rd edition. *Building Health Communities through Medical-Religious Partnerships*. Chapter on Chaplaincy in the Community and Community Partners Clinical Pastoral Education.

The Role of the Chaplain as Patient Navigator and Advocate for Patients in the Intensive Care Unit: One Academic Medical Center's Experience. Teague, P., Kraeuter, S., Scott, W., York, S., Zakaria, S. Submitted to the *Journal of Religion and Health*.

Patient Appreciation of Student Chaplain Visits During Their Hospitalization. Taylor, P., Crowe, T., Wright, S., Teague, P. To be published by *Journal of Religion and Health*.

Current Research

- Patient Satisfaction and Staff Engagement in Spiritual Care (Crowe, Teague)
- Distance learning – development of modules and study of effectiveness in experiential educational modality of CPE (Teague, Crowe)
- Exploring Patient Experiences of Chaplains in Palliative Care (Smith, Crowe, Teague, Donham)
- Review of written, submitted prayers at The Johns Hopkins Hospital (Crowe, Donahue, Norvell)



2017 Presentations

- School of Medicine: TIME—Palliative Care Intersession (Cooper, Brown, Kowalski, Schur, Ponnala, Kelly, Donham)
- ELNEC: End-of-life course for nurses, culture and religious considerations (Cooper, McMurry, Kelly, Schur, Palle)
- Interprofessional Education Simulations: End-of-life situations, pediatrics “delivering bad news” and Living Legacy organ donation training (Crowe, Norvell, Ponnala)
- School of medicine program for second-year students, transition to the wards—shadowing the chaplain (see featured)
- Ethics for Lunch panelists and presenters (Crowe, Ponnala, Norvell, McMurry, Powell)
- “Spirituality and Hope for Metastatic Breast Cancer Patients and Partners” (Cooper)
- “Demystifying the Cancer Experience” (Cooper)
- Surviving Survivorship Conference (Cooper, co-convenor)
- “Role of Spiritual Support/Chaplaincy in Health Care Setting”—social work student seminar (Cooper)
- “Chaplaincy in Practice” for Moravian Theological Seminary (Cooper)
- Perper Symposium “Quaker Thoughts on Family Caregiving,” October 2016 (Teague)
- Foundations: Chaplains on the Health Care Team, August 2016 (Teague)
- Spiritual Resources for Outpatient Psychiatric Clients, August 2016 (Teague)
- Conversations on Social Justice and Health Equity, Quarterly Meetings (Teague)
- “I and Thou: A Model for Relational Spiritual Care,” one-credit course at the Ecumenical Institute, April 2017 (Teague)
- “Thriving Versus Surviving” session with hospitalists, April 2017 (Teague)

Second-year medical students participate in Transition to the Wards for one month and shadow a nonphysician health care professional to develop a better understanding and appreciation of what various health care team members do. Students can shadow a physical therapist, pharmacist, nurse, dietician, social worker, or chaplain.

Below are the number of medical students who chose to shadow a chaplain for each year:

Feb 2015 – 17 Students **Feb 2016 – 31 Students** **Feb 2017 – 40 Students**

“What really impressed me was the chaplain’s demeanor; he really exhibited the qualities that are referred to as the ‘art of medicine.’

He was mindful to the patient’s emotions, listened to them carefully, and was not afraid to allow silences to occur; rather, he seemed to be able to minister through silence.”

“I learned to value chaplains as essential members of the health care team and consult

their services when indicated. Chaplaincy to me is a key component to high-quality health care.”

“I suspect that I will call on the chaplain when I myself might need spiritual or emotional support, or will think to call them for my patients.”

“I left the session inspired once more about the humanity of medicine, noting the humor

and happiness that caring support can conjure even in the face of serious sickness and suffering.”

“I can still strive to be as keenly aware as I can of my patients’ spiritual and emotional concerns. In that way, I can care for them more adequately and always know when to include a chaplain in the patient’s care.”



Integration

Activities for this year focused on work in the community. The new leader for community chaplaincy, the Rev. Christopher Brown, has enhanced the programs already in place and helped to grow new efforts, including Caring for the City, Medical-Religious Partners brunches, and community partners CPE. In June 2017, we launched community partners sites for ministry in the community. They include:

- Police community chaplaincy through a ride-along
- Mary Harvin Transformation Center
- Centro SOL Reading Club
- Sisters Together and Reaching (STAR)
- Turnaround Tuesday – program of Baltimoreans United In Leadership Development
- 301 Building – internal medicine practice
- Medical-Religious Partnership – brunch, work groups, Caring for the City



Will Bevins, Christopher Brown, and Adie Johnson at Southern Baptist Church



CPE resident Adie Johnson at the Baltimore Police Department

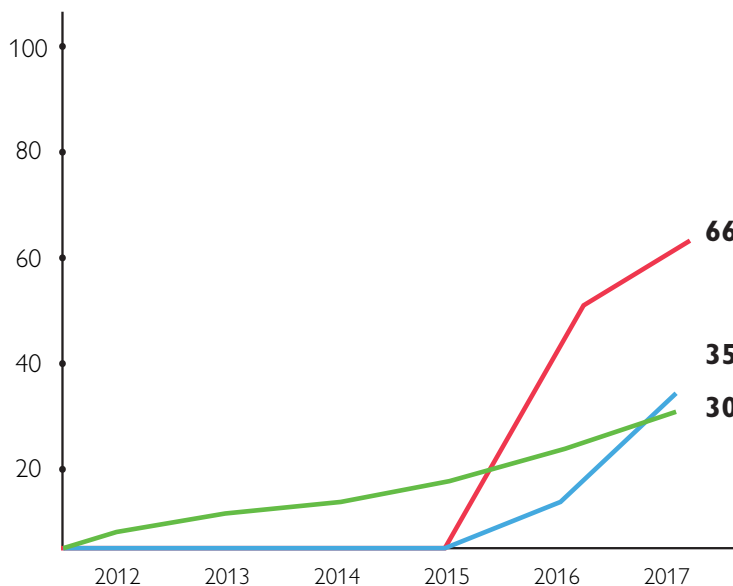
Caring for the City: Phase I and Phase II



During FY2017, there were three cohorts of Caring for the City. Pictured above are the spring and summer cohorts. There have been 31 people in the Caring for the City cohorts to date. Nineteen Baltimore clergy participated in Caring for the City Phase II, which focused on developing spiritual care skills and professional role in wellness of body, mind and spirit. Classes are held at the Mary Harvin Transformation Center (Chester and Federal streets).

By the Numbers

GROWING THE NUMBER OF MEDICAL-RELIGIOUS PARTNERS



TARGET:

Our goal is to engage 150 congregations by 2020.





Communication

- Implemented Epic at Johns Hopkins Bayview and The Johns Hopkins Hospital during FY17.
- Developed Sharepoint web-based management of calendars, directories and current information for the integrated department.
- Continued to build website to integrate information.

Medical-Religious Partners

- There are now 66 congregations engaged as medical-religious partners.
- Held first cohort for 12 clergy for Caring for the City program.
- Held four brunches to build trust and develop partner plans.
- Supported five work groups at the Medical-Religious Partners Brunches, including:
 - o Jobs: Turnaround Tuesday
 - o Disaster planning
 - o Advanced care planning
 - o Congregational health assessments
 - o Youth, leadership and education
- Partnered with Johns Hopkins Kimmel Cancer Center Patient and Family Services to hold "Demystifying Cancer Experience" workshop for over 25 participants.

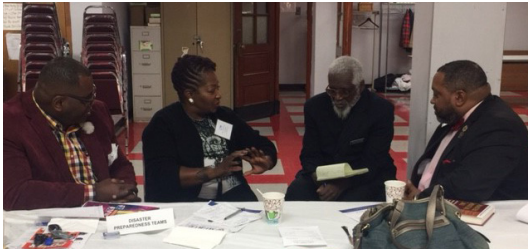
JOBS
Ty Crowe,
Walter Barham
and Chief Melvin
Russell



**YOUTH,
LEADERSHIP
AND
EDUCATION**
Toni Draper,
Marshall Prentice,
Selwyn Ray and
Paula Teague



**DISASTER
PLANNING**
Darryl Stephens,
Debra Hickman,
Michael Bishop
and Medgar Reid



**CONGRESSIONAL
HEALTH
ASSESSMENT**
Iris-Lawrence Rowe,
Marilyn Dawson
and Asia Johnson



**ADVANCED CARE
PLANNING**
Rosemary Koontz,
Rick Cash and
Jose Jimenez



Medical-Religious Partners Brunch at Zion Baptist Church



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