



**University of
Zurich** ^{UZH}
URPP Digital Religion(s)



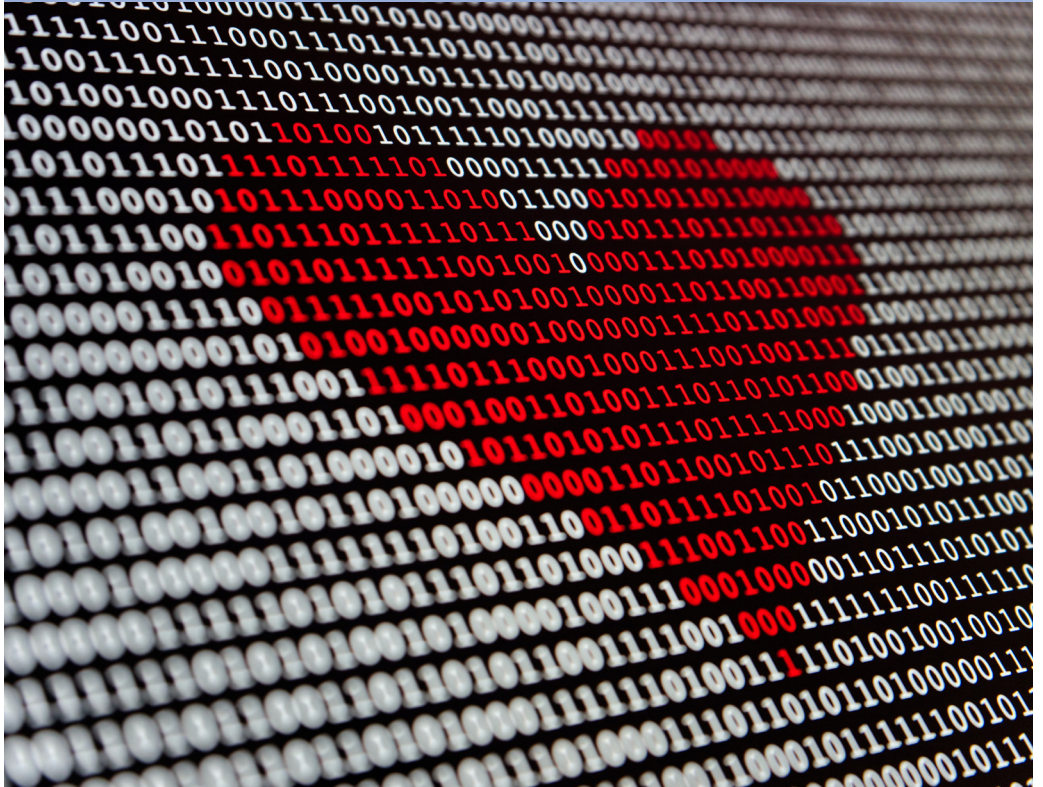
TRANSFORMING CHAPLAINCY
Promoting Research Literacy
for Improved Patient Outcomes

Professorship for Spiritual Care & Transforming Chaplaincy

Spiritual Care for the 21st Century

An International Conference on the Theory and Practice of
Telechaplaincy.

October 19-20, 2022, 10 - 2pm (EST)



*"We can only see a short
distance ahead, but we can
see plenty there that needs
to be done."*

–Alan Turing

Contents

Welcome note	4
<hr/> Conference Program <hr/>	
Wednesday, October 19	5
Thursday, October 20	6
<hr/> List of Speakers (alphabetically) <hr/>	
Chang, Cathy	7
Dalin, Ralph A.	7
Fleischmann, Judy	8
Gonzales, Hugo	8
Grant, Curtisha	9
Hand-Breckenridge, Tracy	9
Hausmann, Annette	10
Kang, Seung Hee	10
Hodges, Kirt	11
Hoffmann, Christine Wenona	11
Jeuland, Jane	12
Moss, Susan	12
Olszewski, Antonina	13
Ott, Stephen	14
Shank, Marvin	14
Sprick, Petra	14
Tracey, Elizabeth	15
Vanderstelt, Heather	15
Vilagos, Teresa Marie	16
Wilson, Jason	17
Winiger, Fabian	17
<hr/> Varia <hr/>	
About the organisers	18
Notes	19



Telechaplaincy is the delivery of spiritual care where recipients and providers are separated by distance. Telechaplaincy uses Information and Communication Technology (telephones, smartphone applications, videoconferencing, asynchronous recordings, and other media) for spiritual assessment, care for spiritual distress and injuries, provision of spiritual care, and research and evaluation.

Prior to the Covid-19 pandemic, approximately half of U.S. chaplains practiced telechaplaincy. Telechaplaincy has grown rapidly since and is increasingly used throughout the world. It poses unique challenges and opportunities that require new skills to master.

However, there are few resources for chaplains to learn and improve their work, and chaplains and providers regularly request training to implement or improve telechaplaincy.

To meet this need, the Telechaplaincy Community of Practice, an international group of healthcare chaplains and researchers hosted by the Transforming Chaplaincy Initiative and the University of Zürich, will host a series of trainings and knowledge-exchange events.

4

You are warmly invited to join our first event: a two-day workshop held online on October 19 and 20, 2022. We will bring together over 20 healthcare chaplains, spiritual care providers, institutional leaders and managers to share their experience with telechaplaincy.

This conference will give an overview on current developments in telechaplaincy, provide an opportunity to acquire and improve practical telechaplaincy competencies, and exchange and network with telechaplains in Europe and North America.

On behalf of the Community of Practice,
Fabian Winiger & Petra Sprik

Registration:

<https://bit.ly/3PAGLtb>

Attendance is free of charge.



Wednesday, October 19

Theory and Practice

10:00-11:00	Keynote address: Virtual Care Models to Deliver Patient-focused Spiritual Care Across the Continuum of Care – Antonina Olszewski and Cathy Chang, Ascension Health.
11-11:30	A History of Telechaplancy – Dr. Fabian Winiger, University of Zürich (Switzerland)
11:30-12:00	Theological Considerations for Telechaplancy – Dr. Christine Wenona Hoffman, University of Heidelberg (Germany)
12:00-12:30	Won't I interrupt them? Finding Authority in Telehealth – Jane Jeuland, Yale New Haven Hospital
12:30-1:00	Storytelling in Social Media: Reversing a Paradigm of Pastoral Care? – Prof. Dr. Annette Haussmann, University of Heidelberg (Germany)
1:00-2:00	Panel discussion on rituals from a distance: wedding ceremonies (Rev. Kirt Hodges, UofL Hospital and UofL Health Brown Cancer Center), fetal demise (Curtisha Grant, Baylor Scott & White Health), anointing of the sick (Stephen Ott, KU Leuven), ethical will and viddui (Rabbi Susan Moss, Yale New Haven Hospital)

5

All times are in EST. Due to the different timezones involved, please take lunch and bathroom breaks at your convenience.

Thursday, October 20

Programs, Best Practice and Implementation

6

10:00-10:30	The Canadian Association for Spiritual Care's Development of Telechaplancy Guidelines – Rev. Heather Vanderstelt, St. Joseph's Health Care London; Tracy Hand-Breckenridge, private psychotherapy practice; Marvin Shank, ret.
10:30-11:00	Using Telechaplancy in a High Acuity Children's Hospital – Hugo Gonzalez, Lucile Packard Children's Hospital Stanford
11:00-12:00	Panel discussion on grief support from a distance: Ralph Dalin (Jewish Federation of San Diego County), Jane Jeuland (Yale New Haven Hospital), Rev. Terri Vilagos (Carolinas Rehabilitation), Seung Hee Kang (The Company Chaplain)
12:00-12:30	This is my story: A Chaplain Conducted Intervention in the MICU – Jason Wilson and Elizabeth Tracey (The Johns Hopkins Hospital)
12:30-1:00	Clinical and Community-based Telechaplancy: HCCN's Learning and Integration of Best Practice – Rev. Judy Fleischman, Healthcare Chaplaincy Network
1:00-1:45	Practicing Telechaplancy Together – Petra Sprik, University of Alabama
1:45-2:00	Closing Statements

All times are in EST. Due to the different timezones involved, please take lunch and bathroom breaks at your convenience.

List of Speakers

In alphabetical order

Rev. Cathy Chang Cathy Chang, M.Div., BCC is the Director of On Demand Spiritual Care at Ascension, the largest Catholic health care ministry in the United States. Her responsibilities include expanding the provision of clinical spiritual care to outpatient, ambulatory and population health settings using on demand and telehealth technologies. Cathy previously worked as a chaplain providing care in an accountable care organization and acute care settings. Prior to becoming a chaplain, she worked with environmental non-profits on sustainability and environmental science education. She received her M.Div. from Harvard Divinity School, and her B.A in environmental biology from Columbia University. Cathy is Board Certified Chaplain with the Association of Professional Chaplains and is an ordained Unitarian Universalist minister.



Rabbi Ralph A. Dalin is the Jewish Community Chaplain for the Jewish Federation of San Diego County. He also serves as Rabbinic Director of Ohr Ami - The Jewish Hospice Program of LightBridge Hospice & Palliative Care. He is a member of the Biomedical Ethics Committee at Sharp Grossmont Hospital and the Clinical Pastoral Education professional consultation committees for U.C. San Diego Health and Sharp Memorial Hospital, of which he is currently Chair. Rabbi Dalin is a volunteer Chaplain for the San Diego Sheriff's Department. Rabbi Dalin graduated Phi Beta Kappa from the University of California at Berkeley with a bachelor's degree in history. He was ordained at the Jewish Theological Seminary, where he also earned a master's degree. Rabbi Dalin was a congregational rabbi for two decades, and for many years was a lecturer in the Theology and Religious Studies Department of the University of San Diego.



Judy Fleischman is a clinical consultant with HealthCare Chaplaincy Network and a Zen Buddhist priest who also practices in the Jewish Renewal movement. Judy has been providing and helping to develop standardization of Best Practices for HCCN's telechaplaincy care since 2014 and has served in a variety of inpatient and outpatient settings in New York City and the Bay area, as well as nationwide in the U.S. through telechaplaincy. She is committed to spiritual activism as a path of healing and serves on the Board of Mindful Peacebuilding, a community engaging societal challenges through the practice of mindfulness. In a past life, Judy was a rocket scientist and holds a masters degree in astronomy and in physics.



8

Rev. Hugo Gonzalez is a board-certified chaplain with the National Association of Catholic Chaplains and serves as a member of Spiritual Care Services at Lucile Packard Children's Hospital Stanford. In his capacity as a staff chaplain, Chaplain Hugo primarily serves the Spanish-speaking population. He journeys with patients and families through times of great spiritual and emotional crisis. His spiritual care support is rooted "in empathy, deep listening, and respect for all." Chaplain Hugo first came to the Bay Area in 1982. He attended St. Patrick's Seminary & University in Menlo Park and received a Master of Divinity degree. He was ordained a Roman Catholic priest and served in the Diocese of Phoenix. He received a masters degree in Theological Studies with a focus on spirituality from the University of San Francisco. After a career change, he worked as a hospice chaplain with Hospice of the Valley in Phoenix and later Sutter VNA and Hospice in the Bay Area. Chaplain Hugo enjoys weightlifting, cooking, watching sitcoms, and spending time and traveling with his spouse.



Curtisha Grant is a digital frontliner who passionately seeks to explore and create the most effective ways to accomplish virtual ministry. As an avid academic, Chaplain Grant works to train and educate colleagues on the progressive means of both staff and patient care through chaplaincy at local healthcare agencies. Professionally, Chaplain Grant is committed toward developing and improving systems within chaplaincy care for greater efficiency, increased staff support, and enhanced pastoral care initiatives. Academically, she also maintains her own continuing educational pursuits through having received both her Associate and Bachelor degrees in Human Services, with honors, from Columbia College. Chaplain Grant is currently enrolled at Grand Canyon University in the Master of Divinity program where she continues to achieve high marks and add value to her college community. Currently, she resides in the state of Texas in the United States with her loving husband and children. She currently works as a chaplain at Baylor Scott and White Health (Texas).



9

Tracy Hand-Breckenridge practices in Ontario, where she is a Registered Psychotherapist, CASC Certified Psycho-Spiritual Therapist and Provisional Supervisor Educator, and EMDR therapist, Level Two Clinician Psychological Approach to Couple Therapy and Neurofeedback Trainer. She operates two private practices, Cedar Creek Counselling, which focuses on trauma, attachment issues and couples therapy, and Carley Rawes Centre, which offers reduced fee care to financially insecure young adults with depression and anxiety.



Prof. Dr. Annette Haussmann has been an assistant professor of practical theology with a focus on pastoral care theory at the Faculty of Protestant Theology at University of Heidelberg since 2019. In addition to activities in teaching and research, she leads the Center for Pastoral Care of the protestant regional church in Baden as scientific director and trains vicars. She holds a degree in psychology and is a licensed psychotherapist for cognitive behavioral therapy (CBT). She currently focuses her research on the following topics: empirical research on religion, health and religion, interdisciplinary discourse between theology and psychology, psychology of religion and pastoral psychology, pastoral care and cognitive behavioral therapy, spiritual care, caring communities, and digital communication and telechaplancy.



10

Seung Hee Kang, MPhil, MDiv, DMin (cand.) has been a chaplain /spiritual director for two decades. Her areas of research and publication address spiritual growth in conflict management, spiritual care for the terminally ill, ethical discernment, moral distress in care, and post-modern appropriation of Carmelite spirituality in spiritual care. She currently works as Chaplain/Spiritual Director at the Company Chaplain.



Rev. Kirt Hodges MDiv. (he/him) is an ordained interspiritual minister, yoga teacher, writer, athlete, and community-initiated father and husband. His clinical research interests include: psychedelic spiritual care, the use of ritual in telechaplancy, and intersectional health equity. As a professional chaplain who identifies among the "Religious Nones," Rev. Kirt especially seeks to support those who don't fit into traditional boxes like gender, race, vocation, and religion. Prior to earning his Master of Divinity degree at Iliff School of Theology and embarking on a spiritual care career, Rev. Kirt spent more than 10 years as a wilderness guide and outdoor educator in the Pacific Northwest of North America. He learned from those experiences – and taught hundreds of others – how to creatively thrive at the intersection of beauty and adversity.



11

Dr. Christine Wenona Hoffmann is a German minister. She studied Protestant theology in Heidelberg, Rome and Cambridge and received her doctorate from the Faculty of Theology at the University of Heidelberg with a thesis on "Homiletics and Exegesis". Hoffmann is currently the executive director of the Department of Preaching Research at the University of Heidelberg, research associate at the chair of Prof. Dr. Helmut Schwier, lecturer at the Protestant University of Applied Sciences in Freiburg and the theological assistant to the Bishop of Baden, Prof. Dr. Heike Springhart. She holds a degree in Theme-Centered Interaction (TCI) from the Ruth-Cohn-Institute International, and is active in collegial counseling as well as a supervisor. Her current research focus is in the area and relationship of diakonia and pastoral care.



Jane Jeuland has a Masters of Divinity Degree from Yale Divinity School in 2008. She received her chaplaincy training from Yale New Haven Hospital and has been a Board Certified Chaplain since 2011. She served as the Oncology Chaplain and then was the first in-patient Palliative Care Chaplain at YNHH before she moved into outpatient Palliative Care Chaplaincy in 2015. Jane conducted a national survey of palliative care chaplains in 2015 and has helped publish many patients stories of how their faith has helped them through their illness. Jane is moved every day by the faith and resilience she sees in the patients she meets.



12

Rabbi Susan Moss is a chaplain working in Palliative Care and the Department of Spiritual Care on the Saint Raphael Campus of Yale New Haven Hospital in New Haven, CT. She was ordained by Hebrew Union College-Jewish Institute of Religion in New York, and completed her chaplaincy training at Northwestern Memorial Hospital and Bridgeport Hospital. She is board certified through Neshama: Association of Jewish Chaplains. Susan previously served as palliative care chaplain at Bridgeport Hospital, where she saw admitted patients and also helped establish the outpatient palliative care clinic at the Park Avenue Medical Center. She is a compassionate listener who collaborates with the interdisciplinary team to help patients and their families address questions of meaning, purpose, and connection.



Antonina Olszewski was raised on the US Virgin Island of St. Thomas prior to moving to the San Francisco Bay Area. Antonina has worked for Ascension health (or one of its legacy systems) since 2010. She has held roles as Foundation Director, Director of Community Health, Director of Mission Integration, and Director of Spiritual Services prior to her current position as Vice President of Spiritual Services for Ascension. She sits on the ABIDE Collaborative Team which is working to integrate a comprehensive national Diversity, Equality and Equity strategy throughout Ascension and the



13

communities in which it operates. Prior to her transition to Catholic Healthcare, Antonina was the Program Coordinator for the Women Wellness program at the Marshfield Clinic. She has a history of working in the financial industry in both Europe and the United States, and has taught as an adjunct professor for colleges in both Austria and Germany. On the personal side, Antonina is a published writer and long-time art collector, and speaks fluent German.

Stephen Ott is a board certified hospital chaplain with ten years of experience in a variety of settings including the emergency department, intensive care, adult behavioral health and palliative care. Stephen's work away from the bedside includes Community Relations and developing spiritual care's role in Diversity, Equity and Inclusion.



Marvin Shank, (B.A., M.Div., RP in College of Registered Psychotherapists Ontario, Certified Supervisor-Educator in CPE, ordained in Mennonite Church), retired after 30 years of work within St. Joseph's Health Care London (Ontario) doing spiritual care and education, primarily in hospital mental health care contexts. Since retirement he has supervised or helped supervise five CPE units in a variety of places. The last of these units occurred in the midst of the pandemic and was conducted entirely by virtual means. This experience gave him new awareness and appreciation for non-face-to-face supervision and spiritual care practice. He has had various roles within the Canadian Association for Spiritual Care regionally and nationally, presently serving on the Professional Practice Commission and promoting research literacy. He and his wife, Pauline, have two adult children and five grandchildren who inspire hope.



14

Petra Sprik is a board certified chaplain with experience in inpatient and outpatient oncology care, and a telechaplancy researcher. She got her bachelors from Duke University, her Master of Divinity from Princeton Theological Seminary, and her Master of Public Health from the University of South Carolina. She spent the last six years working at Levine Cancer Institute, was a Transforming Chaplaincy Research Fellow, and is currently enrolled at the University of Alabama at Birmingham in the doctoral program for Health Service Administration. She has led several telechaplancy studies, and recently published *Chaplains and Telechaplancy: Best Practices, Strengths, Weaknesses - A National Study*, and *Feasibility and Acceptability of a Telephone-based Chaplaincy Intervention in a Large, Outpatient Oncology Center*.



Elizabeth Tracey has two roles at Johns Hopkins. She is a broadcast medical journalist and a board certified chaplain, spending most of her time in the medical intensive care unit at the Spiritual Care and Chaplaincy Academic Division of the The Johns Hopkins Hospital. Very early in the pandemic recognition of clinician distress gave Elizabeth the opportunity to synthesize her roles and she created TIMS – This is My Story – a two minute or less audio file originally featuring a loved one of a non-communicative patient talking about them as a person. Elizabeth did this after hearing providers talk about how disheartening caring for intubated, sedated and prone patients was when no family was allowed in the hospital to share their story. In today's session Elizabeth will share an example of a TIMS file and describe its impact on the medical team. Elizabeth is a Research Chaplain



15

Rev. Heather Vanderstelt

MDiv, RP works at St. Joseph's Health Care London, an Ambulatory Care Hospital specializing in diagnostic imaging, treatment of complex medical and chronic disease, and day/short stay surgeries. Heather has a passion for engaging in research that supports the profession of Spiritual Care, having published on topics including Clinical Pastoral Education (CPE) and spiritual care in relation to psychotherapy. She is a Certified Spiritual Care Practitioner and a Certified Supervisor-Educator with the Canadian Association for Spiritual Care (CASC/ACSS) and a Registered Psychotherapist with the College of Registered Psychotherapists of Ontario (CRPO). Hea-



Rev. Teresa Marie Vilagos,

M.Div., BCC, Chaplain Manager Carolinas Rehabilitation, North Carolina. As an Exercise Physiology undergraduate, she adopted the foundational approach of integrating mind, body, and spirit for optimal well-being. She currently offers spiritual and emotional support to patients, and their families undergoing inpatient physical rehabilitation and support to their clinical teams. She is active in several Telechaplancy support groups including Facilitator for Atrium Health Rehabilitation



16

COVID Connections Support Group, Co-Facilitator of Brain Injury Family Support Group and Guest Facilitator for the Trauma Survivors Network. She contributed to *Chaplains as Partners in Medical Decision-Making: Case Studies in Healthcare Chaplaincy*, Jessica Kingsley Publisher, "Evaluation of a Chaplain Residency Program and Its Partnership with an In-Patient Palliative Care Team." *Journal of Health Care Chaplaincy* and wrote "Coping in the Face of Daily Trauma" APC e-News. She believes that the emergence of the pandemic offered a widened scope of care through telechaplancy.

Jason Wilson is a research chaplain at The Johns Hopkins Hospital who helps discover the spiritual or emotional mechanisms and rationale that are foundational to current chaplain interventions. Before beginning as a part-time research chaplain, Jason worked and continues to work, in the human subject research protection field with federally conducted medical research. His specific interest being in the social and behavioral studies that seek to understand the science behind every day phenomena. A background on spiritual care from Loyola University Baltimore and Organizational Communication from The Pennsylvania State University, Jason has a uniquely blended perspective of industry and the sacred. Jason's interests into new fields are always expanding and providing a distinctive approach to projects.



17

Dr. Fabian Winiger trained in medical anthropology at Oxford University and the University of Hong Kong. He is a Senior Research Fellow at the Professorship of Spiritual Care at the University of Zürich, where he investigates the intersection of health and spirituality in the World Health Organization and other agencies of the United Nations. He also participates in the UFSP Digital Religion(s), a major research project on the transformation of religion through digital technologies, as part of which he investigates chaplaincy in virtual healthcare environments and the emergence of new, digital forms of spiritual care.



About the organisers

This conference was organized by the Telechaplaincy Community of Practice, a subgroup of the Outpatient Transforming Chaplaincy Research Network at Transforming Chaplaincy.

We are a group of chaplain practitioners, managers, and researchers who have come together to advance understanding and practice of telechaplaincy through research, education, and networking.

18

A special thanks to each member of this group who has helped make this event a reality:

Catherine Chang
Christa Chappelle
Seung Hee Kang
Jane Jeuland
Susan Moss
Petra Sprik
Geoff Tyrrell
Fabian Winiger

If you are interested in joining the Telechaplaincy Community of Practice to discuss current telechaplaincy theory and practice, conduct research, and/or advance to field, please email psprik@uab.edu and fabian.winiger@uzh.ch

© 2022

University of Zürich and
Transforming Chaplaincy
Cover art: Alexander Sinn
Printed in Switzerland