

# Reflection Booklet

Reverence | Integrity | Compassion | Excellence

*Reflections provided by the Values In Action Team  
Curated by Cindy Goza*

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***The Suscipe of Catherine McAuley***

**Douglas Ross, M.D., FACEP**

President, Hot Springs/Chief Medical Officer, CHI St. Vincent Health System

My God, I am yours for all eternity.

Teach me to cast my whole self

into the arms of your loving Providence

with the most lively, unlimited confidence in your compassionate, tender pity.

Grant, O most merciful Redeemer

that whatever you ordain or permit may always be acceptable to me.

Take from my heart all painful anxiety;

let nothing sadden me but sin,

nothing delight me, but the hope of coming to the possession of You

my God, and my all in your own everlasting kingdom.

Amen.

### ***It Is Well With My Soul***

**Megan Steele, RN**

Cardiac Nurse Manager, Hot Springs

The hymn “It Is Well With My Soul” was written by a successful Christian lawyer Horatio Spafford. His only son died at age 4 in 1871. In 1872, the Great Chicago Fire wiped out his vast estate. In 1873, he sent his wife and four daughters to Europe on a summer trip on the ill-fated SS Ville du Havre. Since he had a lot of work to do, he planned to follow them later. The ship sank, and he lost his four daughters with the wife being the only survivor. She sent him a famous telegram which simply read, “SAVED ALONE....” On his return home, his law firm was burned down, and the insurance company refused to pay him. They said it was an act of God. He had no money to pay for his house and no work. He also lost his house. Then, while sitting and thinking what’s happening to him, being a spiritual person, he wrote a song, “Whatever, my Lord, You have taught me to say, It is well, it is well with my soul.”

A good attitude will determine your altitude. When you look at your life, career, job or family life, what do you say? Do you praise God? Do you blame the devil? A good attitude toward God makes Him move on your behalf. Just sit down and say, “Today, God, it is well with my soul, I am thankful I had a peaceful sleep, I am thankful I am alive with possibilities, I am thankful I have a roof over me, I am thankful I have a job, I am thankful that I have family and friends. Above all, I am thankful that I have the Lord Jesus Christ on my side.” Be blessed and don’t be envious or shocked when others are prospering because you don’t know what they have been through to get there (test, trials and tribulation) so thank God for what you have. “Little is much when God is in it. It is well with my soul!” Touch someone’s life with this message. ‘If God is for us, who can be against us?’

## PRAYER

*Many of our patients come to us full of despair. I cannot fix the problems of the world, but I can do my part, which is to offer compassion and connection, and channel a positive attitude that can restore hope and healing to all. Help me to count my own blessings and see the good things that are in my life so that I, too, can find balance when work and life become overwhelming. Amen.*

### ***No Work is Beneath Me***

**Matthew Harms, CDM, CFPP**

Sr. Area General Manager, Food & Nutrition, Infirmary, North & Morrilton

John 13 records the story of The Last Supper. At the meal, Jesus washed the feet of the Apostles. Somehow we are all humbled as we contemplate this action – the son of God, kneeling before a human and washing his feet. How can this be? Like Peter we want to object, to claim that the Savior is above such menial, servile work. But Jesus rebukes us. “Unless I wash you, you have no share with me.”

For me, there are several messages here. First, if God himself would wash the feet of the Apostles, then there is no work beneath me. We must all serve others in every way we can. I’m pretty active in my time away from work with the Scouts BSA. My son is a Life Scout on the path to eagle. My daughter joined the first all-girl troop in Arkansas. After each event, we do a police line as part of an outdoor ethics culture. All the kids line up in a long row, and one will chant a cadence. Step, Step, Step. With each step, the kids pick up any litter that they encounter. Sometimes the kids are the generators of

the trash. More often, they’re cleaning up someone else’s mess. Younger scouts will often object. We remind them, we’re not too good to pick up trash, and it is our job to leave things better than we found them.

There’s another message in Jesus washing the feet. It is as difficult to be the one whose feet are being washed because he/she must be willing to expose to the Lord all that needs cleansing within us. If we metaphorically take off our shoes and allow Him to wash us, perhaps we, like Peter, will also have a share with Him.

Am I willing to serve others in any way the Lord asks? And am I willing to have Jesus wash what needs cleansing in me?

## PRAYER

*Lord, please grant us the humility to serve others with love. And may we be willing to expose to You all the parts of our souls that need Your cleansing touch. Amen*

### ***A Prayer for Our Work***

God has no body now, but yours.

No hands, no feet on earth, but yours.

Yours are the eyes through which God looks compassion into the world.

Yours are the feet with which God walks to do good.

Yours are the hands with which God blesses the world.

St Teresa of Avila  
16th Century Spanish Saint



We each have, within us, the power to turn things around. In fact, if Jesus is our Coach and our Lord, it should be our specialty. Always remind yourself that you are truly a turn around specialist.

**LaValeria Saxton-Smith**  
Practice Manager  
Community Clinic - East

### ***The Heart of Prayer***

If you are like me, you get all kinds of requests from people who are asking for prayers. Usually it's for a health crisis or new diagnosis or loss of a job. Typically the prayer requests come from Facebook friends or people we know and like who are asking for help. And so we offer a prayer on their behalf, or at least respond with the praying hands emoticon (I'm not sure that counts for a prayer, but it was a gesture from the heart, right?)

The Bible gives all kinds of examples where the early church prayed for one another. But the final test of compassionate prayer goes beyond prayers for people who are fellow Christians, members of the community or friends and relatives. Jesus says, "I say this to you: love your enemies and pray for those who persecute you." Even in the depth of his agony on the cross, Jesus prays for those who are killing him. "Father, forgive them; they do not know what they are doing."

Here is the heart of the discipline of prayer. Prayer allows us to touch the center of our hearts by praying not only for those who love us or for whom we love, but also for those who hate us. To do this we have to be willing to make our enemies part of ourselves and convert our feelings for them first of all in our own hearts.

We've all seen that angry patient, that mean spirited neighbor or relative, that coworker or leader whose attitude is negative and they have no problem expressing their feelings or dominating the situation, but do we pray for them? Yes, we care for them, but do we pray? Do we seek to forgive so that our compassionate prayers are genuine? I challenge you today to make a list of your "enemies" and start forgiving them. Then pray for them. Let's see what God can do through these prayers, not only to others but to ourselves. True forgiveness is freeing and healing. It might not change them, but it can free us from the bondage of negativity so that we can truly love one another as Christ loves us.

## PRAYER

*Teach me to broaden my scope of prayer, Holy God, to see my enemies through your eyes. It is when I genuinely find a way to forgive, that I can deepen my relationship with You and find true peace within myself. Amen*



### ***Receiving***

**Rhonda Jo Hutchison, RN, BSN CCRN**  
CVIC, Infirmary

A soft voice you hear overhead,  
Stop take a moment, most important words said.  
Loving and gentle, given up to our Creator...  
An asking from our Lord and Savior.  
A petition to help us through our day,  
To be a blessing in all we do and say...  
These reverent words are our richest tool,  
But some honestly don't think it is cool.  
Our conversations are important, we are on the move,  
Not realizing... receiving, will get us in the groove.  
Within these walls there are many needs,  
The words that are uttered, in our hearts plant seeds.  
Seeds to watch unfold, into beauty along the way,  
We can give God the glory if we take this moment to pray.  
Power is given in this short time to believe,  
Help from above you will receive.

***Hebrews 12:28: "Therefore, since we are receiving a kingdom that cannot be shaken, let us be thankful, and worship God acceptably with reverence and awe."***

### **PRAYER**

*Holy God, pausing for 60 seconds to start my day with prayer is a blessing. After all, You are the most important relationship in my life. Help me to experience the richness that staying connected with You can bring as I work side-by-side with You today. Amen*

### ***Manage Up: Speak Positively of your Coworkers***

**Juanita Carr, MA - CVM**

Manager Auxiliary and Volunteer Services, Infirmary & North

Early Tuesday morning, Jane Doe checked in to have surgery. The volunteer host in pre-op could see the anxiety on her face as Jane sat down and waited for her surgery. After several minutes, the phone rang and the request came that she be escorted to pre-op. The volunteer called Jane's name and as she approached the desk, Jane worriedly asked if a family member could go with her at this time. The host at the waiting room desk explained to her that the nurse would prep her for surgery and afterwards the family would come back to visit with her prior to her going into surgery.

As Jane Doe walked down the short hallway to pre-op she whispered "I am so afraid, because this is the 2nd procedure that I am having for this reoccurring problem." The hostess glanced down at the paperwork and noticed who the performing physician was

and placed a hand on Jane Doe's shoulder and said to her, "You are in good hands. You also have one of the best Ortho surgeons in the city, and I assure you, you will be just fine. I want to introduce you to the nurse who is going to take care of you before surgery. Her name is Joyce and she is going to get you started on your IV. Joyce has had over 30 years experience. She really knows what she is doing." Ms. Doe smiled and the tension in her body seemed to lessen. She said thank you and felt much more relieved about the surgery that she was having.

Ponder: Taking time to listen and reassure your patient about the level of care they will receive is important. Managing up your coworkers in front of the patients can make a difference.

## PRAYER

*Thank you Jesus for the skills and gifts that you have given all who work here. Every member of our healthcare team is important. When we remind our patients that they have the best care possible, not only does it build trust, it feels good to be acknowledged and appreciated by a coworkers. As we work, continue to show us the vulnerable so that we can make a difference in their lives. Amen.*



### ***The Dignity to Give and to Receive\****

Pope John-Paul II once said that “Nobody is so poor that he/she has nothing to give and nobody is so rich that he/she has nothing to receive.” These words offer a powerful direction for all who want to show compassion and work for peace. No peace is thinkable as long as the world remains divided into two groups: those who give and those who receive. Real human dignity is found in giving as well as receiving. This is true not only for individuals but for nations, cultures and religious communities as well.

A true vision of peace sees a continuous mutuality between giving and receiving. Let’s never give anything without asking ourselves what we are receiving from those to whom we give, and let’s never receive anything without asking what we have to give to those from whom we receive.

Henri Nouwen  
Bread For the Journey Journal  
(\*used with permission)

Ponder: You may work all day giving to your patients and their families, but slow down enough to see what they give to you. In God’s eyes we have equal value.

## PRAYER

*Lord, you have said it is more blessed to give than to receive. But if I am always the giver, I deprive others from the joy of giving. Let me experience the humility of learning from others, of seeing the value in everyone. After all, we are all created in Your Holy Image. Amen*

### ***Be Honest-Use HEART***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

Mr. E was a frequent patient at CHI St. Vincent North. Struggling with many health issues, he also was a cantankerous, mean-spirited patient whose temper quickly flared and who became verbally abusive, despite the staff's best efforts to serve.

His physician had asked him to come for a CT scan at CHI St. Vincent North, and as the transporter met him in the lobby and brought him back for the procedure, his clothes became soaked due to his leaking catheter. As you can imagine, the patient was very angry and wanted to leave. The staff listened to him and convinced him to stay for the procedure, but he left in a storm of emotions.

The next week he came back for lab work, and because they knew his typical response they tried to meet him and engage him before his emotions escalated. Well, the plan did not work. When he was told he would need lab work, the patient started cussing and calling the staff every four-letter word in the book. This time the manager of Radiology was

ready for his outburst. He was honest and direct and firmly told the patient that he did not have the right to treat the staff that way. As you can imagine, the man stormed out without getting his labs drawn.

Hospital coworkers were at a loss as to how to deal with this belligerent patient. They talked about some way they could help him, but never could come up with an approach that might work. A few days later, there was a knock on the manager's door, and to his surprise, it was Mr. E. He sat down with the manager and apologized. He said he should never have talked to the staff that way. The patient told the manager that he was scared and often did not know what the tests were going to be like. Sometimes he felt embarrassed by what was happening with his body. The manager quickly realized that the angry Mr. E was responding out of fear, not meanness. He also felt that going forward, he and the staff could use HEART, which may be the very strategy that could help Mr. E cope with the emotional healing he needed during this very difficult time in his life.

## PRAYER

*Holy God, thank you for reminding me that the emotional response of patients is usually about a deeper issue than what I may think. When You talked to people who were hurting you were direct, honest and full of compassion. I pray that I can do the same. Amen*

### ***How Do I Want to Show Up?***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

When you stop and think about life, the reality is that we can expect to pass through this world only once. We experience today and it won't be duplicated in the exact same way tomorrow. So how do I want to show up? I may not be able to control everything that happens, but I can make a choice in how I respond. I can make a choice in how I treat others, regardless of how they treat me.

Life is most fulfilling when we choose to model the image that Jesus gave: when He helped the poor and vulnerable. I want to choose to do good in this moment, to show kindness to others, to speak with integrity, respect and compassion, even when those conversations seem difficult because that is what Christ demands of me. I want to spend more time looking people in the eye, and less time looking at my texts and email. I want to do the right thing even when no one is looking.

Jesus says that when we do it unto the least of these, we do it to Him.

## PRAYER

*Holy God, give me the courage to stop and think about how I want to show up today, how I want to love one another just like you love me. Learning how to respond and not react is a tough but worthy lesson. And when I look to you for help, I CAN do all things through Christ who strengthens me. Amen*

### ***To Tell the Truth***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

Just prior to shift change, a patient died after an unsuccessful code blue. The chaplain arrived to provide spiritual and emotional support to the family, but only one family member was there. The family member was a nurse herself, and as she and the chaplain stood by the bedside, she made the comment, “I wish I could talk to the nurse who took care of her today. She said it was her last day, and I guess I’ll never get to see her.”

When I asked her what she wanted to say, she surprised me and said, “I just wanted to thank her. She knew we lived far away and had just gotten home after being here all day. She told me my aunt wasn’t doing well and I asked her if she thought we really needed to come back. The nurse paused and said ‘Yes, she seems to be taking a turn for the worse. If being here is important to you, I don’t think it can wait.’”

So the family drove back in time to visit one last time and say their good-byes. Even though a code blue was called, it too gave them assurance to see how hard the team tried to revive her. Through their grief, they also found peace because the nurse never stopped doing her job. She faced the difficult situation, and although she could have been winding down on her last day, she never stopped putting her patient first. She chose to tell the family the truth instead of letting someone else do it. Her actions meant the world to this family.

## PRAYER

*Holy God, I realize that integrity is a rich and complex value. Help me to do more than tell the truth. Help me to always do what is right. Amen*

### ***Joy\****

Joy is essential to the spiritual life. Whatever we may think of or say about God, when we are not joyful, our thoughts and words cannot bear fruit. Jesus reveals to us God's love so that his joy may become ours and that our joy may become complete. Joy is the experience of knowing that you are unconditionally loved and that nothing—sickness, failure, emotional distress, oppression, war or even death---can take that love away.

Joy is not the same as happiness. We can be unhappy about many things, but joy can still be there because it comes from the knowledge of God's love for us. . . . Joy does not simply happen to us. We have to choose joy and keep choosing it every day. It is a choice based on the knowledge that we belong to God and have found in God our refuge and our safety, and that nothing, not even death, can take God away from us.

Henri Nouwen  
Bread For the Journey Journal  
(\*used with permission)

***“My brothers and sisters, whenever you face trials of any kind, consider it nothing but joy, because you know that the testing of your faith produces endurance; and let endurance have its full effect, so that you may be mature and complete, lacking in nothing.” James 1:2-4***

## PRAYER

*Holy God, many things will happen to me on my shift. Some good, some unbelievably challenging and stressful. Help me to realize that I am never alone as I work. With You by my side I can endure anything and experience the joy that serving You can bring. Amen*

### ***Watching Your TV***

**Chris Stines, MHA**  
President, North

***“Gentle words bring life and health; a deceitful tongue crushes the spirit.”***  
***Proverbs 15:4***

The battle for truth and for our hearts/minds has always revolved around words — from the beginning in the Garden of Eden with Satan twisting words to question what God said and also when Satan tempted Jesus in the desert and twisted scripture. Words have power both for good and for bad. Words have consequences.

If you are a non-clinician like me, you may be encouraged to know that you, too, contribute to the health of each of our patients, visitors and coworkers. This scripture proves it. Read it again if you need to. Each and every person on our team is a healthcare provider because our positive words bring life and health to those around us. Wow, so the old saying that “sticks and stones may break my bones but words can never hurt me” is not true. It has taken science a few thousand years to catch up with scripture. We now know that negative words create biochemical reactions in our brains and bodies that cause physical harm to us. Conversely, it is a scientific fact that positive words can create healthy biochemical responses in our brains and bodies.

I have been learning from reading Tony Robbins *Change Your Words, Change Your Life*. The power over the tongue, to control what we say before we say it, is not easy. In a way we are predisposed to use negative words. Let me explain. Of the over 500,000 words in the English language, approximately 3,000 are used to describe emotions. Two-thirds of these are used to describe negative emotions (angry, sad, bitter, hate, despair, anxious, etc.) and one-third to describe positive emotions (happy, joyful, love, gladness, etc.). So by sheer availability, we have to work harder to find positive words.

In terms of “finding” words, each of us has a working vocabulary and a habitual vocabulary. In our working vocabulary are all the words we know, which on average is about 2,000 words. In our habitual vocabulary are the 200-300 words we use most often. Those of us who tend to be optimists may already tend toward choosing words that are positive and may have a habitual vocabulary full of positive words. Regardless, we all could use more positive words in our habitual vocabulary. The concept is that when we use positive words or even “less negative” words we create better, more healthy reactions in our minds and bodies and those we communicate with. For example, if instead of thinking, “I am ticked off!” I can rework that in my


head to think, “I am disappointed.” The reaction and corresponding biochemical/ mood affect is less negative. This can also work in the other direction to make positive words even more positive. This is called TRANSFORMATIONAL VOCABULARY or TV. The impact of choosing the right words with others is equally important. Think of the increasingly negative impact the following phrases have: “I think you may be mistaken” to “I think you are wrong” to “You are lying!”

Another consideration is how the mode and tone of communication affects the message. Face-to-face is always a better choice than over-the-phone or email, though it requires a bit more time.

What are you doing today to expand and express your positive vocabulary within yourself and outwardly to others? Perhaps you can start by watching your TV.

## PRAYER

*Holy God, may the words of my mouth and the meditations of my heart be pleasing and acceptable to You, O God. Help me to think before I speak so that with integrity I can communicate in a positive way that builds up and does not tear down. Amen*



“Anyone that has ever worked with me knows that I love the saying ‘Teamwork makes the dream work.’ It takes everyone on the team to meet the needs of the patient.

**Barbara Ellis-Erby, BSN, RN**  
Nurse Manager, Orthopedics & Neurology  
Hot Springs



### ***Compassion in Action***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

We know that Jesus came to earth to be the Savior of the world, but why did He heal? There is no proof that shows that Christ healed everyone in the land while he walked here on Earth. There are plenty of stories in the New Testament that show how Christ healed people who crossed his path (the story of the hemorrhaging woman) and healed people who were brought to Him (the story of the paralyzed man on the stretcher whose friends cut a hole in the roof just to get access to Christ). He healed the physical needs (made the lame to walk and the blind to see) and the spiritual needs (He often said “you are forgiven”). He healed the mental needs (He cast out the demons into a herd of swine and the man became sane again. I like to think that Jesus was the first one to Call the Hogs!). But through his acts of healing, he demonstrated his greatest trait – compassion. Jesus had compassion for everyone He met and His commandment to us is to “Love one another as I have loved you.”

What does His healing on Earth mean to our work at CHI St Vincent? Regardless of your own spiritual beliefs, we all can agree to support the mission of the Church, which is to continue Christ’s legacy of compassionate healing ministry to as many people as we can, regardless of their status in life. We help those who come on their own. We help any who are brought to us by car, ambulance, med-flight, walk-ins, friends or family. We agree to offer healing to the whole person: the physical, emotional, mental and spiritual health needs. As we work, we agree to show compassion to all who entrust us with their healthcare needs.

Countless people received mercy from Him. There were prostitutes, lepers and greedy tax collectors. There were affluent, the poor and underprivileged. There were people who believed in Him and people who denied, betrayed and pretended He did not exist. Jesus never withheld himself from them. He dined with them and called them as his disciples. Jesus gave them second chances. Jesus is full of mercy and compassion. His legacy modeled compassion in action. Jesus was willing to assist and offer them more than they ever thought possible.

### **PRAYER**

*Help me to see others as You see them Christ--with eyes full of compassion and understanding. Help me to live my life as You might, and show mercy and compassion to all I serve. For when I do this with the least of these, I do it to You. Amen.*

### ***The Difference Being Present Makes***

**Michael W. Millard, M.Div.**

Manager for Pastoral Care, CHI St. Vincent Health System

***Matthew 5:7 Blessed are the merciful for they will be shown mercy***

In a hospital or a clinic setting, time is often our most limited and precious resource.

The nurse sat in a chair, hastily pulled up to face the woman whose tears bathed her face with the all too apparent pain of her grief. Even though the nurse offered this woman, whose husband would soon succumb to his illness, an expert description of his condition and deeply felt words of encouragement, it was her presence that made all the difference. At a time when there was much to say and much to do, one nurse took the time to hold the hand of a child of God. That is what makes all the difference.

## PRAYER

*Gracious Heavenly Father, who enlivens the weak and satisfies the hungry; grant us, we pray, the opportunity to be present with our brothers and sisters just as you are present with us through the Incarnation of your Son, our Savior Jesus Christ. As he walked with his people, so give us the willingness to give ourselves to those who are suffering and in need. Open our hearts so that we might rejoice in the simple pleasures of a shared smile and a compassionate touch. Bless those you have called to serve and care for your people. In Jesus Christ's holy name, we pray. Amen*

### ***Quiet Acts of Kindness***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

In the movie “Pay It Forward,” a young boy was challenged by his teacher to think of an idea to change the world for the better, then put it into action. He creates a plan for “paying forward” favors, and that decision sets in motion an unprecedented wave of human kindness, which, unbeknownst to him, blossomed into a profound national phenomenon.

We all work side-by-side with people who live their values. Kindness is in their DNA. They help others, not because it makes them look good, but because it is the right thing to do.

Jesus was the prime example for kindness and its transformation in the lives of others. He told us to “love one another.” He also said to “give your gifts in private, and your Father in heaven, who sees everything, will reward you” (Matthew 6:4). Christ modeled a selfless, humble way of helping others and doing the right thing, which told a greater story that has been retold throughout the

ages. He never bragged about his great works, he simply lived his life in a way that helped others who were broken and suffering and who were transformed by his compassion and acts of kindness.

The world is filled with good, caring people who never make the news and who never care to. The magnitude of their kindness each day is too large and far too widespread to ever be calculated.

Life is good today because so many people choose to see it as good. And in every small moment, each in his or her own way, they humbly give life to goodness. They “pay it forward.” Not to showcase their own goodness, but because showing compassion is the right thing to do.

## **PRAYER**

*Help me O Lord to always choose kindness, not because it is easy, but because it is the right way, Your holy way. My reward comes in knowing that I have loved one another as You have asked me to. Let Your light shine through me. To You be the glory, now and forever. Amen*

## ***St Vincent de Paul-Our Legacy for Healing***

As Vincent de Paul walked through the streets of Paris, everywhere he looked he saw homeless people and beseeching beggars. He saw hungry people. He saw children and elderly, men and women who were neglected. He saw sick people without health care. He saw refugees from warfare. He saw people who were spiritually abandoned and without hope. In these people he found those whom he had been looking for: his brothers and sisters in Christ. Vincent de Paul was profoundly dissatisfied with what he saw because he knew it was at odds with his ideal vision of the “good news” of Kingdom of God as proclaimed by Jesus Christ to the poor; a place where each human being created in the image and likeness of God possessed an inestimable dignity and value as a person. He turned his sense of frustration and dissatisfaction into an urgent faith-filled desire to do as much good as he could, as well as he could, to reach out to improve the lives of the people whose gazes he returned so intently and whose suffering moved him so personally.

From St Vincent de Paul: A Person of the 17th Century A Person for the 21st Century

By Rev. Edward Udovic, C.M.

*Used with permission*

## **PRAYER**

*Whom do we see Holy God, when we look into the eyes of every patient who comes to us for healing and care? May we be moved by their suffering to treat them with dignity and respect, knowing that all are created in the image and likeness of You. We are your vessels for healing and compassionate care. May those we serve experience the healing ministry and love of Christ. Amen*

### ***Give Thanks and Appreciation***

**Robert E. Musser, PhD, BCCC**

PRN Chaplain, Chaplaincy Services, CHI St. Vincent Health System

Do we say “thank you” enough? Or perhaps we say “thank you” too much, too glibly and too easily. For instance, when the waiter brings water and napkins for services we pay for. When our partner does not turn off the TV and the bedroom light and we sarcastically say: “Well, once again, thay-ank you.” Should it have been better left unsaid? Are there some days when it is harder to be thankful? On a pleasant sunny day in Paris is it easier to be thankful? Or is it harder to be thankful on a bleak hospital day in Little Rock?

And yet, as we’ve heard, it is important for our own well-being that we carry the attitude of gratitude. Look close about you this day. There are nurses, doctors, other family, your beloved patient, even the barely-to-be-tolerated co-worker, who could use your thankfulness. How often it is those very people who most irritate and challenge us, can become the occasion for our greatest growth. Have you thanked them? Some of us forget to pay attention to self-care. Have you thanked yourself for your goodnesses? So say thank you. Live thank you. See the benefits that call forth your gratitude and speak forth, live forth, a life of gratitude.

In the late 1800s, a 20 year old Swedish hymn writer, August L. Storm wrote a list of things for which he was thankful. Twenty or more items he enumerated, and from them a marvelous poem developed. He wrote,

*Thanks to God for my Redeemer,  
Thanks for all Thou dost provide!  
Thanks for times now but a memory,  
Thanks for Jesus by my side!  
Thanks for pleasant, balmy springtime,  
Thanks for dark and stormy fall!  
Thanks for tears by now forgotten,  
Thanks for peace within my soul!*

*Thanks for prayers that Thou hast answered,  
Thanks for what Thou dost deny!  
Thanks for storms that I have weathered,  
Thanks for all Thou dost supply!  
Thanks for pain, and thanks for pleasure,*

*Thanks for comfort in despair!  
Thanks for grace that none can measure,  
Thanks for love beyond compare!*

*Thanks for roses by the wayside,  
Thanks for thorns their stems contain!  
Thanks for home and thanks for fireside,  
Thanks for hope, that sweet refrain!  
Thanks for joy and thanks for sorrow,  
Thanks for heav’nly peace with Thee!  
Thanks for hope in the tomorrow,  
Thanks through all eternity!*

What would you add to your list? For what are you thankful?

## PRAYER

*Please calm me today. So many things are out of my control, and I need your love to soothe me and calm me. Assist me to be thankful and to say thank you this day for the goodnesses around me. Work good to me, to those I love, indeed to all your beloved creatures. Thanks be to God. Amen.*

St. Vincent is much more than a job for money. I got into healthcare to help others and there's really no place better to do it.

**Bubba Arnold, PharmD, MHSA**  
President, Morrilton



### ***The Sacredness of Our Hands***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

***“There was a woman there who for eighteen years had been possessed by a spirit which drained her strength. She was badly stooped - quite incapable of standing erect. When Jesus saw her, he called her to him and said, ‘Woman, you are free of your infirmity. He laid his hands on her, and immediately she stood up straight and began thanking God.” (Luke 13:11-13)***

I visited a new hair salon and when the employee shampooed my hair, it was the most soothing and healing moment I’ve experienced in a long time. She did not scrub, she massaged my hair, my scalp, and my neck. Although I only spent 3 minutes with her, I felt the deepest connection and felt so cared for all because of the way she used her hands. I decided the haircut would wait. I just wanted to keep getting my hair washed!

There is healing through touch and once

again this became very clear to me as I observed a new strategy for responding to a code involving a person who is excessively upset or angry. Normally the response team involved security who would take the lead in trying to de-escalate the situation. They often used intimidation and sometimes physical restraint to safely contain and remove a threat. In the new approach, a team from the Psych unit came to the code. They chose a completely different approach. Instead of forcing compliance, they listened and let her vent. Eventually, they slowly sat on the bed, and used their hands to touch and soothe the patient. They combed her hair, stroked and calmly patted her arm. Instead of “strong arming” her, they took a compassionate, calm approach and the situation deescalated. It was almost magical to see.

I think there is sacredness to our hands that we should give thought to. Look at your hands now. Think of the oldest hands that you have held, the wisdom they held. Think of the youngest hands - a newborns hands, a child’s hands that reaches up in trust. Think of the hands of a patient who could not speak for his or herself and how their hands lay helpless in the hospital bed.



Now if you are comfortable shake or hold the hand of your coworker beside you. Try and express your gratitude, that you care, simply by the way you apply pressure to their hand.

If you haven't done so, release the hand you were holding. Now imagine that you are holding God's hand...What is it like to work side by side, hand in hand with Him? Jesus laid hands on the poor, the sick and the vulnerable. He uses **our hands** to do His work and ministry today.

## PRAYER

*Compassion is a holy gift, O God. May we feel your deepest blessing through the work of our hands. Empower us to separate our feelings from the intensity of others so that we be a calm and soothing presence. Use us to bring healing to all the people we touch. Bless our gifts as we continue to become all you created us to be in your Divine Image, now and always. Amen*

I choose to stay here at CHI St. Vincent mainly because the work that we do today is really based on the same principle that it was in 1888 - putting the patient first.

**Melissa Morgan, RN, MSN NE-BC**  
System Clinical Director of Nursing  
North and Infirmity Neuroservices



### ***Thanks from a Patient***

**Submitted by Adam D. Jarrett, R.T.(R)(T)(ARRT)**  
Manager, Cancer Treatment Center, Hot Springs

***1 Corinthians 12:7 To each is given the manifestation of the Spirit for the common good.***

As you reflect on these words of thanks from a patient at CHI St Vincent Cancer Center, Hot Springs, think of your own gifts and how they make a difference to those you care for.

*“Thank you for all each of you did to help me through a really rough period of time — your smiles, your hugs, your kind words and your words of encouragement, your silly jokes. There is no way I can name all of you because I am afraid of overlooking someone — just know that each of you are appreciated. I am amazed that so many people are gathered in one place with such caring attitudes and always ready to offer help. I have reached the opinion that you all are made from angel wings. Thank you for saving my life.”*

## PRAYER

*Lord, thank You for the gifts that we use to make a true difference in the lives of our patients, our visitors and those that we work with. May our hearts and minds always be focused on common work that we use to serve all people in Your honor. May our works always find favor in Your sight. Amen.*

## ***Choosing the Best Course of Action***

**Dr. William G. Jones, M.D.**

VPMA CHI St. Vincent Central Arkansas

***Romans 8:6 For the mind set on the flesh is death, but the mind set on the Spirit is life and peace. (NIV)***

My oldest daughter majored in Philosophy and one of the benefits for me was that she often asked me to read her essays and shared interesting works that she had studied for us to discuss. It was through her that I learned of Viktor Frankl, an Austrian neurologist and psychiatrist who was imprisoned in the Auschwitz concentration camp along with his wife and the rest of his family. During this unimaginable time of hardship, Frankl came to understand that men could take from him his home, his possessions, even his family, but they could not rob him of humanity. The only way he could lose that was to give it away. Following this realization, he devoted himself while in the camps to the importance of finding meaning in all forms of existence, even the most brutal, and encouraged his fellow prisoners to preserve kindness and compassion in the face of cruelty and inhumanity. Writing of his experiences in his book *Man's Search for Meaning*, Frankl

wrote, "Everything can be taken from a man but one thing: the last of the human freedoms – to choose one's attitude in any given set of circumstances, to choose one's own way."

In the years that followed, Frankl continued to write of this concept, including what is my favorite quote from him, "Between every action and reaction, there is space – and in that space is our power to choose."

When faced with a difficult situation, we can use this "space" to choose the best course of action. Take a moment – you can decide how long is appropriate – to determine how you choose to respond. Think about our Core Values. Will you respond in anger or with compassion? Will you take short-cuts or choose the longer path to excellence? Will your attitude be condescending, or will your reverence for your patients, coworkers and our mission be reflected in your dignity and your consideration of others? Will you keep your integrity and do what you believe to be right, or will you give the response that is desired or expected? You have the power to choose.

Remember, what you do today matters.

### **PRAYER**

*Search me, O God, and know my heart; Help me to choose the right way to respond, even in difficult situations, so that others see Christ through me. Amen*

### ***Excellence and Lasting Impressions***

**Matthew Harms, CDM, CFPP**

Sr. Area General Manager, Food & Nutrition, Infirmary, North & Morrilton

Have you ever wondered what impact your day has in the life of our patients? Our days can sometimes feel inconsequential. Maybe monotonous. By now, maybe you have your pattern of work so hard-wired that it's almost like you're just floating through each day. Or maybe you are new to your job, and you're still figuring it out. Either way, you can never afford to take this work for granted.

When I was much younger, I worked at a hotel in Pigeon Forge, Tennessee. I catered banquets, especially low-end weddings. It was my hotel's specialty. Every day, we would see a new couple. The menus were usually the same: chicken and potatoes and green beans. Ranch dressing. It was Pigeon Forge fancy. We would order a similar wedding cake from the same bakery. We would use the same tablecloths and centerpieces, and we even had a DJ on retainer. Every day, he could share the same jokes and play the same songs, and he would always end the show with the song "Fire and Rain," by James Taylor. Every single day, all summer long.

For the banquet staff, we were almost on autopilot. We had the timing down perfectly and knew exactly what to do and when to do it. We kept the ballroom set up and clean, the brass chandeliers polished. We knew when to pull the chicken out of the ovens, when to light the sternos and how to help the bride enter the room to applause and ovation. Day after day.

That all changed for me one day. Just before the bride was due to enter the ballroom, with lights dim and family staring, my coworker dropped the cake. She didn't mean to do it; she just bumped into the table. But this event helped me understand how important the job was. That cake was more than a mess we would have to shampoo out of the carpet later. It was more than the loss of our tips. (That bride and her father were mad!) I learned then that for the catering team, the weddings we did each and every day were just a job. But for the newlyweds, this was their whole life.

It's no different for us in our ministry. We have the opportunity to leave a lasting impression, a legacy that extends the work of the Sisters who formed these ministries more than 130 years ago. We save lives! We place our indelible mark on the people we connect with — patients, family, visitors, coworkers. When we hold the door open for a visitor, we are presenting our culture, exposing who we really are. When we share a kind word with a coworker, we are forming trusting relationships that will allow our ministry to prosper and thrive. When we say hello to a stranger or a friend. When we share an unkind word... You know what they say, "Be Ye Kind to One Another."

Reflect for a moment on the mighty task the Sisters who formed this organization undertook when they journeyed from far afield to create this health care organization. Are you living up to their vision?

***Psalm 145:4: One generation shall commend your works to another, and shall declare your mighty acts.***

## PRAYER

*Dear God, thank you for allowing me to play an important role in this healing ministry. I pray that today you guide my heart and my actions to glorify You and extend the work of Your Son, Jesus Christ. Please be with me today in my interactions with patients and visitors, with coworkers and leaders. Let me recognize the human in every connection and let me leave a lasting, positive impression this day and all of the days. In Jesus' holy name, I pray. Amen.*

## ***Making Dreams Happen***

**Chris Stines, MHA**  
President, North

*Luke 2:21-35 English Standard Version (ESV)*

*<sup>25</sup>Now there was a man in Jerusalem, whose name was Simeon, and this man was righteous and devout, waiting for the consolation of Israel, and the Holy Spirit was upon him. <sup>26</sup>And it had been revealed to him by the Holy Spirit that he would not see death before he had seen the Lord's Christ. <sup>27</sup>And he came in the Spirit into the temple, and when the parents brought in the child Jesus, to do for him according to the custom of the Law, <sup>28</sup>he took him up in his arms and blessed God and said,*

*<sup>29</sup>"Lord, now you are letting your servant[a] depart in peace, according to your word; <sup>30</sup>for my eyes have seen your salvation <sup>31</sup>that you have prepared in the presence of all peoples, <sup>32</sup>a light for revelation to the Gentiles, and for glory to your people Israel."*

As I was rounding on patients last night, I met a family in our 2S ICU. The father was the patient and next to him was his wife and his adult daughter. I had previously been brought into the room by a nurse to see a bed that needed repair and returned to the room to speak with the family. The wife shared with me that they are from Springfield, Missouri and this was their second time in our ICU after surgeries to remove glioblastoma

tumors. They had been in our hospital this time for three days and the daughter asked if there was a place her mom could take a shower. I arranged the shower and brought her towels.

As we talked, I learned more about their story. They had seen several providers in Missouri who would not operate, and they also had contacted other well-known hospitals, like the Mayo Clinic and MD Anderson that would not take their insurance. They heard about ANI from a former ANI patient and they called ANI and were told we would accept their insurance. They immediately drove to CHI St. Vincent North and were seen in the ANI clinic and the first surgery was arranged along with rehab and oncology services at CARTI. The wife shared how she believed that their journey of other providers saying no was all part of God's plan to get them to CHI St. Vincent North. The daughter lives in Fort Worth and had flown in to Little Rock to be here during the second surgery.

The wife shared that the second surgery was necessary after our oncologist, Dr. Gao, recognized concerns with the patient's behavior prior to treatment, which is an example of how our team of specialists works throughout the care continuum process to communicate and respond quickly to medical changes.

# LIVING OUR MISSION

## Devotional: Excellence

The daughter was sitting in the recliner with her legs up and a computer on her lap. When she removed the computer, I saw that she was VERY pregnant. I congratulated her on the baby. She said she was due in two weeks with a baby girl and how they were hoping her dad would last long enough to meet his granddaughter. I thought how without access to ANI, that would not be a possibility and how indeed God had orchestrated this whole thing to allow that to happen.

The daughter complimented our entire team on their kindness and responsiveness. She said that she has audited many hospitals as a CPA and felt we were a best-in-class facility and team.

This morning I stopped by again to see how they were doing. I made two requests: one, if I could use her story in this reflection, and second, if she could send me a picture of her granddaughter with her husband so I could share the picture with our team. We are all praying that hope will be realized.

## PRAYER

*Thank you Holy God, that You know our past, our present and our future. We don't always get the answers we pray for, but like Isaiah says we never have to be afraid or discouraged for You are our ever-present God who knows our every need.*



### ***A Prayer For Self Care***

**Submitted by Kathleen McNespey**

Executive Assistant, Health System Office, CHI St. Vincent

***Proverbs 16:9: A person plans his way, but the LORD directs his steps***

“Lord, I have too much to do,  
But it’s all important.  
Help me to set priorities  
So that I don’t feel lost  
In the pace and the pressure.  
Give me the wisdom and energy  
To accomplish what’s necessary  
Without wasting time or effort.  
And help me make the best use  
Of my day,  
Remembering that time  
Is a precious gift  
From You.”  
--- Author unknown

If you are a support person to a unit, several units or to multiple executives, you have to juggle the ‘drop everything’ important, high priority items plus the ‘must do’ daily routine items for everyone you’re responsible for. This can get stressful very quickly. When this happens, you have to stop, take a calming breath and be quiet, even if only for a minute, to regain your balance. This prayer has always helped me, and I pray it will help you.

### ***Spiritual Servant Leadership***

**Cindy Goza, M.Div., B.C.C.**

Team Leader, Chaplaincy Services, North

*Again, Jesus said, “Simon, son of John, do you truly love me?” He answered, “Yes, Lord, you know that I love you.” Jesus said, “Take care of my sheep.”  
- John 21:16 (NIV)*

In any organization, there are bosses and there are leaders, but not all bosses are leaders. Effective leaders inspire. They get to know their team and communicate in a way that is positive and contagious. They listen and express gratitude for each team member in ways that let coworkers know they are valued, which in turn makes people want to give their best. Good leaders are trustworthy, work with integrity and lead by example. They aren't afraid to own a mistake—to apologize and clean up their messes. And they aren't afraid to speak directly when there is a problem, but gently confront in a way that does not shame but inspires others to want to do better.

Spiritual leadership is the leadership of the Good Shepherd. As Jesus says, good shepherds know their sheep, and their sheep know them (John 10:14). There must be a true mutuality between shepherds and their sheep. Good leaders know their own, and their own know them. Between them is mutual trust, mutual openness, mutual care and mutual love. To follow our leaders, we cannot be afraid of them, and to lead our followers, we need their encouragement and support.

Jesus calls himself the Good Shepherd to show the great intimacy that must exist between leaders and those entrusted to them. Jesus took a bunch of ordinary fishermen and inspired them in a way that their commitment and service to Him changed the world. Without such intimacy, leadership easily becomes oppressive.

## PRAYER

*Lord, in every person there is the opportunity to be a leader. When you walked on earth, You knew every disciple and made sure that all felt valued. Your vision was compelling and inspiring and there was nothing that those who followed you would not do. As we pursue excellence, help us to lead by example: with humility, integrity and respect. May we seek to emulate Your perfect example as compassionate servant leader. Amen.*

### ***Time Well Spent***

**Kim Ferguson**

Director of Pharmacy, CHI St. Vincent Health System

He slumped over his desk in weariness. His face looked like the cracked leather of his old chair. Some 51,000 boys had been slaughtered on a battlefield, and as an afterthought, he was asked to conclude the memorial service with a few words to the fallen. So he labored deep into the night for something better than pious platitudes from a worn-out politician. But inspiration didn't come easily.

The next morning he caught his train for the grueling journey to the battlefield. The main eulogy was to be delivered by Edward Everett, America's greatest orator. No one ever wanted to follow Everett. The weary, secondary speaker felt that the words he had scratched out were unworthy of this hallowed occasion.

Everett's speech to the crowd of 10,000 lasted 2 hours, making it the longest speech in US history. When he finished, the

applause was thunderous. The next speaker, the "afterthought," got up to deliver his remarks. His speech lasted only 2 minutes, and when he finished, he was greeted with deathly silence. His heart sank. But to his surprise, applause began to ripple across the fields, growing into a deafening ovation. His 2-minute speech is now hailed as the greatest speech in American history. The speaker was President Abraham Lincoln and his speech is known as The Gettysburg Address.

Two minutes is not a long time. It may be the amount of time you spend with a patient while starting an IV or drawing blood. Maybe it's the amount of time you took to show someone where to go, or explain what is happening with their loved one or encouraging a struggling coworker. Your 2 minutes probably won't change history the way Abraham Lincoln's did, but it could change just one life for the better and isn't that 2 minutes well spent? So what impact will you choose to make today with your 2 minutes?

## **PRAYER**

*We never know what people are struggling with, O God. Help me to realize that what I say and do is a part of excellence. Taking time for others, using compassionate words, spoken with genuine sincerity, can be the very thing someone needs to hear. Amen*

### ***What is Teamwork?***

**Bubba Arnold, PharmD, MHSA**  
President, Morrilton

***Ephesians 4:16: He makes the whole body fit together perfectly. As each part does its own special work, it helps the other parts grow, so that the whole body is healthy and growing and full of love.***

WHAT IS TEAMWORK? Teamwork occurs when people are united in action and in passion for a common cause. Their shared goal is so strong that it removes hostilities, puts away disagreements and gives previously divided people a reason to take their place alongside each other. When this occurs, different gifts, talents and anointings become connected together, and the result is an amazing river of divine power that achieves the supernatural and accomplishes the impossible. (Rick Renner Ministries)

There is nothing more important in healthcare than working well as a team for the good of our patients. When we come together, God uses our different gifts and talents to care for the patients He has entrusted to us. As Renner stated, it is when we put aside what divides us to work alongside one another with a patient center focus that results in excellent healthcare.

## PRAYER

*Thank You Father, that You have placed me in my right place at CHI St. Vincent so every part can work effectually. Regardless of my assignment, I yield myself to You and ask You to reveal to me my function according to Your design and where I fit for the healing and safety of our patients and hospital function. I ask that You equip me by Your grace to maintain the commitment to stay there, to provide all the mobility and support I can to fulfill our mission. When I give my best to my work, I will see a supernatural release of the Holy Spirit's energy to accomplish what I could never do on my own. Amen*

### ***The Power of Possibility Thinking***

**Deb Roybal**

Vice President of Mission, CHI St. Vincent Health System

With a simple internet search, one will find a story about elephants and rope. While the original author is not known, the story has been retold over and over in many different contexts. The underlying message is clear, it speaks about the power of possibility thinking.

*One bright spring day, an anthropologist walked through a remote village in Indonesia. He'd gone there to study the local people, to learn about their way of life...to witness their challenges, and to be inspired by their resilience. As he wandered near the edge of the village, he noticed six elephants standing in the shade of a giant banyan tree. There were no fences, no chains...no restraints of any kind holding them there. He watched the elephants for a long time, intrigued by their willingness to simply remain beneath the banyan tree. They seemed to have no desire all to roam the nearby forest.*

*As he studied them, he noticed a thin rope tied to each elephant's left hind leg. Surely that tiny cord could not hold such an enormous animal should one wish to leave the village! Curious, the man asked one of the villagers whether the elephants ever tried to break the rope and escape. To this the villager replied,*

*"When the elephants are tiny babies, we use the same size rope to hold them to the tree. When they are so little, the rope is very strong and keeps them from leaving the village. They grow up believing they cannot break the rope. Eventually, the little elephants stop trying to free themselves and they never try again to leave the village."*

*As the anthropologist listened to the villager's explanation, he was amazed. The only reason these enormous elephants didn't break free from the tiny ropes and leave the camp was because they believed it was not possible to do so.*

Possibility thinking...it's a curious thing. How often do we believe we are restrained only to find that what is holding us back is something very small? That we have been conditioned for restraint?

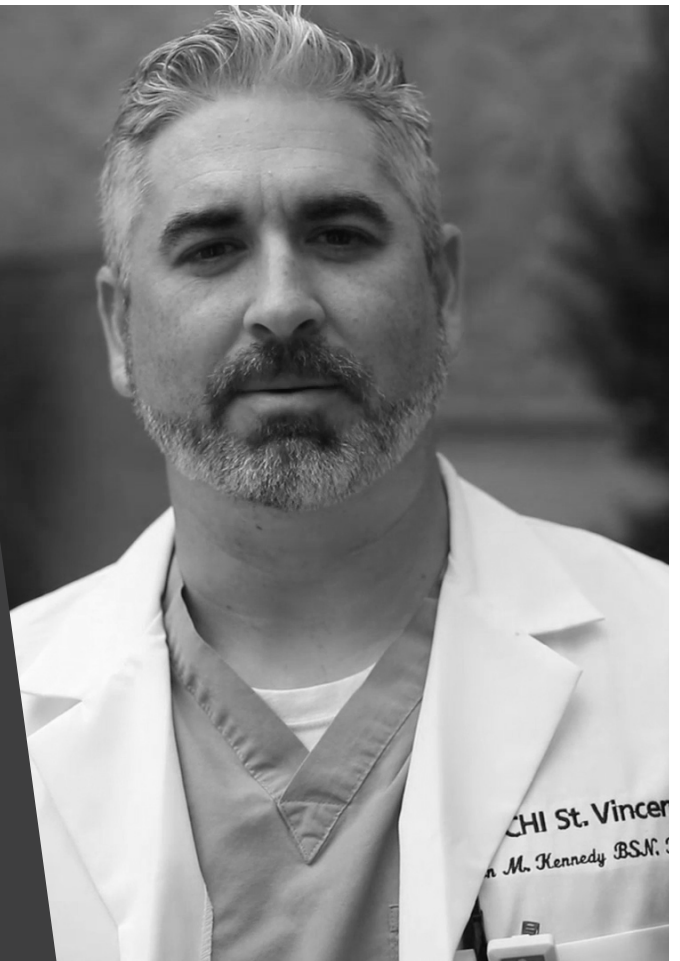
God wants us to be free and to flourish... sometimes we need only to think about what is possible rather than what is not.

## PRAYER

*Gracious and loving Father, Help us to see all of the possibilities you have put before us. Grant us the strength we need to set aside any doubt about what we can accomplish. Help us see beyond our limitations so that we may fully manifest the many gifts you've given us and let us always use those gifts to move forward in your service. Help us to know that you are always with us...guiding us and loving us...as we seek to break free from whatever may be holding us back. We offer our prayer in the name of Jesus. Amen*

Here at St. Vincent, we deal with the sick and the afflicted every single day. We see them walking the halls. They are our mission. They are who we should be focusing on. We should center ourselves daily and count our blessings.

**Jason Kennedy, BSN, RN**  
Nurse Manager, ER  
Infirmary





## Reverence

Respect the CHI St. Vincent spiritual mission.

Always greet and welcome everyone with a smile, eye contact and a friendly greeting.

Treat everyone as a valued individual.

Speak positively of CHI St. Vincent, its team members and coworkers. This includes posts on social media.

Respect cultural differences and honor individual preferences.

## Integrity

Be honest.

Resolve conflicts respectfully, directly and promptly with the individual(s) involved.

Show respect for each other by keeping commitments and managing each other up.

Be a good steward of our resources.

## Compassion

Be sensitive and address the concerns and needs of patients, family members, coworkers, volunteers and other customers.

Be an active listener and communicate professionally.

Be knowledgeable and prepared to provide information on available resources to patients or coworkers in need of support.

## Excellence

Model a strong work ethic and safe patient environment.

Be a welcoming owner.

Take ownership of patient safety, quality improvement and environmental issues.

### why should I put our values into action?

because speaking positively of coworkers is the right thing to do

everyone wants to be treated respectfully

you never know how much a smile can make a difference

being an active listener comforts our patients

maximizing safety protects both the patients and myself

because together we're stronger



*Values in Action Team*

