



## South Pointe Hospital

a Cleveland Clinic hospital

April 8, 2009

I am writing this letter as an endorsement for Hope and Healing Prayer cards created by Debra Classen. We give the cards out to patients daily at South Pointe Hospital, which is a 225 bed full service community teaching hospital in a suburb of Cleveland Ohio. Debra Classen shared her Hope and Healing Prayer Card idea with me in the fall of 2008. Through her Mute Swan Ministry Debra wanted to bring some beauty into the lives and the physical space of patients in our hospital. We launched the Hope and Healing Prayer cards during the Christmas season by having nurses give a different card each evening to patients when they did their "tuck in" rounds. The positive response to the cards was overwhelming by both the patients and the staff. Patients show the cards to their visitors, and to hospital administrators when they round on the patients. Pastoral Care ministers use the cards when they tend to the spiritual needs of the patients. They offer a selection of cards and allow the patient to choose the card that speaks to them and offers comfort.

Since the launch the cards have been requested by staff in our Cancer Outpatient Treatment Center, by staff in our sister hospitals, as a service recovery token or a thank you to patients and family members who have shared their hospital experience with us. I can't say enough about the impact that the Hope and Healing Prayer cards have had on our hospital in just a few short months. I feel the Hope and Healing Prayer cards would be a worthwhile project for any care facility to undertake.

Laura Valco

Director, Patients First  
South Pointe Hospital