



Hospice of Cincinnati

Experience. Compassionate. Caring.SM

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SAVE THE DATE

Sample and Step for Hospice!

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Hike for Hospice

Hamilton

Saturday, Sept. 24

Cincinnati

Saturday, Oct. 15

Register TODAY at

Hospiceofcincinnati.org/hike

Hospice of Cincinnati is sponsored by Bethesda Inc. in collaboration with TriHealth and Mercy Health Partners.

Maintaining independence and dignity



The Hospice of Cincinnati care team is making it possible for Louise Dow to stay in her cozy assisted living apartment at Breese Manor at Maple Knoll Village. Here she visits with her daughter, Ann Akeson.

Louise Dow was always fiercely independent and loved to travel. “I was never afraid to step on a plane by myself,” she remembers. She also was an active volunteer in the small Iowa town she called home until she was diagnosed with aortic stenosis five years ago. A narrowing of the heart’s aortic valve, this condition causes the heart to work harder and harder, leading to myriad complications. Dow’s home soon became Breese Manor at Maple Knoll Village in Springdale so she could be closer to family.

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Volunteers: touching lives, lifting spirits

A comforting presence. A hand to hold. A friend. In 2010, more than 500 Hospice of Cincinnati volunteers provided 38,500 hours of comfort and service to patients and families. These critical members of the Hospice of Cincinnati care team recently were honored at the 18th annual Donna West Memorial Volunteer Awards and Volunteer Recognition Luncheon held in April at the Manor House Banquet Center.

Themed “Volunteers: Touching Lives, Lifting Spirits,” the luncheon highlight was the annual presentation of the Community Support and Direct Service awards. These awards are made in memory of Donna West, a former Hospice of Cincinnati patient.

Community Support Award David Wiltse, MD

A volunteer member of the Hospice of Cincinnati Board of Trustees since 2002, David Wiltse, MD, has served as chairman of the board since 2009. He has a passionate interest

in and appreciation for end-of-life planning, hospice care and skilled grief support for adults and children. This has evolved from years of practicing pulmonary and critical care medicine. Dr. Wiltse stepped off the Board in June as his term expired. All at Hospice of Cincinnati will greatly miss his passion and dedication to our mission.



David Wiltse, MD, poses with Sandra Lobert, Hospice of Cincinnati president and CEO, after being awarded the Community Support Award at the 2011 volunteer luncheon.

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Message from the CEO



Like many things in life—a memorable movie, a concert filled with beautiful music, a glowing sunset—hospice care is best understood once it is experienced. It's difficult to explain to someone the relief and peace patients feel when Hospice of Cincinnati manages their care.

When patients decide to discontinue treatments that are no longer effective for their diseases, they often rediscover comfort and quality time with family and friends through the assistance of Hospice of Cincinnati. Patients and families are delighted to discover that sometimes we can help them maintain their autonomy. In our cover story, you'll read about Louise, who thought hospice care was only for people "dying right away." She soon came to appreciate the support Hospice of Cincinnati provided to help her retain her treasured independence.

Our care is unique because we recognize that each patient and family's needs are different. They each have their own special mix of needs and desires that we tune into as we personalize our care to make their end-of-life experience as positive and meaningful as possible. For Louise, this has meant providing the support she needs to live her life as independently as possible. Our mission—to *create the best possible and most meaningful end-of-life experience for all who need care and support in our community*—is one our employees and volunteers take to heart every day. Because we know and see the difference our care makes in patients' and families' lives, it's our duty to be a voice locally and nationally to ensure the highest quality care to all who need it.

The hospice industry currently faces unprecedented reimbursement and regulatory challenges. To give Cincinnati a voice, this spring I attended "Capitol Hill Day" in Washington, D.C., an event organized by the Hospice Action Network. I met with aides from Rob Portman's and Jean Schmid's offices just days after a significant piece of legislation was introduced in Congress—the HELP Hospice Act.

It was exciting to be able to offer education in Washington on the benefits of hospice care and the difference it makes in families' lives. It was equally rewarding to be an advocate for the growing number of families who rely on Hospice of Cincinnati to provide the best possible end-of-life experiences for their loved ones. Thank you for your continued interest and support as we continue to bring our mission to life.

Warmest Regards,

Sandra Lobert
President and CEO

Employee of the Quarter

Character of kindness



Barb Vallano

As the first person patients, families and co-workers meet at the Blue Ash Inpatient Care Center, unit coordinator Barb Vallano makes everyone feel welcome. "It is always done with a warm, compassionate smile and a 'how can I help you best' attitude," comments Colleen Rosario, nursing manager. Vallano was named the most recent Employee of the Quarter.

Vallano sees herself in a support role to many people. "I should know where to get the answers," she explains. More importantly, she tries to

provide as much help as possible to hospice nurses so they can focus on patient care. "I do everything I can to take appropriate responsibilities off the nurses' plates," Vallano explains. She runs supplies to them in patient rooms, prints out forms, and does whatever else she can to help nurses spend more time caring for patients.

"Barb is a shining example of a dedicated Hospice of Cincinnati employee," commented more than 10 employees in their nomination of Vallano. "Her attitude, compassion and dedication are amazing, and you cannot help but be affected each time you interact with her, whether by phone or in person. Her first priority is always our patients."

When Vallano started at Hospice of Cincinnati seven years ago, she was looking for a position where she could help make a difference. "I was looking for something that was rewarding," she explains. "I think I am able to do this in my job here," she continues. "It's the little things, like taking the time to talk to an upset family member ... getting someone a cup of coffee or a blanket while they spend time with their loved one. It's really all about being kind to others."

"She is a wonderful steward of not only TriHealth core values, but also of the compassionate care we provide," comments Janet Montgomery, Hospice of Cincinnati chief marketing officer. "She loves spoiling our patients and families!"

"I feel very blessed to have this position," Vallano says. "It feels like it was just supposed to be this way."

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.

Volunteer Direct Service Awards

Congratulations to our volunteers recognized at the spring Volunteer Recognition Luncheon for their support to patients and families.



Jim Bellew visits regularly with Hospice of Cincinnati patient Ray Hamblin.

A retired social worker, Jim Bellew enjoys helping patients every Friday during lunch at the Blue Ash Inpatient Care Center. He plays a special role as a vigil volunteer for patients who are being cared for at home or are in long-term care facilities. Bellew sits with them through the night as they reach the end of life's journey.

CENTRAL/ BLUE ASH Jim Bellew

A retired social worker, Jim Bellew enjoys helping patients every Friday during lunch at the Blue Ash Inpatient Care Center. He plays a special role as a



Hospice of Cincinnati volunteer Jan Smith brightens the day of patient Anna Mae Sammons.

both cheer and a kind, peaceful presence into their homes. Smith has been extremely helpful in serving home care patients in Harrison, as well as in the lower income neighborhoods on the Westside.

WEST/ WESTERN HILLS Jan Smith

A companionship volunteer for the West, Central and North home care teams, Jan Smith visits several patients each week, sometimes as often as three days a week. She brings



Certified in holistic healing, Hospice of Cincinnati volunteer Karen Schwab helps patient Valria Howell relax.

Schwab also is certified and very gifted in many areas of holistic healing, including Healing Touch, Acupressure, CranioSacral Therapy, Quantum Touch and Reiki.

EAST/ ANDERSON Karen Schwab

A licensed LPN, Karen Schwab provides companionship, direct care and many services to patients at The Lodge Care Center in Loveland, including working as a vigil volunteer.



Teen volunteer Ashley St. John has garnered the respect of the Hospice of Cincinnati nursing staff with her ability to develop meaningful relationships with patients like Angela Ventre, who is always delighted to see her.

and displays genuine concern about the welfare of patients. St. John's experience at Hospice of Cincinnati will help in her desire to pursue a career in medicine.

Terrific Teen Ashley St. John

Sporting a huge, beautiful smile and a cheery disposition, Ashley St. John has volunteered during the dinner shift at the Western Hills Inpatient Care Center for the past two years. She is well-respected by the nursing team



Mike Wolf has developed an easy friendship with Hospice of Cincinnati patient Gene Thomas.

A dedicated volunteer since experiencing hospice care first-hand with his sister, Mike Wolf helps with breakfast every Saturday morning at the Hospice of Hamilton Inpatient Care Center. Because of the rapport he easily develops with patients, he also provides companionship visits to several long-term patients.

NORTH/ HAMILTON Mike Wolf

A dedicated volunteer since experiencing hospice care first-hand with his sister, Mike Wolf helps with breakfast every Saturday morning at the Hospice of

Did you know?

Hospice patients live an average of 29 days longer than patients not in hospice care.

Several studies have confirmed that patients receiving palliative and hospice care often live longer than those who do not and have a better quality of life. Because hospice care focuses on comfort and aggressive symptom management, medications that are no longer effective and produce many unpleasant side effects are discontinued. Comfort and emotional support are associated with a more positive end-of-life experience and higher patient satisfaction.

Source: *Comfort Care Choices*, May 3, 2011

Volunteer Service Anniversaries

Many thanks and congratulations to the following Hospice of Cincinnati volunteers who are celebrating milestone service anniversaries this year.

5-year service awards

Richard Adams
Elizabeth Belz
Joseph Bischoff
Margie Black
Gene Carroll
Elizabeth Cashman
Jennifer Coates
Martha Dornette
Mary Ann Frederick
Betty Ann Frisz
Lisa Frye
Sara Gerhardt
Marie Giblin
Janet Gilday
Mary Grafe
Debbie Hayden
Carol Helterbridle

Beth Hoogland
Barbara Klawitter
Dottie Knipper
Evelyn Lamontagne
Terri Lohmann
David McIntire
Amberly Miller
Ralph Money
Carol Perez
Betty Ann Porter
Debbie Price
Deborah Ransom
Candi Rinderle
Dorothy Roberts
John Rogers
Mary Scholz
Jan Smith
Sue Torbeck

Marcie Whitney
Beth Wilson
Mike Wolf
Michelle Wray
Clara Yannetti

Jean Strower
Anita Wiley
Margaret Wolfe

10-year service awards

Ceese Belisle
Usha Corattiyil
Juanita Ernst
Sharon George
Judy Johnson
Kathy Kremer
Edythe Lord
Robert Meyer
Mary O'Brien
Amy Peterson
Beverly Schappell

15-year service awards

Jim Bellew
Kay Coburn

20-year service awards

Mary Austin
Dorothy Hinnenkamp
Dorothy Luebbers

25-year service awards

Pat McHale

30-year service awards

Jean Lucas

Golf Classic scores for Fernside



Tom Wilburn, this year's Summertime Classic honorary chair, pictured with (from left) his wife Sanda, Bethesda Foundation President and CEO Andy Swallow, Fernside Executive Director Vicky Ott and Hospice of Cincinnati President and CEO Sandra Lobert.

Presented by TriHealth, the 10th annual Hospice of Cincinnati Summertime Classic was held May 22-23, raising more than \$100,000 to benefit Fernside, Hospice of Cincinnati's children's bereavement program. Serving

as event chair was Fernside alum Stacey Meyer, fine wine manager for Heidelberg Distributing Company, and as honorary chair, Tom Wilburn, former TriHealth president and CEO.

On Sunday evening, more than 330 guests enjoyed a festive atmosphere at Kenwood Country Club as well as an outstanding dinner, silent auction, live auction and balloon auction (new this year) led by Jay Karp of Main Auction Galleries. The highlight of the evening featured 16-year-old Katie Pellegrini, who captivated guests with a heartfelt story of how Fernside helped her heal after her father's death. Monday's golf scramble hosted 207 golfers who enjoyed dry weather despite an unusually wet May.

Special thanks to our Presenting Sponsor, TriHealth, as well as our other corporate partners: American-Mercy Home Care, AmeriMed, Cornerstone, Fifth Third Bank, Fort Washington Investment Advisors, Harry's Corner Flooring, Patient Transport Services, Claire B. Phillips and Therapy Support, Inc.

Clinical Services director retires

Hospice of Cincinnati extends a fond farewell to Kathy Ritter, RN, who recently retired after 27 years with the organization. After starting at Hospice of Cincinnati's 16-bed inpatient unit on Reading Road as a staff nurse, Ritter moved on to become a home care case manager, inpatient manager, home care manager and most recently, Director of Clinical Services.

"Kathy worked with the staff at Hospice of Cincinnati and Bethesda Hospital in Hospice of Cincinnati's early years to develop a standard of care for the dying patient to be used in all settings," remembers Leigh Gerdson, RN, chief quality officer. "This standard included the physical, emotional, spiritual, and psychosocial needs of both the patient and the family members, and was truly unique for its time. Kathy felt strongly about the importance of using a team approach to care for our patients and families, and was one of the first nurses at Hospice of Cincinnati to take the certification exam in hospice and palliative care nursing. She became an expert in pain and symptom management, yet never lost sight of what the family was going through as well."



Kathy Ritter, RN, retiring clinical services director, was committed to helping reach out to the community, including working with Hospice of Cincinnati's partner hospice in South Africa, Bophelong Community Hospice. Ritter is pictured here on one of her trips to help mentor the staff and visit the community.

"Kathy is an exemplary role model of the values that Hospice of Cincinnati represents—experience, compassion and personalized care," notes Sandra Lobert, president and CEO.

MAINTAINING INDEPENDENCE *continued from cover*

Last spring, Maple Knoll's medical director, Susan Davis, MD, recommended that Dow consider hospice care as her health began to further decline. Her daughter, Ann Akeson, was familiar with hospice services. "We experienced the caring staff of hospice when my first husband passed away," she remembers.

"I thought hospice was only for people who were dying right away," comments 91-year-old Dow. She soon discovered Hospice of Cincinnati offers far more. Health aides visit daily to help with her personal care. "Edna (Elder) gives me a shower and really encourages me," Dow says. Akeson is very complimentary of the care her mother is receiving. "Mom's health aide, Edna, is an exceptionally kind and empathetic person who has truly found her calling," she says. "She and mom have developed a special rapport that has made a real difference."

Valorie Bloomer, RN, Hospice of Cincinnati case manager, coordinates all aspects of Dow's care with Dr. Davis. "Valorie comes out once a week to check mom's vitals, evaluate her responses, her breathing and her neuropathy," Akeson says. "Checking on her so often means she really stays on top of things and any changes. I feel very comfortable because Valorie calls me after every visit to give me an update."

After dealing with several late-night emergencies, Akeson also appreciates having a hospice nurse on-call 24-hours-a-day. "Mom had terribly high blood pressure one night and there was a stroke concern," she remembers. "We had an immediate response."

Hospice of Cincinnati's massage therapist has started visiting every other week to provide relaxing neck massages, and a volunteer visits to provide companionship in addition to the family's daily visit. Hospice of Cincinnati is focusing on symptom management, pain control and holistic services as well as the depression that comes with Dow's loss of independence. Known for compassionate, customized care, Hospice of Cincinnati is helping Dow maintain as much independence as possible.

Dow started out in an independent living apartment at Maple Knoll but needed more care and is now in assisted living. "Our goal is to keep her here and out of a more skilled nursing situation so she can maintain as much independence as possible," Akeson explains. "The staff at Maple Knoll and Hospice of Cincinnati are making that possible."

From the Foundation

Toolbox for estate planning

Gary Algie,
Senior Director,
Planned Giving



It's never too early to begin planning your estate. Thorough planning will help you direct your estate in a manner that is meaningful to you. The following will help get you started.

A professional advisor such as a qualified attorney, financial planner or similar professional can save you heartache and expense later. Everyone should have a chosen advisor, regardless of whether or not you feel the need for advice is imminent.

A will ensures that your wishes are carried out upon your death and that your family, friends and favorite charitable organizations receive the consideration you intended.

A power of attorney is a legal document authorizing someone to act on your behalf. The person who is delegating authority is called the "principal." The principal must be competent when he or she signs the power of attorney for the document to be valid. The person who receives the power to act is called the "attorney-in-fact." In most states, any competent person 18 years of age or older can be an attorney-in-fact. A general power of attorney grants broad authority to the attorney-in-fact to perform any act that the principal could do. The power, however, is effective only so long as the

principal remains competent. When the principal is incompetent, a durable power of attorney is needed.

A durable power of attorney provides another person the legal right to make decisions on your behalf if you should lapse into incompetence. Structured in many ways, this document is often used to ensure that your business, financial and other important affairs continue in your best interest.

A health care power of attorney names a trusted friend or family member to make health care decisions on your behalf in the event you are incapacitated.

If you would like to discuss ways to include Hospice of Cincinnati in your will, please call Gary Algie for more information at 513-865-1622 or send e-mail to Gary_Algie@TriHealth.com.

Hospice of Cincinnati is pleased to provide Living Will and Health Care Power of Attorney documents to those who request them. Please contact Patricia Gaines, Community Outreach Coordinator, at Patricia_Gaines@TriHealth.com or **513-792-7961**.

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

- Wednesdays 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.

Widow's Support Workshop

- This one-evening support workshop will be held the last Thursday of the month from 6:30-8:30 p.m.; call Alan Gruber at 513-686-8120 for more information or to register.

WEST

Evening Support Group

- Thursday evenings for eight consecutive weeks, 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! Several volunteer trainings are available throughout the year. For more information on how you can get involved to serve our patients and families please contact Judy Russell, at **513-792-6989** or Judy_Russell@TriHealth.com.

Community gives back

Cut a Red Dread for Hospice



Lindsay Wiebold and her brother, Andrew, pose before her red dreadlocks were cut off as a fundraiser for Hospice of Cincinnati. Andrew shaved his head as a sign of solidarity with his sister.

Lindsay Wiebold learned first-hand about Hospice of Cincinnati's compassionate, family-centered care when she lost her mother and her father to illness when she was a young child. The team of caregivers who supported her family as they went through two extremely difficult losses made a long-lasting impact on her.

To give back to the organization that helped her through such a difficult time in her life, the University of Colorado freshman decided to cut off her red hair—worn in dreadlocks—as a fundraiser for Hospice of Cincinnati.

Charging a minimum of \$20 per dreadlock, she raised more than \$4,500! Lindsay spread the word using Facebook, fliers and email, culminating in Cut a Red Dread for Hospice Day in May, when her more than 50 locks were cut off. Her brother, Andrew, shaved his head in solidarity.

Running for Fernside



Training for the grueling Flying Pig Marathon wasn't enough for Fernside Administrative Assistant Margie Doran. She also initiated and coordinated fundraising teams that—over the past five years—have collectively raised more than \$14,500! An avid runner, Doran recently relocated to North Carolina. Fernside greatly appreciates Doran's passion and dedication and is now looking for someone to coordinate next year's team to bring home the bacon!

Student Heroes for Hospice

Students from Beverly Haas's Talented and Gifted (TAG) class at White-water Valley Elementary School in Harrison recently learned about heroes and after some research, chose Hospice of Cincinnati as their final learning project. The students met weekly and were tasked with developing a project, researching the charity and soliciting donations. Students chose Hospice of Cincinnati because their donation would stay local, and they all knew someone who had been cared for or helped by Hospice of Cincinnati. Donations from teachers, parents and neighbors helped the 11 students raise \$896.

If you'd like to make a donation to Hospice of Cincinnati, please use the attached envelope, visit hospiceofcincinnati.org/donate.shtml, or contact Lauren Scharf at **(513) 936-5846** or Lauren_scharf@trihealth.com

A message from the heart

The below letter was submitted by a family member whose mother was cared for by Hospice of Cincinnati.

Dear Hospice of Cincinnati:

Choosing someone to comfort and care for a loved one, especially a mother, during the final days and hours is extremely difficult, particularly when her wishes are to be at home. You look for someone who will be kind, gentle, compassionate, benevolent, and knowledgeable. You look for sincerity, honesty, integrity, and trustworthiness. In short, you look for someone that "mom" would approve of—not always an easy task.

In choosing Hospice of Cincinnati, we found not "someone" but teams of special people who more than fulfilled our wants and needs. Teams of special, caring health care professionals who managed her physical, psychological, social and spiritual needs. Remarkable teams that helped mom achieve her highest quality of life while respecting her last wishes. Teams of special, caring individuals that comforted not only mom, but also the family.

Thank you for everything your teams have done in helping make our mother's last days more comfortable and making our grief easier to bear.

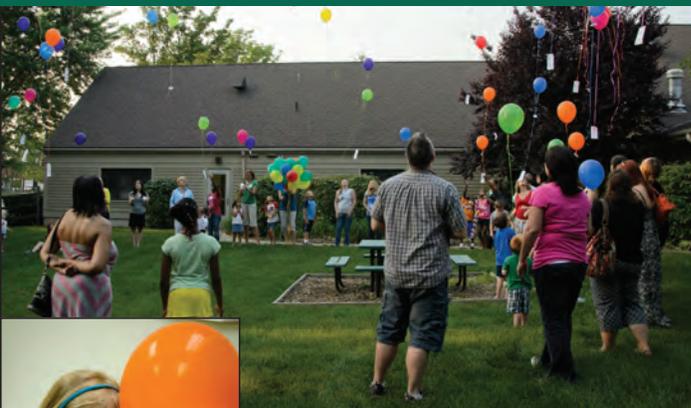
The family wishes to extend special thanks to the exceptional contributions of Sue Snodgrass, Sam Meyer, Myra Wentworth, Debbie Hill and Priscilla Johnson.

With Sincere Appreciation,
Erin O'Mera

For the family of Dolores K. Smith
Fairfield, Ohio

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Letting go of grief



Faces turned upward toward the heavens, children's gazes follow the brightly colored balloons as they carry their precious notes and carefully drawn pictures to their loved ones. The Balloon Lift Off is one of many activities Fernside support groups organize to help those grieving the loss of a child, sibling, parent, relative or friend. Held around Memorial Day weekend each year, the Lift Off allows each support group member to write or draw a favorite memory or the name of the person they are remembering.

CarePagesSM provides new support option for patients, families

Keeping friends and family members updated during a loved one's illness can be difficult, particularly when the patient is dealing with a terminal diagnosis. Hospice of Cincinnati's new CarePagesSM service helps maintain a critical support system for patients and their caregivers.

CarePages allows patients and families to create and update a private, personalized Web page by providing each patient with a free, private website where they can:

- Update family and friends simultaneously without multiple phone calls or emails
- Share photos and stories about the patient
- View supporting messages and words of encouragement from loved ones and friends
- Connect to others with similar concerns
- Learn more about health care issues and how to care for and support loved ones

Each patient's CarePage can be updated from any Internet connection and is fully secure, password-protected and complies with all patient privacy regulations.

"Patients and families are sharing information and experiences using social media like Facebook and blogs," explains Janet Montgomery, Hospice of Cincinnati chief marketing officer. "Hospice of Cincinnati's CarePages will provide an avenue of communication with friends and families near and far as well as the support and networking that is so vital during the end-of-life experience."

GET INVOLVED!



Planning for the 2012 Hospice of Cincinnati Summertime Classic is underway! Please contact the Bethesda Foundation at 513-865-1621 if you are interested in serving on next year's committee, volunteering at the event, golfing or considering a sponsorship. (See page 4 for a summary of this year's event.)



Stacey Meyer (right), Fernside alum and this year's Summertime Classic chair, and Fernside alum 16-year-old Katie Pellegrini both shared their stories with guests during this year's Summertime Classic.