



FROM THE DIRECTOR

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

Our program offers so much more than Medicare and Medicaid “require” us to provide. We do this because of our overall mission and commitment to our patients and families.

-Brian W. Jones

As more and more people begin to understand the benefit of hospice and end-of-life care, we have seen the number of patients we serve continue to grow. Last year, the number of patients we were caring for daily was in the 150s. Nearly 1,400 individuals were admitted to our hospice program, and around that many passed away under our care. We saw a slight increase in our average length of stay from 35 days to 40 days. Yet, that pales in comparison to the national average of over 70 days. Half of all patients we served

were in our care for nine days or less. The longer someone is in hospice care, the more of a benefit we are able to provide the patient and their family. We appreciate all those who entrusted the care of their loved ones to us last year.

We began to fully utilize our new free-standing Community Grief Support Center last year as it opened in the summer. We are seeing a steady

stream of support groups, individual counseling and other grief related events take place. All of this is provided, not only to those who have lost someone in hospice, but to anyone who needs these services in our community. We truly have become a community “support” center and the region’s expert in grief and loss.

I want to encourage you to financially support our program if you are able. Services like music and massage therapy to our patients are funded by your generous donations. Continued staff education and training are also supported by your giving. Our program offers so much more than Medicare and Medicaid “require” us to provide. We do this because of our overall mission and commitment to our patients and families. Please partner with us in the care we provide by giving a donation. It is much appreciated and will be used to help those who need it the most.

Ten Years Strong

March 10 marked the 10th anniversary of the opening of the Carol Ann and Ralph V. Haile Jr. U.S. Bank Foundation Hospice Center. As the only freestanding inpatient unit for hospice in Northern Kentucky, St. Elizabeth Hospice is able to take care of some of the sickest patients and provide quality care at the end of life. Though most of the care in hospice is done in the patient’s home, occasionally it is appropriate for the patient to come into the Hospice Center in order to get additional care. The Hospice Center has been used over the past 10 years to provide symptom management, respite and residential services to patients by registered nurses who are experts in this type of specialized care. The inpatient unit has 16 beds, 24/7 nursing care, beautiful patios off of each patient room in which the patient and their family can spend time outside, and a family kitchen and living room in order to make the families and patients feel comfortable and supported. Originally, the plan was to only have a 12-bed unit. However, in the middle of the construction process, the design was re-worked to make it a 16-bed unit because demand and community interest was so high.

For 10 years, the Hospice Center has grown, not only with the amount of patients that we serve per year, but also with the amount of staff that work around the clock. It has an average of 350 admissions per year, with an average daily census of 11 patients.



The Carol Ann and Ralph V. Haile Jr. U.S. Bank Foundation Hospice Center opened 10 years ago this spring.

The building of the Hospice Center would not be possible were it not for the wonderful community members who donated toward the building and construction. With the support of so

many of our community members, we are able to continue, 10 years later, to provide the support and care that our patients need and deserve.

SAVE THE DATE

Veterans Appreciation Luncheon

Thank you to all who joined us in November at the Veterans Appreciation Luncheon. It was a wonderful day filled with uplifting moments and available resources. The date for this year is **Monday November 6, 2017**, once again at the SETEC. More information is to follow. For questions, please contact Emily Cahill at Emily.cahill@stelizabeth.com or call (859) 301-4563.



Equine Grief Camp

The Equine Grief Camp will be held **July 10-13 and July 31-August 3**, with new Day Equine Programs at Meadowview Farm, located at 10830 Big Bone Church Road, Union, KY 41091. For more information, contact Gail Rizzo at gail.rizzo@stelizabeth.com or (859) 301-4612.

Volunteer Training Dates

For anyone interested in becoming a volunteer for hospice, please contact Debbie Holloran at Debbie.holloran@stelizabeth.com or (859) 301-4622. We will have Volunteer Training in **March, May, July, September and November**.

Thank You

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 who help to make the experience that much better. The following are quotes taken from CareGrams and Thank You notes about the work and support families have received from us.

Dear Staff at Hospice,

I would like to say, I could not single out any employee, but to compliment your entire staff at Hospice for their love and care of my wife Irene. You will always be in our hearts. Your jobs and care are hard on you but you are professionals in caring. A simple thank you is not enough to say. I will remember all of you for caring in my heart forever. God bless all of you.

My dear mother-in-law made the difficult decision to stop all treatments and wanted to pass in peace. Her biggest concern was her family and her hope that we would not see her in pain or suffering. She was scared. But every step of the way, Sonda and Paula provided Joan and the family with great comfort, hugs and advice right when we needed it. We are so thankful for them and the entire hospice staff, volunteers and facility.

My mom was at your facility for four days during which she was treated with love and dignity. My sisters, brothers and I were there almost constantly including spending the night. We, too, were taken care of, loved on and consoled. I cannot say enough wonderful things about the staff and volunteers. You are all the best! Mom was comfortable and at peace when she passed and we were at peace knowing she had such wonderful care. Thank you for all that you do!

STAFF SPOTLIGHT

Hospice Chaplains

The Chaplain's primary purpose is to be fully present and authentically caring, helping hospice patients and their loved ones on their spiritual journey based on their beliefs, desires and needs.

Some common reasons families call upon Hospice Chaplains:

For:

- Prayerful Support
- Emotional Comfort
- Reflection/Life Review
- Assistance with Reconciliation
- Companionship and Friendship
- Facilitate Sacrament of the Sick/Communion
- Officiate Funeral/Memorial Services

When:

- Facing Ethical Dilemmas
- Making Important Decisions
- Feeling Helpless or Depressed
- Wanting the Comfort of Prayer
- Seeking Solace Through Sacred Writings
- Struggling with Life's Seeming Unfairness or Cruelty

To:

- Nurture Hope
- Receive Encouragement
- Find Meaning, Purpose and Peace

- Experience that You Are Not Alone
- Foster Connection with God
- Share Rejoicing, Thanksgiving, Hardship and Loss

Chaplains do not:

- Judge
- Evangelize

Hospice chaplain Tim Schabell offers his own words on how he helps patients and families on their spiritual journey.

"As a Home Hospice Chaplain, I offer spiritual and coping support to patients and their families. This support comes in the way of but not exclusively to prayer, emotional comfort, reflection, reconciliation, friendship, and when desired, communion, funeral/memorial services. A Hospice Chaplain's goals are to instill hope, encouragement, and peace and foster connections with God. Hospice Chaplains do NOT judge, evangelize or convert. Not all encounters need be spiritual, Hospice Chaplains meet patients and families where they are; it is a "dance" where the patients and their loved "lead" and the Chaplain "follows." As a Home Hospice Chaplain, I hope to give patient and their families a peaceful end of their life's journey; it is a very fulfilling and rewarding ministry."

Ten Remarkable Years — Reflecting on What We've Done Together

Together. That's what people want to be when faced with the difficult task of saying goodbye to a loved one. St. Elizabeth Hospice provides a tranquil, compassionate environment for those whose needs require particular care at the end of their life. This exceptional facility allows people to receive supportive, around-the-clock attention from specially-trained nurses and staff, and provides a comfortable, homelike setting for friends and family to gather.

This place, which has doubled in size since it was first envisioned because the community was so responsive to the idea, could not be possible without strong support — spiritual, physical, and of course, financial. Through the St. Elizabeth Foundation, our friends and neighbors have

certainly been supportive from the beginning, first by providing the monetary backing needed to bring the idea of a freestanding hospice building to fruition and, since, by continuing support.

Hospice is much more than bricks and mortar. Hospice is a place to watch a wedding video or favorite movie. It is a place to reunite, reminisce, and record memories. It is a place to enjoy — one more time — the little things that make life special. Your generous support has made a remarkable difference in creating a gentle, welcoming place that wraps a loving arm around people during their time of greatest sorrow.

Most everyone knows a family who has benefitted from the tender, transitional care of hospice. Your support, through the St. Elizabeth

Foundation, honors all of those people and helps ensure similar experiences for others in years to come. Please continue to give. Imagine what we can do together.

Imagine what we can do together

The exceptional, life-saving support we provide to our patients is strengthened by the generous, caring support of our community. The St. Elizabeth Foundation is a not-for-profit organization that relies on your tax-deductible donation to support the programs, projects and people of St. Elizabeth — just like the ones highlighted in this newsletter.

Palliative Care vs. Hospice Care: What's the Difference?

Palliative and hospice care at their core are the same. Both have a goal of pain and symptom relief. Both are patient and family centered care that optimizes quality of life by anticipating, preventing and treating suffering. The goals of the two types of care depend of what the patient wants to accomplish. Hospice care is palliative care but palliative care is not just hospice care. This means that hospice patients receive palliative care but not every palliative care patient will enter hospice. The St. Elizabeth Healthcare Palliative Care program addresses the needs and expectations of a patient who might have a life threatening illness at any time during the illness, even if the life expectancy is years, whereas Hospice addresses the illness when the life expectancy is six months or less. Patients can receive palliative care simultaneously with curative treatments, whereas patients in hospice care have chosen to stop all curative measures. Hospice care is provided in the home, whereas currently palliative care at St. Elizabeth Healthcare is provided in an inpatient and clinic setting.

	Hospice Care	Palliative Care (encompasses hospice)
Timing	Less than 6 months to live	Begins at diagnosis, time frame required. May or may not be terminal
Team Members	Includes Hospice MD, nurses, nursing assistants, social workers, chaplains, volunteers	Includes palliative physician, nurse and social worker who consult with primary care physician
Payment	Insurance, Medicare, Medicaid, Private Pay, Indigent Care	Medicare and Private insurance cover inpatient care.
Treatment	Focuses on comfort care rather than curative care	Comfort care while possibly in conjunction with curative care
Illness Type	Terminal Illness	Chronic or serious illness

PROGRAMS

Veteran Services



There are over 21 million Veterans living in America today. One out of every four dying Americans is a veteran. These men and women often carry experiences from their military service that present unique healthcare challenges. At St. Elizabeth Hospice, our team of caretakers is equipped in assisting veterans with these unique needs at end of life. As a partner of the *We Honor Veterans* program, an initiative between the United States Veterans Administration, the National Hospice and Palliative Care Organization and local hospice programs, our Hospice team is able to care for these veterans at home or in our 16-bed inpatient facility. As a part of our Veteran's Program, we

offer a Veteran-to-Veteran volunteer program, assistance with becoming an Honor Flight recipient, working directly with the VA in order to provide assistance with medical needs and resources and providing emotional and spiritual support for the veteran and family. For more information on how St. Elizabeth Hospice serves our Northern Kentucky Veterans at end of life, please call (859) 301-4600.



Hospice Can Help

Though many people are under the impression that hospice can only help in the last days of life, in reality, hospice is able to help the patient and family much earlier. When a patient is diagnosed with a prognosis of six months or less to live, that is when hospice can begin helping. The hospice philosophy is about making sure that a patient's death experience is comfortable and free of pain.

Hospice gives you comfort.

The hospice nurses are experts at managing life-limiting illnesses. At St. Elizabeth Hospice we provide medication, therapies and support services that are centered around the patient's goals.

Hospice gives you peace.

Hospice strives to help patients and their families find emotional and spiritual comfort during a very difficult time. As a Catholic healthcare institution, we recognize the importance of religion and spirituality. We are very focused on providing support to whatever religious affiliation the patient and their family belong to or support them in whatever traditions they spiritually recognize. Bereavement counselors are also available to provide support in the struggles with death and grieving.

Hospice gives you something extra.

St. Elizabeth Hospice provides additional therapy services to inspire joy and comfort. Music therapy, pet therapy and massage therapy are additional ways to provide compassionate care that is outside of the medical.



Hospice gives caregivers guidance.

For many families, caring for their loved ones can be overwhelming. St. Elizabeth Hospice provides emotional support and advice to help family members become confident caregivers and adjust to the future with thirteen months of bereavement support. In addition, the Hospice Center inpatient

unit provides respite stays for caregivers to bring their loved ones.

Hospice gives you more.

Hospice creates more meaningful moments with loved ones, focuses on the patient's goals of care, and creates opportunities to enjoy the time they have remaining.

Make a Gift Now

Your gift of any size can provide immediate and lasting benefits to our patients and their families. Donors of more than \$100 join the Foundation's Benefactor Club. Cash or check donations can be mailed to:

St. Elizabeth Foundation
1 Medical Village Drive
Edgewood, KY 41017

Credit card gifts can be made online at www.stelizabeth.com/foundation or by calling (859) 301-3920.

Join the Samaritan Society

A group of visionary leaders who continue the tradition of healthcare excellence originated by St. Elizabeth's founders more than 150 years ago, Samaritan Society members give a minimum \$10,000 gift to St. Elizabeth Healthcare, fulfilled as a one-time payment or through a multi-year pledge.

Support the Heritage Circle

Join the Heritage Circle by giving to St. Elizabeth Healthcare through your will or trust, and leave a legacy for your family and the community that speaks to your values. A planned gift can take many forms, including: bequest in a will, establishment of a trust or endowment fund, life insurance policies, annuities, stocks or real estate.

Double or triple your impact

Many companies offer matching gift programs and some will match gifts made by retirees and employee spouses. Ask your company if this is an option for you.

To speak to someone about your giving options, please call the St. Elizabeth Foundation at (859) 301-3920 or email StEfoundation@stelizabeth.com.

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:

St. Elizabeth Foundation
1 Medical Village Drive
Edgewood, KY 41017



Hospice

2017-Vol.1

483 South Loop Road
Edgewood, KY 41017

Phone: (859) 301-4600
Fax: (859) 301-4601



St. Elizabeth
HEALTHCARE

1 Medical Village Dr.
Edgewood, KY 41017

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The Importance of Advance Care Planning

National Healthcare Decisions Day aims to help people across the U.S. understand the value of advance healthcare planning. For 2017, NHDD will be a week-long event, from April 16-22. National Healthcare Decisions Day exists to inspire, educate and empower the public and providers about the importance of advance care planning.

Sharing your wishes for end-of-life care can bring you closer to the people you love. It's critically important. And you can do it. Consider the facts:

- 90% of people say that talking with their loved ones about end-of-life care is important.
- 27% have actually done so. *Source: The Conversation Project National Survey (2013)*
- 60% of people say that making sure their family is not burdened by tough decisions is extremely important.
- 56% have not communicated their end-of-life wishes. *Source: Survey of Californians by the California HealthCare Foundation (2012)*
- 80% of people say that if seriously ill, they would want to talk to their doctor about

wishes for medical treatment toward the end of their life.

- 7% report having had this conversation with their doctor. *Source: Survey of Californians by the California HealthCare Foundation (2012)*
- 82% of people say it's important to put their wishes in writing.
- 23% have actually done it. (*Conversation Starter Kit, The Conversation Project*)

What's most important to you as you think about how you want to live at the end of your life? What do you value most? Thinking about this will help you get ready to have the conversation. Join us the week of April 16th by talking with your family about your advance care decisions. Make your decisions heard!

For more information on how to have these conversations, here are a few resources for you and your family to try:

- www.theconversationproject.org
- www.agingwithdignity.org/fivewishes
- www.nhdd.org
- <http://ag.ky.gov/family/consumerprotection/livingwills/Documents/livingwillpacket.pdf>



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