

## **EPISCOPAL COMMUNITY SERVICES**

### **Report to the 2021 Diocesan Convention**

For those not familiar with Episcopal Community Services (“ECS”), I am pleased to share with you that ECS is a branch of the Episcopal Church in Utah, operating as a separate 501(c)(3) nonprofit corporation. The Bishop is the Chair of the ECS Board and it is officially an affiliated entity of the Corporation of The Episcopal Church in Utah. It is funded almost entirely by contract revenues from the various hospitals and other venues where ECS provides professional chaplaincy services, with limited additional funding from the Diocese. ECS employs (full-time or part-time) more than twenty professional chaplains of many different faith traditions. This traditional form of ministry transcends denominational lines and connects the Episcopal Church with spiritual leaders and resources capable of effectively serving very diverse populations and needs. ECS faithfully represents the mission and ministries of our Church outside the walls of our congregation and supplements the footprint of The Episcopal Church in Utah.

Since the 2020 meeting of the Diocesan Convention, ECS services have continued to be faithfully delivered to all of our hospital venues, St. Mark’s Tower and St. Mark’s Millcreek. We have met or exceeded all contracted service levels. Please refer to the attached report of our Director of Spiritual Care, The Rev. Nancy Cormack Hughes, for specific activity reports. The administrative side of ECS is very capably guided by Karen Peña which includes oversight of all existing contract management and administrative responsibilities, and program development initiatives. I continue to be inspired by the dedication and compassionate professionalism by which our teams serve the patients, families and staff of each facility despite the continuing challenges and stress of the pandemic.

Major changes are in store for the coming months. The Rev. Nancy Piggott, our much esteemed and beloved CPE Director and Certified Educator, will be retiring as planned in the coming months. Nancy+ was trained by Fr. Linc Ure, our clinical founder, and she has continued and built upon Linc’s legacy in producing one of the most acclaimed CPE programs in the nation. She has also been instrumental in our expansion of CPE education cohorts and the very successful BYU unit.

Our Leadership Team will also be welcoming The Rev. Dr. Mari Chollet as the new Director of CPE. She will be arriving from St. Louis in May, with an official starting date of June 1. She brings a decade of experience as a highly qualified CPE educator and manager, and is very excited about joining the ECS team.

Our ECS corporate branding initiative has continued at a very brisk pace, with a fabulous new website presently under development. This will better connect ECS with the wider community, promote opportunities for future expansion of services and help with fundraising. When the website is completed, we will announce the launch in the Diocesan Newsletter.

In December, we were asked by the Mountain Division of HCA Hospitals to present a proposal for expanding our chaplaincy services to all of the remaining HCA hospitals in Utah not already served by ECS. That proposal was submitted and is still under consideration although we have

proceeded with a direct contract with Timpanogos Regional Hospital. So, our proposed expansion of services to all HCA hospitals in Utah continues to evolve.

Our services to and with affiliated entities of ECS and the Diocese continues. This includes Art Empowers and Youth Impact. Our corporate and financial development capabilities have successfully assisted Art Empowers in being awarded an Eccles Foundation grant, and a large grant application is pending with another prominent Utah foundation. We hope to provide more active assistance to Youth Impact in Ogden, with their new Executive Director, The Rev. Suzanne Miller.

On behalf of all of the leadership and staff of Episcopal Community Services, I truly appreciate your interest and support of these ministries!

Respectfully submitted,

Canon Stephen F. Hutchinson  
Executive Director

## 2020 REPORT OF ECS SPIRITUAL CARE AT ST. MARK'S HOSPITAL

Rev. Nancy J. Cormack-Hughes, MDiv, BCC

### Department Notes

#### January

- Began unit with BYU students with their education at SMH
- New CPE unit with 4 residents, 3 interns (one intern deferred to a later unit). Contractor, Dr. John Gilman was the CE with Rev. Cathy Schreiber as the CEC.
- Evening Extended unit continued with 5 interns
- Schwartz Rounds (Hospital wide participation, appx 80 in attendance) – 1/15/20
- **763 chaplain visits to patients charted in EPIC**

#### February

- Schwartz Rounds (Hospital wide participation, appx 80 in attendance) – 2/12/20
- Assisted with the Ethics seminar on Human Trafficking
- Ash Wednesday Service and hospital-wide distribution
- PAG Meeting 2/6/20
- **767 chaplain visits to patients charted in EPIC**

#### March

- Schwartz Rounds (Hospital wide participation, appx 80 in attendance) – 3/11/20
- COVID 19 hits Utah and SMH
- CPE moves to virtual class time
- Implemented some virtual chaplaincy (visits via phone) and continued in-person chaplaincy
- Began “Chaplain in the Chapel” to support staff
- Re-started the search for a new ACPE Certified Educator
- **623 chaplain visits to patients charted in EPIC**
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#### April

- Continued virtual and in-person chaplaincy
- Schwartz Rounds suspended for rest of the year (and into 2021)
- Easter Sunday in the Chapel
- CPE Graduation recognition Extended Unit
- CPE conclusion of Winter Unit
- Daily (7 days/wk) “Chaplain in the Chapel” to support staff
- **929 chaplain visits to patients charted in EPIC**

#### May

- Blessing of the Hands (COVID style), 5/29; appx 80 staff participated
- Continued virtual and in-person chaplaincy
- Daily (7 days/wk) “Chaplain in the Chapel”

- Rev. Cathy Schreiber concluded her time at SMH as CEC
- ***543 chaplain visits to patients charted in EPIC***

## **June**

- Began CPE Summer Unit with 4 residents and 2 interns (one resident left in July). Contractor, Rev. Julie Hanada was the CE. The unit was designed to be a hybrid of in-person and virtual education and supervision.
- Luana Uluave hired as staff chaplain 6/1/20
- Hosted potential Certified Educator; in person visit
- ***669 chaplain visits to patients charted in EPIC***

## **July**

- Jodi began 20 hrs/week as staff Chaplain at Timpanogos Hospital with other 20 hrs at SMH
- ***881 chaplain visits to patients charted in EPIC***

## **August**

- CPE Graduation for Summer Unit
- ***879 chaplain visits to patients charted in EPIC***

## **September**

- Began the CPE Fall Unit with 5 residents and one intern. Contractor, Rev. Julie Hanada was the CE.
- Began the CPE Extended Evening Unit with 6 interns (one dropped early on, to make 5 in the cohort). Contractor, Rev. Dr. Ramona Cass was the CE.
- PAG Meeting 9/3/20
- Updated Spiritual Care Policy in Policy Tech
- Coordinated discussion on peri-mortem care with Carli Cervantes
- ***983 chaplain visits to patients charted in EPIC***

## **October**

- Changed to the PayCom system for keeping clinical and paid hours
- ***1225 chaplain visits to patients charted in EPIC***

## **November**

- Met with new CEO, Jeremy Bradshaw
- Taught on the APC Board Certification Process to the Fall (daytime) CPE unit students
- ***1113 chaplain visits to patients charted in EPIC***

## **December**

- Hospital Christmas Eve Gathering, (COVID style), 12/24; appx 22 staff participated in this outdoor, “candlelight” gathering
- CPE Recognition of Intern completing her last unit

- Jodi was hired to serve as Lead Chaplain (full-time) at Timpanogos Hospital (to begin 1/1/21)
- Hired the Rev. Daniel Haas, BCC (and US Army Reserve) for regular PRN (primarily Wed & Thurs)
- *1060 chaplain visits to patients charted in EPIC*

## **Total charted chaplain visits for 2020: 10,445**

### **Director**

- Served on the St. Mark's Hospital Board of Trustees
  - Interview team for new CMO
- Facilitator of the Clinical Ethics Committee – organized 8 regular meetings, 9 consults, and part of 1 symposium—Human Trafficking
- Served on “People Pillar” and “Service Pillar” groups of SMH
- With a committee, coordinated and presented Schwartz Rounds, a national program for staff support and communication – season cut short due to COVID
- Advance Directive committee
- Palliative Care Team
- Planned, implemented, and presided at weekly chapel services
- Planned, implemented, and conducted Ash Wednesday service in chapel and ashes distributed to staff, patient, loved ones as requested
- Planned, implemented, and conducted Easter Sunday service in the chapel – 8 people
- Planned and implemented Blessings of the Hands – appx 80 people
- Planned, implemented, and conducted Christmas Eve Service outside – 22 people
- Monthly staff meetings for staff chaplains and the Administrator of ECS
- Networked with Director of Spiritual Care at Jordan Valley Hospitals (West Valley, West Jordan) as well as with other directors/managers throughout the country
- Monthly meetings with Lead Chaplains at ORMC and Lakeview
- Multiple in-person visits to: LVH, ORMC, and Timpanogos Hospital
- Served on the ECS Board – 3 meetings in 2020
- Named Chaplain to the Bishop of Utah Search Committee
- Elected Moderator of the Presbytery of Utah
- Preached and taught at The Point Church—a multicultural church in Kearns
- Fostered Communication with the YWCA; the Y did not renew their contract (1/1/2020) with ECS due to the financial strain caused by COVID-19
- Taught didactics for CPE Units—“Hospice Chaplaincy,” and “Board Certification through APC”
- Attended, led, or participated in over 50 hours of Continuing Education opportunities
- Served on multiple committees of the BCCi – Board Certified Chaplains through the Association of Professional Chaplains.

## **2020 Spiritual Care at Lakeview Hospital**

2020 was a big year for the spiritual care staff at Lakeview, not just because of COVID either! Our team received excellent feedback this year. One nurse commented, “you all are always there for us” and I believe that our staff really lives that out. As the lead, I’m always checking in on our staff members and asking for feedback; I frequently hear how Claudette is so charming and engaging, and how her laughter is naturally disarming. How Deborah’s experience as a nurse allows her to understand medical staff in a way that is unique and powerful, and how her compassionate ear was such a welcomed gift while she was coming to LVH on Sunday afternoons during CPE. Daniel’s onboarding was a welcomed part of the year also, on his orientation day a nurse in charge of it informed me about how funny and sincere she experienced Daniel to be, and how “he will fit in just fine.”

I do not have specific numbers for each month of 2020, but for 2021 I have started doing just that. For January 2021:

- Visits: 520
- Consults: We averaged 5 consults each week (7 being the high, 3 being the low).

### **2020 Highlights:**

- Claudette’s one year with ECS and LVH
- Deborah finishing CPE and being with LVH for one year
- Daniel transitioning smoothly into an On-Call and PRN role for LVH, and serving at our other venues.
- Zach was offered a Clinical Ethics chair position
- “A+” remarks from a shared service review and meeting with Brandi Allred, Spiritual Care-LVH Admin Liaison
- Kept up with LDS leaders to assure BoM were always stocked, and managed LDS blessings for pt’s through staff scheduling
- Zach became CPI certified and is now on the BERT call team, an “aggressive patient” response team.
- Zach became a member of the falls committee, emergency preparedness committee, and trauma committees.
- Implemented code lavender several times throughout the COVID months to assist staff members.
- The Spiritual Care department was called out twice during administration huddle for providing excellent care during two infant deaths two weeks apart on October.
- Zach officiated two weddings for nurse’s at LVH.

## **ORMC Chaplain Report 2020**

### **January**

- Approximately 19 Requests from staff for patient support (Trauma, death, hospice or spiritual visit). Does not include many patient visits while rounding.
- Meeting with director of ORMC Cancer Center Bryna Gunderson to set up Chaplain referrals for patients with new cancer diagnosis or high distress number.
- Meeting with director of Behavioral Health Justin Hatch to establish spiritual support needs in unit.
- Meeting with Family Birth Place nurse leaders to reestablish chaplain support there.

- Held PRN Chaplain meeting to determine what was working and what was not.

### **February**

- Approximately 33 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Began attending monthly Ogden Interfaith lunch which included pastors and ministers from Ogden churches meeting to socialize and learn about needs in the community.
- Met Heather the Manager of Pleasant View Emergency Center (Freestanding ED in north Ogden) and began repair of relationship which was hurt during a poorly handled trauma.

### **March**

- Approximately 27 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- LDS sacrament services and visits ended due to COVID 19
- Revived RISE committee (which provides support to staff) including taking snacks to staff and offering to listen to concerns, started “Chaplain in the Chapel” every day at 5:00 for staff, weekly debrief held on Wednesdays for staff to voice concerns. Staff did not come to the offered support groups but responded well when visited one on one.

### **April (Large drop in hospital census due to COVID 19)**

- Approximately 16 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Continuing to check in with staff one on one and provide Chaplain in the Chapel once a week.

### **May (Hospital census continues to be low)**

- Approximately 12 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Spiritual support for “National Hospital week” : Rounded the entire hospital visiting nurses and other staff with hand sanitizer to provide “blessing of the hands” also had snacks and a white board for staff to write encouraging thoughts to each other. Jackie rounded on the night shift. Many staff shared concerns. Also provided a “Blessing of the PPE” which was posted on ORMC staff Facebook page for staff to see.

### **June (Hospital struggling with many nurses leaving employment and staff furloughs)**

- Approximately 12 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Continuing to check in with staff one on one.

### **July (Hospital beginning to see small return of patients)**

- Approximately 11 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- ACT patient committed suicide and chaplain was called in to provide staff support.

### **August**

- Jeannine out for baby’s birth, Donna and Jackie covered days.

## **September**

- There was an infant death at Pleasant view, Freestanding ED. Jeannine provided Chaplain support for large family and staff. Returned to ED the next day with card for staff to sign and provided check in on staff.
- There has been a reduction in Chaplain call ins on evening and weekends for deaths and traumas. Jeannine made the rounds to the Director of the Emergency Department, house supervisors and the new Director of Trauma Services to keep Spiritual Care in the loop and figure out what more SC needed to provide. There is a large number of new staff that may not think to call Chaplains in.
- RISE Committee met again to discuss staff support. A nurse consultant spoke with us about providing a class on resiliency for small groups. We also changed the chapel from a largely liturgical space (there have not been services there since Father Tim left) to a peaceful meditation space. We added soft lighting, rearranged the chairs and added the sounds of flowing water to make it an inviting place to relax. Some staff signed up for the resiliency class and found it helpful, but we did not get many.

## **October**

- Approximately 10 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Chaplain call ins beginning to pick up on nights and weekends. Still requiring constant reminders to staff. Jeannine spoke at the orientation of new StaRN nurses to explain what Chaplains can help with and when to call.

## **November**

- Approximately 15 Requests from staff for patient support (Trauma, death, hospice or spiritual visit)
- Hospital has a surge in COVID patients and about three deaths a week due to COVID.
- Held Chaplain meeting with 4 PRN chaplains and Tiffany. Was a good chance for Tiffany to see who is covering our nights and weekends. Tiffany agreed to provide a donation of \$300 in PPE to Lantern House homeless shelter (where Chaplain Suzanne works.)

## **December**

- Jeannine was out on family leave and Daniel, Catherine and Jackie provided day coverage. COVID surge continues and ORMC is now seeing a death due to COVID almost every day; these are mostly withdrawal of care in the ICU. Chaplains provided support to families and when Jeannine returned, she provided care to the staff in the ICU. Jackie continues to round on staff as there is a large amount of burn out.

### **Timpanogos Regional Hospital 2020 Review**

**January** -BYU students begin CPE placements

**March** -BYU student clinical hours are suspended due to coronavirus pandemic

- June** -Challenging child death/ECS deploys SMH chaplain to respond  
-Timpanogos requests contract with ECS for part-time chaplain
- July** -Part-time chaplain begins
- August** -BYU students return to complete clinical hours
- September** -Employee is tragically killed/Chaplain responds with service of remembrance for hospital staff  
-ECS applies for a Henry Luce Foundation Grant to conduct Cultural and Spiritual -Sensitivity training for Timpanogos employees  
-ECS is informed that project proposal is not awarded grant monies
- October** -Timpanogos begins conversations with ECS for full-time chaplain
- December** -COVID numbers continue to rise/Chaplain responds with ICU staff support gathering  
-Timpanogos confirms intention for full-time chaplain to begin in January 2021