

# The Beacon

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News from The HealthCare Chaplaincy – A Multifaith Center for Pastoral Care, Education & Research

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Earlier this summer, The HealthCare Chaplaincy recruited Tim Ettenheim to its new position of vice president, pastoral care services. In this position, Ettenheim assumed direct responsibility for The Chaplaincy's current relationships with hospitals and other healthcare providers, as well as the development of The Chaplaincy's nationwide pastoral care planning service. Ettenheim comes to HCC after more than 25 years in healthcare and academic administration in the New York area, having been an administrator at NYU Medical Center and St. Luke's-Roosevelt Hospital Center, and most recently, associate dean of the New School's Milano Graduate School of Management and Urban Policy, where he also taught nonprofit accounting and financial management.



Tim Ettenheim (on left) works with the Rev. George Handzo to expand HCC's clinical services throughout the United States.

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## Save the Date!

November 10, 2005

The HealthCare Chaplaincy  
*Wholeness of Life Awards Dinner*  
Celebrating the Service of

Community Honorees  
**Kenneth G. Langone** and **Edward D. Herlihy**  
and

Lifetime Achievement Award Recipients  
**Arlyn and Edward L. Gardner**

At Cipriani 42nd Street  
New York City



## *The 2005 Wholeness of Life Awards Dinner*

### *A Gathering of Friends*

Since 1986, The HealthCare Chaplaincy has annually honored a number of extraordinary women and men who, like our multifaith clinicians and pastoral care students, are committed to the physical, emotional, and spiritual wellbeing of all those around them.

The Chaplaincy recognizes two types of *Wholeness of Life* award recipients, patient care honorees and community honorees. The former are composed of staff members employed by HCC's partner hospitals. They represent the full gamut of healthcare

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# Lifting the Spirit

A Message from the Rev. Dr. Walter J. Smith, S.J., President & CEO

This month marks the beginning of the fifteenth year of my ministry at The HealthCare Chaplaincy. It seems like only yesterday that I was dining with Carolyn and John Twiname at the Cornell Club, discussing The Chaplaincy's mission and what prospective role I might play in its future. Although the comparison might be a bit extreme, I feel like Cerberus as I reach this service milestone. You may recall from your readings of Greek and Roman mythology that Cerberus was a three-headed watchdog with serpentine body whose job it was to guard the entrance to the underworld. While I hardly think the Hound of Hades is an apt comparison for one who leads a spiritual care, education, and research organization, the beast's three heads nonetheless captivate my imagination because they provide a way to look backward and forward while at the same time remaining insistently focused on the present.

Looking back, The HealthCare Chaplaincy was a visionary, albeit smaller organization. It had undertaken and completed its first strategic plan, paving the way for the succession strategy, which recruited me. The Chaplaincy was expanding its multifaith staff and building new relationships with the Jewish seminaries, and making its first cautious outreach into the Islamic world of east Harlem. Because of its unique location in New

York City, The Chaplaincy aspired to diversify further its clinical pastoral education outreach. To educate seventy-five students a year seemed like a major reach. Although research was a component of its mission, The Chaplaincy had few resources to invest in recruiting staff or funding worthy projects.

Presently, The Chaplaincy continues to pursue the same core mission that has successfully defined its forty-four year history. Our healthcare partnerships are no longer circumscribed within the boundaries of "east midtown Manhattan" but reach into the Naugatuck Valley of Connecticut, up the Hudson River to Poughkeepsie, across the river to New Jersey and out into the counties of Long Island. Students arrive at our doors from all over the world and number four times those we welcomed in the mid-1990s. Research is an integral component of The Chaplaincy's work as our full-time staff and post-doctoral fellows investigate and report on the relationships that exist between medicine and spirituality, health and religion. And we are busily at work implementing a fourth strategic plan, ratified by the board of trustees in 2004.

Looking ahead, there is scarcely any leisure for idle reminiscence. As the lead article suggests, The Chaplaincy is broadening its clinical service outreach. With Tim

## Healing Moments

### Grief Articulated, Grief Embraced



Supervisory Resident the Rev. Young-ki Eun on the Grieving Process

found part of the answer in the words of theologian Walter Brueggemann, who says "only grief permits newness."

As a chaplain and pastoral educator, I encounter many patients suffering from various losses. On what grounds do I provide spiritual care to them? This question is related to another inquiry into my own life experience: "Why did I have to suffer from polio? What kind of meaning have I made from the suffering?" I

Throughout my childhood I experienced a lot of pain and emotional suffering, but I was reluctant to talk about my situation with others. I experienced a long, deep grieving process until, one day, I was amazed to realize that my perception of my left leg had slowly but distinctively changed. I came to realize that my weak left leg had in fact supported me all along my journey and will always keep me sustained with character, endurance, and resilience.

I realized also that my unique experiences could help me empathize and walk with others who are hurting and wounded. I recently provided pastoral care to a woman

Ettenheim's leadership, we will strengthen our current clinical service base while exploring new opportunities in consultation, program assessment, and recruitment. Building on years of accomplishments in professional education, our International Institute for Pastoral Education & Research will reach an increasingly diverse learning community through its centers that specialize in clinical pastoral education, Jewish pastoral care studies, continuing and professional development, palliative care, and applied pastoral research. Its seminal electronic newsletter, *PlainViews*, already reaching some 6,000 pastoral care professional subscribers bi-weekly, not only will increase its readership but will continue to represent the state-of-the-art and best practices for the pastoral care movement. Our Spears Pastoral Research Center and Library will become one of the most important resources for both quantitative and qualitative research in the field, and will be instrumental in developing new leadership among professional investigators and pastoral researchers in the behavioral, biomedical, and social sciences. Pending the outcomes of its assertive feasibility studies and the board's decisions, The HealthCare Chaplaincy may soon assume new leadership in the arena of end-of-life

clinical care, palliative education, and research. A bold frontier indeed.

Cerberus permitted new spirits to enter the realm of the dead, but allowed none of them to leave. Only a few ever managed to sneak past the creature, including Orpheus who lulled it to sleep by playing his lyre. Approaching my fifteenth year, I have witnessed substantial spiritual growth in the land of the living, and a consoling amount of comfort extended to those suffering or dying. Our students have learned the skills of Orpheus and are applying them generously around the globe. And the future is bright and promising. From the perspective of these three heads, God's work is being wondrously advanced in our midst. It remains a privilege to guard and prosper this mission. ■



The Rev. Dr. Walter J. Smith, S.J.  
President & CEO



going through a difficult grieving process. Since leaving behind her husband and two children in China to improve the family's financial prospects, this patient had been working very hard (almost 12 hours a day) in Korea, Canada, and the United States. She worked in restaurants and laundry stores with the single intention of improving their financial situation. But then she was diagnosed with a malignant brain tumor.

In the process of grieving with deep emotion and tears, she became able to see herself with a new awareness, as one who is created in the image of God. It was as if she was now able to grasp the meaning of the verse "But I will restore you to

health and heal your wounds," declared the Lord, "because you are called an outcast, Zion for whom no one cares" (Jer. 30:17). Paradoxically, it was in the hospital that she was able to experience this enormous peace, the love of God. As Brueggemann said, "newness comes out of grief articulated and embraced." ■

*A Presbyterian minister, the Rev. Young-Ki Eun is currently enrolled in HCC's Supervisory Residency program. Before becoming a chaplain supervisor-in-training, the Rev. Eun was a professor of English literature in his native South Korea and has had extensive post-graduate training in clinical psychotherapy.*

## An Interview with Tim Ettenheim

**Beacon** – You joined *The HealthCare Chaplaincy* not long after the ratification of a new strategic plan that calls for a significant expansion of HCC’s clinical program and its geographic service area. Can you tell us a little bit about your role in actualizing this aspect of the plan?

**Ettenheim** – Our goal in this program, which associate vice president the Rev. George Handzo and I are actively developing together, is to create a thriving pastoral care consulting and planning service to be offered to health care institutions nationwide. We believe this is a natural complement to *The Chaplaincy’s* reputation as a center of knowledge and practice, as well as a service that is not available anywhere else. With the advent of mandatory spiritual care requirements, this will be a significant contribution to the community.

**Beacon** – Does HCC expect this service to add new hospital pastoral care programs outside the tri-state area?

**Ettenheim** – We don’t know that yet. What we will be first offering nationally, and to local healthcare institutions as well, is the opportunity to select from a number of services in a variety of areas, including spiritual needs assessment, chaplain recruitment, professional development for pastoral care staff, and consultation on the design and initial implementation of pastoral care and education programs. Supervising full programs from afar adds significant further challenges, so this step must be taken with great care. We want to grow selectively.

**Beacon** – In addition to working with the Rev. Handzo on this new venture, you have also taken over the day-to-day responsibility of managing contractual relations with *The Chaplaincy’s* partner institutions. As a former hospital administrator, can you tell *The Beacon* what it’s like to finally come at this from the other side?

**Ettenheim** – Throughout most of my career my responsibilities have been operational and programmatic, with a large dose of budgetary responsibility and fiscal authority. As a result, I’ve come to appreciate afresh the administrator’s bal-



Chaplain Jane Mather, director of pastoral care and education at Memorial Sloan-Kettering Cancer Center, gets to know Tim Ettenheim, HCC’s new vice president of pastoral care services.

ancing act, simultaneously running an important program and paying for it. I find that I’m sympathetic to their resource dilemmas and have the experience to help ensure that HCC is extraordinarily careful to understand each institution’s unique qualities, so that we use their resources in the way that best benefits their patients and family members. So far, I have visited most of the HCC partner institutions, and am very excited again to be part of the healthcare environment.

**Beacon** – What is it specifically that chaplains and on-site pastoral education programs bring to their medical institutions?

**Ettenheim** – I sincerely believe that chaplains bring a very special expertise to healthcare. They are among the very few caregivers who are not primarily directed by what’s in the medical record. Their job is to see the patient as a person and deal with what comes their way. Chaplains are often ahead of the game in learning a patient’s and family’s emotional and spiritual needs, which, from the patient’s perspective, is often just as important as the more objective medical treatment. ■

## The 2005 Wholeness of Life Awards Dinner - A Gathering of Friends

professionals as well as members of the administrative and support staff. Our community honorees—many of whom are prominent members of the business, finance, and legal professions—have demonstrated an equally profound commitment to the wellbeing of their colleagues, constituents, and neighbors.

Tickets are still available for the 2005 *Wholeness of Life* celebration at Cipriani 42nd Street. For further information, please contact Allyson Sylvestri at (212) 644-1111 x135 or [asylvestri@healthcarechaplaincy.org](mailto:asylvestri@healthcarechaplaincy.org). ■

## Lenox Hill Medical Residents Learn about Spirituality and Healthcare

By the Rev. Melody Meeter, Staff Chaplain, Lenox Hill Hospital

You were feeling fine just a moment ago. Your family and friends just finished paying you a long Friday afternoon visit. It was a blissful moment, filled with laughter and talking and warm embraces. But then, not long after they had left, your physician came in to deliver your prognosis. The full recovery you hoped for may never occur.

Almost anyone would be troubled by this news, but whether or not you cope with the situation optimistically – and perhaps even find meaning and value in your illness – depends at least in part upon the compassion and sensitivity shown you by your attending physician.

Some physicians, though they may lack experience in certain areas such as religious and cultural sensitivity, establish excellent rapport with their patients. But there are other physicians who, however well-meaning, must acquire compassionate patient interaction skills in a more intentional manner.

*“You ought not attempt to cure the body without the soul. The cure of many diseases is unknown to physicians because they disregard the whole.”*

Hippocrates

Beginning in 2002, Father John Bucchino and I had the opportunity of working closely with Dr. Julia Andrieni, a member of the Lenox Hill medical faculty and recipient of The Chaplaincy’s 2004 *Wholeness of Life* award, to create the hospital’s first Spirituality and Medicine course, designed to help first-year medical residents become as informed and responsive as possible to their patient’s emotional and spiritual needs.

Spirituality and Medicine has evolved over the past three years into a four-part course that – like the Clinical Pastoral Education (CPE) courses offered to our student chaplains – encourages medical residents to “learn by doing.” They accompany our student chaplains (most of whom are clergy and seminarians from a variety of faith traditions) on pastoral care rounds, and they engage in other traditional CPE activities such as spiritual case study presentations and role playing conversations with patients around a variety of difficult issues.

With important contributions from Dr. Andrieni and other medical faculty, we were able to acquire a grant this year from the



Dr. Julia Andrieni and the Rev. Melody Meeter collaborate on a curriculum designed to provide Lenox Hill medical residents with a deeper understanding of their patients’ spiritual and emotional needs.

George Washington Institute for Spirituality and Health to expand this education program even further. Until now, Spirituality and Medicine had been an elective for first-year medical residents. Starting this summer, however, other required components were added to the curriculum. For instance, topics in spirituality and medicine were introduced in two lectures for all new residents in their July/August orientation months. Second-year residents will be assessed regarding their ability to take a spiritual history of a patient.

To train doctors to assess and address the spiritual needs of patients is not to eliminate the need for chaplains. In fact, we have found that residents who have taken our course are much more likely to make a referral to us than those who have not. It is rather, to paraphrase Hippocrates, to train them to regard the whole person: soul, mind, and body. ■

For more information on spirituality and medical caregiving, the Rev. Meeter suggests the following titles:

- Cassell, Eric J., **The Nature of Suffering and the Goals of Medicine**, Oxford University Press, 1994.
- Koenig, Harold G., MD, **Spirituality in Patient Care: Why, How, When and What**, Templeton Foundation Press, 2002.

# A Chaplain Intern Reflects...



*On August 11, 2005, The Chaplaincy hosted a luncheon and awarded certificates to 46 clinical pastoral education students who completed an intensive 11-week experiential learning program. Eight groups of students, the majority of whom were seminarians from several different faith traditions, studied at one of The Chaplaincy's partner medical institutions located in the New York tri-state area. The following is excerpted from the invocation, given by rabbinical student Seth Haaz:*

In the Jewish tradition, it is a custom to read a designated section of the Torah each week. This past weekend, we completed our annual cycle of readings in the Book of Numbers. At this point, the Israelites have emerged from the wilderness and found themselves on the banks of the Jordan preparing to cross as a community. While reading about this biblical story of transition, I could not help but think about our own transition – where we came from, where we are, and where we're going. Through all the patient visits, case reviews, individual supervision, and inter-personal relations sessions (IPRs), we have been profoundly changed. How did this happen? Well, I would argue that we emerged from the wilderness, we emerged from sacred space. How do we understand that we were in sacred space? In my exploration of this question, I am reminded of a beautiful metaphor given to me by the Rev. Peggy Muncie [HCC staff chaplain, St. Luke's-Roosevelt]. "Every time we enter into a patient's room, we remove our sandals." I found this to be amazingly true.

This summer, we learned to be in awe of the individual and the family. And as we developed the skills of CPE, we learned to remove our sandals day after day as we entered patients' rooms. Despite the beeps, whistles, sights, and smells of the hospital, we witnessed intimate relationships created, as well as ones that existed before we ever arrived, and we lived in sacred space this summer.

We did not travel through sacred space unchanged. We have a greater appreciation for the sanctity of God's cre-

ation of humanity and a greater appreciation, and understanding, of who we are as individuals.

It's not easy to leave the sacred space of the wilderness, the sacred space within the hospital and within the group, where we so tangibly recognized God's presence. It's not easy to put back on our sandals and leave. There is a real loss there, and it is one of many losses that we might be feeling now. However, like the Israelites at the end of the Book of Numbers, we have not yet crossed the river. May the sacred space in which we stood remain with us, in our journeys, forever. May we always be standing on the banks of the river, looking ahead and looking back. Because only through living in sacred space will we be able to nourish ourselves and the holy communities within which we hope to work.

*Blessed are you, God, who allowed us this summer to witness your miracle of creation of humanity and all of the gifts you bestowed upon it. May it be Your will, God, that You guide those connected with CPE and The HealthCare Chaplaincy, as well as all who seek to give care to Your holy creations in this world, through their journeys in peace... Praised are You, God, who listens to prayer. Praised are You, God, who nourishes, not only with the bread and fruits of the earth, but with sacred space, and with peace.*

**Seth Haaz is a third-year student at The Jewish Theological Seminary in New York City. He will be ordained to the rabbinate in 2009 for the Conservative movement. ■**

# Chaplaincy Briefs

- **The Rev. Martha Jacobs**, associate director of community outreach and managing editor of *PlainViews*, was published in a recent issue of *Chaplaincy Today*. "The Unquiet Soul," is a reflection upon her experience subsequent to volunteering in the days after the disaster of 9/11.

- The same issue of *Chaplaincy Today* also features an article co-written by **the Rev. George Handzo**, HCC's associate vice president of strategic development. The article, "Pastoral Care Staffing and Productivity: More than Ratios," lays out a process for assessing the pastoral care needs of particular institutions so that individualized pastoral care plans can be established.

- **Rabbi Bonita E. Taylor**, associate director of education, wrote a chapter in the recently published revised and expanded second edition of *Jewish Pastoral Care: A Practical Handbook* edited by Rabbi Dayle Friedman. Rabbi Taylor's chapter is entitled: "The power of custom-made prayers."

- A chapter written by staff chaplain **Imam Yusuf Hasan**, "Trauma and stress in the Islamic community before and after 9/11," is fea-

tured in a new book *On the Ground After September 11*, edited by Yael Danieli, PhD and Robert L. Dingman, EdD.

- **Kevin Flannelly, PhD**, associate director of research, and **Kathleen Galek, PhD**, The Chaplaincy's first Templeton post-doctoral fellow, made a presentation together at the national conference of the American Psychological Association, held this year in Washington D.C. Drs. Flannelly and Galek co-presented a paper on spiritual pain in end-stage cancer patients. Collaborating with them on this study were a former HCC pastoral education student and another post-doctoral fellow at Memorial Sloan-Kettering Cancer Center.

- Two original studies by **Drs. Flannelly and Galek** were recently accepted for publication. "Department directors' perceptions of the roles and functions of hospital chaplains: A national survey" will be published in *Hospital Topics*, a professional journal geared toward healthcare managers. Another article, entitled "Belief in Life after Death and Mental Health: Findings from a National Survey" was accepted for publication in *The Journal of Nervous and Mental Diseases*, one of the oldest and most prestigious psychiatric journals in the United States.

## Colloquium Explores Links between Medicine and Spirituality

This summer, philanthropists and thought leaders gathered at The HealthCare Chaplaincy for a day-long colloquium on the role of religion and spirituality in healthcare. The colloquium was convened by the Bravewell Collaborative, a group of philanthropists sharing a common interest in integrative medicine. ■



Harold G. Koenig, MD, of Duke University briefed the audience on several quantitative studies that indicate positive health outcomes associated with religious belief, prayer, and participation in a religious community.



Kathryn Jensen (left) and Ann Lovell of the Bravewell Collaborative, and William R. Goodell of the Robertson Foundation.

# The Beacon

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The HealthCare Chaplaincy is the nation's largest non-denominational multi-faith center for pastoral care, education, and research. The Chaplaincy is one of the most efficient charities in the country, with more than 80% of its funds going directly to programs that support its mission. This newsletter is published for friends, supporters, and alumni/ae. Please send address corrections and other correspondence to The HealthCare Chaplaincy.

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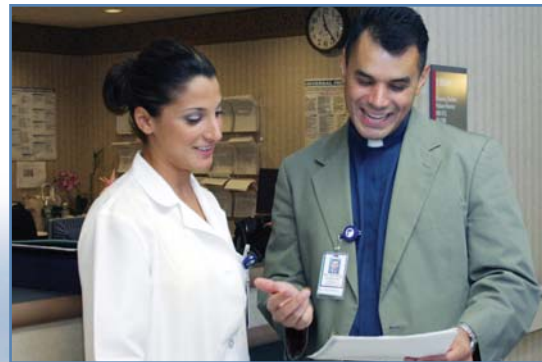
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This July, The HealthCare Chaplaincy was pleased to welcome the Rev. Wilfredo Rodriguez as director of pastoral care at Palisades Medical Center, HCC's first clinical site in New Jersey. A major healthcare resource for Hudson and Bergen Counties, the Center is highly regarded for its comprehensive medical services including a quick response emergency department equipped with a heliport.

Before joining HCC, the Rev. Rodriguez served as a chaplain for the New Jersey Department of Corrections and, prior to that, was a chaplain at Bellevue Hospital Center for eight years. In 2003, he was a chaplain to the First Marine Expeditionary Forces in Kuwait and Iraq. ■



The Rev. Wilfredo Rodriguez confers with a colleague at Palisades Medical Center. ▶

