



### Praying for the Continued Health and Safety of Our Community Rev. Anke Flohr, Executive Director

On behalf of the entire Pacific Health Ministry 'ohana, we hope you are doing well and staying safe during this challenging time. As the COVID-19 pandemic continues to affect the wellbeing of communities around the world in a myriad of ways, from threatening the health and safety of individuals to severely impairing the job market, the need for compassion and care becomes increasingly vital.

During these trying times, we continue to offer spiritual and emotional support not only to patients and their families, but also to the brave medical professionals on the frontlines of the fight against COVID-19. Chaplains offer a non-anxious presence, providing calm and comforting support by listening, praying, and offering words of hope and encouragement from a variety of sacred texts. Our chaplains are here to provide spiritual care and support 24 hours a day, seven days a week via phone, tele-communication, or in-person.

As mentioned, our chaplains also work to support and uplift those on the frontlines who are fighting the pandemic. To these healthcare professionals, the emotional and mental toll that COVID-19 can take on their health can be tremendous. Increasing fear and anxiety can have disastrous effects on one's wellbeing, resulting in burnout and stress. At PHM, our chaplains offer comfort and support during the times it is needed most. Each week, chaplains at numerous facilities have been offering Peace of Mind Gatherings and Guided Meditation Sessions in order to promote reflection and mindfulness for healthcare workers. In these moments of gratitude, we inspire healthcare professionals by reminding them of the tremendous good they are doing for our Hawai'i community.

Thank you to all of the incredible healthcare workers and all of the individuals on the frontlines, working to ease and overcome this suffering with loving care, research, and hope.

At PHM, we continue to keep you and your 'ohana in our prayers as we persevere through these trying times together.

### Spiritual Care Week in Changing Times

Every October, chaplains, healthcare professionals, and other religious spiritual leaders celebrate Spiritual Care Week, a time that highlights the important role spiritual care plays in the overall wellbeing of individuals.

This year's theme of "Collaborative Healthcare: Chaplains Complete the Picture" is especially fitting for Pacific Health Ministry. When viewing spiritual wellness as a picture of sorts, the work of chaplains and how they interact with other healthcare practitioners is vital to completing the image.

As chaplains, our team collaborates with other professionals in order to provide holistic care for the people of Hawai'i. While we are only one part of the complete picture, our role is essential as we work tirelessly to provide support, healing and hope for our community.



### Healthcare Facilities Served

#### Kapiolani Medical Center for Women & Children

Chaplain Bora Kim  
Chaplain Puanani Lalakea  
Chaplain James Bell

#### The Queen's Medical Center PUNCHBOWL

Chaplain Aldean "Al" Miles  
Chaplain Estela Reza

#### Kuakini Medical Center

Chaplain Gail Sugimoto Leong

#### Hawaii State Hospital

Chaplain Charles Card  
Chaplain Scott Berggren

#### Kaiser Foundation Hospitals

Chaplain Phyllis Hormann  
Chaplain Leavitt Thomas

#### Maui Memorial Medical Center

Chaplain Amy Crowe  
Chaplain Jennifer Crouse

#### Pali Momi Medical Center

Chaplain Lena Ann Keanu-Reichel  
Chaplain Nathan Kohashi

#### Pohai Nani Good Samaritan Society

Chaplain David Hendrickson

#### The Queen's Medical Center West Oahu

Chaplain Thomas Hong  
Straub Medical Center

Chaplain Grace Lee

#### Wilcox Medical Center

Chaplain Sarah Rentzel Jones

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## A Dream That is Dreaming Us: CPE Education in a Time of Distancing

In 1986, Pacific Health Ministry set out with the dream of providing spiritual care within the setting of Hawaii's healthcare institutions. Thirty-four years later, that dream continues as PHM operates as a not-for-profit organization centered on developing hospital ministry and clinical pastoral education in Hawaii.

In 2020, the world has bore witness to the COVID-19 pandemic and its effect on daily life. As hospitals restricted patient visits, chaplains have been there to provide support at patients' bedsides. When questions of bio-ethical or end-of-life issues arose, chaplains were there to provide guidance and clarity. As the pandemic continually forces us to change the way we live, work and learn, PHM chaplains rise to meet the challenge.

Recognizing the growing need for chaplains, PHM continues to educate and provide training for individuals who want to selflessly serve others. We recently held a virtual celebration for those who completed CPE requirements. Presiding over the event was PHM co-founder Glenn Harada who shared a moving story about the founding of PHM and the generosity that brought the dream to life. "Thank you for being open to the Dream that still dreams us. I think it is an exciting future that PHM has as long as we have individuals who are never afraid to dream! It is not all about individuals, it is all about that DREAM!" In closing, Glenn reminded the graduates that by earning their certification, they keep the dream alive.

The dream that still dreams us drives us to continue serving the people of Hawai'i and educating those who wish to support others. While the COVID-19 global pandemic has brought with it change and tragedy, PHM chaplains have shown courage and resilience by continuing to provide support for patients and helping medical staff maintain hope in the face of adversity. As the foremost Clinical Pastoral Education (CPE) program in Hawai'i, PHM recognizes the responsibility to continue the dream no matter what.

[No Worries, You're Chaplains](#) - Enjoy this creative song with words by Chaplain Puanani Lalakea and Thomas Hong to the tune of "Don't Worry, Be Happy" by Bobby McFerrin.

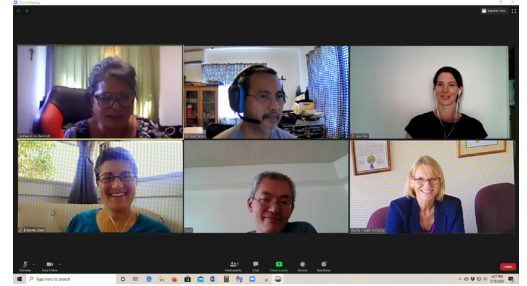
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**How Technology Enables Chaplains to Connect Families** | When a family member or friend is hospitalized amidst the COVID-19 crisis, many fears and concerns can completely overwhelm loved ones. Aside from worrying over their physical health and wellbeing, their loved ones may also find themselves faced with growing concerns over when—or even if—they can see them. Unfortunately, visiting friends and family in the hospital in-person is nearly impossible given the recent pandemic. So how are Pacific Health Ministry chaplains helping the public connect with their loved ones when they can't be there in-person?

At Kaiser Moanalua Medical Center, PHM Chaplain Leavitt Thomas is working with fellow healthcare professionals to support patients and their families, especially those facing end-of-life circumstances, during this difficult time of visitor restrictions. In one of these end-of-life instances, Chaplain Leavitt coordinated with a patient's nurse to allow them to speak with their family members over the phone to say their goodbyes. The family members were so grateful for the opportunity to connect with their loved one, especially since they couldn't be there in person.

At Pali Momi Medical Center, PHM Chaplain Lena Keanu-Reichel is utilizing new technology called Doxy.me to create connections between hospitalized patients and their loved ones. Doxy.me is a HIPPA-compliant video conferencing tool that's user-friendly, working to the benefit of the patients and families they support. Chaplain Lena has witnessed a shift from panic to calm in both patients as well as their loved ones who cannot visit. Chaplains are trained to know when to hold silence and when to interject or help someone hear a word they might have missed. At this time, connection is so essential, and chaplains are able to function as this sacred vessel of connectedness.

If you're worried about not being able to see your loved one during this impossibly difficult time, please reach out to a PHM chaplain. We will do everything we can to help and support you, allowing you to make the most of your precious time with the people you care about.



*Students learning in virtual classes as part of the CPE program.*



*CPE virtual graduation ceremony celebrating recent graduates Jennifer Crouse, Nori Hamamoto, John Herberger, Brianna Lloyd, Utufāʻasili McDermott, and Raul Perez.*



*Sue Welch & Chaplain Amy Crowe*

## Remembering Sue Welch, A Texas Native Who Found Faith and Joy in Hawai'i Rev. Amy Beth Crowe, Chaplain serving at Maui Memorial Medical Center

Pacific Health Ministry recently received a generous donation made in the name of Sue Welch, a former Clinical Pastoral Education (CPE) intern. In light of her recent passing, PHM Chaplain Rev. Amy Beth Crowe reflects on her friendship with Welch and how she influenced the people around her.

Sue Welch was born on September 3, 1943 in Jasper, Texas. She attended the University of Texas in Austin and the University of Houston before graduating with a Bachelor of Science degree from Lamar University. Her pursuit of a career in teaching brought her to the Leeward side of O'ahu, where she taught children with special needs while earning a Master's in Education from Laverne College.

Sue touched many lives during her career in education before retiring in 1995. Following her retirement, Sue had more time to dive into her faith journey while attending church, bible studies and lunching with friends became her primary activities. She enjoyed the fellowship of First Presbyterian Church, where in 2000 Sue signed up for a healing prayer class facilitated by Rev. Robin Langdon. She enjoyed the class and noted how it helped transform her prayer life.

In August 2000, I was new to O'ahu from Delaware, a 20-something CPE resident with PHM. My second Sunday on island, I attended First Presbyterian Church for worship. After the service, I was sitting on a bench enjoying a hot cup of coffee when the woman on the other end of the bench greeted me with great genuineness. It was Sue. We introduced ourselves, and upon her finding out I was on-island for CPE, a stunned look washed over her face. She revealed that very morning she had prayed asking God whether she should turn in an application for the extended unit of CPE with PHM. We left the church, headed out to lunch at a nearby restaurant, and our friendship began.

For Sue, our meeting confirmed the next step of her faith journey. She subsequently turned in the application to PHM, where she was accepted for CPE. Her CPE experience stretched her in new ways and our friendship continued to develop. As we spent more and more time together, her hānai family even came to call me her daughter, reflecting our ever-deepening sense of being family. Over all these years, Sue has guided and loved me as a mother whether I was on island, the mainland, or a neighbor island. We shared with each other the importance of CPE not just as clinical education, but as an enrichment of the emotional and spiritual life.

Her experience at CPE led Sue to become a PHM Lay Volunteer at Straub with Rev. Nathan Kohashi. Her spiritual-mentor relationship with Chaplain Gail Sugimoto Leong then led her to apply for the Spiritual Direction Program where, again, her faith deepened. In 2003, near the end of the two-year training with Spiritual Direction, Sue was diagnosed with lung cancer. The diagnosis came as a shock, since she had never smoked a day in her life, though she did grow up around smoking.

Told she had just six months to live and given a grim report of what her remaining life would entail, Sue never wavered. She endured the surgical removal of one and half lungs as well as round after round of chemo and radiation. There were many ups and downs, but she continued fighting the disease well beyond the six-month diagnosis. In 2010, after 42 years on O'ahu, Sue felt a calling to return to Texas. The move gave her the opportunity to reconnect with her Texas family and friends in-person as well as to receive further specialized treatment with MD Anderson in Houston and St. Joseph's Cancer Center in Bryan, Texas. All along she carried on with her bible studies and, being a dear friend to others, attended church and went out to lunch with friends often.

The morning of October 7, 2018 after attending church with friends, Sue passed away quietly following her 15-year battle with cancer.

The Wednesday before her passing, during one of our frequent phone calls, Sue shared that she was headed over to sign the final updates to her will. She informed me that she wanted me to decide which ministry was to receive her tithe upon her passing. She joked that it may be a while, but now it seems her timing was prescient. And so, with Sue's passing I took up my charge of directing her tithe. In reviewing our time together, I decided that PHM, being the catalyst of our deep relationship, was no doubt the most fitting ministry to receive this donation.

I give thanks every day for God bringing Sue and I together that fateful day 20 years ago. The impact that CPE and PHM had on Sue's life taught me that even if we've completed what we thought we were supposed to do in this world, God will keep on using our lives to serve others. It is with great prayer that this gift assists with the ministry of PHM. Sue is missed daily by all who knew her. Sharing her story passes on her legacy of grace, faith, love and kindness for all she met. Mahalo to Pacific Health Ministry for carrying on the education of chaplains worldwide and continuing to serve the institutions here in Hawai'i.

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**Update: New Safety Measure I** In order to prevent the spread of COVID-19, Pacific Health Ministry is increasing its safety measures following CDC guidelines to protect our staff, students and visitors.

All visitors must schedule an appointment before coming on site, wear a facemask at all times, complete a visitor questionnaire and temperature check, and maintain social distancing of six feet or more. We have adjusted our administrative office's hours of operations, with in-person personnel staggered and supplemented with phone and video conferencing.

We ask for your patience and kōkua as we work together to promote a safer work environment during the COVID-19 pandemic.

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**PHM in the News I** Our chaplains have been hard at work in 11 healthcare facilities across Hawai'i, supporting not only patients and their families who are struggling but also the frontline workers in the fight against COVID-19. Learn more about our good work in the community by watching the following media interviews:

[Hawaii News Now: Pacific Health Ministry offering support for frontline workers](#)

[KITV4: Chaplains addressing mental health in healthcare workers throughout pandemic](#)

[HPR: Chaplains bring comfort despite physical distancing](#)

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### Words of Encouragement

In an effort to support frontline workers in the hospitals in which they serve, PHM chaplains have launched an ongoing Words of Encouragement series that involves sharing one word that captures the staff's emotional and spiritual temperature while uplifting them in their daily work.

These Words of Encouragement are beneficial not only for frontline workers, but also for the general community. PHM will be putting together an e-book for the community to hold as a resource in difficult times. If you're struggling mentally, emotionally or physically during this time, we hope you will find comfort, healing and hope in the following Words of Encouragement:

**Breath:** When we focus on breathing with intentionality, what thoughts or feelings do we breathe in? When we exhale, what thoughts or feelings do we aim to release? Inhale calm and exhale anxiety. Breathe in gratitude and breathe out entitlement. Breathe in grace, suspend breath with resilience, and breathe out negative energy. May breathing bring stillness and serenity to you this day.

**Compassion:** Compassion is being kind and gentle with ourselves and each other always and especially when circumstances do not turn out as planned.

**Courage:** It is very clear that your courage to care for others is a direct measure of your extraordinary character.

**Patience:** During times where there is little we can control, patience can help to keep us calm and give greater support to our relationships and our well-being than being impatient and frustrated. It can be hard to be patient, but imagining the positive outcomes that we can experience when we practice patience can help show us that it's a perspective worth trying.

**Zen:** Throughout today, remember to make time to find your place of zen.

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**HEADS UP! PHM Newsletters Move Online I** In response to these changing times, we've made the decision to move our quarterly print newsletters to our website, where the digital versions will be archived. Please subscribe to receive both our ongoing e-newsletters as well as our quarterly newsletters—simply visit our website [www.pmhawaii.org](http://www.pmhawaii.org) and scroll to the bottom of the page, where you'll submit your email address under "Mailing List." We look forward to connecting with you virtually!