



Hospice of Cincinnati

The community not-for-profit hospice

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VOLUNTEER OPPORTUNITIES

Numerous volunteer training opportunities for Hospice of Cincinnati/Hamilton are available throughout the year. We particularly need help on the west side of Hamilton County and in all of Butler County.

Pre-registration is required for all volunteer training. Please call Judy Russell at 513-792-6989 or email her at judy_russell@trihealth.com

Hospice of Cincinnati is sponsored by Bethesda Inc. in a collaborative community partnership with TriHealth and Mercy Health Partners.

One family's journey and the HOC team that joined them

Breast cancer was a scary diagnosis for Dana Shaw, with two young children and a very busy life. But the cancer was found at an early stage so Dana didn't understand when she started falling, soon after beginning chemotherapy. This certainly wasn't a side effect she'd been warned about. A frenzy of tests and physician visits around town and beyond resulted in a trip to the Cleveland Clinic with a shocking diagnosis — paraneoplastic neurological disorder.

This extremely rare autoimmune disease occurs in response to the presence of cancer in the body. "My body is producing antibodies

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Dana Shaw and her family have greatly benefited from the emotional, spiritual and physical support of the Hospice of Cincinnati care team.

Event helps caregivers renew, restore, replenish

Caring for a loved one at the end of life's journey can be very fulfilling. However, it can also be exhausting and overwhelming. Hospice of Hamilton recently partnered with Mercy Schroder Manor, Partners in Prime, The Presbyterian Church and Barrington of West Chester to support caregivers.



A young musician provides soothing music for caregivers as they wait for the event to begin.

"Working together with other community agencies gave us



Area ministers blessed the compassionate hands of caregivers at a Hospice of Hamilton event.

the resources to provide a really special event," remarks HOH account representative Debbie Hauenstein. "The main goal was to provide caregivers the opportunity to renew, restore and replenish."

Caregivers' hands were blessed by area ministers. Their souls were touched by uplifting testimony by Carolyn Haynali, State of Ohio 2006 Caregiver of the year, and Julie McCarthy, Partners in Prime Wellness Coordinator. Soothing music along with light refreshments resulted in warm fellowship.

Message from the CEO



Hospice of Cincinnati is different from other hospices. We're different because we understand there is no single, cookie-cutter way to assist a patient and family as a loved one prepares to leave this world. We are all different in what we need to sustain us—both in life and in our journey toward death.

It is our not-for-profit status that uniquely positions Hospice of Cincinnati to act upon our community's varying needs with sensitive and personalized care that preserves dignity and quality of life regardless of ability to pay. You're not likely to find this comprehensive, customized approach at just any hospice, especially those that are profit-driven.

At Hospice of Cincinnati, we focus on a lean operating margin that yields a robust array of support services that address the clinical, holistic and bereavement needs of patients and families. We partner with each family, going beyond what needs to be done and dedicating ourselves to what should be done.

Sometimes, cultural factors can affect a patient's preferences for end-of-life care. In order to make our individualized care more culturally sensitive, we have invested additional staff and resources in the last few years as part of our Diversity Initiative. Our ultimate goal is to work within each culture to offer positive end-of-life experiences for the whole family. As a leader in this area, we recently spoke at the National Hospice and Palliative Care Organization's conference on access (see page 3).

In our cover story, you will meet the Shaw family, who is benefitting from a wide range of HOC services, including bereavement support for their two young children. While not all families need or want this level of support, the Shaw family is an excellent example of how these individualized services can aid in easing the joint end-of-life journey of loved ones and their families.

All of us at HOC value and respect the varying needs of patients and families. Knowing when a loved one is ready for hospice care is perhaps the most sensitive and critical decision families will ever make. There should be no doubt as to which hospice to turn to. Each year, nearly 5,000 families turn to Hospice of Cincinnati.

All the Best,

Steve West
President and CEO

HOC welcomes newest board members



Al Sampson

A Chicago native, Al Sampson is currently executive in residence and adjunct faculty member at Xavier University's Williams College of Business Administration. A widely respected executive leader and human resources consultant, Sampson brings significant expertise to the HOC Board of Trustees, including experience in manage-

ment training and development, executive assessment, international cross-cultural human resources management, organization development and cultural diversity change process management.

"Al's nationally recognized human resources senior executive experience, coupled with his great compassion and big heart, are invaluable assets that will greatly enhance our culture of organizational diversity, inclusion, compassion and professional excellence," comments HOC President and CEO Steve West.

Sampson is on several advisory boards in the Business School at Northern Kentucky University and is a member of the human resources board for Mercy Health Partners, in addition to volunteering for many other community organizations. He is a past member of the board of directors for the College of Mt. St. Joseph.



Tim Elsbrock

Tim Elsbrock is currently senior vice president for the Investment Advisors Division of Fifth Third Bank. He brings extensive administrative experience to the Hospice of Cincinnati Board of Trustees coupled with a strong health care background. Elsbrock has long been directly involved with health care systems, hospitals and physician practices

from a finance and banking perspective.

Hospice of Cincinnati President and CEO Steve West observes, "Tim brings us a banker's focused attention to fiscal discipline as well as service quality, a deep knowledge of the health care business sector and a passion for helping those in our community with end-of-life support needs."

A native of Cincinnati, Elsbrock currently volunteers on the boards of the Hoxworth Blood Center, LifeCenter, Evans Scholars/Western Golf Association and the University of Cincinnati College of Nursing.

If you do not wish to receive future issues of Hospice of Cincinnati's quarterly newsletter, or any other future fundraising communications from Hospice of Cincinnati of Cincinnati, Ohio, you may request to be deleted from our mail list. Please send a letter to the below address requesting to be deleted from the Hospice of Cincinnati mail list.

ATTN: Hospice of Cincinnati List Manager
Bethesda Foundation Inc. • 10506 Montgomery Road, Suite 304 • Cincinnati, Ohio 45242

HOC recognized as leader in reaching diverse communities

Hospice of Cincinnati recently was recognized as a leader in reaching diverse communities with an invitation to present at the National Hospice and Palliative Care Organization's (NHPCO) Access to Hospice and Palliative Care conference held this past fall. Manager of Diverse Markets James Cowan was asked to speak about outreach to the African American community.

"We were invited to submit a proposal after I presented on the same topic at the state level in Columbus," Cowan explains. "It was really quite an honor." In his presentation,

Cowan emphasized the importance of diversity outreach both from a business and mission perspective as the nation's population continues to change.

The conference brought together more than 600 end-of-life care professionals from across the country. "The fact that NHPCO looks at access as a priority and the fact that we are leaders in this area is very significant," Cowan notes. "We are somewhat unique because our outreach program is already quite developed relative to most other hospice organizations," he explains. "That makes us the experts in this case."

Children's artwork tell their stories



Children's artwork produced at Fernside recently was displayed at the KZF Gallery and published in a coffee table book.

Expressing grief and frustration through art therapy is often used with grieving children at Fernside, HOC's children's bereavement program. The resulting artwork is often both therapeutic and beautiful. KZF Design, which operates the KZF Gallery in Eden Park, recently selected this artwork as part of its commitment to the community to showcase regional artists. In addition to the art exhibit, KZF Design worked with Fernside to create and publish a one-of-a-kind coffee table book that celebrates the artwork of grieving children and teens at Fernside. To purchase a copy, call 513-745-0111 or visit Fernside's website at www.fernside.org.

Musicians delight HOC supporters



Cincinnati Symphony Orchestra members Doug Lindsay, Marc Wolfley and Matt Zory are joined by Cincinnati Conservatory of Music students (left to right) Katie Johannigman, Chris Timson, Lauren Sprague and Justin Scott Brown.

The melodic sounds of Cincinnati Symphony Orchestra (CSO) trumpeter Doug Lindsay and his fellow musicians delighted HOC volunteers and supporters at the "Music of Life" program in December. CSO bassist Matthew Zory, percussionist Marc Wolfley, and Pops keyboardist and Cincinnati Conservatory of Music program director Julie Spangler were joined by her students who performed memorable show tunes from Broadway musicals. Lindsay also performs holiday concerts in area churches to raise awareness about Hospice of Cincinnati.

In their own words

Sometimes a family's words of gratitude provide the best picture of the care their loved one received at Hospice of Cincinnati. The excerpt below is from one such family's letter.

Dear Hospice of Cincinnati,

Thank you to the case manager, Jean, who recommended increasing mom's pain medication. It made mom's passing peaceful after days of discomfort and agitation.

Thank you to nurse Beverly who was so gentle and loving as she cleaned mom's dry, coated mouth and lubricated her cracking lips and tongue. Then she repositioned mom so she could breathe easier.

Thank you to Angel for sitting with mom while she rested comfortably and peacefully.

Thank you to Dorothy, who played calming hymns that seemed to relax mom and soothed me, too. Even though I felt I should stay that night, I knew that I needed to sleep. Dorothy reassured me that she would call if there were any changes, and she did. At 5 a.m. she called to say that mom's breathing had changed. My brother, sister-in-law and I were able to get there in time to spend mom's last hour with her.

I told everyone who cared for mom in those last days what a godsend their loving presence was. But I felt that I needed to put that in writing. I can't tell you what a relief it was to know that mom was surrounded with love, was at peace and passed with dignity. And I know that she appreciates it, too. Thank you all!

With Love and Gratitude,
Carolyn Hassan Richardson



Adult Bereavement Support Groups

Grief support groups are available at our Anderson, Blue Ash, Hamilton and Western Hills locations.

For information about Hospice of Cincinnati's bereavement services, please call:

Alan Gruber -513-686-8120

Vivian Jones -513-686-8139

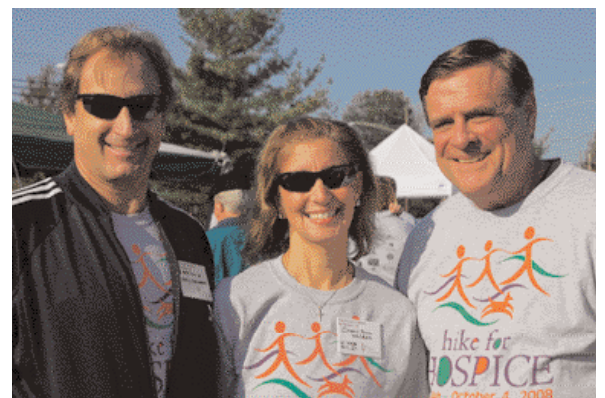
Claire Peasley -513-686-8121

Polly Peterson -513-686-8122

"Ladybug" kicks off Hike

The 27th Hike for Hospice of Cincinnati took place Oct. 4 and featured blue skies, sunny smiles and \$60,000 worth of support for HOC. Jazzercise of Blue Ash warmed up the crowd of over 900 hikers and Denise "Ladybug" Hill was the master of ceremonies.

Sponsors for this year's Hike for Hospice of Cincinnati included Amerimed, American Mercy Home Care, Cornerstone Medical Services, Patient Transport Services, Fleet Feet Sports, Fifth Third Bank, Fort Washington Investment Advisors, Inc. and Therapy Support. Other key sponsors were John Morrell, Starbucks Coffee, Tradewinds Beverage Company, United Dairy Farmers and the Cincinnati Chapter of the GE Elfuns.



Master hiker: Since 2004, master of ceremonies Denise "Ladybug" Hill has hiked 6,322 total trail miles for Hospice of Cincinnati in memory of her sister and has planted 200 packages of forget-me-not seeds along the way. She is pictured here with her husband, Bruce (left), and HOC President and CEO Steve West.



Endowments: Preserving your memory

It's not necessary to set aside a fortune to reap the joys and rewards of philanthropy. One way to create an endowment in your name or in the name of someone you wish to honor is by a tax-deductible contribution or bequest directly to Hospice of Cincinnati, specifying how you want the income used.

An Example

If you wanted to make an annual gift of \$1,000, how much would it take to endow that gift so that a charitable organization would be certain to receive that income forever?

It depends on the charitable organization's policy for spending endowment investment income. Hospice of Cincinnati's policy requires that we spend five percent of an endowment each year.

To calculate the needed number to endow, divide the annual gift amount of \$1,000 by the amount called for in the spending

policy, five percent, and the result is \$20,000. So, contributing just \$20,000 can continue the \$1,000 annual gift indefinitely!

If your endowment makes a total return of 10 percent in one year and spends only five percent, the other five percent is reinvested. By the second year, the value of the fund is five percent higher or \$21,000, and the "gift" from the fund grows to \$1,050.

Getting Started

The memory of your wise philanthropy can be immortal. We will help you create an endowment and achieve the timeless recognition your generosity so richly deserves. Experienced counsel from both your attorney and HOC is essential in ensuring your endowment is set up according to your wishes.

For more information, call me, without obligation, at (513) 745-1622 or e-mail gary_algje@trihealth.com.

ONE FAMILY'S JOURNEY *continued from cover*

that think they are attacking a cancerous tumor," Dana explains. "Instead, they're attacking my cerebellum," the region of the brain that plays an important role in the integration of sensory perception, coordination and motor control.

The disease, she says, has been completely debilitating. "I used to be healthy and strong and independent," she says. "Now, I'm wheelchair and home-bound, and I can't do much for myself."

The attack on her brain has robbed her of the life she once knew. She's confined to a motorized scooter and rarely leaves the house. Her speech is slowing and her vision is deteriorating. The loss of independence frustrates this loving mother who can no longer bathe her children, cook them dinner or care for her beautiful Montgomery home.

Dana is fortunate she's had the loving support of her mother and sister—who moved in with her when she first became ill—along with the support of her husband, Doug, and her children, Dobry and Diara. But as her disease progressed, her family found they needed more help to keep her comfortable.

"Dana was in so much pain and I knew she was suffering," remembers her sister, Erika Palmer. But making that first call to Hospice was extremely difficult. "I felt like I was giving up on Dana," she admits. "It was like turning my back on God by calling Hospice."

After her first conversation with the intake coordinator, Palmer knew she had made the right choice. It's taken a team from Hospice of Cincinnati to care for the Shaw family, easing the physical, emotional and spiritual pain resulting from Dana's illness.

"Dana was in a great deal of pain and was extremely anxious because she thought she was very close to dying," explains



Dana's case manager, Terri Benz, RN, monitors and manages her physical symptoms.

Terri Benz, RN, Dana's HOC case manager. "She was hurting and nauseous and just felt terrible."

Adjusting Dana's medications helped address her physical issues. "I think having our steady stream of staff come in every week really helped just as much," Benz explains. Besides Benz's weekly visit, Dana also receives weekly visits by a chaplain, social worker and holistic health aide; personal care assistance from a hospice aide three times a week; and weekly visits for her children from a grief counselor. "We saw an improvement in Dana's physical condition as her mood improved," Benz notes.

"This team of special people has helped me come to some acceptance of my situation with comfort, without being worried about something I can't control," Dana confides. Her family decided to continue an annual tradition of adopting a needy family and providing Christmas presents for all of those family members. "We are blessed in so many ways," Palmer says. "The least we can do is spread that blessing."

One family's journey

Hospice of Cincinnati's team approach to care is illustrated in the following articles as we continue to tell the Shaw family's story. While not every Hospice patient needs or desires these services, they are available to all.

Learning to live for today

Medication and comfort measures can ease physical pain for hospice patients, but often it's the emotional and spiritual pain that cuts most deeply. HOC chaplain Audrey Dwyer has helped Dana grieve for her past and how life used to be, and for the life she will miss once she dies. "She's made a lot of good progress in her grief work," Dwyer says. "Dana has a deep faith and a trust in God and is very much in touch with her feelings."

These feelings have been raw and painful as this young mother has had to face the reality of not seeing her children grow up. "Audrey has really helped me put things in perspective by trying to just live in the present," Dana says in a steady, soft voice. "I'm trying to accept the present time as a gift without dwelling on the past or looking to the future."

Most important, Dwyer is helping Dana leave a part of herself behind so her children will always remember her. "Dana is recording taped messages and writing letters to her children for when they are older," she says.

Dwyer says they have prayed together and admits they have cried together, too. "Dana has been absolutely open and honest and trusting." The two have worked together to bring Dana the peace she needs for the days and months ahead.



Dana's faith and connection with HOC chaplain Audrey Dwyer has helped her deal with her illness.

Through the eyes of a child



Bereavement coordinator Vivian Jones helps Dana's children express their confusion and grief through artwork.

Dealing with an extremely sick or dying parent is overwhelming for a child. "Children can react in so many ways," explains Vivian Jones, MA, LSW, HOC bereavement coordinator. "Their emotions can range from confusion to sadness to anger."

Jones began working with Dana's children shortly after her referral to HOC. "Dobry (Dana's 6-year-old) was acting out in school, and we thought it was probably related to mom's illness," she says.

Dobry was very angry but had difficulty explaining what was at the root of his anger. Using art therapy, Jones developed a trusting relationship with him so he could express his real fears. "Dobry thought either he or his mom had done something wrong to make her sick," Jones explains. "He was terrified, too, because he understood that mom was very ill and wasn't going to get better."

Jones provided Dobry assurance that his mother's illness was a disease and not caused by anything he or his mom had done. "It is much more anxiety-producing for them to not know what is going on."

Hospice of Cincinnati provides bereavement support for children before, during and after the death of a loved one through a variety of programs, including Fernside, an HOC affiliate and nationally recognized program.

Caring hearts and hands

The comfort of caring hands that wash your hair when you can no longer do so. These same hands gently help you dress, comb your hair and help you feel fresh and clean.

Hospice aide Amy McCourt helps Dana with her personal care needs three times a week. “Dana wants to be downstairs waiting for her kids when they get home from school,” McCourt explains. “She wants to be the first thing they see when they come through the door.”

Often called the heart and hands of Hospice of Cincinnati, hospice aides provide a vital link between the patient and their nurse case manager. “Since the aides visit the patient several times a week, their most crucial role is to communicate any significant changes they see in the patient to the case manager,” explains Eileen Campbell, RN, MSN, HOC education specialist.

The hospice aide is a member of the multidisciplinary team caring for every Hospice of Cincinnati patient, including an RN case manager, physician, chaplain, social workers and a holistic health aide. Hospice aides are the most visible members of the HOC team, working with patients in all care settings – home care, long-term care/assisted living facilities and with patients at HOC’s four inpatient care centers.



Hospice Aide Amy McCourt has developed a close and trusting relationship with Dana.

In addition to providing personal care several times per week, aides are called for Continuous Care, a service where the aide and nurse are scheduled to provide continuous 24-hour care for a patient who is in an acute phase of illness.

McCourt says Dana needs minimal assistance right now. “Dana wants to try and stay as independent as possible before her disease takes over,” she says. “You have to applaud that—she isn’t giving up.”

Someone to talk to

HOC social workers provide emotional support and active listening for patients who want to review their life, talk about regrets, lost hopes, fears, concerns or other private matters. “I’m providing supportive counseling and emotional support for Dana,” explains Karen Hipsher, MSW, LSW.

When a patient is as young as Dana and is facing a terminal illness, there is a vast array of emotional issues to sift through, according to Pam Van Hart, MSW, LISW-S. “Our social workers are an integral part of the Hospice of Cincinnati team, helping ease the burden for patients during their final journey by providing a comforting, trusting and consistent presence.”

Social workers also work closely with families to connect them to resources so they can continue to care for their loved



Social worker Karen Hipsher has provided emotional support and a comforting presence to Dana.

ones at home. Additionally, they work as a liaison between the HOC team and the patient/family to enhance communications.

Comforting body and soul

When she first meets with patients, HOC Holistic Services practitioner Katy Rosemont, RN, asks how they are feeling and what is bothering them the most. “Then I work with them to do whatever I can to make them feel comfortable and relaxed,” she says.

When Rosemont first met Dana, she noticed Dana had a great deal of anxiety and severe back pain. “We did guided imagery to help her relax,” Rosemont says. Dana explains it has been very helpful on many levels. “It put me in a nice place considering what I’m dealing with.”

continued on back cover

Volunteers bring harmony to final threshold

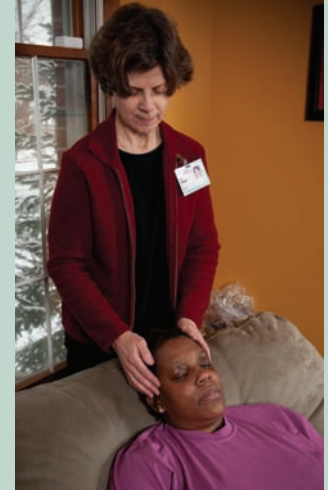
The all-female Threshold Choir honors the ancient tradition of singing at the bedside of those hovering at the threshold between life and death. Local Threshold Choir members Laurie Arshonsky and Kathy Mahoney are also dedicated HOC volunteers who visit patients at their bedside to provide comfort, spiritual connection, support and love, and to share the sacred gift of their voices. Cheri Lawson of National Public Radio recently visited Hospice of Cincinnati to do a story on these volunteers and their impact on HOC patients.



Laurie Arshonsky and Kathy Mahoney visit patients at the threshold between life and death, offering comfort and peace through the gift of song.

COMFORTING continued from page 7

Hospice of Cincinnati provides a wide range of holistic services to patients in four inpatient care centers, long-term care facilities and in patients' homes. Services include massage, reiki, healing touch and more.



Rosemont creates a quiet, peaceful environment for her patients to help them relax. This includes quiet music, and positioning them so they are pain-free and comfortable. Dana was so relaxed during Rosemont's first visit that she fell asleep as Rosemont's gentle hands provided Healing Touch.

Holistic Services practitioner Katy Rosemont, RN, helps reduce Dana's anxiety and physical pain through holistic complimentary therapies.

Rosemont describes what she does as complimentary therapy. "We work together with the chaplain, the social worker, the nurse...we're all part of a team whose roles compliment each other."

It is an honor, says Rosemont, to work with these patients. "I feel privileged to work with hospice patients and meet them wherever they are in their final journey."



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