

HealthEast®
SPIRITUAL CARE

*Compassion
Grace Hope*



ANNUAL REPORT | FY 2006

HealthEast® 
Care System



Rev. Scott W. Hinrichs
Vice President – Spiritual Care/Mission

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This past summer, Fr. Jan Michael Joncas was the featured speaker at the HealthEast Spiritual Care staff retreat. He presented a spiritual and theological reflection, entitled “Hopefulness in the face of fear,” on his personal illness experience. He also led staff members in worship. Fr. Joncas’ music is well known throughout the church, especially for the song, “On Eagles’ Wings” based on Psalm 91. Fr. Joncas identified stages along his journey of recovery from a neurological illness, including confusion, diagnosis, suffering and recovery. Within each stage, he referenced both physical and spiritual experiences, facilitating dialogue with staff members on the role of spiritual care providers.

Fr. Joncas’ reflections were an affirmation of the importance of the spiritual dimension of illness, as well as the role of ministry within a health care setting. HealthEast Spiritual Care staff members bring God’s hand to patients, family members and staff amidst some of the most significant moments of life. It is a privilege to be part of a health care system that recognizes the spiritual dimension of healing, sustaining the heritage and identity of its founding hospitals. I am very grateful for the support of Spiritual Care by the HealthEast board of directors, Chief Executive Officer Tim Hanson, the HealthEast Foundation and HealthEast employees.



*And he will raise you up on eagles' wings,
bear you on the breath of dawn,
make you to shine like the sun,
and hold you in the palm of his hand.*

Fr. Michael Joncas

Spiritual care is provided by physicians, nurses, aides and many staff members who listen, empathize, encourage and at times, pray with patients, clients, residents and families. This Annual Report documents primarily services provided by chaplains, students and volunteers of the Spiritual Care department, however, we understand that ministry within HealthEast Care System is not limited to the statistics or highlights documented in this report.

Please let me know if you have any feedback regarding the ministry described in this report at 651-232-2307 or shinrichs@healtheast.org.

Rev. Scott W. Hinrichs
Vice President – Spiritual Care/Mission

The mission of HealthEast Spiritual Care is to offer spiritual care services that contribute to the health and well-being of all who are served by the HealthEast health care system.

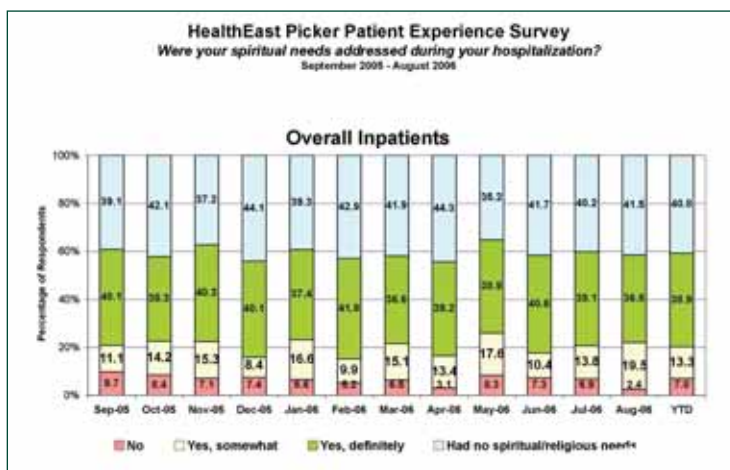
The goals of HealthEast Spiritual Care are to:

- Represent God’s love and presence
- Maintain values based in the religious heritage of HealthEast
- Fulfill the mission and vision of HealthEast
- Integrate spiritual care throughout the continuum of care
- Provide leadership in the provision of compassionate health care
- Contribute to the understanding and application of ethical care
- Facilitate HealthEast’s relationships with area churches and community groups
- Develop the community stewardship role of HealthEast

Picker Patient Experience Survey

HealthEast uses the Picker Survey to monitor how well patients believe their spiritual needs were met during hospitalization. Three questions on the Picker Survey addressed this issue.

1. Were your spiritual needs addressed during your hospitalization?
2. Who spoke with you about your spiritual/religious health during your stay?
3. Did you find discussion of your spiritual/religious well-being helpful in your recovery?



Results for question 1 for FY 2006 were:

- 39 percent “Yes, definitely”
- 13 percent “Yes, somewhat”
- 7 percent “No”
- 41 percent “No spiritual needs”

Spiritual Care

During illness, surgery or rehabilitation and significant life events such as birth, transition to a long-term care center or death, it is especially important to attend to the spiritual and emotional dimensions of people. HealthEast Care System recognizes that a person’s spirit needs care to help restore health and to maintain wellness. Therefore, HealthEast Spiritual Care is an integral part of our mission.

As a faith-based health care organization, HealthEast offers spiritual care to people of all religions, cultures and faith traditions. The Spiritual Care department offers support to patients, clients, residents, family members and staff by listening, praying, offering Sacraments, facilitating communication and helping resolve ethical concerns. A chaplain is always available on a 24-hour basis for ministry in an emergency situation.

FY 2006*

A week in the life
of HealthEast
Spiritual Care...

1,655

Spiritual Care visits

117

Referrals

37

Staff consults

11

On-call responses

500

Prayers

44

Visits to dying patients

665

Sacraments

5

Support groups

18

Worship services

52

Team conferences/rounds

5

Family conferences

1.6

Funerals/memorial services

*September 1, 2005
through August 31, 2006.

FY 2006 HealthEast Spiritual Care highlights:

- The chapel at Bethesda Hospital was remodeled, including "Prayers for Healing," a tapestry that holds prayer requests from patients, staff, families and visitors.
- HealthEast Spiritual Care collaborated with Insight Consulting to create a new statistical recording database.
- Staff created an informative resource for on-call chaplains regarding office hours, worship services and specific spiritual care services offered at each HealthEast site.
- Staff conducted a survey of managers at St. John's Hospital regarding their preference for how meetings are opened with devotion or prayer.
- HealthEast Spiritual Care provided spiritual assessment education to improve the skills of staff to assess and address spiritual needs of patients and family members, and to increase the awareness of what patient/family situations are appropriate for referral to a chaplain. A written learning module was revised and placed on the HealthEast EduNet for staff continuing education.
- HealthEast Spiritual Care purchased a new Christmas nativity scene for display at St. John's Hospital and completed planning for expansion of the St. John's Chapel display area to offer patients, family members and staff a greater diversity of faith resources. Funds were provided by the St. John's Hospital Employee Giving Campaign.
- Plans continue to evolve for the new chapel in the St. Joseph's Hospital building project, which will be located near the front entrance of the hospital on the level above the lobby. A liturgical consultant has also been involved in the planning process.
- Laptop computers were issued to the Hospice chaplains, enabling them to complete documentation of home visits while in the community.
- Guardian Angels Catholic Church parish community dedicated and blessed a new infant section of the Guardian Angels Cemetery. Guardian Angels Church, located in Lake Elmo, has a written agreement with HealthEast hospitals to bury pre-term babies and infants up to one year of age who have died at one of our three acute care hospitals. Guardian Angels Church provides this service at no charge to the families or hospitals.
- With a grant from the HealthEast Foundation Spiritual Care Fund, CareNotes® were purchased for HealthEast sites. These compact, 5 x 7 inch eight-page full-color booklets are a means to extend care to the spirit at times of illness, surgery or rehabilitation and amidst significant events such as birth, transition to a long-term care center or death. The booklets have proven to be very popular with HealthEast patients, clients and visitors and are placed in chapels and waiting areas throughout HealthEast sites.



- Spiritual Care Hospice staff continued to offer visits as part of the HealthEast Palliative Care service for persons with advanced chronic illnesses.
- Major education offerings for FY 2006 included:
 - Hultkrans Seminar, “Creating a welcoming environment: cultural competence, belief systems, spirituality and healing,” featuring Kathy Culhane-Pera, MD; Rev. Naa Abashie Ankraah; Luz Sanchez, MD; and Phua Xiong, MD.
 - “Soulful aging: developmental stages in later life,” an exploration of the faith and aging journey with a focus on healthy mind, body and spirit. Speakers included Alvin Holm, MD; Chaplains Scott W. Cartwright and Jerry Storm, and Shirley Mertens.

Clinical Pastoral Education:

- Six units of Clinical Pastoral Education (CPE) were conducted with a total of 22 student units and 8,800 hours of supervised ministry.
- CPE program participants and pastoral care students provided a total of 6,666 pastoral visits at HealthEast facilities, representing 7.8 percent of the chaplaincy staff’s total visits.
- CPE residents provided a significant portion of on call ministry: 46 percent of weekend shifts and 20 percent of weeknight shifts. Three residents providing this service were funded through a grant from the HealthEast Foundation.
- Three of four CPE residents secured a chaplaincy position upon completion of their training.
- Analysis of program evaluations and exit interviews continue to show a high degree of satisfaction reported by persons who have completed CPE units at HealthEast. This survey process is conducted by the HealthEast Research and Education department and reviewed by the program’s advisory board and the CPE Supervisors.
- A seminar celebrating the 10th anniversary of HealthEast’s Clinical Pastoral Education Residency program was held, featuring Rev. Peter Marty, speaking on “Callus and sensitivity in a pastor’s soul: pastoral authority in the 21st century.”



CPE residents for fiscal year 2006. From left: Alma Langley (Baptist), St. Joseph’s Hospital; Rev. Tony Wong (ELCA Lutheran), St. John’s Hospital; Julie Schaffer (Baptist) and Rev. Eric Saxvik (ELCA Lutheran), Bethesda Hospital.

For the record FY 2006

86,078

Spiritual Care visits were made to patients, residents and family members/friends

568

On-call responses made beyond 8 am to 5 pm, Monday through Friday

6,070

Referrals received from staff, patient/family, parishes and care management pathways

933

Worship services offered in HealthEast facilities

85

Funerals/memorial services officiated by HealthEast chaplains

239

Family conferences attended by HealthEast chaplains

2,682

Team conferences/rounds attended by HealthEast chaplains

“To be alive is to be vulnerable.”

– Madeleine L'Engle

A ministry of vulnerability

When we or someone we love is ill or concerned about health, we often feel vulnerable, unsure of the future and unable to control what will occur. We may be faced with situations and decisions that cause anxiety or fear. It is difficult to find people to talk to who are not personally threatened by such situations of vulnerability. Chaplains must be willing to confront their own anxieties in order to be present to vulnerable persons in need of care and companionship. Such ministry requires self-awareness and on-going reflection, as well as attention to self-care and personal spirituality. Conversations about dying, loss, physical pain, doubt and confession are not for the timid. The temptation is to try to solve the problem, even if it is unsolvable, or to offer advice and focus on what is positive. Yet it is only amidst moments of honesty when we are in touch with our human vulnerability that new life of faith, grace, hope and love can bloom.

The chaplain felt an inner dread as the man's story unfolded. He was a similar age and they shared several common life experiences, e.g. number and age of children, college majors and career experiences. Their personalities seemed similar. Yet this patient and his wife were overwhelmed with the news of a devastating diagnosis and struggling to find a foothold in faith to hold on amidst the storm. It took every ounce of courage the chaplain could muster to truly stay in the room. He had no easy answers nor words that could make it all go away. He simply allowed himself to be swept along into their vulnerable world, confronting the truth in the process, that nothing protected him from similar danger. The chaplain's own personal fears began to raise their voices and he knew that they would need to be addressed along the way. As their relationship developed, however, the shared vulnerability became the primary source of intimacy and empathy.

Ministry in a health care setting means accepting vulnerability, of others and of ourselves.

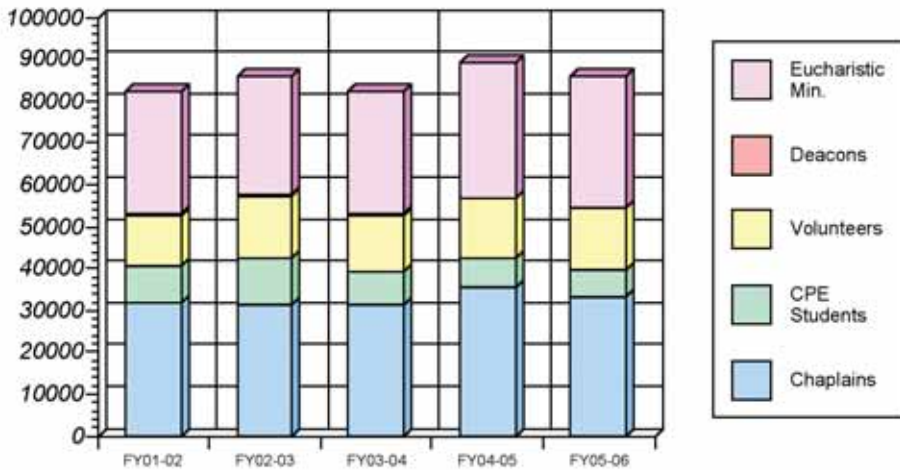
FY 2006 Spiritual Care Statistics

Spiritual Care services Acute and Outpatient Care	FY 2005	FY2006	Percent Change
Inpatient/families visited	27,741	28,703	+3%
Out-patient/families visited	7,280	7,422	+2%
Total Spiritual Care visits	88,950	86,078	-3%
On-call responses	589	568	-3%
Referrals	6,770	6,070	-10%
Staff consults	1,465	1,945	+33%
Team conferences/rounds	2,569	2,682	+4%
Family conferences	193	239	+24%
Support groups	317	282	-11%
Worship services	1,215	933	-23%
Worship attendance	12,478	11,227	-10%
Communion/anoointing	27,529	26,957	-2%
Preoperative visits	8,844	9,813	+11%
Counseling	1,148	925	-19%
Ethics consults	65	101	+55%
Dying, death, code	2,111	2,313	+10%
Funerals/memorial services	198	85	-57%
Chaplain FTEs	14.9	15.4	+3%
Total percent patients visited	73%	75%	+2%

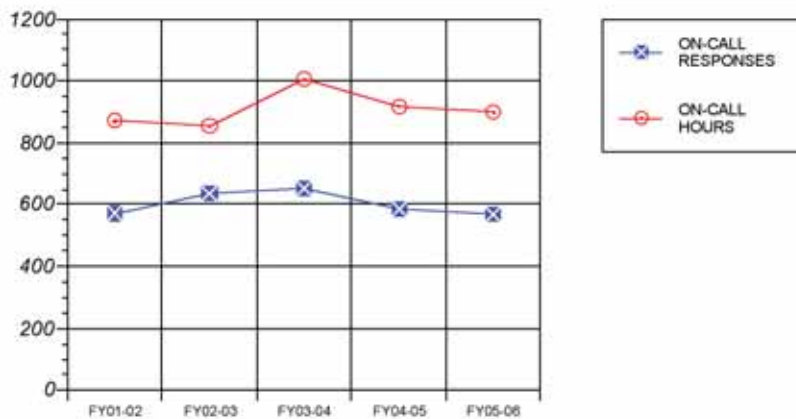
FY 2006 religious affiliation of HealthEast acute care patients

Faith/denomination	Admitted	Percent
Protestant	15,729	42.25%
Roman Catholic/Orthodox	12,837	34.5%
Non-denominational	2,094	5.6%
Jehovah's Witness	95	.26%
Jewish	147	.39%
Mormon	33	.09%
Islam	154	.41%
Buddhist	110	.30%
Hindu	39	.10%
Other	318	.85%
No religion	4,702	12.6%
Unknown/no religion	966	2.6%
TOTAL	37,224	100%

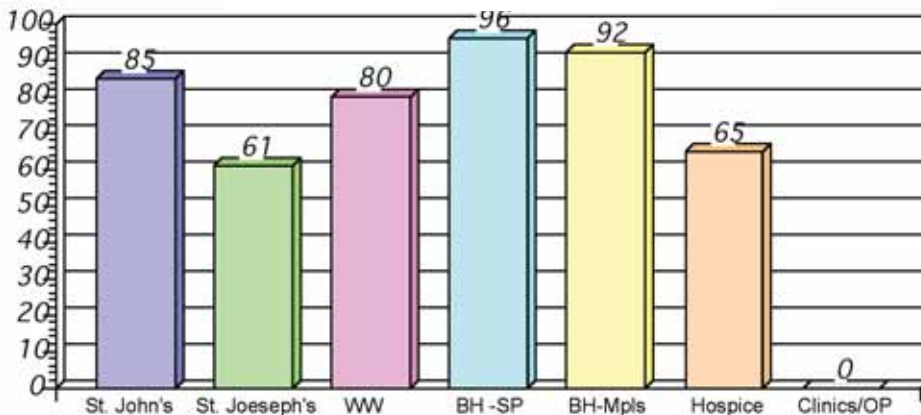
HealthEast Spiritual Care Spiritual Care Visits



HealthEast Spiritual Care EMERGENCY ON-CALL MINISTRY



HealthEast Spiritual Care FY 2006 Percent patients & families visited site



"Right at the depth of the human condition, lies the longing for a presence, the silent desire for a communion."

– Taizé web site

A ministry of presence

Ministry in a health care setting is more about being than doing. A chaplain doesn't enter a room with a list of tasks that need to be accomplished; rather the intention is to form a relationship within which caring can be expressed. From a Christian perspective, this purpose stems from the example of God's self-revealing love as one who dwelt among us. In the Dictionary of Pastoral Care and Counseling, G. Fackre defines the ministry of presence as "...a form of servanthood characterized by suffering, alongside of and with the hurt and oppressed – a being, rather than a doing or a telling." This ministry seeks to act out the good news of God's love, touching the part of our souls that long for companionship.

The chaplain was called late in the evening to be with a family as they stood in the room with their loved one, who was dying. After introductions and sharing the essentials of the story, they waited together. Occasionally, a family member shared a memory or asked a question, and individuals took turns coming near the bed, touching the one who would no longer be with them, except in memory. Time seemed to slow down. There were long moments of silence. A nurse came in to administer a medication. At one point, the chaplain led the family in a prayer, holding hands together and touching the person in the bed. More time went by, more stories were shared and, when the time seemed right, the chaplain said good-bye.

The family was very grateful for the chaplain's presence. Why? They were reminded of the support of their community of faith and of hope that comes from a loving God. This understanding did not come from a sermon or helping with specific problems; it was communicated by the desire and willingness to be present.



In partnership with HealthEast Care System, parish nurses are experienced RNs who have additional education in parish nursing. Parish nurses work with pastoral staff, promoting health and wellness in a faith community, through five primary roles: health educator, health counselor, volunteer coordinator, advocate, integrator of the faith/health relationship. For additional information on the HealthEast Parish Nurse program or to receive a copy of the Parish Nurse brochure, call Lori Anderson, RN – Parish Nurse Coordinator at 651-232-5521.

HealthEast Parish Nurse Network FY 2006 highlights

- HealthEast Parish Nurse Network (HEPNN) welcomed St. Pascal Baylon Catholic Church of St. Paul in June with Sue Ristow, RN as the Parish Nurse.
- Corpus Christi Catholic Church in Roseville completed its first three years as a member of the HealthEast Parish Nurse Network.
- HEPNN consulted with Peace United Methodist Church, Shoreview; Calvary Baptist Church, Roseville; and Twin Cities Christian Homes on developing parish nursing positions.



- HEPNN completed a one-year Pastoral Nurse Pilot project at Cerenity Residence: Marian of St. Paul. Cerenity approved this role as a position and will fund it going forward.
- Consideration of a new Community Outreach Parish Nurse position led to interviews with several potential partners and is further developing in 2007.
- Parish nurses checked blood pressures for 418 seniors in three independent living buildings in the East Metro.
- Rev. Allen Dundek and Parish Nurses Lee Cummins and Debra Gisch presented Clinical Pastoral Education for parish nurses to the Evangelical Lutheran Church in America Parish Nurse Association at Calvary Lutheran Church in Golden Valley.
- The parish nursing article, “Care of the body, mind and spirit” was published in the Star Tribune on April 16, 2006.
- Ads for parish nurse positions appeared in the Metro Lutheran and in the Journal of Christian Nursing in the Fall 2006 issue.
- HEPNN nurses worked with eight undergraduate nursing students from the University of Minnesota who were exploring the parish nurse role in their community health nursing course.
- The program and individual parish nurse church-specific brochures were redesigned and reprinted.
- Parish nurses utilized a wide variety of HealthEast services in their work including, Research and Education department for surveys and statistics, Diabetes Resource Center for health fair screenings and HealthEast staff members speaking in parishes on a variety of health topics.

- Lori Anderson, RN, HEPNN Manager serves on the board of the metro-wide Faith Community Nurse Network, which is launching a web site and finalizing a metro parish nurse survey. She is also on the board of the Health Ministries Network of Minnesota, which has offered faith-based pandemic flu preparation for faith communities across Minnesota.

- A parish nurse staff retreat, “A fountain of refreshment” was held at Christos Center in Lino Lakes.

- Three staff attended the 20th annual Westberg Parish Nurse Symposium, “New horizons; changes, challenges and choices,” in St. Louis, MO.



“In the attitude of silence, the soul finds the path in a clearer light.”

– Mahatma Gandhi

A ministry of silence

A couple walked through the woods on a beautiful autumn day, shuffling their feet through a deep carpet of fallen leaves. Each step made considerable noise as the leaves were pushed aside. For a moment, they stopped, very still, and only then did they hear the sound of water rushing nearby. Just a few feet from the trail was a beautiful brook and they walked over to sit at the side of the brook.

Our lives are often filled with too much noise to hear our own souls or the still, small voice of God. Sometimes health concerns stop us in our tracks and in the silence, we are able to pause long enough to focus our attention on God’s presence. Spiritual care allows for and seeks to encourage silence that is attentive, anticipating increased self-awareness and connection to oneself, to others and to God. Allowing silence amidst conversation and prayers offers an opportunity to hear what is just out of range during everyday life. Raising questions about what one experiences in silence or while waiting helps discover meaning, make connections and create opportunities for healing of the spirit.

After talking for some time about what brought her to the hospital, her family and some details about her background, there was a pause in the conversation – a silence. It might have been awkward in normal conversation or a social setting, however, the pause seemed right at this moment. When she spoke again, she shared her recent struggle with depression and tears formed in her eyes. Subsequent conversation focused more keenly on these feelings and prayer together included a petition for God’s presence and help amidst a sadness that had come to permeate her life. Follow-up dialogue with other staff members on this topic brought about additional interventions for depression.

Spiritual care is often a ministry of silence, seeking ways to quiet the loud, distracting noise of life.

HealthEast Parish Nurse Network	Parish nurse	Members
Central Baptist Church St. Paul, MN	Open position	580
Cerentry Residence, Marian of Saint Paul St. Paul, MN	Lori Anderson, RN	125
Church of St. Thomas Aquinas St. Paul Park, MN	Maureen Dillon, RN	4,575
Corpus Christi Catholic Church Roseville, MN	Eileen Stack, RN	1,475
Peace United Methodist Church Shoreview, MN	Open position	250
St. Mary of the Lake Catholic Church White Bear Lake, MN	Bonnie Wek, RN	7,600
St. Pascal Baylon Catholic Church St. Paul, MN	Sue Ristow, RN	1,150
St. Paul’s Lutheran Church Minneapolis, MN	Arlis Bresnahan, RN	150
St. Thomas the Apostle Catholic Church St. Paul, MN	Carol McKenna, RN	1,500
Woodbury Baptist Church Woodbury, MN	Lee Cummins, RN	250

HealthEast Mission

HealthEast Mission involves community service initiatives coordinated by staff members in response to community need, as well as mission identification activities and events designed to heighten awareness and to clarify the meaning of the HealthEast mission.

2005 Christmas Family Program



Thank you to HealthEast staff members and volunteers for participation in the 2005 Christmas Family program. The contributions and efforts to purchase gifts and grocery gift cards for families in need made the spirit of Christmas real. HealthEast is a special place to work because of such programs.

Year	HealthEast Families	Catholic Charities	Other Families	Total # Families	Food Certificates	# Family Members	# Sponsors
1997	33	42		75			
1998	34	54		88			
1999	49	65		121			
2000	48	94		142		545	122
2001	56	103	10	169	2	662	188
2002	63	98	6	167	4	614	171
2003	76	89	6	168	2	626	176
2004	68	100	6	174	\$2600	740	140
2005	55	91		146	\$6655	659	149

Caring Hearts for Homeless People Supply Drive

	Clinics	Congregations	Other	Weight	Cash	Value
1997					\$1,263	\$10,142
1998						\$19,335
1999	18	26		3,542 lbs.	\$1,310	\$29,310
2000	23	28		5,828 lbs.	\$1,776	\$46,243
2001	23	45	1 fifth grade class 1 high school 1 4H Club	5,150 lbs.	\$1,870	\$53,670
2002	12	33	2 schools 16 HealthEast Sites	3,777 lbs.	\$800	\$30,813
2003	11	30	1 fifth grade class 16 HealthEast Sites Area residents	4,143 lbs.	\$1,550	\$37,337
2004	16	52	1 sixth grade class 1 Confirm. class	6,997 lbs.	\$5,355	\$63,476
2005	10	39	1 sixth grade class 1 Boy Scout troop 16 HealthEast sites	5,167 lbs.	\$2,039	\$45,704
2006	15	25	1 sixth grade class 1 Boy Scout troop 14 HealthEast sites Thrivent Financial Individual donors	4,749 lbs.	\$7,025	\$52,540

Caring Hearts for Homeless People February 2006

Jointly sponsored by HealthEast Care System and the Ramsey Medical Society Foundation, the Caring Hearts for Homeless People supply drive collected personal hygiene and related items for St. Paul programs that offer services to homeless people. In addition to HealthEast's staff and area clinic contributions, faith congregations and area schools participated in the drive, held February 1 through February 24. Sr. Marian Louwagie, CSJ, and Cindy Rudh coordinate this project for HealthEast. Supplies were distributed to Listening House of St. Paul and Health Care for the Homeless.



2006 Caring Hearts for Homeless People donation analysis

Item	Approx. wt.	Approx. \$
Medicine (flu, cold, pain, etc.)	343	\$11,463.57
Health, hygiene and baby products	3,805.5	\$25,846.00
Miscellaneous	590	\$8,206.00
Cash donations	—	\$7,024.98
TOTAL	4,738.5 lbs.	\$52,540.55

Mission Month • April 2006

Over 300 staff attended the 2006 HealthEast President's Prayer Breakfast at the Prom Center on April 11. The program featured reflections on faith stories by Cindy Bultena, Woodwinds; and Peter Daly, MD, Summit Orthopedics; as well as drama and music by Vanessa and Jeremiah Gamble, Theater for the Thirsty.



The 2006 Mission Month Seminar was held April 19 at the Minnesota History Center, featuring Emily Friedman speaking on, "Why mission matters: heritage, challenge and keeping the faith." Ms. Friedman, an independent writer, lecturer and health policy/ethics analyst, addressed the question of whether heritage can sustain mission and the centrality of mission for today's health care organizations. She communicated the message that mission is an essential, core factor in the continuation of a provider organization that is dedicated to high quality, spiritual and social inclusiveness and responsiveness to the needs of a diverse community.

HealthEast site Mission Month activities included collections for area food shelves, missions organizations, blessing of hands, and special speakers.

Hurricane Katrina relief

HealthEast received special recognition from Minnesota Governor Tim Pawlenty for employees' efforts to reach out and help Hurricane Katrina victims. "This certificate is presented in recognition of your patriotism and valuable contributions to Hurricane Katrina efforts," stated a certificate of recognition from the Governor. "Your work and commitment in recognizing the need to assist others in terms of crisis is truly remarkable. Therefore, with the appreciation and respect of the People of Minnesota, this certificate is presented to HealthEast."

Charity care and financial aid

This past fiscal year, HealthEast acute care hospitals increased the financial aid income eligibility guidelines and added a sliding scale partial discount. This means more patients may qualify for financial assistance. Some patients express financial concerns directly to their treatment providers or to Admitting staff. If any patient expresses concern about their ability to pay for health care services or asks for information about HealthEast's charity care or uninsured discount program, they are referred to the site financial social worker or directly to Patient Accounting for information. HealthEast doesn't want financial concerns to stand in the way of patients receiving needed medical services. Staff members will work with patients to determine eligibility for discount programs and with community partners to identify patients who qualify for government or community programs.

HealthEast Foundation

The HealthEast Foundation supports Spiritual Care, assisting in fund raising and approving grants for specific requests. This past fiscal year, grants supported the HealthEast Clinical Pastoral Education residency program, purchase of CareNotes[®], interim ministry at Cerenity Senior Care centers, the 2006 Hultkrans Seminar, artwork for the Midway Chapel entrance and continuing education for chaplains. Contributions to Spiritual Care funds in fiscal year 2006 totaled \$32,376 and the largest number of donors were HealthEast employees. Thank you to all who have contributed to this ministry and to the HealthEast Foundation for its support.

HealthEast[®] SPIRITUAL CARE



Passion for Caring and Service

For more information on additional HealthEast services:

www.healtheast.org | 651-326-CARE (2273) | 651-326-JOBS (5627)