



HOSPICE & PALLIATIVE CARE of Greater Wayne County



Table of Contents

LifeCare Palliative Medicine . . . 1
Director's Message 2
Calendar of Events 3
Bereavement 4
Friendtique 5
Doylestown Health Care Center 6

LifeCare Palliative Medicine is a Branch of Hospice & Palliative Care of Greater Wayne County

Palliative care is a medical subspecialty that treats the symptoms of chronic life-limiting illnesses for patients who are not yet ready for hospice care. Palliative Care is a consultative service that supports the patient's primary care physician by providing specialized care to manage pain and other symptoms in cases where relief is hard to achieve. Additional assistance is provided for coordination of care, patient and family support and education, and decisions regarding future health care. The focus is on improving quality of life for patients and their families.



Seated front: Rhonda Masci and Deborah Torres, Both Certified Physicians Assistants; Back left: Sue Hartley, Palliative Care RN, Dr. David Lance, Medical Director, Candy Troyer, Office Assistant

A typical LifeCare Palliative Medicine patient lives with more than one chronic condition. They may continue to receive curative treatment and often need help coordinating the care given by multiple healthcare providers in varying specialties. Our staff provides assistance in making healthcare decisions; we communicate the patient's decisions to other healthcare members as well.

LifeCare Palliative Medicine provides care for patients in area

hospitals, in area long term care facilities, in the LifeCare Palliative Medicine outpatient clinic, or in the patient's home if they are no longer mobile.

During this past year, LifeCare Palliative Medicine saw an increase of 28% in the total of patients admitted to the program. In addition, the team provided 931 visits to patients in hospitals, homes, nursing homes and assisted living facilities. This represents a 30% increase from the prior year.



WOOSTER LOCATION

2525 Back Orrville Road
 Wooster, Ohio 44691
 Phone: (330) 264-4899
 Fax: (330) 264-4874
 www.wchospice.org

WADSWORTH LOCATION

185 Main Street
 Wadsworth, Ohio 44281
 Phone: (330) 336-6595
 Fax: (330) 336-1925





Director's Message



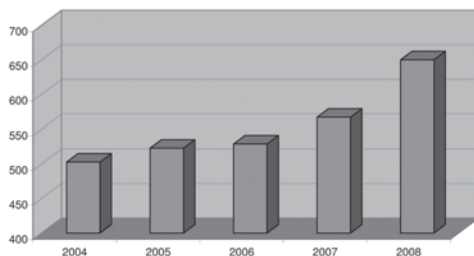
Colleen A. Nettleton,
RN, CHPCA
Executive Director

Oftentimes when working with our hospice patients, we encourage the process of life review. Both patients and families find benefit in this activity as life stories are shared and validated.

In recent years, a number of our patients have actually done some of that life review as part of our Loess Life Legacy Project. As an agency it is important for us to stop and take some time for review, too. I'd like to share some of that review with you as I reflect back on 2008.

Last year was another year of growth

Growth in Annual Number of Patients Served



for Hospice & Palliative Care of Greater Wayne County. As you may recall, we expanded our service area into Wadsworth when we acquired Hospice of Wadsworth-Rittman at the end of 2007. During 2008, we served a total of 650 patients and their families and/or caregivers. That number translated into 42,508 days of care, an increase of 7% from 2007. We saw a dramatic increase in the number

of continuous care hours that we provided to patients. As these hours increased by 75 %, more patients were able to have distressing symptoms managed without having to leave home. A nursing team dedicated to providing continuous care hours allowed us to keep a nurse at the bedside until the patient's symptoms were resolved.

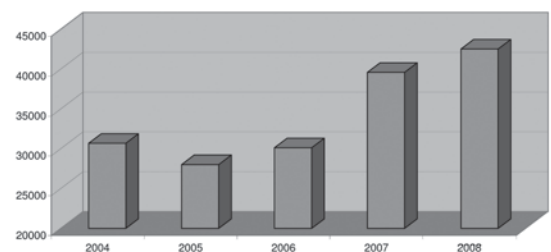
With the increased census, we added 10 new employees to help manage agency growth bringing the total number of staff members to 70. We are very proud of our staff because they are the back bone of the high quality care we provide. In hospice and palliative care every member of the team is important and it takes all of us working together to provide the best end of life care. I think it is a real compliment to that care when 100% of the physicians surveyed said that they would continue to refer to Hospice & Palliative Care of Greater Wayne County.

In April of 2008, we had a survey by the Ohio Department of Health. These surveys occur usually every 5 to 7 years. Our surveyor was very complimentary of many of the processes that we had in place for our volunteers, for education, for performance improvement and for bereavement follow-up. One area where she wanted to see some improvement was in the coordination of care with nursing homes for nursing home patients. Our Clinical Program Director and our Education/Compliance Nurse put together a program to educate our staff and the

staff in the nursing facilities on how this process might be better accomplished so that we were both working toward the same goals for the patient. While we didn't know it at the time, this exercise was excellent preparation for the new Conditions of Participation (CoPs) that went into effect on December 2, 2008. The CoPs are the regulations that govern how hospice care is provided and this was the first major revision since they had been implemented in 1982. The new CoPs are very patient focused and we are pleased to report that many of the suggestions made by the hospice industry have been incorporated into these new regulations.

Everyday as we care for our patients and families, noteworthy things happen: a relationship is reconciled, a patient's pain is brought under control, a school child learns how to better cope with the loss of a

Growth in Total Patient Days



sibling, a family learns how to care for their loved one, a medication is delivered, a spouse is supported, and end of life goals are met. Over the course of a year, there is much that merits review and recognition. In a culture where most of the focus is on what is wrong, we are grateful to be part of an organization where so many good things happen day after day, year after year.



Dates to Remember

Caregiver's support group meets the first Wednesday of each month at Sunrise Assisted Living on Cleveland Road, Wooster. The meetings are from 3:00 to 4:15 pm

3rd Tuesday Growing Together is a social gathering for people who have experienced loss. Just bring your appetite and enjoy good friends and the company of other folks.

May 1st

An Evening of Wine and Roses @ Galaxy Restaurant in Wadsworth A Spring Fundraiser for Hospice & Palliative Care of Greater Wayne County

May 4th

Volunteer Training in Wadsworth 1:00-2:30 p.m.

May 17th

Spring Memorial Service - Trinity United Church of Christ - Wooster

May 19 – June 23

A Hope for the journey is a six session grief education and support program for adults who have experienced loss.

June 22 – June 26

A special camp for children, ages 6-13 years, who have experienced loss.

May 2009						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 An Evening of Wine and Roses – Spring Fundraiser in Wadsworth	2
3	4 Volunteer Training in Wadsworth 1:00-2:30 pm	5	6 Caregivers Support Group Sunrise Assisted Living: 3:00	7	8	9
10	11	12	13	14	15	16
17 Spring Memorial Service @ Trinity United Church of Christ- 4:00 pm	18	19 Hope for the Journey Wadsworth Office- 1:00 pm Growing Together @ The Barn Restaurant - 4:00 pm Hope for the Journey Wooster Office- 6:30-8 pm	20	21	22	23
24	25	26 Hope for the Journey Wadsworth Office- 1:00 pm Hope for the Journey Wooster Office- 6:30-8 pm	27	28	29	30
31						



June 2009						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Hope for the Journey Wadsworth Office- 1-2:30 pm Hope for the Journey Wooster Office- 6:30-8 pm	3 Caregivers Support Group Sunrise Assisted Living:3:00	4	5	6
7	8	9 Hope for the Journey Wadsworth Office- 1-2:30 pm Hope for the Journey Wooster Office- 6:30-8 pm	10	11	12	13
14	15	Hope for the Journey Wadsworth Office- 1-2:30 pm Growing Together @ The Barn Restaurant - 4:00 pm Hope for the Journey Wooster Office- 6:30-8 pm	17	18	19	20
21	22 Children's Camp Wooster Office 1 – 4 pm	23 Hope for the Journey Wadsworth Office- 1-2:30 pm Hope for the Journey Wooster Office- 6:30-8 pm Children's Camp Wooster-1 – 4 pm	24 Children's Camp Wooster Office 1 – 4 pm	25 Children's Camp Wooster Office 1 – 4 pm	26 Children's Camp Wooster Office 1 – 4 pm	27
28	29	30				



Bereavement

Reaching out to those who are grieving, both young and old, is the goal of Hospice & Palliative Care of Greater Wayne County. It may be the father who received a call that his son has been killed in a motor vehicle accident; or perhaps a young student who is facing the terminal diagnosis of a sibling; the news that a co-worker has a debilitating disease; or a new mother whose baby died at birth. Our bereavement services extend to the community as well as to families whose loved one was our patient. Our bereavement team consists of social workers and chaplains. Services are coordinated through Rebecca Burrell, MSSA, LISW. In an effort to better support our community, Lynn Lilly, LSW, has been added specifically as our Bereavement Counselor.

Our Bereavement Team recently began support groups in some of the local schools for students who are experiencing grief. The students are identified by their school counselors and given the opportunity to express their grief through journaling. Our Bereavement Team facilitates the 4-6 week sessions during the regular school hours. Helping students identify their feelings and promoting healthy ways to cope are areas of importance, as well as encouraging them to share their feelings about their loved one.

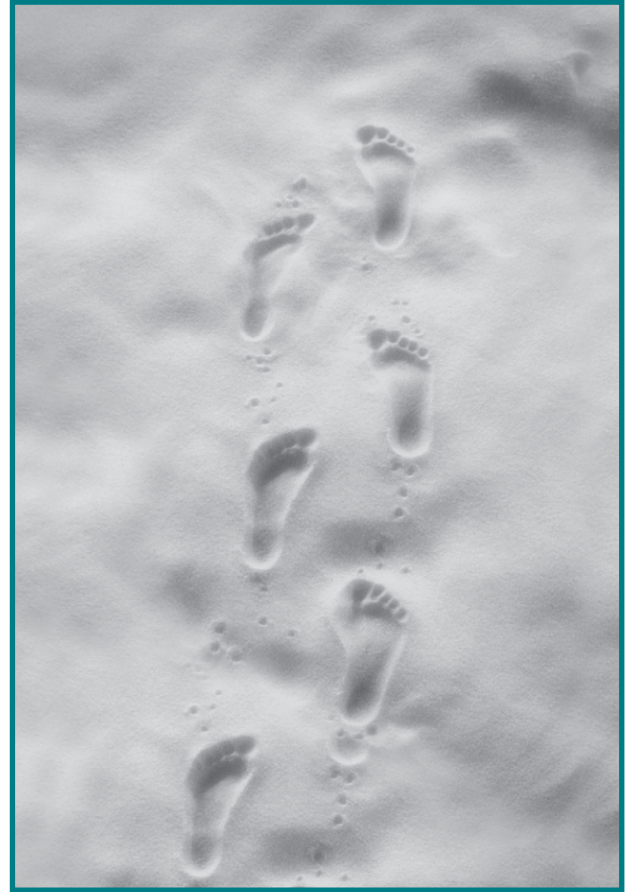
We also offer a six-week support group for adults, entitled "Hope for

the Journey." These groups are important in bringing hope and clarity to individuals during the grief process. We discuss secondary losses, myths about grief, categories of losses, normal grief responses, why we grieve differently and strategies for support and self care. This group is conveniently scheduled during daytime and evening hours throughout the year to ensure availability for all those interested.

Hospice & Palliative Care of Greater Wayne County also provides educational in-service trainings to employers in the community who want their employees to better understand the grief process. The trainings provide resources for recognizing grief, which provides employees with the ability to handle their work load while dealing with stress in their life.

The Bereavement Team also offers workshops periodically throughout the year. Individual bereavement counseling in the office is also available for anyone having difficulty in their grief journey.

In addition, Hospice & Palliative Care of Greater Wayne County



presents a Spring and Fall Memorial Service remembering and honoring those whose lives will always matter. These special services are offered to hospice families and the entire community.

We all encounter loss in our life. It is important to learn how to cope with the loss and move forward in a positive manner. The staff at Hospice & Palliative Care of Greater Wayne County is committed to being a supportive presence and a companion to all those who have suffered from loss and grief.



Friendtique

CLOTHING • JEWELRY • FURNITURE & ANTIQUES

Visit **Friendtique** on Liberty Street in downtown Wooster, across the street from the new library, where all the proceeds benefit hospice and where good taste joins great deals!



and cooling system for the building. With the store being closed for a period of time, the Board of Directors decided to renovate the inside of the store to gain better access to the lower level.

The plan was to reconfigure the stairway to the

given the store a new and improved look. Friendtique was also very fortunate to acquire many wonderful store fixtures from the downtown Freedlanders store prior to closing. Regular customers that shop at Friendtique state that the renovations have taken the store to a new level and has given them a "Shopping Experience."

In spite of all the chaos and being closed four business days in March, Friendtique had an incredible month for sales.

If you haven't stopped by Friendtique, new customers are always welcome!

Friendtique has spent the last 12 months trying to get in a groove! They recently purchased the building they now occupy and have installed a new roof, along with a new heating

lower level and remove some walls to create a space that was open and organized for clothing sales. The new clothing boutique and the different use of space on the first floor has



Doylestown Health Care Center



the Doylestown Health Care family from day one. Doylestown Health Care Center was established in 1987 and offers skilled nursing care,

Doylestown Health Care Center.

Walking through the front doors of Doylestown Health Care Center,

care for Alzheimer's disease and other dementia-related disorders, as well as rehabilitation therapies. Located within minutes of Akron, Massillon, Wooster, Wadsworth, Barberton, Orrville and Medina, Doylestown Health Care Center is known for providing exceptionally compassionate care, close to home.

Hospice and Palliative Care of Greater Wayne County partners with long-term facilities in Wayne, Holmes, and Medina counties. We are certainly proud to be a partner with

visitors soon discover the true definition of "home away from home." Visitors often compliment the staff on how friendly and caring they are and how they feel a part of



Care-Comfort-Choice



Hospice & Palliative Care of Greater Wayne County (HPC) enhances the quality of life for patients and their families by providing them with compassionate care, support, and grief resources during times of serious illness and loss.

Mission Statement:

- Heather Kuntz, Chair
- Andrei Dordea, Secretary/Treasurer
- Tim Petrorini
- John Campbell
- Colby Chamberlin
- Cheryl Ellis
- Tom Finley
- Lorraine Frank-Lightfoot
- Al Keller
- Frank Knorr
- Thomas Lehner
- Glenn Martin
- Jennifer A. Myers
- Patricia Plumer
- Alex Roberts
- Michael Schuler
- Michael Searcy
- Sally Zimmerman

www.wchospice.org
 Wooster, Ohio 44691
 2525 Back Orrville Rd.

HOSPICE
 PALLIATIVE CARE
 of Greater Wayne County



NON-PROFIT ORGANIZATION
 U.S. POSTAGE
 PAID
 WOOSTER, OH
 PERMIT #129