

# Spiritual Care

AUTUMN 2006



*"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 its side.

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.

*"Well-timed silence hath more eloquence than speech."*

– Martin Farquhar Tupper, English writer and poet

**Bethesda Hospital**

Rev. Nancy Wigdahl, System Director, 651-232-2041  
 Julie Schaffer, Interim Chaplain, 651-232-2042  
 Rev. Naa-Abashie Ankrach, 651-232-2440  
 Cindy Rudh, Secretary, 651-232-2060

**St. John's Hospital**

Rev. Ted Hein, System Director, 651-232-7397  
 Rev. Cheryl Szabo, 651-232-7398  
 Rev. Jonathan Fischer, OSB, 651-232-7598  
 Rev. Leo Schneider, 651-232-7060  
 Michel Willard, 651-232-7597

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 Rev. Mike Erlander, 651-232-3071  
 Rev. Jonathan Fischer, OSB, 651-232-3075  
 Sr. Geri Lane, CSJ, 651-232-3441  
 Claire Cassell, Chem. Dept., 651-232-3657  
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 Nancy Walter, Secretary, 651-232-3060

**Woodwinds Health Campus**

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 Nancy McGrew, Eucharistic Min. Coordinator, 651-232-0062

**HealthEast Hospice Care**

Maureen Feely, 651-232-3133  
 Rev. Timothy Nelson, 651-232-3301  
 Judith Oberhauser, 651-326-3699  
 Rev. Mary Sultz, 651-232-3335

**HealthEast Parish Nurse Program**

Lori Anderson, RN, Coordinator, 651-232-5521

**Clinical Pastoral Education residents 2006-07**

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 Jan Murphy, Bethesda, 651-232-2044  
 Michael Otto, Bethesda, 651-232-2256  
 LauraRose Paradis, St. Joseph's, 651-232-4368

**On-call chaplains**

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 Rev. F. Peter Morlock, 651-778-3823  
 Deacon Don Fidler, 651-793-2115  
 Rev. Scott Cartwright, 651-232-1842

**HealthEast Care System**

Rev. Allen Dundek, CPE System Director, 651-232-3612  
 Rev. Scott W. Hinrichs, DMin, Vice President, 651-232-2307

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## HealthEast Parish Nurse Network (PNN) update

**Partnership church updates**

Sue Ristow, RN, Parish Nurse at **St. Pascal Baylon** in St. Paul, was formally introduced at September 16 and September 17 Masses. Congregational needs assessments were also distributed to 1,500 parishioners. HealthEast Research will evaluate the results, and the information will be used to plan parish nurse activities.

**Central Baptist Church:** Lori Anderson, RN, Parish Nurse Coordinator, met with Central's Health Committee to plan events in honor of former parish nurse Alice Rodgers. A memorial fund was established last year at HealthEast Foundation in Alice's honor.

**Potential partnerships**

**Peace United Methodist Church** continues to have an open position. Ads were placed in the Metro Lutheran and Journal of Christian Nursing.

**Pastoral nurse at Cerenity Residence: Marian of Saint Paul**

The pastoral nurse position (one day per week) was approved by Marian Residence, beginning September 2006. Lori Anderson, RN, resumed this position.

**Research**

Church health cabinets are currently reviewing congregational needs assessments. HealthEast Research Assistant Penny Kaiser attends monthly staff meetings to help nurses trouble shoot documentation questions with HandBase on the Palm Pilots.

**Educational event**

The HealthEast PNN annual retreat, "A Fountain of Refreshment," was held at Christos Center in Lino Lakes in September. Speakers included Rev. David F. Carlson and Selina Blatz, CNP, HealthEast Women's Care Coordinator, St. John's Hospital.

**Networking**

Meetings with HealthEast Home Care are in process to discuss how Home Care and parish nurses can work together more closely.

**Regional**

**Health Ministries MN** More than 200 faith community leaders gathered August 29 to receive training on how local public health and faith community leaders can work together to prepare for a pandemic. A handbook has been produced and will soon be available.

**Faith Community Nurse Network** is preparing a comprehensive survey of metro area parish nurses for this fall.

**Twin Cities Christian Expo** August 4 and August 5 at the Xcel Energy Center, St. Paul; Health Ministries from the Metro were invited to participate in this event.

**Transform 2010: Preparing MN for Its Age Wave, Creating Livable Communities Workgroup:** Lori Anderson worked with representatives from the Living at Home Block Nurse Program, AARP, DHS and Ramsey County and Maple Grove elected officials to prioritize initiatives on August 14.

**Blood pressure clinics**

Three of these clinics continue on a monthly basis and serve an average of 65 seniors each month.

**National contacts**

Three parish nurses attended the 20th annual **Westberg Symposium** in St. Louis in October.  
<http://ipnrc.parishnurses.org/west2003.phtml>

HealthEast Parish Nurse Network	Parish Nurse	Members
Central Baptist Church, St. Paul	Open position	580
Central Presbyterian Church, St. Paul	Open position	233
Cerenity Residence: Marian of Saint Paul, St. Paul	Lori Anderson, RN	125
Church of St. Thomas Aquinas, St. Paul Park	Maureen Dillon, RN	4,575
Corpus Christi Catholic Church, Roseville	Eileen Stack, RN	1,475
Peace United Methodist Church, Shoreview	Open position	250
St. Mary of the Lake Catholic Church, White Bear Lake	Bonnie Wek, RN	7,600
St. Pascal Baylon Catholic Church	Sue Ristow, RN	1,150
St. Paul's Lutheran Church, Minneapolis	Arlis Bresnahan, RN	150
St. Thomas the Apostle Catholic Church, St. Paul	Carol McKenna, RN	1,500
Woodbury Baptist Church, Woodbury	Lee Cummins, RN	250



In partnership with HealthEast, parish nurses are experienced registered nurses 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 and 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.



Helping Hands - Loving Heart

## A story of how parish nurses care for our communities

This past month, a HealthEast parish nurse was checking blood pressures at a senior building near her church. She has been offering free monthly blood pressure screenings to the residents for quite some time.

When Gladys (name changed) came to have her blood pressure checked, her pulse was 148, and she had other symptoms that concerned the parish nurse. She instructed Gladys to call her clinic right away to be seen as soon as possible. Gladys's sister also lived in the building and drove her to the clinic to see her physician within an hour. The physician sent Gladys from the clinic to St. John's Emergency Care, where she was admitted.

The parish nurse went to visit Gladys at St. John's after the staff had stabilized her. Gladys appreciated the parish nurse's concern and follow-through on her behalf. Gladys was discharged to live with her daughter for a month. The parish nurse will continue to go to her building when Gladys returns to check her blood pressure on an ongoing basis. This illustrates the circle of care that parish nurses provide and the importance of advocacy and presence on behalf of the communities they serve.

## HealthEast Hospice Care retreat

HealthEast Hospice Care Spiritual Care staff members met for a retreat day in September, focusing on team building through sharing stories of their call to health care ministry as well as interpretation and application of Myers-Briggs personality testing.



From left: Rev. Timothy Nelson, Rev. Allen Dundek, Maureen Feely, Rev. Mary Sueltz and Sr. Judith Oberhauser

### Other HealthEast Hospice Care news from Elizabeth Spottiswoode Behrens, Director

HealthEast Hospice Care's average daily census is around 206, including home care patients and patients at the Pillars Hospice Home. The challenge this year has been meeting the needs of bariatric patients for quality care and having the equipment to manage their care in the home setting or at the Pillars. HealthEast Hospice Care transitioned to an electronic medical

record this past year and plans to have all field professional staff use a laptop for documentation at the point of care. A lean process flow work plan is underway to organize the day more efficiently for direct service staff. Rev. Tim Nelson is the representative for the chaplains on this plan.

## 2006 Hultkrans Seminar: The Inner Life of Healers

**What:** 2006 Hultkrans Seminar: The Inner Life of Healers

**Who:** Harry Emmons, MD, Psychiatrist, will be the speaker. He is affiliated with The Center for Courage and Renewal and St. Olaf College Counseling Center

**When:** December 7, 5:30 to 8 pm

**Where:** Woodwinds Health Campus, 1925 Woodwinds Dr, Woodbury, MN

**Cost:** \$20

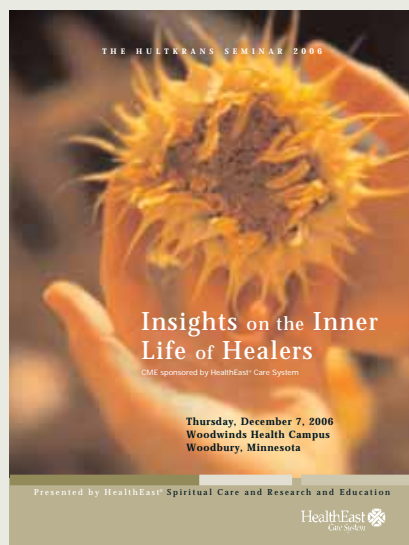
This conference will offer the opportunity to focus on how we find what is alive and vital in our work and how to bring our whole selves into the work place. Conference objectives include:

- Describe the roots of resilience in the health care work place.
- Describe the value of “weaving together soul and role” to the vocation of healing.
- Describe how personal reflection and dialogue can enhance one’s commitment to work and improve team morale.

This seminar is designed for physicians, clergy, nurses, health care-related staff and others who want to honor the multiple spiritual and cultural differences among people and provide care that is experienced as respectful and healing.

For a registration form, contact HealthEast Continuing Education at 651-232-5050.

The Hultkrans Seminar series is made possible through the generosity of the family of the late Reverend Carl Hultkrans, who served as a superintendent of Bethesda Lutheran Hospital from 1891 to 1915. His family established the Carl Hultkrans Trust in his memory and honor. The mission of this seminar is to encourage exploration of the relationships among ethics, theology and medicine.



## Clinical Pastoral Education: Learning the art of spiritual care

Clinical Pastoral Education (CPE) is experience-based theological education that combines the practice of pastoral care with qualified supervision and peer group reflection. Using a case-study style of learning, CPE learning goals include self-awareness, pastoral skills and pastoral formation.

HealthEast 06-07 Clinical Pastoral Education chaplain residents are pictured below. Comprised of four units of CPE, the residency curriculum emphasizes on pastoral identity and theological reflection, spiritual assessment and intentional ministry, bioethics and ministry leadership and systems theory. This program is partially funded by HealthEast Foundation.

### Clinical Pastoral Education residents 06-07



Rev. Al Kleinsasser, Baptist  
St. John's Hospital



Jan Murphy, Roman Catholic  
Bethesda Hospital



Michael Otto, Evangelical Free  
Bethesda Hospital



LauraRose Paradis, Roman Catholic  
St. Joseph's Hospital

## Benefit Concert: St. Joseph's Hospital Chapel

A concert to benefit the St. Joseph's Hospital Chapel building project was held in October at Assumption Church located across the street from St. Joseph's Hospital. The concert was performed by Suzuki talent education students, directed by Sister Pat Binko. Guests made offerings to support the

new Chapel coming to St. Joseph's campus. A reception was held in the St. Joseph's Hospital lobby following the concert. The concert was hosted by the Sisters of Saint Joseph of Carondelet, the founding Sisters of St. Joseph's Hospital.

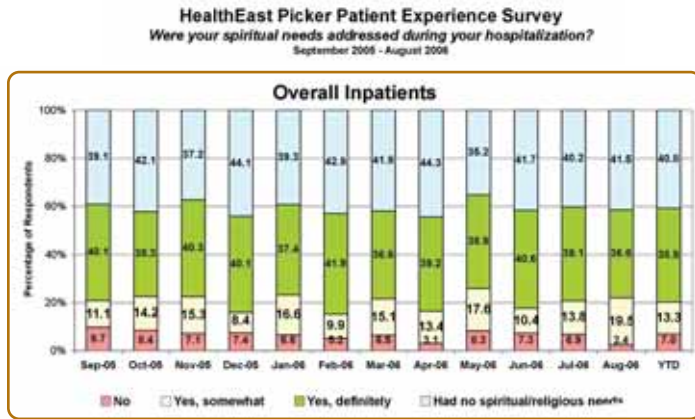
## HealthEast Picker survey stats

HealthEast acute care patients are asked three questions regarding spiritual needs during their hospitalizations. While the survey does not address spiritual care provided to the most critically ill or dying patients, it is designed to measure quality of spiritual care from a patient's perspective.

Over the course of the last fiscal year, 1,812 patients responded to the question, "Were your spiritual needs addressed during your hospitalization?" as follows:

- "Yes, definitely" 705 (65.7 percent)
- "Yes, somewhat" 241 (22.5 percent)
- "No" 127 (11.8 percent)
- "Had no spiritual needs" 739

Spiritual Care staff members continue to review last year's data in comparison to previously compiled numbers. Overall, the percentages improved slightly, as "No" changed from 13.7 percent (March through August 2005) to 11.8 percent this year. Other care systems have been encouraged to use similar questions in their survey process.



## FY 05-06 statistics

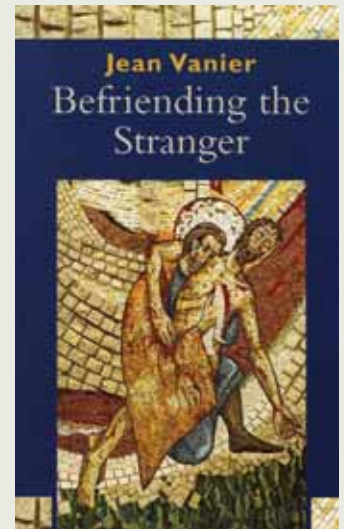
During the last fiscal year, HealthEast Spiritual Care made 86,078 visits to 36,125 patients and family members in four hospitals (Bethesda, St. John's, St. Joseph's and Woodwinds hospitals) and outpatient areas. For a full report of FY 05-06 HealthEast Spiritual Care statistics, contact Rev. Scott Hinrichs at shinrichs@healtheast.org.

### Other key statistics are:

On-call responses (hours beyond regular work week)	511
Referrals (staff, patient/family, rounds, church)	6,070
Visits related to dying or death	2,313
Support groups	282
Worship services	933
Funerals/Memorial services	85
Team conferences/Rounds	2,682
Staff consults	1,945

### The religious affiliation of HealthEast acute care patients during FY 05-06:

Protestant	43 percent
Roman Catholic	35 percent
Non-denomination	6 percent
No religion	13 percent
Unknown	2.5 percent
Other religions	Less than 1 percent



## Recommended reading

"Befriending the Stranger" by Jean Vanier (Eerdmans's Publishing: Grand Rapids, MI), 2005 – In "Befriending the Stranger," Jean Vanier reflects on who we are and how we build our communities. He also asks, can we be truly compassionate toward others if we are not compassionate toward ourselves? In a series of six meditative pieces, he opens up God's invitation to us today, in the midst of all the violence and corruption of the world, to create new places of belonging and sharing, of peace and kindness, where each one is loved and accepted with one's own fragility, abilities and disabilities.

Jean Vanier is the founder of L'Arche and co-founder of Faith and Light, communities with and for people with disabilities. He continues to make his home in the first L'Arche community in Trosly-Breuil (France) and to travel to create awareness about anthropology and the gospel message. He shares his reflections and vision in a number of books including "Community and Growth," "Becoming Human" and "Made for Happiness."

## Notes

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- **Spiritual Care volunteer information**  
 For information about volunteering, call:  
 Rev. Nancy Wigdahl, Bethesda Hospital  
 651-232-2041  
 Rev. Ted Hein, St. John’s Hospital  
 651-232-7397  
 Rev. Stephen LaCanne, St. Joseph’s Hospital  
 651-232-4155  
 Sr. Marian Louwagie, Woodwinds Health Campus  
 651-232-0062
  
- **A spirit of giving**  
 Donations to HealthEast Spiritual Care may be sent to  
 HealthEast Foundation, 1690 University Ave. West,  
 Suite 250, Saint Paul, MN 55104-3729.



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