

Heart Connection

Newsletter of the Adventures in Caring Foundation • Point of Light #407 • Autumn 1999



Original Raggedy Ann Meets Real Patch Adams

It was bound to happen. Kindred spirits, a common vision, plus compassion for those who are ill. Earlier this year Karen S. Fox met up with Patch Adams, M.D.

At 6'4", in loud mismatched Hawaiian shirts & pants, with a handlebar moustache, Patch is completely outrageous. Robin Williams, who played Patch in the movie, *Patch Adams*, told him, "you make me look Amish". And he does.

Now famous for the movie about his life, Patch has been travelling throughout the world, raising funds for his Gesundheit Institute, and bringing joy to children in war-ravaged countries. Karen met Patch, first at a luncheon in Santa Barbara in March, and then again in September at a conference in the Catskills Mountains of New York State, where Patch attended Karen's seminar on *Communicating with Compassion*.



Dr. Patch Adams and Karen S. Fox, after his keynote speech at a medical conference in Santa Barbara

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"Compassion will not return to our society from a government directive. It will come through heroic models willing to skirt cynicism and willing to show true compassion in action. Karen is such an evolutionary probe. The Raggedy Ann and Andy visiting programs bring it (compassion) disguised in two familiar, smiling faces. Please tell all how much fun it is."

- Patch Adams, M.D.

American Trauma Society

a new project for the families of trauma victims



Dr. Robert Walker, President of the American Trauma Society, and Karen S. Fox, at a Second Trauma project meeting in Washington, D.C.

Building on the success of *Communicating with Compassion* (see story on page 5) Adventures in Caring is now collaborating with the American Trauma Society in the production of a new video, and a new program.

After seeing the *Communicating with Compassion* video, Harry Teter, Executive Director of the American Trauma Society (ATS), asked Adventures in Caring to produce the video for his new project: the Second Trauma. "Your video delivers sensitive information with exactly the right

tone. This approach is perfect for our new project", said Mr. Teter.

Each year, in our nation's trauma centers, over seven million families must deal with the news of a sudden, unexpected violent death or critical injury of a child, spouse, parent, or another loved one. The effects of this news can be overwhelming and devastating. This is the "second trauma".

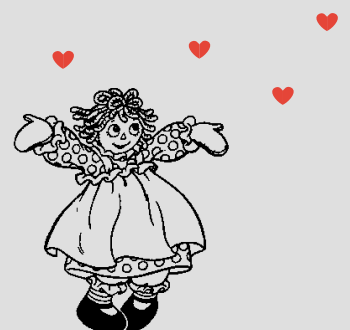
While the trauma victims are cared for in ways never imagined twenty years ago, efforts to help their family members cope with the catastrophic emotional shock have actually declined. How the news is delivered, and the degree to which immediate care is extended to the family, can determine how the trauma victim's family members will cope with their lives thereafter.

Adventures in Caring will produce the Second Trauma video for the education of emergency room and trauma unit staff. It will show how best to communicate with, and extend compassion to, the families of trauma victims.

With a network of 200 hospitals and trauma centers, plus 2,700 emergency professionals as members, the ATS Second Trauma Project will have an impact nationwide. It will bring the Adventures in Caring message of compassion into some of the most intense and violent suffering in our country.

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"I think being a Raggedy is the only activity that one can do in any mood. After a bad day, I walk into Cottage Hospital and get a "tune up." I feel as if all my day's worries are erased. This is the BEST therapy! If only I could end every day as a Raggedy... so everyday would be transformed into a good one."

- Lisa Anderson, Raggedy Ann, senior year at UCSB, majoring in biopsychology



The Glue That Holds Us Together

Dear Friends,

Many current trends are making health care more impersonal. Doctors are allowed less time to talk with their patients; each nurse is responsible for more patients; hospital systems grow larger; and technology dominates. Because of such trends, the programs offered by Adventures in Caring are needed more than ever. The lack of compassion in human relationships is at the root of many of the most troubling problems facing our society, such as: violence, crime, child abuse, spousal abuse, alcohol and drug addiction, and emotional distress.

The map below, from Dr. William Glasser's book, "Choice Theory," explains at a glance, the problem we face.

For the last hundred years technological progress has increased rapidly; but human progress - getting along with each other better than we have in the past - has been minimal.

Healthy relationships, civic engagement, and the basic goodwill necessary for a community to function - are all based on compassion. Compassion is the glue that holds people, families, and communities together.

Compassion gets a lot of lip service, but even though it is fundamental to any healthy community, rarely is it deliberately cultivated. However, as you can see in this newsletter, Adventures in Caring is making much progress in this direction, despite only three full-time staff, and one part-time, and a very small budget.

As word of our success spreads, and the need for what we have to offer gets more acute, there are more and more important opportunities before us. One example is the university course we give, to teach future doctors how to treat patients with compassion (stories on pages 3 & 6). But we cannot make the most of such opportunities unless we have more help. Additional staff are needed to train increasing numbers of volunteers and students, assist in running the office, and get the word out about the Adventures in Caring programs and resources.

With your support and involvement, we can build a brighter future. We can give modern medicine an infusion of compassion; we can help it retain its humanity; we can help patients retain their dignity. I invite you to leave a legacy of compassion. We should not condemn our children to a future without it.

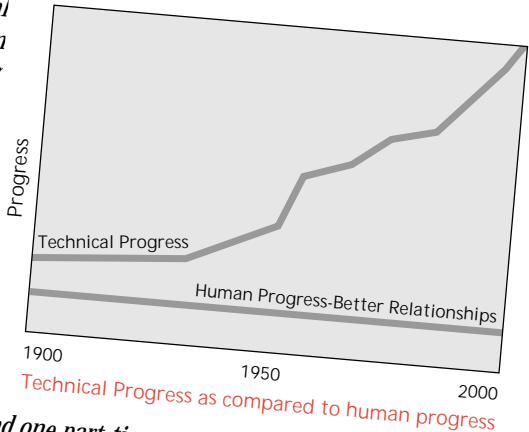
With love and hope,



Karen S. Fox
Founder and Program Director



Simon J. K. Fox
Executive Director



Karen and Simon Fox

How You Can Help

- ♥ Pass the word: let people know about Adventures in Caring.
- ♥ Buy the video *Communicating with Compassion* (\$79.95). Show it to family and friends. Donate it to your church, temple, club, school, hospital, hospice, or library.
- ♥ Buy several copies of the book *What Can I Say?* (\$4.95) Give it to people who have family in the hospital.
- ♥ Request a special visit for someone you know who is in the hospital or nursing home: call Adventures in Caring and we will dispatch a Raggedy Ann or Raggedy Andy to brighten their day - for free.
- ♥ Volunteer: to be a Raggedy Ann or Andy visitor, help in the office, or as a seamstress to make the Raggedy outfits.
- ♥ Donate: \$5 buys a doll for a patient. \$200 covers the cost of a full Raggedy outfit. \$750 sponsors a student scholarship for a year. \$1,500 provides the Raggedy Companions program at a nursing home for a year. \$5,000 covers the cost of designing, printing and mailing this newsletter. \$10,000 pays for the design and printing of the new *Adventures in Caring* storybook.
- ♥ Connect Adventures in Caring with a person, business, or foundation, who might be interested in funding programs that teach and deliver compassion.
- ♥ Connect us with people in the media who might want to do a human interest story on the pioneering work of Adventures in Caring.
- ♥ Make a bequest. Mention Adventures in Caring in your will. Leave a legacy of compassion.

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 "Life is so short and we do not have too much time to gladden the hearts of those who travel with us, so be swift to love and make haste to be kind."

- Henri-Frédéric Amiel
(1821-1881)

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Half-a-Million Visits!

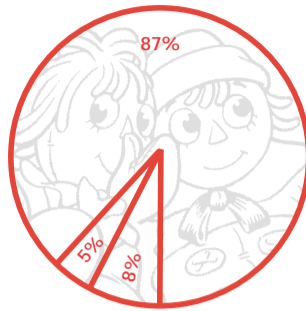
Annual Report for 1998/99

In January 2000 Adventures in Caring will celebrate fifteen years of teaching and delivering compassion. The intrepid band of Raggedy Ann & Andy volunteers will, by that time, have made an awesome five-hundred-thousand individual, heart-to-heart visits: to patients in hospitals and nursing homes, their family members, and the staff who care for them.

Every visit brings more love, hope, and joy to people who deeply need to know that, in their darkest hour, they are not forgotten. In both the quality and quantity of their service, the Raggedy volunteers are outstanding examples of putting compassion into action.

From Karen Fox's creation of the Raggedy Ann & Andy Hospital Visiting Programs in 1984, to being recognized as one of President Bush's Thousand Points of Light, to production of the best selling educational video, *Communicating with Compassion* - Adventures in Caring continues to break new ground in the field of patient care.

Sixty percent of all the Adventures in Caring volunteers still serve in the hospitals and nursing homes of Santa Barbara County, but now Raggedy volunteers also lift the spirits of patients in nine other states. Reading Hospital and Medical Center in Pennsylvania is pioneering the Raggedy Therapy program on the East Coast, while Santa Barbara Cottage Hospital, in addition to being the mother hospital, continues to be the top supporter with the largest Raggedy Therapy program on the West Coast. The Raggedy Companions program for nursing homes is also expanding, especially in Ventura County, thanks to participation and support from the Camarillo Health Care District.



Expense allocation for FY 98/99	
Program:	87%
Administration:	8%
Fundraising:	5%
Total expenses for year: \$179,820	

Major In-Kind Gifts

140 volunteers: 10,000hrs: Raggedys, board, committees, office help, seamstresses

Rent & Utilities: Santa Barbara Cottage Hospital

Character Licensing Fee: Simon & Schuster

Fashion Show models & supplies: Talbots

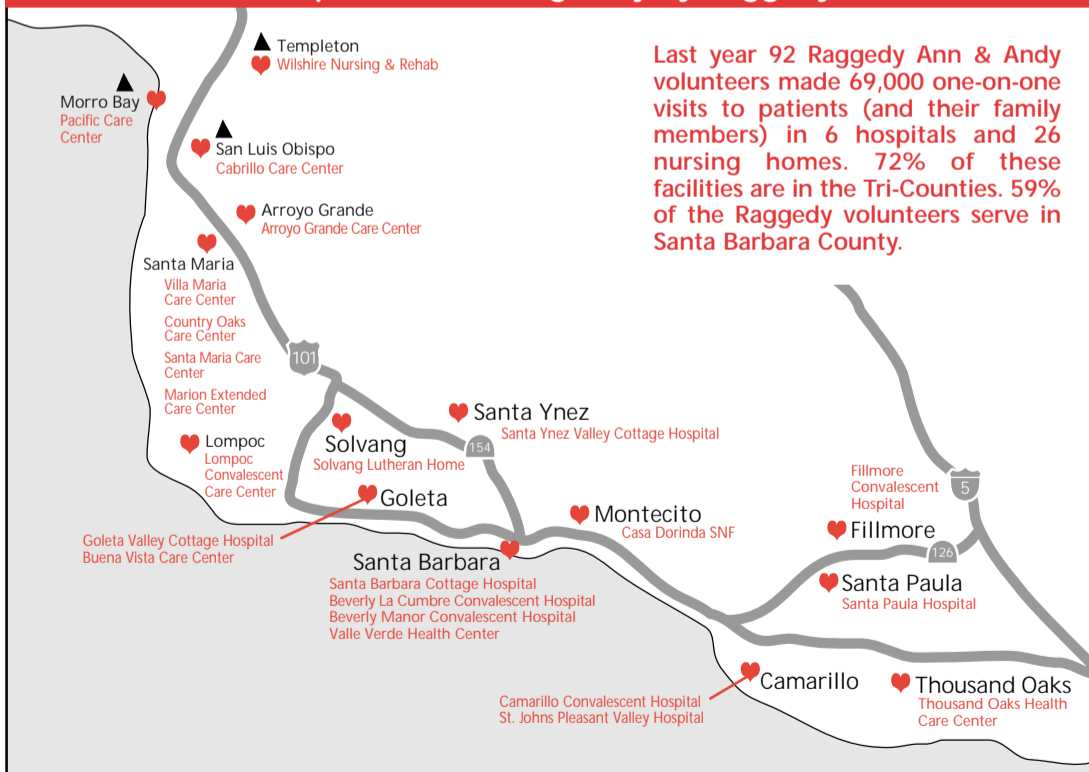
Writing & Editing for AiC Storybook: Greg Karpain

Printing of letterhead stationary: New England Business Services

In-Kind Gifts: \$176,000

Our mission continues to evolve. As always, Adventures in Caring is all about teaching and delivering compassion - to lift the spirit of those who are sick and lonely.

Hospitals Visited Regularly by Raggedys



Outside California

Dartmouth Hitchcock Medical Center - Hanover, NH
 Reading Hospital & Medical Center - West Reading, PA
 Llanfilar House Nursing & Rehabilitation - Wayne, NJ
 Haven Park - Zeeland, MI
 Henry Ford Continuing Care Center - Roseville, MI

National Health Care of Franklin - Franklin, TN
 Ridgecrest Village - Davenport, IA
 Arcola Health Care - Arcola, IL
 Crosslands Health Care Center - Sandy, UT

Major Contributors in 1998/99

Santa Barbara Cottage Hospital Foundation
 Wood-Claeysens Foundation
 Rotary Club of Santa Barbara, Downtown
 Reading Hospital & Medical Center
 Santa Barbara Foundation
 Camarillo Health Care District
 Mr. & Mrs. Dean C. Smith
 Ms. Priscilla Peak
 Mrs. Charles J. Fishback
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 Mrs. Ruth Stark
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 Ms. Alice Stephey
 Dr. Paula Yurkanis Bruice
 Mr. & Mrs. Bertram C. Willoughby
 Mr. Don Sweet
 Mr. Bruce D. O'Neal
 Mrs. Harold J. Vaile
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 Mrs. Merilyn D. Atkinson
 Beverly La Cumbre Convalescent Hospital
 Mr. & Mrs. Warren D. Terrell
 Mr. & Mrs. Norman R. Andrews
 Anthony A. Allina, M.D.
 Mrs. Gaile M. Avent
 Mrs. Debra P. Geiger
 Mr. Kim Gruelle
 Mr. & Mrs. Merrill Hoffman
 Mr. James S. Taylor
 National Charities League
 Ms. Mary P. Scopatz
 Ms. Linda H. Corniea
 Fillmore Women's Service Club
 Mr. & Mrs. Phillip Lyons
 Mr. Michael Towbes
 Mrs. Judy Semenza
 Mrs. Hazel S. Trumpower
 Ms. Anna Belle Davis
 Mrs. Jessica M. Shepard
 Knights of Justice
 United Methodist Women
 Mrs. Margaret K. Loder
 Mr. Andrew D. Oser
 Ms. Lyn L. Anderson
 Santa Barbara Gift Baskets
 Santa Barbara Research Center
 Ms. Sheryl Cook
 SBRC GO Club
 Mrs. Lorrie Lepore
 Mr. Raymond Eller
 Mrs. Thomas H. Jones
 Mrs. Sherree Degiuli Nunn
 Mr. and Mrs. Phillip M. Hawes
 Mr. and Mrs. Scott D. Crudele
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 Mrs. Peggy Herring
 Mr. & Mrs. Henry E. Bauernschmidt
 Dr. Ruth Appleby
 Mr. and Mrs. Robert J. Baker
 Mr. & Mrs. Robert Barreto
 Mr. Richard Christensen, CPA
 Ms. Suzanne S. Faulkner
 Mrs. Betty Hatch
 Hendry Telephone Products
 Ms. Jane Ivey
 Mrs. Barbara D. Landis
 Mrs. Marilyn Layser
 Mr. and Mrs. William Lehmann
 Mrs. Diana Lewallen
 Ms. Jane P. Merovick
 Dr. & Mrs. Babji Mesipam
 Mr. A.A. Milligan
 Mrs. Mary C. Millikan
 Mrs. Howard J. Nammack
 Mr. & Mrs. Bill Straka
 Col. Willoughby B. Tyler
 Mrs. Jean Wagner
 Mrs. Joni Gruelle Wannamaker
 Ms. Jacqueline Wheeler-Gibson
 Mr. and Mrs. William D. Hill

TOTAL INCOME: \$200,886

Pilot Project Starts at Kidney Center

“I’ve learned more about love and loss, success and disappointment, even about dying- but most of all about living- from Mrs. Avila, (the dialysis patient I visit). I’m not even sure she realizes that she taught me anything, but she has.”

- Kristi Maso, biology major, junior year at UCSB

Patients at the Santa Barbara Artificial Kidney Center are finding that a good listener is a welcome friend during their thrice-weekly dialysis sessions.

Under the guidance of Dr. Michael Fisher, one of the founders of the Kidney Center, pre-med students now bring some much-needed psychosocial support to patients during the often painful, three to four hour dialysis treatments.

In October 1998, a special communications training session by Adventures in Caring at UCSB, marked the beginning of the project. The five students who were selected, went on to receive special clinical training from Dr. Fisher and his staff, in the particular needs and challenges faced by dialysis patients.

The project is the first program (except for music therapy) by Adventures in Caring where the volunteers do not dress as Raggedy Ann & Andy. And it is proving to be a great success. Many of the patients, who were skeptical at first, now look forward to their regular visitors.

The project is a collaboration between the Kidney Center, UCSB Health Professions Association, and Adventures in Caring. It is now part of the Compassion in Action service learning course at the University.

“The dialysis volunteer program has enriched my life: I have learned how to listen with compassion, and I have seen firsthand how this benefits the patient’s physical and emotional health.”

- Joey Jobrani, UCSB junior year, with double majors in biopsychology and economics



Joey Jobrani, Adventures in Caring volunteer, jokes with Hallie White during her dialysis treatment.

“As we approach the new millennium with its promise of amazing new life saving technology, it is enigmatic to see more and more patients turning to alternative methods of healing. What they seem to be saying is that there is a huge gap between the humanistic approach to healing, and high technology. The Adventures in Caring Foundation, under the direction of Karen and Simon Fox recognize this imbalance and are making a major contribution to health care by teaching the importance of compassion, caring, good listening techniques, and patience, to its myriad health care volunteers. What is really so heartening is that many of these volunteers are Pre Medical students at the University of California at Santa Barbara, and represent the future of health care!”

- Michael Fisher, M.D., co-founder of the Santa Barbara Artificial Kidney Center.

News Briefs



“Raggedy Ann will never know how much she did for me and my son. I really needed to talk about his condition, and she really listened. My son forgot his pain while she was with him. She will make a wonderful doctor.”

- A concerned mother at Santa Barbara Cottage Hospital

♥ The Wood-Claeysens Foundation has approved funds to begin production of the sequel to *Communicating with Compassion*. The new video is a response to numerous requests for a video specifically for professional health care staff (and students) – that shows how to use compassionate listening skills to support the healing of their patients.

♥ The Rotary Club of Santa Barbara has granted funds to reprint 10,000 more copies of *What Can I Say? A Guide to Visiting Friends and Family who are Ill*. The book’s original printing of 5,000, is now fully distributed. For the second printing, the book will be fully revised and redesigned, for distribution nationwide.

♥ A New publication is scheduled for release in the Spring of 2000. A collection of stories from Raggedy Ann & Andy volunteers, entitled *Adventures in Caring: True Stories of Compassion in Action*, the book is a celebration of fifteen years of service. The stories are uplifting, inspiring, funny, and poignant. The variety of predicaments that Raggedys find themselves in are amazing. And with kindness, quick wits, and open hearts, the stories illustrate over and over again, the healing power of LOVE.



♥ A Website is under construction. Four senior students from Santa Barbara City College are building a website for Adventures in Caring. As one of three nonprofit projects selected this year by the SBCC Multimedia Department, the students donate their time and expertise to design and build the website, while gaining the experience of working with an evolving organization. The website gives Adventures in Caring a cost-effective way to recruit and support volunteers, and promote its learning resources to a much larger audience.

Satisfied Customers!

Sales of the video, *Communicating with Compassion*, continue to climb.

One thousand hospitals, hospices, churches, and colleges throughout the United States now use this video to educate their staff, volunteers, and students.

"I love it! I use it to train new Parish Nurses in listening and communication," said Dana VanderMey, Manager of Parish Nursing at St. Francis Medical Center, "we use it monthly to train lay people in the churches as well. It is humorous, practical, and uses real people, not actors. It presents practical ways for people to use their newly learned skills."

In July, Adventures in Caring conducted a survey to find out how people are using the video. The results were more than we dared hope for:

- ♥ 95% rated the video very good or excellent.
- ♥ 96% of those who own the video, use it two or more times per year.
- ♥ The video is used mostly for in-service training and orientation (52%).
- ♥ The audience is mostly volunteers (42%), then nurses and other staff (34%), followed by health care students, church members, pastors and chaplains.



A ready-made workshop: videotape, leader's guide, and handouts for the audience.

From the results of the survey, we estimate that, through the video, Adventures in Caring teaches over twenty thousand people every year how to put more compassion into their caregiving.

A great deal of the credit should also go to Mr. Claeysens and the Wood-Claeysens Foundation, who recognized the need for such an educational tool, and granted the funds to produce the video.

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"Thank you for one of the most wonderful weekends of my life. While a thirty-hour volunteer training seminar, in the midst of mid-term exams seemed overwhelming, it simply changed my life. The seminar not only pointed me in the direction of medicine, but, far more importantly, it showed me exactly what kind of doctor I am going to be. Thank you so much for this gift."

- Lynn Nisbet, senior year, majoring in chemistry at UCSB, upon completion of her volunteer training.

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Changing Perspectives

"As I knocked on the door I glimpsed a patient in the far bed of the room. She had her head turned away from me so I couldn't see her face, but I noticed that she was old enough to have white hair. When she heard the knock, she turned her head in my direction with the most intimidating, vicious scowl I have ever seen. It was one of those looks you might imagine getting as a teenager, from a grandmother who caught you walking across her newly planted grass.

When her eyes met mine, and she saw how ridiculously I was dressed, her look melted into a great big grin. I asked her if I could come in, and she said, "Of course Raggedy Andy."

I walked over to her bed and introduced myself. After a few minutes she invited me to pull up a chair and sit with her for a while. I accepted, and we kept making small talk about the weather and life in Santa Barbara.

I noticed a photo by her bed of a man in his thirties, and I asked if he was her son. She surprised me when she said, "No he's my grandson. My son, his father, was killed by a drunk driver not long after my grandson was born." She went on to explain that it took her a long time, but eventually she was able to go on



Adrian Atherton, Raggedy Ann and graduate in chemistry from UCSB, in action at the pediatrics unit at Cottage Hospital.

with her life. "It helps to have such a terrific grandson," she said, "he reminds me so much of his father." It was a very touching story, which showed me in real life, rather than an commercial on television, how driving drunk can impact someone's life.

"Your visit made my day", she told me. "I didn't know how I was going to get through this boring, awful day. But talking with you made me realize that I could get through this hospital ordeal, and back to my life."

She went on to tell me that she really appreciated what the Raggedys were doing and that she was growing old in good hands if people in my generation were willing to give back their time by visiting patients in the hospital.

Visits like this make me realize how wonderful what we are doing is, and how important it can be to patients.

- Ben Grable, Raggedy Andy volunteer at Cottage Hospital UCSB junior year, with major in biology

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"Raggedy Ann is a good friend who can roll with differing personalities. As I walk into a room and become aware of the likes/dislikes, and mood of a person, I relate to them in their own space. Raggedy Ann has good friends who don't get along too well with others. I heard a nurse say to a visitor, "She doesn't want to visit with anyone but Raggedy Ann. Some of our patients won't open up to anyone, but when Raggedy Ann walks in, they're all smiles."

- Nashoma Carlson, Raggedy Ann at Arroyo Grande Care Center

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Chelsea Stewart, Raggedy Ann, and a senior with a major in biological sciences at UCSB, listens to a friend at Beverly Manor Convalescent Hospital.

Adventures in Caring Foundation

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Karen S. Fox

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Course in Compassion Expands at UCSB

Now it's official. Students who volunteer with Adventures in Caring for one year will receive two units of credit. Under the leadership of Dr. Paula Bruice, senior professor of Organic Chemistry, the Adventures in Caring volunteer program has evolved into a one year service-learning course in compassion. Entitled, Compassion in Action, the course gives undergraduate students who are entering the health care professions a unique opportunity to learn the art of caring.

The "service" part of the service-learning course will be a year of weekly visits with patients in a local hospital or nursing home. The "learning" aspect will be the initial four-day training session, plus seminars and discussion groups on the human side of medicine, with topics such as: bedside manner, the art of listening, how not to burn out, how to handle difficult emotions, understanding patient's needs, the mind-body connection, and the healing power of compassion.

Many thanks are due to the following people and organizations who's generous support this year has

made the Compassion in Action program a reality:

*Santa Barbara Cottage Hospital Foundation
Wood-Claeyssens Foundation
Rotary Club of Santa Barbara, Downtown
Santa Barbara Foundation
Mr. & Mrs. Dean C. Smith
Ms. Priscilla Peak
Mrs. Charles J. Fishback
Mr. Palmer G. Jackson
Karuna Foundation
Mr. Kendall A. Mills, Jr
Rotary Club of Santa Barbara, Sunrise*

"I find myself learning so much, and realizing how much I still have to learn. It's so important to just make eye contact and listen. Wearing the red wig is transforming too: almost everyone who sees you gets a smile on their face. Raggedy visits give such a feeling of exhilaration. I feel so light on my feet, that I don't realize how tired I am until I get home and take my wig off!"

- Yana Shaw, Raggedy Ann volunteer, senior year, biology major, Japanese minor

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"The good news is that James improved to the point of being released from the hospital. The bad news is that now I don't have anyone to play cards with!"

-Chris Kohrs, Raggedy Andy, senior at UCSB, majoring in biology.

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Adventures in Caring Foundation is a 501(c)3 nonprofit organization. Its mission is to lift the spirit of those who are sick and lonely. This mission is accomplished through all-volunteer, year-round programs, that teach and deliver compassion.

♻️ Printed on recycled paper



Raggedy Chris Kohrs and his friend James enjoy a round of cards.

The Heart Connection, Written by Simon Fox, Graphic Design by Fritz Creative, Photos by Glenn Dubock and Simon Fox

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