



# FALL 2011 Community Hospice Care

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## From the Director's Chair

### 97% of Americans Believe Patients and Families Should Be Educated about End-of-Life Care Options

Submitted by Rebecca Shank, RN

Most Americans believe that enhancing life at the end of life is more important than extending it, and they are nearly unanimous in wanting more information and education about the choices available to them in palliative care, end-of-life care, and hospice, according to a national poll released in March by the National Journal.

As the first in a three-part series of surveys and policy summits entitled, "Living Well at the End of Life: A National Conversation," the poll results were presented at a gathering of policy experts in the nation's capital by Brent McGoldrick, general manager and senior vice president of public affairs research at the DC offices of Financial Dynamics, the consulting firm that conducted the National Journal commissioned survey.

#### Key Findings Include:

- 97% of respondents agree that it is important to educate patients and families about the palliative and end-of-life options available to them.
- 96% believe that issues concerning palliative and end-of-life care should be a top priority in health care.
- 71% of Americans feel it is more important to enhance quality of life for seriously ill patients than to attempt to extend life through every medical intervention possible.

Most Americans believe that discussions with physicians about palliative and end-of-life treatment options should be covered by private insurance (86%) and Medicare (81%)

"This is not a political issue," said McGoldrick. "People view the issues surrounding these topics primarily through the lens of personal experience." The results were consistent across all political party affiliations, he pointed out.

There is a sense from the two-thirds of Americans who have had direct experiences with end-of-life care that they have not been particularly well informed, noted McGoldrick. Of the 63% of respondents who reported personal experiences with palliative and/or end-of-life care, almost half said they felt unprepared. "If the threshold question is whether or not Americans are ready and willing to have this conversation, the answer is a resounding "Yes," he concluded.

#### Americans Support Palliative Care Despite Their Lack of Knowledge

When asked about the term "Palliative care," few respondents (24%) said they were familiar with it. Yet 44% of those surveyed thought it should have top priority in the nation's health care system. Similarly, while 65% said they were familiar with the term "end-of-life care," 86% considered it important. "Hospice care" was better known and highly respected, with 86% being familiar with the term and 91% deeming it a top priority.

Following a description of all three terms by an interviewer, 96% of respondents believed it important that these health and life issues have top priority in health care, with 72% believing this priority status to be very important.

#### A Question of Trust

Although respondents reported receiving most of their information on palliative and end-of-life care from family members, friends, and the news media, the sources they trusted most to provide this information (rated 7-10 on a 10-point scale) were physicians, followed by family and friends. Least trusted sources were news media and politicians.

Most trusted sources for end of life care information included:

- Physicians and other health care providers (76%)
- Family members and friends (69%)

- Clergy and spiritual leaders (46%)
- Social service agencies and programs (39%)

#### Financial Concerns

The survey found evidence of conflicted emotions regarding expenditure at the end of life, with 79% of respondents reporting that their greatest concern would be the cost of treatment if they or a family member became seriously ill, while 55% felt that the health care system had the responsibility to spend whatever was necessary to extend their lives. Lack of trust in the health care system and desire for all life-prolonging treatments in the face of serious illness were highest among those with a lower level of education and African-American ethnicity.

#### Personal Concerns About Serious Illness

Personal concerns regarding serious illness (rated 7-10 on a 10-point scale) included:

- Cost of treatment (79%)
- Lack of sufficient information with which to make decisions (73%)
- Burdens on family and friends (72%)
- Being emotionally or spiritually unprepared for death and dying (48%)

"The issues and choices surrounding health care at the end-of-life have huge implications for our country, on the personal level, in the health care



## Staff

### **Executive Director:**

Rebecca Shank, RN

### **Medical Director:**

Krishnaiah C. Garlapati, MD

### **Consulting Pharmacist:**

Stan Scarbrough, RPh

### **Patient Care**

#### **Coordinators:**

Jaclyn Cline, RN, CHPN

Becky Hartzell, RN, CHPN

#### **Nurses:**

Danielle Bower, RN

Dianne Sours, RN

Sandra Terry, RN

Amy Hoyda, RN

Shannon Alge, RN

#### **Bereavement Coordinator:**

Pamela Tiell

#### **Social Worker:**

Alice Frazier-Snook, LSW

#### **Spiritual Caregiver**

#### **Bereavement Director:**

Jan Kucera, M., Div.

MA., LPCCD. Min.

#### **Volunteer Coordinator:**

Melissa Bowers

#### **Office Manager:**

Crystal Thomas

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Jennifer Lee

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Pat Holmer, HA

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Mindy Mennel, HA

Marge Gibson, HA

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Gene Chintala

Ellie Anderson, Secretary



# From the Board of Directors

By: Eleanor Anderson, Attorney-at-Law;

Community Hospice Care Board Secretary

Greetings, I have been a member of the Community Hospice Care board for the past five (5) years. I agreed to volunteer my time to this board because I strongly believe in Community Hospice Care's mission, philosophy and practices. I also agreed to volunteer because my family has benefited from its services. Through my volunteer efforts, I hope to give back to Community Hospice in return for the terrific end-of-life care that they so graciously provided to my family.

My family chose Community Hospice Care for the end-of-life care of my mother. My mother passed away in 1993, when I was 16-years-old. Community Hospice enabled my mother to live out her final months and days within her home, with her family and with a sense of peace. Although I was young and years have passed, I can vividly remember the kindness, compassion and respect that the Community Hospice staff gave to my mother and to our family during her final months.

More recently, at the death of my grandmother in 2008, our family called on Community Hospice Care again. My grandmother was a long-term resident of a nursing home and we utilized the services of Community Hospice Care in conjunction with the nursing home staff to offer my grandmother further care and comfort during her final days. When my grandmother was within hours of passing, the Community Hospice nurse came to her

bedside, in the middle of the night, simply to confirm that she was physically comfortable and to also confirm that we, her family, were alright. My grandmother was a very spiritual person and the nurse understanding this provided us with a beautiful prayer which we read to my grandmother as she was dying- I will never forget the comfort, solace and support that this nurse gave to my grandmother and to our family during her dying hours.

Through my personal experiences with Community Hospice Care, I can attest to the fact that Community Hospice Care provides exemplary care to its patients and families at the end-of-life and it must be noted that this amazing care is provided with no private bill to the patient. Community Hospice Care is a non-profit, United Way agency that provides services to its patients and families regardless of insurance coverage and/or ability to pay for the service. Because Community Hospice Care does not privately bill the patient, this organization is always in need of the volunteer and financial support from community members, consumers and supporters. Support for Community Hospice can come in many forms, be it through volunteer efforts, fundraising efforts, charitable giving, memorials and/or remembering Community Hospice Care in end-of-life estate planning. Community Hospice Care is such an amazing asset, it provides so much to individuals and their families during end-of-life. I personally will continue to do what I can do to support this organization and I hope that all that read this will do the same. Best regards to all.

## Community Hospice Care Answers Some FAQ's

**Q: When should a decision about entering hospice be made and who should make it?**

**A:** It is appropriate to discuss all of a patient's care options, including hospice, at any time during a life-limiting illness. The decision should be made by the patient in collaboration with the physician

**Q: Are hospice patients required to be "homebound"?**

**A:** No. In fact, we encourage and try to facilitate the opposite. We assist patients and families with equipment that they may need to get out of the house, such as wheelchairs, walkers, canes and portable oxygen. We believe that getting out and about is important to a patient's quality of life.

**Q: Does hospice do anything to make death come sooner?**

**A:** Hospices do nothing to either speed up or slow down the dying process. Just as doctors and midwives lend support and expertise during the time of childbirth, hospice provides its presence and knowledge during the dying process.

# Welcome

At the August 22, 2011, board meeting, Community Hospice Care welcomed two new board members to their Board of Directors, Gene Chintala and Rose Wurm. They will begin a three year term.

Dr. Gene Chintala has been a professor at Tiffin University for the past ten years. He has previously been on the Community Hospice Care board and has previously served as President. He is a member of Kiwanis Club and ACPA.

Rose Wurm is an RN with a master's degree in counseling. She is retired from Mercy Hospital of Willard and she resides in Willard with her husband, Harold. While at Mercy Hospital, Rose was Vice President of Clinical Services.



# Performance Improvement Corner

By Sandra Terry, RN, BA

What are our Community Hospice Care families saying about our services? Following are some of the wonderful comments we have received from April to June 2011:

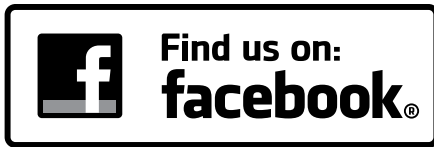
"I was glad hospice was there for Mom. Thank you so much. May God bless you all."

"I can't say enough good things about Community Hospice Care in Tiffin, absolutely no complaints. The staff is excellent and supportive."

"Hospice is a great asset. We hope that everyone remembers this and assist hospice when they are able. We can't thank hospice enough for all they do and did."

"Always very understanding and compassionate."

"Her death occurred at home as she wished. She was comfortable and at peace and we were pleased with the support, care, and equipment she received."



# Twelfth Annual Festival of Trees

Community Hospice Care would like to invite you to our Annual Festival of Trees and Holiday Gift Gallery on Friday, November 18, 2011 at St. Francis Elizabeth Schaefer Apartments. Cocktails and hors d' oeuvres begin at 7:30 p.m. and the silent auction beginning at 8:00 p.m. Ticket prices are \$35 per person or \$60 per couple. Corporate tables are also available for \$300.00 for a table of 8 which includes personal

wait staff, champagne and a private preview beginning at 6:30 p.m. There will be many items to bid on including wreaths, Christmas trees, gingerbread houses, holiday gift baskets and much more. To reserve tickets, please call 419-447-4040 or 800-834-8100.

## ***I would like to donate or attend the Festival of Trees on Friday, November 18, 2011.***

\_\_\_ I would like to donate \_\_\_\_\_

\_\_\_ I would like to donate cash amount of \_\_\_\_\_

\_\_\_ I would like to attend. \_\_\_# of people attending for \$35 per person or \$60 per couple.

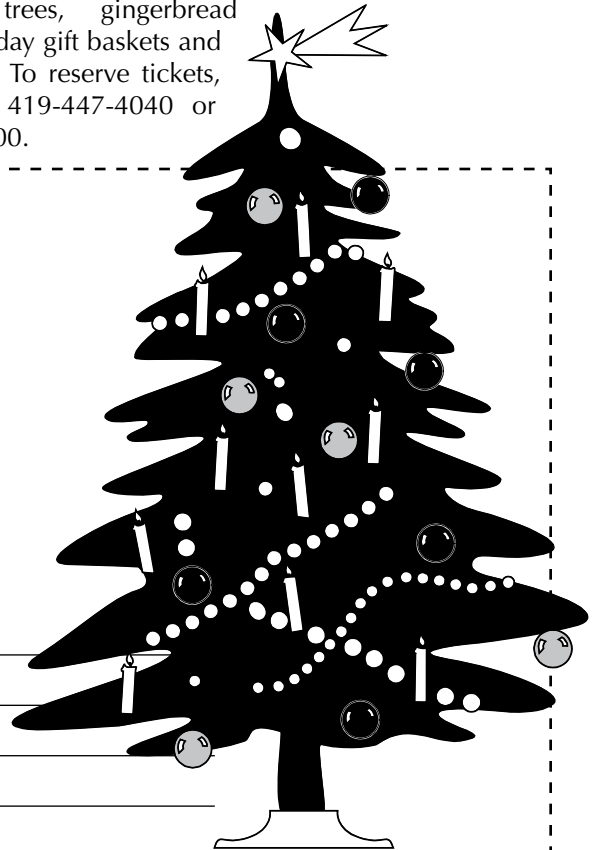
\_\_\_ I would like to reserve a table for 8 for \$300.00.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_



# Thank You For Your Generous Donations!

The following donations were made between 6/01/11-9/30/11. Anyone who chooses not to have their name published as a donor should contact CHC at 419-447-4040 or 1-800-834-8100

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## The Bereavement Corner

By Pamela Tiell

A friend shared this poem with me, and I am in turn passing it along to all of you. It's important any time, but particularly as we make our way through the grief process to have someone with whom we can share our thoughts, feelings, fears, anxieties and even our hopes and dreams that have forever changed with the death of a loved one. By having someone who can listen we are

better able to deal with our experience of grief.

*"When I ask you to listen to me and you start giving me  
Advice, you have not done what I asked.  
When I ask you to listen to me and you begin to tell me  
Why I shouldn't feel that way, you are trampling on my feelings.  
When I ask you to listen to me and you feel you have to do something  
To solve my problems, you have failed me, strange as that may seem.  
Listen! All I asked was that you listen, not talk or do  
Just hear me.  
Advice is cheap; twenty cents will get you both Dear Abby and  
Billy Graham in the same newspaper.  
And I can do for myself. I'm not helpless. Maybe discouraged and  
Faltering, but not helpless.  
When you do something for me that I can and need to do for myself,  
You contribute to my fear and inadequacy.  
But when you accept as a simple fact that I do feel what I feel,  
No matter how irrational, then I can quit trying to convince you  
And can get about this business of understanding what's behind this  
Irrational feeling.  
And when that's clear, the answers are obvious and I don't need advice  
Irrational feelings make sense when we understand what's  
behind them.  
Perhaps that's why prayer works, sometimes, for some people  
Because God is mute and doesn't give advice or try to fix things.  
He just listens and lets you work it out for yourself.  
So please listen and just hear me.  
And if you want to talk, wait a minute for your turn—  
And I'll listen to you."*

~ Author Unknown

Our Bereavement Team is to put together a Scrapbooking Support Group, but is in need of supplies. If anyone has any scrapbooking supplies such as paper, stickers, ribbon, buttons, etc...and would like to donate them please drop them off at the office or call and we can come pick them up.

## \$\$\$ The Value...

### ....Priceless \$\$\$

What Your Gift Can Buy at Community Hospice Care

**\$10 Cost for a case of Bedpans**

**\$40 Cost for one small bottle of Morphine**

**\$50 Cost for a case of Pull Ups**

**\$155 Cost for one day of respite in a nursing facility**

## Living With Loss

### Bereavement Program

Community Hospice Care will be offering a 6 session bereavement program entitled "Living with Loss." These classes will meet the first and third Thursday of the month beginning October 20, 2011. This group is free and open to anyone who has experienced a loss.

**October 20, 2011**

**10 a.m. – 11:30 a.m.**

*Grief Is What Heals You*

**November 3, 2011**

**10 a.m. – 11:30 a.m.**

*Cherishing the Memories (please bring a picture of your loved one)*

**November 7, 2011**

**10 a.m. – 11:30 a.m.**

*Hanging On to Hope/The Emotional Side of Grieving*

**December 1, 2011**

**10 a.m. – 11:30 a.m.**

*Coping With Your "New Reality"*

**December 15, 2011**

**10 a.m. – 11:30 a.m.**

*Building Blocks for the Future*

**January 5, 2012**

**10 a.m. – 11:30 a.m.**

*Where Do We Go From Here*

If you would like more information or to register please contact Pam Tiell, Bereavement Coordinator at 419-447-4040.



## Community Hospice Care...

Community Hospice Care is always quite grateful to all of you who support us in a variety of ways – making donations, attending and volunteering with hospice fundraisers and events, buying raffle tickets, etc. Now, we would like to present another way in which you can support Community Hospice Care.

It takes many supplies to keep our office open and running smoothly. By donating any items from the following list, you will enable us to keep our operating costs at a minimum. No specific brands are needed. When you grocery shop, why not pick up one extra item and donate it to hospice? You can drop it off at our office anytime Monday – Friday, 8:30 a.m. – 4:30 p.m. or call our office at 419-447-4040 or 1-800-834-8100 and we will make arrangements to pick it up from you. Some one time only items that we need are a griddle, baby monitors, extra long twin sheet sets, walkie talkies and a large cooler.

### Items and supplies always needed are:

- ½" Ring Binders – New
- 1" Ring Binders – New
- Copy Paper – White & Colored
- Sympathy & Get Well Cards
- C Fold Paper Towels
- Bleach
- Paper Napkins
- Indoor/Outdoor Floodlights 65 Watts
- Adult Briefs – Med, Large & XL
- Dishwasher Soap
- No Rinse Shampoo
- Stamps – 44¢
- Powdered Creamer
- Laundry Detergent
- Blank DVD's
- Thumb Drives 1GB or Larger
- Cleansing Wipes
- Shampoo in a Cap
- Incontinence Pads
- Gas Cards for the Van
- Coffee – Regular & Decaf
- Bud Vases
- White 6" X 9" Steno Pads
- 3, 13 & 30 Gallon Trash Bags
- Antibacterial Wipes
- Toilet Paper



The above list has some of the items and supplies we purchase frequently. Your assistance in helping us to continue to provide quality care to the terminally ill is gratefully appreciated by us all

## CAREGIVER CLASS

Being a caregiver can be one of the most meaningful things you will ever do. There will be times in your caregiving when you realize, however much the other has gained, you will have gained as much, and perhaps even more. In the act of comforting, you will be unexpectedly comforted. Through your caregiving, you will experience marvelous awareness. In being a blessing for another, you are blessed. However, with all that said being a caregiver is hard work and at times can be an emotionally draining task. Especially when you are not sure how to best help your loved one.

This fall Community Hospice Care will begin offering a free class for those in the community caring for a loved one. We recognize that there are times when you have to help move your loved one from the bed to the chair, or you have to change the sheets but your loved one is bed bound, and all of a sudden you are left asking yourself: What is the best/safest way for me to do this? Our Caregiver Class will be a unique combination of the Physical and Emotional components of caregiving. You will have opportunity for "hands on" education when it comes to assisting your loved one and we will also cover the emotional side of caregiving, taking care of yourself and the anticipatory grief that often accompanies the caring of a loved one. It is also a wonderful opportunity to learn about available resources and receive support from others who understand.

If your loved one is part of Community Hospice, please let us know and we can arrange for someone to be with them while you are here.

To learn more about this free class or to register please contact either Sandra Terry, RN or Pam Tiell, BS at Community Hospice Care 419-447-4040.



*Penny Maxhimer, first place winner receiving check from Rebecca Shank*

## **Hospice Waddle Winners**

The 10th annual Hospice Waddle was held Sunday, September 18, 2011 at 5:00 p.m. during the Heritage Festival. First place winner of \$3,000.00 was Penny Maxhimer; The second place winner of \$300.00 was Becky Hartman; and the third place winner of \$30.00 was Jennifer Bupp.

Congratulations to all of our winners. The total net raised was \$6590.00. Community Hospice Care would like to acknowledge a special thank you to Modern Woodmen of America in Bowling Green for their matching fund program of \$2500.00.

## **Be A Part of the Death Vigil Hospice Team**

Community Hospice Care is looking for individuals who would be willing to be a part of the Death Vigil Hospice Team. Death vigil volunteers can provide the support and physical presence that patients and families need during the dying process. The needs and desires of dying patients and their loved ones differ, but still require providing comfort during this difficult time. Death vigil volunteers may only meet the patient and family anywhere from a few days to a few minutes before death occurs, but can provide unforgettable memories and comfort for family and loved ones. If you would like to be a part of this special team please call our office at 419-447-4040.

# **Bob Evans® COMMUNITY FUNDRAISER**

*Dine to make a difference*

## **Community Hospice**

**Monday, November 7, 2011  
9:00 A.M. - 9:00 P.M.**

Bob Evans will donate 15% of sales when you present this flyer\* to

**Bob Evans®**  
2310 West Sr 18, Tiffin

\*Flyer must be presented at time of check out.

#2010

Above you will find a flyer for Bob Evans. Community Hospice Care has reserved the date of November 7, 2011 from 9 a.m. – 9 p.m. to have 15% of sales, carry-out/dine in, to come back to CHC. Please take this flyer with you on November 7 and eat to support Community Hospice Care.

## **From the Director's Chair**

*continued from page 1*

field, and for policy-makers," said summit moderator Ronald Brownstein, editorial director of National Journal Group. "This poll makes it clear that while Americans are wrestling with these issues in their personal lives, the public conversation simply isn't keeping up. Americans want to learn more about options at the end-of-life, and it's time our national discussion shed less heat and more light."

The survey interviews were conducted by telephone among 1000 adults (male, 48%; Caucasian, 7%; not currently covered by health insurance, 13%) during three days in February 2011.

Results of the survey and a video of the March 2011 policy summit are available at: [www.nationaljournal.com/events/event/45/](http://www.nationaljournal.com/events/event/45/)

## In Honor Of...

Looking for a gift for the person who has everything? Want to commemorate a special event? Consider acknowledging that special someone or occasion by making a donation to Community Hospice Care in their honor. Community Hospice Care will send an acknowledgement to notify the Honoree of your gift and you will receive a letter of thanks from CHC for tax purposes.



181 E. Perry Street  
Tiffin, Ohio 44883

NONPROFIT  
ORGANIZATION  
U.S. POSTAGE  
**PAID**  
TIFFIN, OH  
PERMIT NO. 119

*Your tax deductible gift to Community Hospice Care helps us provide care for our patients and their families. If your gift is in the form of a memorial or in celebration of a special event, an acknowledgement will be sent. You will be sent a receipt for your records.*

Enclosed is my contribution of \$ \_\_\_\_\_

Please charge \$ \_\_\_\_\_ to my credit card

       Exp. Date \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

In memory of \_\_\_\_\_

In Celebration of \_\_\_\_\_

*Please send acknowledgement to:*

Name \_\_\_\_\_

Address \_\_\_\_\_

*Please note changes in Donor's Name and/or address if different from label at right.*



Community Hospice Care has earned the Joint Commission's Gold Seal of Approval™

**Or Current Resident**



## The Mission Statement of Community Hospice Care is:

To conduct a comprehensive, family oriented, physician directed hospice program for the care of persons suffering from terminal diseases and their families. To promote a partnership between the health care community and the people of Seneca County and its environs aimed at meeting the needs for hospice care, utilizing an interdisciplinary family centered approach which is cost effective. To organize a network of hospice services in Seneca County. To provide education to physicians, nurses, social workers, religious advisors and auxiliary and allied health care personnel regarding the care of the terminally ill and their families. Offer educational opportunities in hospice care, the death and dying process and symptom and pain control.

### YES!

I want to know more about becoming a Hospice volunteer.

Please Contact Me

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Apt. # \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Please clip this form and send to:

**Community Hospice Care**

181 E. Perry Street; Tiffin, OH 44883

## Mark Your Calendars For These Upcoming Events

**November 1-30, 2011**..... Hospice Angels at area taverns

**November 7, 2011**..... Bob Evans Fundraiser

**November 14, 2011**..... Annual Memorial Service at Mercy Hospital

**November 18, 2011**..... Festival of Trees at Elizabeth Schaefer Auditorium

**November 26-December 23**... Add A Bow Campaign