

FROM THE DIRECTOR



*Brian W. Jones, DHSc, MS, CHPCA®
Director of Hospice and
Palliative Care Programs*

In the spring one of our families wrote the following to our staff, "...Everyone we had contact with, was gracious and consoling. At this difficult time, it is wonderful to have these people to rely on..." While I could focus on many aspects of these generous words, I would really like to focus on "these people." Who are "these people" who provide care to patients and families during that last months, weeks, and days of life? They are individuals, most of whom are licensed and many who hold advanced degrees. They are experienced clinicians. We purposely only hire staff that have life and professional experiences which enable them to be the best caregivers possible at the end of life. "These people" consist of physicians, chaplains, social workers, counselors, nurses, nursing assistants, volunteers, secretaries, and many support personnel.

Slightly over 100 people work in our hospice program every day. They work 24/7. Some work keeping our inpatient hospice center going round the clock. Others work in home hospice, responding to patient and family phone calls on the weekends and overnight. Some work in record keeping. Others design programs. Some work in community awareness. Yet others polish the nails of our patients. Everyone is important and everyone contributes to the excellent end-of-life care we render.

You often hear that people who work for hospice have felt a "calling" to do so. Many of our staff has personally been touched by a hospice experience in their own family. Others simply have a compassionate way about them. It takes unique and dedicated people to do this kind of work. I am grateful to all of them. We are honored that you ask "these people" to come into your homes and into your lives to care for those who are special to you.

How You Can Help

Mother Teresa once said, "I alone cannot change the world, but I can cast a stone across the waters to create many ripples." Alone hospice would just be a concept. However, with the help of the community through donations and charitable giving, hospice is transformed into quality end-of-life care for patients and their families. Each year, St. Elizabeth Hospice provides approximately 38,000 visits to our hospice patients in long term care facilities, assisted living facilities and their private residences. In addition, the dedicated staff at the inpatient center at Edgewood cares for nearly 1,000 patients annually. Thanks to generous donations from those in the community, we are able to care for those who need us most, regardless of their ability to pay. Every financial contribution to St. Elizabeth Hospice makes a difference in the lives of those we serve.

Donations allow us to:

- Develop new health care programs
- Care for the terminally ill and their families
- Offer care to individuals, family bereavement services and support programs such as STARS for children, Wish List and Hope Fund needs
- Operate a homelike hospice inpatient unit for terminally ill patients who can't remain in their own homes

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."

-Mother Teresa

- Purchase advanced medical equipment
- Fulfill last wishes for patients and their families
- Provide educational opportunities to our staff and community in the form of the Institute of Learning and Advanced Directives

Gifts made in memory of loved ones help to serve others with life-limiting illness while remembering the life and accomplishments of those who have passed. Thank you to all who have given time or monetary donations that make the work that St. Elizabeth staff does each day possible.

For more information or to make a donation please visit www.stelizabeth.com/hospice or www.stelizabeth.com/foundation.

Volunteer Opportunities



Thank you to Mary Ann Menke (third from right) for her friendship, years of service and commitment to our patients, Mary Ann! You will be missed!

A huge thank you goes out to Mary Ann Menke who has retired from volunteering at our inpatient unit. For over 42 years Mary Ann has been volunteering for St. Elizabeth and 20 of those years have been spent assisting our nurses on the hospice inpatient unit. Her selfless service to our patients to make them comfortable at the end of life has made an immeasurable impact. Mary Ann was also involved with the Foundation Committee to

raise money for the building of the Hospice Center. Thank you for your friendship, years of service and commitment to our patients, Mary Ann! You will be missed!

For more information about volunteer opportunities, please call our volunteer coordinator, Debbie Holloran at (859) 301-4622 or contact us by e-mail debbie.holloran@stelizabeth.com.

COMMUNITY EVENTS

STARS Walk

Thank you to all who participated in this year's Strides for STARS 5K Memorial Walk/Run. We had the largest participation in the 5K in 10 years. Thank you also, to Lisa Cooney who served as the MC to kick off our event!

The 5K included 160 participants and raised money for our STARS program to better serve the community need for bereavement services. It was a beautiful day with many members of the community walking in memory of loved ones.



Nancy Roether walks in memory of her late husband Eric Miller with many of his friends and family.



Runners and walkers begin lining up at the start line.

Easter Egg Hunt

Each year, the hospice staff celebrates Easter with the rest of the St. Elizabeth Healthcare family with an Easter Egg Hunt. Associates and their families come to the hospice inpatient unit with their families to let their children search for Easter eggs and enjoy a lunch made by hospice employees. This event is not only for the community benefit, but also for the

benefit of our patients. The patients and their families on our inpatient unit are able to watch the children from their patio and enjoy their laughter and smiles. Thank you to all hospice employees involved with donations, preparations and organization for the event, and to all who participated in the day. It was a wonderful way to start off Easter celebrations.

NHPCO Conference

This year Director of Hospice and Palliative Care, Brian Jones, and another speaker spoke in the National Hospice Leadership and Management Conference in Washington, DC in May.



Equine Grief Camp

Each year St. Elizabeth Hospice, through the STARS grief support program for kids, brings together children throughout the community who have been affected by loss to begin healing with the help of horses. The Equine Grief Camp was created for those who have experienced the death of a loved one and is focused on using horses for life building skills when dealing with grief and stress.

Thank you to the many hospice volunteers and staff members who make this camp possible each year. Thank you also to Potter's Ranch in Union, KY for the wonderful way they incorporate horses and farm animals into support for grieving children.

For more information about this or any other STARS programs please contact Gail Rizzo at (859) 301-4612 or gail.rizzo@stelizabeth.com.



The services we provide with Hospice and Palliative Care can be very overwhelming for both families and staff. Yet we can still find the time to celebrate those people and moments who help to make the experience that much better. The following are quotes taken from CareGrams about the work and support families have received from us.

The aides that attended my husband at home were all great. Sam, Julie and Diane went above and beyond to tend to him with respect and smiles. You are so fortunate to have these wonderful people. Were it not for them, I would not have been able to cope.”

Lilly is a very special person. She is working in the perfect place for her. Thank you very much Lilly. Kind people are hard to find these days and you are one of them.”

Elizabeth was wonderful in explaining all of our options and gave us a lot of information on what was going to happen. Lynn stopped by every day to make sure she was being taken care of and answered any questions we had.”



Advance Directives Work

David Parks, MD, MBA

In the January 2014 edition of *The American Journal of Preventive Medicine*, a survey was conducted to see how many respondents had an advance directive. Out of 7,900 participants, only 26.3% had an advance directive. There were several factors associated with this disparity. Those with higher education and income, evidence of chronic disease, and access to care were associated with greater likelihood of having an advance directive. Non-white participants were less likely to have one.

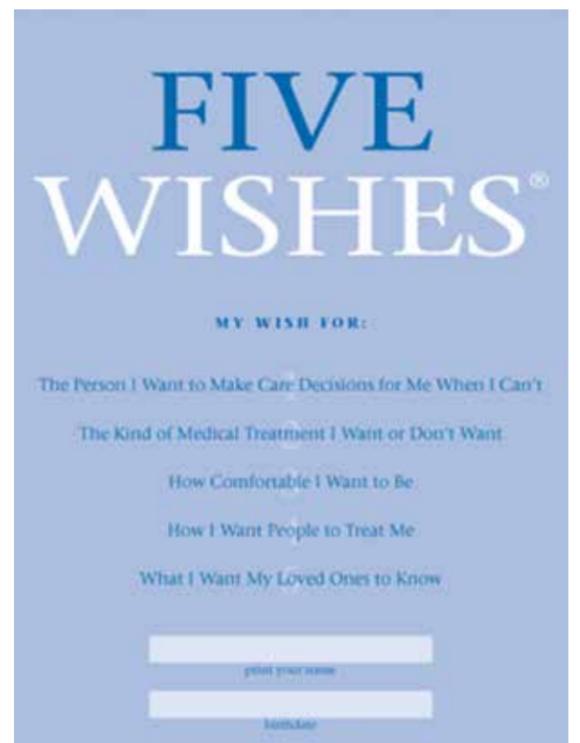
An advance directive describes two types of legal documents: a living will and a medical power of attorney. A living will enables an individual to state what type of care they would or would not desire when facing a medical crisis. A medical power of attorney appoints someone to speak on behalf of the individual if they are incapacitated.

A 2010 study in Health Policy indicated that 60% of individuals aged 18 years and older wanted their end-of-life wishes respected. However, as noted earlier most Americans are not writing down their wishes in a legal form and then conveying that information to their healthcare provider.

According to a September 2012 article in the *American Journal of Critical Care*, the lack of individuals completing an advance directive

centers around how the information is presented to them. In La Crosse, Wisconsin, an effort was made by the local healthcare systems to encourage physicians and patients to have discussions about end-of-life wishes by centering on four direct questions, such as “Do you want aggressive treatments such as intubation and mechanical ventilation?” and “Do you want to be resuscitated if your heart stops?” These questions became routine across the La Crosse medical community. Over a five-year span the number of residents who died with an advance directive dramatically increased from 15% to 85%. Not only that, but physicians knew how their patients wanted to be treated and followed their wishes. All of this contributed to lower hospital costs and 50% decrease in hospitalization...just by knowing and honoring the wishes of patients.

St. Elizabeth Hospice utilizes a program called the Five Wishes[®] to provide instruction regarding advance directives. It is a unique legal document that not only addresses your choice for a healthcare surrogate and the kind of medical treatment you do want or don't want, but also offers you an opportunity to express your personal, emotional, and spiritual wishes. Written in a language that is easy to understand, Five Wishes can help you think through and talk about what



you want for yourself at the end-of-life, both with loved ones and your physician.

Feel free to call St. Elizabeth Hospice at (859) 301-4600 for this free training to be offered at your practice, church, or place of business.

IN THE COMMUNITY

Cov200 and 100th Birthday Celebrations

This is an exciting year for the city of Covington with 2015 marking the city bicentennial. Residents and businesses are celebrating the 200th birthday with festivals, dinners, and parties. However, another big birthday coincides with the COV200, and that is the birthday of long-time Covington resident and hospice patient Juliet Betz. Juliet celebrated her 100th birthday on June 30th. I took a stroll with Juliet down memory lane and how she remembers Covington and her life over the past 100 years.

Juliet Betz was born on June 30th 1915. She lived on Bakewood Street with her grandparents and parents. Though her father came from a large family being the youngest of 10 children, Juliet remained an only child. Her parents eventually moved them to Philadelphia Street into an apartment Juliet called a “cold water flat,” which meant that they had no running hot water. This also meant that they had no bathroom. Juliet explained that she didn't have a bathroom in her house until she was 18. They instead used the “old shack in the back,” which was more commonly referred to as the outhouse. They didn't have a washer or dryer so it was Juliet's job to use a washboard to get their clothes clean then take them out back to hang dry.

As a child Juliet attended the 3rd District followed by John G. School and Holmes High School for her education. Each day she took the trolley car to and from school. In her free time she taught herself to sew and cook and learned to play the piano from her mother. Up until about 1950 her family got their milk from the Trenkamp Dairy on W. 11th St. where the milk was taken directly from the cows and then went to be pasteurized. With 100 years under her belt she has lived through many

historical events not only for Covington, but also for our country as a whole.

As a toddler she experienced the 1918 flu epidemic. The pandemic peaked in the fall of 1918 but influenza remained prevalent throughout Kentucky during the winter and spring of 1919. Luckily, Juliet and her parents were never infected; however all around them the flu was sending friends and neighbors in Covington to the hospital.

The flood of 1937 brought challenges for Juliet's family and the city of Covington. They were left with no water, gas or electricity. River gauge levels reached 80 feet, the highest level in the city's history. They worked with neighbors to try and save the vegetable gardens that the community had spent years constructing. Though this was a devastating flood, the Covington residents banded together, Juliet describes, to help each other during the worst of it, and rebuild once the water went down.

The fall of 1939 brought about WWII. During this time Juliet would help out at the canteen making sandwiches for the troops that were passing through. She described the civil defense that was set in place for Covington during the war. Civil defense was an effort to protect the citizens from a military attack. Juliet remembers when the police or military would blow a loud whistle and everyone in the neighborhood would have to turn the lights out and sit in the dark. Such luxuries as coffee and sugar were hard to come by during the war. So she would make jelly and sell it asking for sugar as her payment. Luckily for Juliet she had friends at the grocery store that would get her coffee whenever they could.

She also participated in plays throughout the community. She remembers one particular play in

which she performed at the YMCA in Covington about aviation and the historical significance. Her hobbies as she grew up revolved around church. She was involved in a Christian Women's Fellowship Charity for many years working on many different projects giving back to those who needed it most in the Covington community.

To meet Juliet, you would never know she is 100 years old. She is still as quick-witted as she is strong-willed. She lived on her own until she was 98 years old and has worked hard every single day of her life. She never married saying that she already had two men in her life to take care of (her father and grandfather) and that was enough. Though she may be a hospice patient she still has vibrancy in her eyes that mirrors how energetic and spirited she was in her youth. She currently resides at the Baptist Convalescent Center in Newport, KY and with the help of the nurses there along with the care team from St. Elizabeth Hospice, Juliet has been able to live a quality of life as she turns 100 years old.

She faced each change and challenge in her life with acceptance and gumption. Though she says things have changed about Covington, it still has the spirit that she remembers growing up. When I asked her what advice she had for the younger generations she said, “Follow the rules and live with no regrets.” Advice from someone who has seen a little bit of it all, and who continues to live her life despite anything that comes her way.

Happy Birthday Juliet!

PROGRAMS

Breathe Easy, Remember Me, Heart Beat

Goals of these programs:

- Improve the quality of life for patients and their families
- Provide assistance and emotional support to caregivers of patients
- Boost family caregiver confidence and education
- Minimize episodes of crisis and fear
- Reduce hospital stays and emergency room visits
- Assist families of those caring for patients in accomplishing goals



Hospice

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Every Contribution Makes a Difference



I would like to make a donation to St. Elizabeth Hospice in the amount of
\$ _____

Donation made in memory of:

*Please cut out this card and send it to the
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Edgewood, KY 41017*



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SUPPORT GROUPS

Support Services for Families of our Patients

St. Elizabeth Hospice offers a full array of support services for families of our patients. Below is a list of Grief Support Groups offered through our program. Prior to joining a group, we request that you contact our bereavement coordinator to arrange a consultation by phone (859-301-4611) or by email.

We have adopted the “STARS” philosophy for our grief support groups. This philosophy motivates us to provide an emotionally Safe place in which participants Teach each other, Accept each other, Respect each other and Support each other in their grief journeys utilizing small groups.

- STARS for KIDS: This support group is for any school age child and their caregiver who has experienced the death of a loved one. It is offered as a semester series during the school year on Tuesday evenings. Series begin in September and January.

- STARS for ADULTS: (Formerly Journey Through Grief): This 6-week grief group series is for adults who have experienced the death of a spouse, parent, sibling, or friend. It is offered on Thursday evenings throughout the year.
- STARS for RETIRED WIDOWERS: This once-a-month brunch meets on the second Tuesday of each month. It includes guest speakers as well as a time of fellowship.
- HOSPICE MEN’S GRIEF HUDDLE: This once-a-month meeting gathers on the third Friday of each month at 8:00 AM. It is for working-age men who have lost a spouse and are looking to connect and find support in an informal atmosphere.
- STARS for ADULTS GRANT COUNTY: (Formerly Journey Through Grief Grant County): This twice-a-month group meets for brunch on the first Monday of the month

- and for a support group meeting on the third Monday of the month. Both meetings begin at 10:30 a.m.
- STARS for PARENTS: This formerly once-a-month support group now meets twice a month in conjunction with the STARS for Kids program. This is for parents who have lost a child of any age. It meets on the 1st & 3rd Tuesday evening of each month during the school year.
- STARS for ADULT DAUGHTERS: This 6-week series is devoted to issues daughters face after the death of a parent. It meets on Wednesday evenings throughout the year.