



Hospice of Cincinnati

Experience. Compassionate. Caring.SM

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Fernside 25 Drive Kicks Off!

Collect coins and help support grieving children and families in our community.

For a donation kit, contact Fernside at 513-745-0111 or www.Fernside.org

Thank you to our sponsors:

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Back to work, back to life



Under Hospice of Cincinnati's care, Patricia Williams has been able to continue working at the job she loves.

When Patricia Williams became so ill with pneumonia she had to be hospitalized, her health declined to the point she couldn't even use her legs. "I was waiting for a priest to come in and give me my last rites," she remembers. Dehydrated, depressed and terribly sick, Williams was on a fast downward spiral with her lung cancer until she was referred to Hospice of Cincinnati.

Her new expert caregiver team helped her improve to the point of returning to the job she loved. "Patricia's willpower to live is incredible," remarks Jen Kremer, RN, Williams's nurse case manager. "She is not ready to give up."

"When I asked my doctor for permission to return to work, he was a bit hesitant at first, but it has worked out beautifully," Williams says enthusiastically. A customer service specialist at a local sales and marketing firm, Williams says her co-workers are incredibly supportive of her. "I take oxygen with me every day, and they know where it is if I need it," she explains. "My

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Special people for special work

A reassuring hand to hold...a calming voice always available to soothe anxiety day and night...a careful eye to ensure pain and symptoms are always under control. Helping patients and families ease through the end of life peacefully and pain-free takes a special kind of nurse.

Connie Kreyling, RN, director of nursing at Hospice of Cincinnati, says many nurses want to give back to the organization based on a personal experience. "Most tell me that working as a hospice nurse has helped them to make the most out of every moment of their own life," she comments.

Patients and families often ask where we find our compassionate and caring nurses and caregivers. The following are thoughts from a few of Hospice of Cincinnati's nurses on what inspired them to choose this kind of nursing and what they gain from their experiences.

Vicki Stubenrauch, RN
Blue Ash Inpatient Care Center

Watching patients continue to receive futile treatment on a hospital's telemetry (heart) floor troubled Vicki Stubenrauch, RN. "I saw physicians treat patients aggressively rather than helping families cope with what was best for

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Message from the CEO



People often tell me what special people we have working and volunteering at Hospice of Cincinnati. I see this every day, but the impact we have on patients and families becomes even more vivid and real with each letter I read from grateful families. They use words such as “compassionate, caring, comforting and loving.” They speak of our “competent” and “professional” staff as well as our “kind” and “gentle” volunteers. As one family put it, people “mom would approve of.”

On page 1, you’ll read about some of these special people – our nurses – who families often refer to as “angels.” Their passion takes them far beyond the clinical aspect of care. They listen, they understand, they empathize. They help personalize each patient and family’s experience to fit their individual needs and goals.

They treat more than symptoms. They treat the entire family and help them find moments to treasure in spite of their impending loss. They know they can’t make a person’s illness better, but they can make his or her life better. Their knowledge and expertise help countless patients reclaim their quality of life and go back to doing things they love. Some even go back to work such as Patricia Williams, whose story is on page 1.

Consistently hearing the difference Hospice of Cincinnati care makes has led us to create a stronger voice in our community about the many important benefits of hospice care. Our End-of-Life Collaborative has engaged a growing circle of community and health care professionals. Read about one hospital’s efforts on page 6.

The grateful and heartfelt letters we receive confirm the importance of our efforts. A common theme in many of the letters is the gratitude families feel for the guidance Hospice of Cincinnati provides. They speak of how we know what patients are going through even before they express it and how we help guide families through grief.

What’s most gratifying is when families understand our mission and purpose. One letter from several months ago says it all. A daughter who had lost her father wrote, “The heart of this organization is the caring and compassionate individuals that you have working to meet the needs of your patients at the end of their natural life.”

I couldn’t agree more.

Warmest Regards,

Sandra Lobert
President and CEO

Employee of the Quarter

“Can do” attitude earns praise



Lois Thien

Lois Thien is one of the first people new employees at Hospice of Cincinnati get to meet. As an instructor in the Education Department, she conducts monthly general orientation sessions for all employees. “My job is great because I get to meet everyone coming

into our organization,” Thien says enthusiastically. She was recently honored as the Employee of the Quarter.

“Lois performs her work professionally, dependably and respectfully,” comments Bonnie Austin, RN, Quality officer. “She constantly demonstrates her understanding of customer service and respect for all people. Lois communicates with others in a way that conveys caring and an interest in serving. She ends almost every conversation with a statement such as, ‘Let me know if there’s anything I can do to help,’ or ‘I’d be happy to do whatever I can.’ Her attitude is great: positive, energetic and friendly.”

Thien helps arrange shadowing experiences for student nurses from Good Samaritan Hospital and Raymond Walters School of Nursing. She also coordinates with medical residents from area hospitals so they have an opportunity to work with hospice patients. In addition, she works with aides in inpatient care centers to ensure they stay up-to-date with their requirements for remaining on the Ohio Nurse Aide Registry.

Thien’s supervisor, Marybeth Baribeau, talks about Lois’ work ethic: “Lois recently designed our Class Offerings booklet, which provides a comprehensive overview of all the classes the Education Department is offering to staff in 2011,” Baribeau explained. “She always helps with information needed for CEUs. She always offers to do anything for anybody.”

“I love being here,” Thien comments. “It’s a wonderful place to work and the people here are so kind, compassionate and considerate.”

Please notify us if you do not wish to receive future mailings and/or fundraising communications designed to support Hospice of Cincinnati by calling 513-865-1616 or emailing BethesdaFoundation@TriHealth.com.

Community gives back

Turning tunes into gold



Guitarist and singer Denny Melchers performed Beatles tunes at Henke Winery this winter, donating all his tips to Hospice of Cincinnati. He is married to Carole Melchers, who has worked at Hospice of Cincinnati since 2005.

It was a hard day's night at Henke Winery when Beatles tunes mixed with tasty food, delectable wine and good company for a successful fundraiser benefiting Hospice of Cincinnati. Guitarist and singer Denny Melchers (husband of Hospice of Cincinnati administrative assistant Carole Melchers) recently performed an evening of the Fab Four's music, donating all his tips to Hospice of Cincinnati. "Denny and I had personally experienced the compassionate care provided by Hospice of Cincinnati before I began working here, so giving back in this joyful way was an occasion to honor and remember our loved ones," Carole says.

Winery owner Joe Henke donated two baskets—including a \$25 Henke Winery gift certificate, a bottle of the winery's award-winning Norton wine and a wine glass—for raffle with proceeds also going to Hospice of Cincinnati. Thanks to the generosity of those who wined and dined and enjoyed the music from yesterday, \$750 was raised for Hospice of Cincinnati.

For more information on how to host a third-party fundraiser for Hospice of Cincinnati or Hospice of Hamilton, please contact Lauren Scharf at 513-936-5846 or Lauren_Scharf@TriHealth.com.

Upcoming opportunities to support Hospice of Cincinnati

Sock Hop for Hospice

Put on your dancing shoes for the first annual Sock Hop for Hospice Saturday, June 18, at TriSkateland, Hicks Boulevard in Fairfield, from 6 to 10 p.m. This family event will feature music from the 50s and 60s, silent auctions, a dance contest and fun food, including root beer floats. For more information, please call 513-288-0769.

Ride for Hospice

Jump on your bike and join the 3rd Annual Ride for Hospice of Hamilton on Saturday, June 25. Registration will begin at 9 a.m. with the ride, led by Aaron Hornsby, leaving TriCounty Harley in Fairfield at 11 a.m, continuing to Sebald Park in Middletown, and then returning to TriCounty Harley. For more information, please call Lois Shobe at 513-509-3216.

Social worker event draws 200

Hospice of Cincinnati continues its mission of reaching out to the community and educating health care professionals on end-of-life care with its recent Social Worker Appreciation Event held March 15 at the Crowne Plaza in Sharonville. More than 200 social workers and other health care professionals heard Debra Heidrich, BSN, MSN, discuss, "Can We Talk? Navigating Difficult Conversations." Pictured left to right are: Hospice of Cincinnati President and CEO Sandra Lobert, speaker Deb Heidrich, chaplain Karen Behm, and Chief Marketing Officer Janet Montgomery.



Lauren Scharf joins Hospice of Cincinnati as senior development officer



Lauren Scharf will manage Hospice of Cincinnati's fundraising and development activities in collaboration with the Bethesda Foundation.

Lauren Scharf recently joined Hospice of Cincinnati as senior development officer. She will manage Hospice of Cincinnati's fundraising and development activities in collaboration with Bethesda Foundation. Her role also includes supporting the development efforts of Fernside, Hospice of Cincinnati's children's bereavement program.

With more than 16 years of professional experience in fundraising, Scharf has a diverse background including Women's Campaign director at the Jewish Federation of Cincinnati, event manager and Guild coordinator at Cincinnati Opera, assistant director of development at University of Cincinnati College of Law and director of development at Cancer Family Care.

"What attracted me to Hospice of Cincinnati is not only its stated mission

of providing compassionate, experienced and professional care to people who are terminally ill," explains Scharf. "It's also because I've seen first-hand the extraordinary care that Hospice of Cincinnati has provided to many of my friends. I want to make sure everyone knows about the positive impact hospice care can have on a family."

Scharf is active in the community, including serving on the board of directors of Jewish Family Service and as past president of the Cincinnati Chapter of Hadassah and Yavneh Day School (now Rockwern Academy) PTA.

"Lauren's expertise and community outreach will be an asset to our fundraising needs as Hospice of Cincinnati continues to fulfill its mission," remarks Sandra Lobert, Hospice of Cincinnati president and CEO.

Grief Support | Guiding families back to life after loss

Grief support groups are available at our Anderson, Blue Ash, Hamilton and Western Hills locations. For information about these programs and other Hospice of Cincinnati bereavement services, please call: Alan Gruber at 513-686-8120, Vivian Jones at 513-686-8139, Claire Peasley at 513-686-8121, or Polly Peterson at 513-686-8122.

Please call the number listed for each group for more information and to register.

BLUE ASH

Afternoon Support Groups

- Tuesdays, 1 to 2:30 p.m.; call Polly Peterson at 513-686-8122 for more information or to register.

Evening Support Group

- Thursday evenings for seven consecutive weeks; call Alan Gruber at 513-686-8120 for more information or to register.

HAMILTON

Grief Support Group

- Thursdays, 1 to 2:30 p.m.; call Polly Peterson at 513-686-8122 for more information or to register.

WEST

Evening Support Group

- Thursdays, 7 to 8:30 p.m.; call Vivian Jones at 513-686-8139 for more information or to register.

Become a Hospice of Cincinnati volunteer!

Become a Hospice of Cincinnati volunteer! 2011 training dates are scheduled for: May 21, Aug. 13, and Nov. 5. All training sessions will be held at the Blue Ash Inpatient Care Center, 4310 Cooper Ave. Pre-registration is required. Please contact Judy Russell, Volunteer Services coordinator, at **513-792-6989** or **Judy_Russell@TriHealth.com** for more information and to register.

From the Foundation

Life insurance: Three ways to make a major gift with ease

Gary Algie
Senior Director,
Planned Giving,
Bethesda Foundation



One asset that nearly everyone has – and eventually outgrows the need for – is life insurance. The benefits of your insurance policies may be cut in half if left to face federal estate taxes. A charitable organization like Hospice of Cincinnati, however, can fully benefit from your unwanted or unneeded policies.

The following three common scenarios can make the most of your outdated life insurance policies, helping you create a legacy to honor your life's work.

Insurance contract

An insurance contract provides the opportunity to guarantee ongoing support for a specific project that is important to you or to advance an organization's reputation for excellent programs and services. By leveraging small amounts of annual premiums, you may find that a larger gift develops over time.

Contract ownership transfer

If you have policies for which you no longer have use, you may choose to transfer ownership to a charitable organization such as Hospice of Cincinnati. In addition to removing the asset from your estate, it will often generate an income tax deduction equal to the lesser of the original cost or fair market value of the policy.

Wealth replacement

Life insurance can be used to offset charitable gifts of assets by replacing the wealth so your heirs aren't unduly affected. These so-called "wealth replacement" policies are very popular when working with large bequests and charitable remainder trusts or gift annuities. It might seem more tax efficient to have heirs receive an asset that always steps up in value at death, unlike receiving annuity payments or retirement plan proceeds, which come with an accompanying income tax and artificially inflate the taxable estate of the deceased donor. If the life insurance is properly structured and held outside of the estate, then the proceeds pass to heirs without income, gift or estate tax liabilities.

Should you consider the gift of an insurance policy? A good place to start is to review what policies you have in place; don't forget any group or employer plans. Look carefully at the ownership and beneficiary designations and then modify to fit your current situation. Life insurance policies as charitable gifts can leave a legacy that exemplifies the caring nature of your life's mission while also helping to fulfill ours.

For more information on these life insurance gift options, please contact Gary Algie at 513-865-1622 or Gary_Algie@TriHealth.com.

BACK TO LIFE *continued from cover*

really close friends there have phone numbers for Jen, my doctor and my sister and know who to call if something were to happen."

Williams's case manager even does her bi-weekly assessments at work. The two use a small conference room for Kremer to check her vital signs—including her blood pressure and pulse rate—and assess her breathing and talk about any medication needs.

Admitted to Hospice of Cincinnati in November 2010, Williams was completely bed-bound and living with her sister after spending more than three months in the hospital. "Hospice [of Cincinnati] was so much help to me," Williams says. "Lindsay (the Hospice of Cincinnati health aide) came in three times a week and helped me with my bath, made me lunch and helped around the house, and a therapist came in to get me walking again."

Williams says the close relationship she developed with her Hospice of Cincinnati aide really helped her state of mind. "Lindsay went out of her way to do extra things for me," she explains, "like picking up some nail polish over the weekend and letting the dog out."

Because Williams was referred to Hospice of Cincinnati early, she and Kremer have had the opportunity to develop a relationship. "Patients are usually quite ill by the time I start seeing them," comments Kremer. "Patricia is still so healthy I have the time to really get to know her. That will really be a benefit when I am helping her at the end of her journey."

"When I was first referred to Hospice [of Cincinnati], I was very skeptical," Williams remembers. "I thought I was going to die. I didn't understand how beneficial and helpful hospice care could be. I would recommend it to anyone, because it took a great deal of worry off me and my family."

LPGA event to benefit Hospice of Cincinnati

Hospice of Cincinnati has been selected as the beneficiary of the 2011 Teva Championship Golf Tournament and Pro-Am to be held June 6-12 at The Golf Center at Kings Island. The Teva Championship is the local stop on the LPGA Futures Tour, the official developmental tour of the LPGA. This year marks the fourth year that the Teva (formerly Duramed) Championship will be held at The Golf Center in Mason, Ohio. The Mason area Grizzly Course has been a favorite for the best young women golfers in the world chasing their dreams of playing on the LPGA Tour.

The Teva Championship has provided more than \$40,000 to local charities in the four years it has been held in our community. In addition to the financial

support from tournament proceeds to Hospice of Cincinnati, several of the players will take a break from their practice schedules to visit with patients and their families at the Blue Ash Inpatient Care Center.

Please consider volunteering or playing in the Pro-Am tournament to help make this event a success. Visit www.tevachampionship.com to learn more about how you can help with this event to benefit Hospice of Cincinnati.



Carling Cofing works on her swing in anticipation of the Teva Championship Golf Tournament and Pro-Am.

END-OF-LIFE PARTNERSHIP UPDATE

Hospitals in Hospice of Cincinnati's End-of-Life Partnership share a goal to improve understanding of and access to end-of-life care. Periodic features in this newsletter will detail their efforts and the difference these efforts are making for families.

Promoting earlier end-of-life care discussions

Family members with loved ones in intensive care face great stress and uncertainty. Patients are extremely ill, connected to high-tech machinery and often barely able to communicate. Specialists of all kind zoom in and out of the room, updating family members on individual body systems and providing a glimmer of hope here and there.

To help families better understand their loved one's overall health status and to begin conversations about end-of-life goals, Good Samaritan Hospital has developed a new assessment tool, the Critical Care Recovery Review. This tool assists the entire multidisciplinary care team in determining whether a patient is improving or declining after 72 hours in the ICU. If the patient is declining, the care team will initiate a family conference to discuss end-of-life care planning.

"In the past, the care team would mostly just discuss day-to-day changes with families," explains Cindy Flannery, RN, Medical Surgical Intensive Care Unit manager. "Sometimes families could get mixed messages because they would talk to one specialist who would tell them that body system was functioning well, while another organ system was failing."

For example, the patient's pulmonologist (lung specialist) might tell the family that their loved one's breathing was improving and the patient was becoming less dependent on

assisted breathing equipment, such as a ventilator. However, the patient's kidneys might also be failing, indicating the patient was actually declining.

The new tool provides an opportunity for each member of the team caring for a patient to assess the patient's condition using a uniform scale. "The Critical Care Recovery Review ensures that the care team is looking globally at the patient's condition and that we are all on the same page when speaking with the family," Flannery explains. "If the patient is not improving, we can sit down with the family and begin talking about changing our focus from aggressive treatment to palliative care."

Kay Callahan, RN, staff nurse in the Cardiac Care Unit, says she is starting to see a cultural shift among her co-workers as a result of this new assessment tool. "The care team is becoming much more comfortable referring patients for hospice or palliative care," she explains. "It's all about how we can best care for our patients."

Flannery agrees. "By bringing the family into the discussion earlier, we are really empowering them," she explains. "Most importantly, I think the care team feels like it is okay to prepare a patient and their family for the end of life. There is a greater sense of peace and support in the unit."



the patient,” she remembers. Working as a hospice nurse allows her to make a difference for both patients and families. “I know I have been able to help ensure the patient has a peaceful and

comfortable death,” Stubenrauch explains. “This includes helping families understand what is happening in their loved one’s final days. Death can be a beautiful thing.”

Stubenrauch managed an Alzheimer’s unit prior to coming to Hospice of Cincinnati. “The long goodbye that families experience in that situation helped me in my work here,” she explains. “We work together to let go.”

Stubenrauch thinks that as a nurse, you need to find your own niche to feel like you are making a difference. “It is an honor for me to be a hospice nurse,” she says proudly.



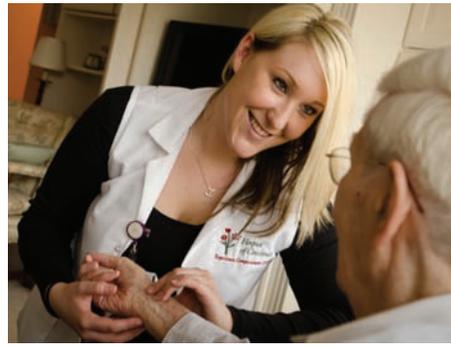
Laura Alexoff, RN
Central Home Care Team

Before becoming a hospice nurse, a former co-worker at Hospice of Cincinnati urged Laura Alexoff, RN, to consider joining

her. “I told her, ‘Oh, I could never do that...that’s far too depressing,’” Alexoff remembers. But she eventually changed her mind. A public health nurse who made home visits, Alexoff had a patient who was non-compliant and constantly left the hospital against medical advice. Once the patient was admitted to Hospice of Cincinnati, Alexoff’s opinion changed. “I believe it was because she was accepted and treated as an individual,” explains Alexoff. “I saw that hospice care wasn’t only about dying, and this made me consider it as the type of nursing I’d like to deliver.”

Armed with the knowledge her care makes a difference in the lives of patients and their families, Alexoff says she makes illness a less lonely experience by offering empathy and providing an accepting and listening presence.

“I can teach and support family members who have no previous experience and turn them into caregivers,” Alexoff says. “They can deliver home care they would have never thought themselves capable of.”



Jen Kremer, RN
Central Home Care Team

After taking an elective course in palliative care in college, Jen Kremer, RN, knew she wanted a career providing comfort to the terminally ill.

“I want to be able to provide quality of life to the patients with little quantity left,” she explains. “As a hospice nurse, we try to help our patients focus on living rather than dying by making sure their symptoms are managed and they are as comfortable as possible.”

Kremer began her nursing career as a medical/surgical nurse, which she says taught her a great deal about time management, medications, disease processes, procedures and other key skills. However, she says her job is much more than treating disease symptoms. “It’s really all about earning trust, learning your patient’s goals and helping them accomplish those goals,” she explains.

Kremer notes she has to be compassionate and understanding to provide comfort and care to the terminally ill. “It’s definitely an emotionally challenging career at times,” she admits. “This is such a rewarding field to be involved in,” Kremer continues. “Every time I have the opportunity to work with the [Hospice of Cincinnati] team and provide symptom management and comfort to my patients, I feel like I am able to help give back a little bit of the patient’s life to them.”

Connie Kreyling, RN, director of nursing, notes key qualities that help make Hospice of Cincinnati nurses special.

- **Emotionally intelligent** – to deal with every situation and control their emotions
- **Experienced** – to deal with all possible nursing interventions necessary in providing support to patients
- **Researcher** – to ensure the patient is receiving the most effective care possible
- **Counselor** – to help both the patient and family in their end-of-life journey
- **Tech-savvy** – to adapt to new technologies such as the newly implemented on-line charting system
- **Caring** – Kreyling notes this as the most important trait above all

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Summertime Classic tees up! May 22-23 at the Kenwood Country Club



L. Thomas Wilburn Jr., past president and CEO of TriHealth, will be honored at this year's Summertime Classic.

Tom Wilburn to be honored

Since 2001, the Hospice of Cincinnati Summertime Classic golf outing has benefited Fernside, an affiliate of Hospice of Cincinnati that supports children and families through grief. This year, the event is proud to honor L. Thomas Wilburn Jr., past president and CEO of TriHealth, for his role in revitalizing Hospice of Cincinnati in 1981 and helping shape the fledgling program to become one of southwest Ohio's largest and most comprehensive hospices.

"Tom Wilburn had the original vision that is responsible for Hospice of Cincinnati being what it is today," comments Sandra Lobert, Hospice of Cincinnati president and CEO. "He saw the value of both improving the patient's comfort through expert symptom management and helping patients and their families understand and process what they were facing. We are thrilled to recognize him for the key part he played in Hospice of Cincinnati's growth and development and appreciate his continued support."

Hospice of Cincinnati has grown from serving nearly 50 patients a day to providing physical, emotional and spiritual care to more than 600 patients each day.



Stacey Meyer is chairing this year's Hospice of Cincinnati Summertime Classic.

Stacey Meyer at the helm

The Summertime Classic would not be possible without the leadership of volunteer Stacey Meyer, who is chairing this year's event. Just 8 years old when she lost her mother, she not only had to deal with the loss of the central nurturing figure in her life, but she also found herself the target of teasing by her classmates. Unfortunately, she found that children that age did not understand what she was going through, and they dealt with it by joking and teasing her.

Meyer and her younger sister came to Fernside for support, finding a safe place to share their emotions with children experiencing a similar loss. Today, she feels a great desire to give back to this organization that helped her through such a difficult period in her life. In addition to serving as this year's event chair, she also facilitates groups at Fernside for preschool and kindergarten-age children who have lost a parent or grandparent.

"Fernside played such an important role in helping me get through a very difficult time in my life," explains Meyer. "I feel very committed in giving back in as many ways possible."

Last year's Summertime Classic raised nearly \$120,000 for Fernside. This year's Classic will be held May 22 and 23 at the Kenwood Country Club. Sunday night will feature a dinner program as well as our silent and live auctions. Monday promises to be a fun afternoon of golf followed by an awards ceremony and dinner. To register or for more information, contact Molly O'Connor at 513-865-1621, Molly_O'Connor@TriHealth.com.