

Choices

Center for Hospice Care

Winter/Spring 2018

Making the most of life



Celebrating
life's
precious
moments

contents

winter/spring 2018



p4



p8



p11

ON THE COVER:



A Camp Evergreen participant enjoys a relaxing moment in the hammock during the weekend-long bereavement camp.

Choices

Center for Hospice Care

Making the Most of Life

Board of Directors

Wendell Walsh
Chair

Mary Newbold
Vice Chair

Lori Turner
Treasurer

Carol Walker, MSN, RNC-NIC
Secretary

Amy Kuhar Mauro
Immediate Past Chair

Jennifer Ewing, RN, MSN, NP-C,
AOCNP

Ann M. Firth

Jennifer Houin

Dr. S. Jesse Hsieh, MD

Patricia Luck

Anna Milligan

Tim Portolese

Suzanne Weirick

IN EVERY ISSUE:

3 From the President

The Gift of Time

4-5 Help to Heal

6 Center for Hospice Care Opens
Office in La Porte

7 News from the Foundation

7 25 Years of Camp Evergreen

Understanding Hospice Care

8-9 Decidedly Early

9 CHC Reading Room

10 Policymakers Must Protect,
Preserve Medicare's
Hospice Benefit

11 Center for Hospice Care
Participates in Meeting with
Top CMS Administrator

11 New President/CEO of NHPCO

12 Notes from our Families to CHC

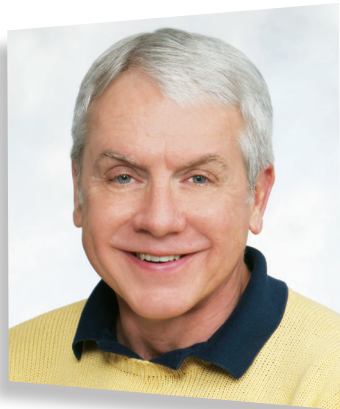
Calendar of Events

14 Bereavement Group Calendar

15 Volunteer Application



2017: The Year in Review



Thanks to you and people like you, 2017 was another successful year for your local, 38-year-old, non-profit, hospice and palliative care organization. We would like to share just a few of the highlights from last year.

Meeting our mission from a patient care perspective is the principal and leading accomplishment. For the fourth consecutive year, our caring staff and devoted volunteers served

over 2,000 patients and their families. By annualized numbers of patients served, CHC ranks in the top 3% of all hospice programs in the United States.

2017 saw our first full year of being in the adult day services arena following the acquisition of Milton Adult Day Services in August 2016. The Alzheimer's and dementia specialty day program has been an excellent fit for CHC and we're proud to have it in our portfolio of caring. See MiltonADS.org for more information.

The transition of Global Partners in Care (GPIC) from the National Hospice and Palliative Care Organization (NHPCO) to the Hospice Foundation began in January and was fully completed mid-year. With 75 U.S. programs partnering with hospice and palliative care programs primarily in Africa, we are proud to have this international agency under our umbrella and we're working hard to grow the mission. GPIC is dedicated to improving access to palliative care worldwide where the need is great and the resources are few using collaboration, expertise, and compassion. GPIC is "the world's palliative care partner." See GlobalPartnersInCare.org for more information.



Global Partners in Care was well represented at NHPCO's Management and Leadership Conference in 2017.

The fourth edition of the Introduction to Hospice & Palliative Care course at the University of Notre Dame took place the week of February 20th. Last year, students were required to log an additional three and a half hours of in-class time to meet the one-credit hour course requirement and two weeknight sessions were offered to accommodate student schedules. More than 70 students took part in the course, most of whom were pre-professional undergraduate healthcare students. The class was offered in collaboration with the Ruth M. Hillebrand Center for Compassionate Care in Medicine at Notre Dame.



The Introduction to Hospice & Palliative Care course included a mock IDT meeting with Center for Hospice Care staff.

We hosted several screenings of the PBS FRONTLINE documentary, "Being Mortal" based on surgeon Atul Gawande's bestselling book of the same name. The documentary tackles the hardest challenge of his profession: how medicine can not only improve life but also the process of its ending. This event was designed to bring together clinicians and community members to raise awareness of the importance of having conversations about end-of-life care and advance care planning. The events were well attended and even though there was no charge, the March 23rd event was "sold out."

CHC participated in the Community Foundation of St. Joseph County's Give Local 2017 event on May 9. Center for Hospice Care came in #1 and led the 67 agencies with more than 200 donors providing over \$435,000 in support. The matching pool resulted in CHC raising a total of nearly \$589,000 on this one day. From an overall fundraising standpoint, Hospice Foundation continued to show strong achievements, raising over \$2.5 million dollars in 2017. The \$10MM five-year "Crossroads Campaign" exceeded expectations with a year and a half still to go. This is the largest, most ambitious campaign in our history and has

continued on page 12

Help to Heal

Q&A with CHC's Bereavement Coordinator, Holly Farmer

Grieving is hard work. Most of us want to “take a shortcut” and skip the grueling work to exist in a life without such pain. Unfortunately, healing is different for everyone. The good news is that there is help to heal. Center for Hospice Care (CHC) has a remarkable and unique Bereavement Department ready to care for those of us who are working through grief.

We asked Holly Farmer, Bereavement Coordinator for Center for Hospice Care, about the grief support that's offered to those who have experienced a loss and what are some of the things that separate our program from others in the area.

What kinds of services/programs are offered in the CHC Bereavement Department?

The CHC Bereavement Department works with our hospice families after the death of their loved one. The bereavement program for our hospice bereaved includes educational newsletters called *Reflections*, supportive phone calls from trained volunteers, individual and family counseling and grief support groups. The services are available to children, teens and adults.

We follow our hospice bereaved for 13 months after the death of their loved one. What's unusual about CHC is that if they continue to struggle with their grief after that period, we carry on our work with them. We also work with anyone in the community that is grieving the death of a significant person in their life. We do not charge for any of our bereavement services.

Educational Support Groups

Bereavement group services at CHC follow a continuum of care, which means that participants are guided over time at different levels of intensity. The initial group is called *Living with Loss*, which provides psychoeducational support. *Living with Loss* is time limited. Once it is completed, it is followed by an open ongoing support group called *Resilience*, focused mainly on coping with grief reactions. The following ongoing support group is called *Rebuilding Our Lives*, concentrating mainly on adjusting to the death.

Other Support Groups

Last year we added a *Yoga Grief Support Group* to offer yet another supportive option for physical and emotional grief reactions. We also provide services to children and youth with our *Children's Grief Support Group*, ages 6-12, and our *Teen Grief Support Group* for youth ages 13-18.



After Images art counseling program

CHC's Bereavement Department also offers support groups for people who benefit from being with others who have experienced a similar loss. We have groups for widows and widowers, parents who have experienced the death of their baby, and we have a group for people who have faced a death from addiction/overdose.

Creative Expression

For individuals who may prefer a creative way to express their grief, we offer our *After Images Art Counseling Program*, our monthly *Crafting Memories Group* and a writing group.

Individual & Family Counseling

CHC's Bereavement Counselors are all master level social workers and mental health counselors that provide individual and family and group counseling.

Other Events & Services

Other bereavement services include *Movie and a Chat*, *Handling the Holidays*, *Daughters Remembering Retreat*, and *Camp Evergreen*. CHC Bereavement Counselors provide many community presentations on grief and loss issues to schools, faith communities, medical staff, extended care facility staff, and other agencies when asked. If you're interested in scheduling a presentation on grief with your faith community, business or community organization, please contact our Life Transition Center at 574-255-1064.

Why have such diverse methods to approach bereavement care?

Even though there are similarities to the process of grief, individuals have different ways of reacting to the death of their loved one. Not everyone is comfortable or ready to be in a group setting and not everyone needs individual

My son died at the age of 46. No parent is prepared for the loss of their child. I was drowning in grief and could not function. Luckily I knew that Center for Hospice Care offered bereavement counseling and began immediately. They provided me with individual, small group, and large group counseling and educated me about this monster called "Grief." They even saw the need and established a new group for those of us dealing with the death of a loved one who was an addict. I would not be living the productive life I am now without Center for Hospice Care's professional, caring and kind influence.

– Brunette Mihal

counseling. Having groups, individual and family counseling offers bereaved options for what will work best for them. Presentations provide needed information for those that just need to know what to expect during the grief process.

Grief impacts a whole person, emotionally, cognitively, socially, spiritually and physically. Providing a range of services is important so bereaved can utilize programs that impact the affected areas of their life.

What's so important about bereavement care? Does everyone need bereavement services?

We learned from our surveys that many of our hospice bereaved needs are sufficed with utilizing our mailing program. We have received feedback that our grief newsletters, *Reflections*, provided very helpful information.

The majority of our hospice bereaved move through their grief process effectively with their own internal and external supports. It is important to offer the range of bereavement services for those bereaved that struggle to cope with their grief reactions and adjustment to the person being gone. In 2017, over 30% of our hospice bereaved utilized more services than just our mailing program.



Camp Evergreen for grieving youth

Are there signs that someone might need some additional support?

Bereavement services can be helpful for individuals and families that are struggling to communicate with each

other. It can also be helpful when someone is struggling to function at work, at school, within their family and in their daily living. If a bereaved is not sure if our services can be helpful, they can call and talk with one of us over the phone or come in for an assessment and information about what is available. If someone is having suicidal thoughts, it is especially important for that person to reach out to our department or another mental health facility immediately.

What sets the CHC Bereavement Program apart from others?

Our range of services is very broad and our continuum of care provides individualized care for our hospice bereaved and our community bereaved. Counseling is provided by master level social workers and mental health counselors that are trained to work with complicated and traumatic bereavement. We're also unique in that, with the help of generous donations, we offer all of our services at no cost to our community as well. It's been part of CHC's core values since we began in 1980.

What is important for all of us to realize when grieving?

Grief takes longer than you think. It is not about getting over a death, but allowing yourself the space and time to move through the grief process.

Mourning involves (adapted from J. William Worden):

- Accepting the reality of the person being gone and the impact on our life
- Feeling the pain of their death emotionally, physically, and/or spiritually
- Adjusting to the person being gone
- Finding a way to continue the relationship in a very different way so we can learn to live well again

We are often grieving not only the death of our loved one, but also secondary losses that can include a decline in our physical health, losing our home, friends, financial security, etc.

The death of a loved one can overwhelm our usual coping tools and it is okay to reach out for help.

Remember if you are struggling with grief, it's okay to ask for help. Center for Hospice Care is here to help you heal.



Center for Hospice Care to Open Office in La Porte

Center for Hospice Care (CHC) is pleased to announce our new office coming to La Porte. Although LaPorte County has been in our service area beginning in 1997, having an office means we will be the only hospice with a physical location in the county, which will result in better service for its residents.

CHC will be temporarily located at 286 West Johnson Rd., Suite B, La Porte until a permanent location is completed later in 2018. To contact the new La Porte office, call (219) 575-7930 or (800) 413-9083.

Please welcome the new CHC staff who will be serving the community in the La Porte office.

Meet Our La Porte Staff

Lisa Bryan, Patient Care Coordinator

I have worked in the healthcare field for approximately 30 years. I have been a nurse for 12 years; 9 of those years were in cardiac care and for the past 3 years I have been a hospice nurse. Hospice is not a "job" for me, it is a calling. Our holistic approach is crucial in helping patients with life-limiting conditions enjoy and truly live during the remainder of their life. It is so heartwarming to help people achieve quality of life and to support their loved ones!

I moved to La Porte two years ago. Much like the small town I grew up in, I find the people to be down-to-earth and friendly. I look forward to serving them!

I have one daughter and two grandsons. I enjoy spending time playing and baking with my grandsons. I also enjoy painting and refinishing furniture in my spare time.

Kendra Hanson, Nurse Case Manager

I have been a hospice nurse for more than 20 years. I have tried other fields like long term care, but my passion is hospice nursing. I love working for CHC. I believe CHC provides the best care of any hospice I have worked with. I am happy to be at CHC so I can continue to care for patients and families.

I live in La Porte and have for most of my life. My family has roots in the La Porte area, going back as far as my great grandparents on both sides. I love La Porte because it is a quiet, small town. I have 3 children, Chris, Matt and Kaitlyn.

Jamie Pritchard-Edwards, Professional Relations Liaison

I have worked in the healthcare industry for over 20 years. I have a strong background in trauma, wound care and long term care nursing.



The staff of our La Porte office (clockwise from top left): Kendra Hanson, Lisa Bryan, Tara Minix, and Jamie Pritchard-Edwards.

As the Professional Relations Liaison at CHC, I am committed to improving people's experience of choosing a hospice provider. I am passionate about helping patients and their families and know that integrity, compassion and honesty are all vital in this work. My reward comes when I hear family members tell me, "You took care of my loved one. You were amazing."

As a lifelong resident of LaPorte County, I am honored to be part of CHC who provides such an important service to my community. I look forward to watching it grow.

I enjoy spending time with my family and dogs. I love warm summer days when I can work in the garden with my three beautiful granddaughters.

Tara Minix, Volunteer Coordinator

I have been the Volunteer Coordinator in Plymouth for over a year, and I am excited to also be part of the La Porte team. This is a wonderful organization and I'm proud to be a part of it.

I am looking for volunteers to serve LaPorte County as home visitors, extended care facility visitors, as well as office volunteers that would help with phone calls and clerical work.

The number one sentiment I hear from our volunteers is that they always get more out of it than they give. So, come join our team and make a significant impact with those in need in your community!

I live in Knox with my husband of 17 years and 2 daughters.

News from Hospice Foundation

34th Annual Helping Hands Award Dinner

In the Hospice Foundation's world, the first Wednesday in May is traditionally reserved for the Helping Hands Award Dinner, and this year is no different. Wednesday, May 2, Center for Hospice Care (CHC) and the Hospice Foundation (HF) will honor Sister Carmel Marie Sallows, C.S.C. with the 34th Annual Helping Hands Award. Hilton Garden Inn's Gillespie Conference and Special Events Center will once again play host to this special dinner.

Sister Carmel has served the community and the world for over 60 years. Born and raised in South Bend, she attended St. Mary's Prep School, St. Joseph's Academy, and St. Mary's College before venturing all the way to Fort Wayne to earn a master of science in education from St. Francis College.

To further honor Sister Carmel, the HF has also created the **Sister Carmel Helping Hands Fund**. Donations to this fund will go directly to support charity care for those



2018 Helping Hands Award honoree Sister Carmel Marie Sallows, C.S.C.

in our community in need of hospice service. For over 38 years, CHC has kept their promise that no one eligible for hospice care will be turned away, regardless of their ability to pay.

To learn more about this year's Helping Hands Award dinner visit foundationforhospice.org/helping-hands-2018.

25 Years of Camp Evergreen

Camp Evergreen was started in 1994 to provide grief support to those that are often the forgotten grievers, youth and teens. Camp helps the youth and teens learn that they are not alone and are not the only one their age that have experienced a death. Since youth and teens often do not learn what is natural to experience after

modes of learning and connecting with other grieving youth and teens in addition to connecting with caring adults that volunteer over the camp weekend. The environment is relaxed and nature provides a healing atmosphere. Having a whole weekend provides ample time for sorrow and for celebration.

"My grandchildren were introduced to Center for Hospice Care after the death of their mom. They both had individual counseling and attended Camp Evergreen for several years. My grandson attended the teenage group. The opportunity to be with other children who have also lost a parent was very healing for both of them. Their counselor was loving, and continues to follow and care about them to this day. There are not words to express the value of what you are doing for the children who have lost everything. Thank you."
Pat Catanzarite, Resident Services Coordinator at Southfield Village

a death, they receive education on the grief process and how it impacts a family, coping skills are taught and practiced and there are opportunities for them to share their story and remember. The weekend camp experience also allows time for fun and friendship. Youth and teens often focus on the grief and then take a break from it. The camp schedule follows this pattern with group activities focused on grief and then there are fun activities that occur. Camp provides multiple

Over the 24 years, Camp Evergreen has served 911 youth and teens and utilized 570 adult staff and trained volunteers. We are so proud to share that 15 campers have come back to be volunteers and one of those campers has volunteered for 7 years.

We are looking forward to celebrating the 25th year of Camp Evergreen on August 9th at Four Winds Field in South Bend. If you would like more information on this celebration, please call the Bereavement Department at 574-255-1064.

Decidedly Early: A Family's Experience with CHC

By Kristiana Donahue

Kay and Tom Tyler are not new to the area, but will be wintering in Indiana for the first time in years. In fact, much of their family heritage is in the Niles area. Over their 65 years of marriage, they've lived in many places, ranging from the East Coast, to Switzerland to Ft. Wayne. However, this year Kay's current care needs have caused them to bundle up and stay here this winter.

Center for Hospice Care's reputation was known to Tom for many years. So when it came time for him to seek help with Kay's care, he knew where to turn to. "We didn't need to be convinced or double-check what your reputation was," Tom explained. "I already knew it. So it was a simple decision."



Understandably, making the decision is often not simple for many people. "Kay has had health problems most of her life," Tom shared. Because medical attention has been such a part of their lives, calling CHC may have been an easier forethought. However, the benefits that they have received since starting hospice care, is something that anyone can realize.

Extended Time Period

Kay has been receiving care through CHC for months now. Tom didn't necessarily know that this type of extended care was possible. "I had really viewed hospice, as I imagine most people do, as end care only, and only toward the very end," Tom shared. Tom and Kay thought that if she had been on care for a long time, such as 90 days or more, that they would be cut off from the services. But that has not been the case.

Support in the Home Setting

CHC has allowed Tom to care for his beautiful wife, Kay, in their lovely Granger home. Regular visits from

their nurse allow Tom to know how to care for her, what to expect as well as keep tabs on her overall comfort and care. "That young lady is outstanding," Tom raved about their nurse. "I just can't say enough good things." Along with the nurse's regular visits, Tom is always just a phone call away from help. CHC's triage nurses take calls 24/7, 365 days a year. He is never left alone in his quest to care for Kay at home.

Support Away from Home

Kay and Tom aren't confined to their home. For Thanksgiving, they went to Grand Rapids, where their daughter lives, to spend time with family. CHC believes in supporting the patient and family in making each day the best quality possible. "Joe was so concerned that he called to make sure we knew what to do if we had a problem when we got to Grand Rapids," Tom shared about his CHC Social Worker, Joseph Fried. "Even little things like that, we were under the care of our family for one day, still, Joe was concerned. It was remarkable, and is typical of everyone we've run across."

Tom shared that he may need to make a trip to Florida for a few days to wrap up business there. He's already had the conversation with CHC staff that our inpatient care unit will be able to care for Kay while he is away. Our seven-bed facilities are home-like, intimate and able to provide the extended respite stay while Tom is out of the state.

What They Didn't Know

Medical care and oversight seemed like the obvious services they were signing up for. But CHC has provided so much more for them. Kay looks forward to her baths a few times a week. "It does more for my spirit than I expected it to," Kay shared. "I feel better." Tom appreciates their ability to take care of her in this way. He continues to take her to get her hair done weekly, and he can rest assured that her personal care is well managed.

Tom and Kay were surprised to learn that so much was covered with the Medicare hospice benefit. The majority of her medications are now covered completely under the hospice benefit, along with so many other supplies, such as products and durable medical equipment. Starting services when they did will allow them to realize

quite a bit of savings in the cost of medical equipment and supplies.

Making sure that all the details are being covered is so helpful in a time when caregivers are trying to remember so much. The medications and supplies are delivered to the door. On Thursdays, a CHC volunteer calls Tom to make sure that no detail was forgotten that week. If anything is lacking, the volunteer will make sure staff knows so that it is addressed prior to the coming weekend.

It's About Each Individual

Kay really likes to be dressed up. Getting her hair done and a good bath a few times a week is so important to her. Others have different requests: the feel of lotion being massaged on sore limbs, the smell of chocolate chip cookies baking, or even the beloved cat curled at the foot of the bed. We are all comforted in different ways. "You look at the person and say what can we do to help that person feel better," Tom shared. "You have done that for Kay."



Hospice Sooner

It may not be as easy as Tom and Kay's decision, but it's much better to ask earlier than decide late and say what many people say, "I wish I would have called CHC sooner." It's okay to ask for help. CHC is here not only for the patient, but for the family as well. It will make a difference. "I knew we needed help," Tom shared. "I wanted help that was interested in us. Not just professional help, but help from the heart. It has proven to be exactly as we thought it would be."



"The worth of a book is to be measured by what you can carry away from it."

– James Bryce

Who better to share a good read than the Center for Hospice Care staff?

Kim Mathews, MS, CT, Resource Bereavement Counselor

A Decembered Grief: Living with Loss While Others are Celebrating by Harold Ivan Smith

This book offers therapeutic and practical tips on managing grief and minimizing stress during the holiday season. The author encourages grieving individuals to give themselves permission to modify holiday traditions, set emotional boundaries, and creatively celebrate memories among other helpful suggestions. This book utilizes witty and inspirational quotes as sources of holiday comfort and healing.

I have used this book when working with individuals and families grappling with grief during the holiday season to

help them explore and identify meaningful and comforting ways to process their emotions. – Kim Mathews

Steve Nani, SCC, BCC, Spiritual Care Counselor

Being Mortal by Dr. Atul Gawande

Riveting, honest, and humane, *Being Mortal* shows that the ultimate goal is not a good death but a good life – all the way to the very end. Dr. Atul Gawande, a well-credentialed doctor, surveys the US health care system speaking from both professional and personal experience. Affirms Hospice.

This book resonated with me as the stories and antidotes mentioned reflect the work I do and what we do together at Center for Hospice Care. – Steve Nani

Policymakers Must Protect, Preserve Medicare's Hospice Benefit

By Edo Banach

It's time to shed light on one of our nation's most misunderstood and underutilized healthcare resources: hospice care.

Despite the availability of skilled, compassionate care through Medicare's hospice benefit, families are not taking full advantage of the wide range of services offered that can measurably improve a patient's quality of life as they approach the end of life. Rooted in a philosophy of dignity, respect and compassion, hospices have a sacred obligation to serve patients throughout their end-of-life journey and are committed to providing the highest quality care to the patients and families they serve.

Unfortunately, a patient's desire for quality time is often overlooked or unheard by the medical establishment in place of achieving a greater quantity of time. That's because Americans with advanced illnesses face a fragmented health-care delivery system that sometimes fails to truly listen to what patients want – and instead subjects them to repeat hospitalizations, aggressive therapies, adverse drug reactions, emergency room visits, unnecessary pain and discomfort and conflicting care in order to keep them alive longer, despite a decline in quality of life. Further, patients and families are reluctant to ask about hospice, either because they are unaware of the seriousness of their prognosis or they are fearful that they are “giving up.”

For anyone diagnosed with a life-limiting illness and fewer than six months to live, hospice offers a patient-centered, cost-effective philosophy of care designed to support patients and their families in those final, precious months of life. With an interdisciplinary team of professionals – including expert physicians, nurses, social workers, volunteers, bereavement counselors and spiritual support – patients can peacefully die at home, surrounded by the people and things they love.

It surprises many to learn that research has found that among Medicare beneficiaries with some of the most common cancer diagnoses, those who opted for hospice care instead of more invasive medical treatments lived an average of 28 days longer. While hospice does not guarantee a longer life, many people have found hospice provides a higher quality of life for longer than anticipated. In a recent survey, almost 90 percent of families who utilized hospice were happy with their experience.

When patients and families realize the array of support hospice offers – whether a nurse to administer medications, a social worker to help families navigate complex emotions or a volunteer who keeps vigil – most family members wish they had enlisted the help of hospice sooner. Unfortunately, 35 percent of patients received hospice care for only a week or less – when it was too late to fully experience and benefit from the broad range of support services available for both the patient and the family members.

While the Medicare hospice benefit was instrumental in transforming care for many individuals at the end-of-life, it is clear that more must be done to support patients and families who are experiencing serious, advanced and life-limiting illness. Patients, providers and policymakers alike must work together to ensure that palliative care services are extended to all patients who need this type of compassionate, comprehensive and coordinated care – not just individuals with terminal illness. Congress and our health care-system must preserve the hospice benefit for patients who need it. End-of-life care goals should be accessible, communicated and honored by all providers across all settings.

To that end, the hospice community is committed to working with policymakers to ensure that patients receive timely and comprehensive counseling about their illness, prognosis and treatment options from reputable and accountable providers. Hospice organizations are also working with Congress to ensure patients have access to the hospice benefit in all regions of the country – including rural America and in medically underserved urban communities – and that patients are able to keep their primary care physician as their attending physician at the end-of-life.

Patients and their families must contend with the sadness that inevitably accompanies the death of a loved one, but no one should face regrets over the manner in which they lived their final days. With sound public policies and greater awareness, hospice can continue to provide stellar care to the dying and their families to help foster the peace that every one of us deserves.

Banach, JD, is president and CEO of The National Hospice and Palliative Care Organization.

Center for Hospice Care Participates in Meeting with Top CMS Administrator

On Wednesday, December 13, 2017, Mark Murray, President/CEO of Center for Hospice Care (CHC) joined members of the National Hospice and Palliative Care Organization (NHPCO) in a meeting with Centers for Medicare and Medicaid Services (CMS) Administrator Seema Verma in Washington D.C.

The meeting focused on hospice and palliative care providers as key resources for delivering high-quality, compassionate care to individuals and their families who are facing life-limiting illness, as well as how they are poised to be an even bigger part of the health care system in the future.

"It was an honor to have had the opportunity to represent more than 6,000 hospice agencies," said Murray. "Center for Hospice Care is proud to be recognized as one of the nation's leaders in Hospice and Palliative Care. CHC is Indiana's largest independent, not-for-profit hospice and ranks in the top 3% of all hospices in the country in terms of the number of patients and families served each year. We're grateful to have been invited to discuss the importance of hospice and palliative services in the continuum of end-of-life care."

Mr. Murray is past board chair of NHPCO and currently serves on the board of directors for the Hospice Action Network (HAN) which advocates for policies that ensure



CHC President/CEO Mark Murray (right), NHPCO President/CEO Edo Banach (left) and other NHPCO members met with CMS Administrator Seema Verma (center) in Washington D.C. on December 13.

the best care for patients and their families. NHPCO's President and CEO Edo Banach and others representing the NHPCO also participated in the meeting.

Among items discussed with Ms. Verma and her staff was how hospices can be involved with patients earlier in their disease process, the need for better care navigation and coordination, and future meetings with her staff to continue partnering efforts.

Ms. Verma later tweeted, "I enjoyed meeting with the National Hospice and Palliative Care Organization and look forward to working together."

New President/CEO of NHPCO

Edo Banach, JD, is President and CEO of National Hospice and Palliative Care Organization, the nation's oldest and largest, non-profit leadership organization working on behalf of hospice and palliative care providers and professionals.

Prior to joining NHPCO, Mr. Banach was a partner in the firm of Gallagher, Evelius & Jones in Baltimore, Maryland. His breadth of experience includes serving as the Deputy Director of the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services; Associate General Counsel at the Visiting Nurse Service of New York; and the Medicare Rights Center's General Counsel. He has also practiced health law at the firm of Latham & Watkins and clerked for U.S. Judge John T. Nixon of the

Federal District Court for the Middle District of Tennessee. Prior to attending law school, he worked for the New York City Department of Homeless Services and Mayor's Office of Operations.

Mr. Banach holds a B.A. from Binghamton University and a J.D. from the University of Pennsylvania Law School.

He was born in Israel, raised in New York City, and currently resides in Maryland with his wife and two children.



2017: The Year in Review (continued)

been an unqualified success so far. But still, there is more needed for capital to build the new hospice inpatient unit and donor naming opportunities are abundant. See FoundationForHospice.org/giving and click "Donate to the Capital Campaign" for more information.

The inaugural "Journeys in Healing" gallery showing/silent auction to support the *After Images* art counseling program, was held on June 14 with more than 175 people in attendance. This was the largest group ever for any event to take place inside our conference center at the Mishawaka Campus. Art pieces created by *After Images* participants who have worked through their grief using the creative process were on display and for sale.



Works of art from participants in the *After Images* art counseling program were up for auction at the inaugural Journeys in Healing event.

CHC's nine-year long partnership with the Palliative Care Association of Uganda (PCAU) continued to shine last year. PCAU's biennial conference in conjunction with the Uganda Cancer Institute, was held in August and attended by more than 450 participants in the capital of Kampala. While most were from Uganda, representatives from other Sub-Saharan African countries, Europe and the U.S. also attended. CHC sent six staff and all of them were part of the conference as presenters or workshop leaders. In addition, the CHC team

made new connections with several other organizations including: United Nations High Commission on Refugees, American Cancer Society, U.S. Department of State representatives working at the US Embassy in Kampala, and the International Association for Hospice & Palliative Care.



Volunteer Recruitment Coordinator Kristiana Donahue presented on the importance of volunteers at PCAU's biennial conference.

We identified rental space for our new La Porte office at 286 West Johnson Road, the most traveled county road in the state of Indiana. We will begin services following approval from Medicare. Because of the new office location, we have added Porter County to our service area bringing the number of counties served by CHC to nine.

Again, my thanks to you for whatever role you played in making 2017 another successful year of caring for Center for Hospice Care, Hospice Foundation, Milton Adult Day Services, and Global Partners in Care. We sincerely appreciate your support and dedication to our mission.

Mark M Murray, President & CEO

Notes From Our Families to Center for Hospice Care

I was apprehensive about asking Center for Hospice Care for help, but I needn't have worried. It was a very comforting experience.

All of the volunteers and staff at the inpatient care facility were awesome and beautiful people. Thank you for the care that my aunt received in her short time there. God bless you all!

Center for Hospice Care is a godsend for those who are in need of help on a low budget. I wish everyone knew about this program. They will do your loved one right.

My husband received excellent care from his nurse, aide, and doctor. They were all wonderful. He loved his nurse and aide. Everyone was super and very supportive.

Bereavement Group Calendar

Pre-registration required for all groups. Changes may occur due to holidays and weather conditions.

Call 574-255-1064 for more information if interested in any of the following groups.

Bereavement and Support Services

Children's and Teen's Services

Children's Grief Support Group: A once per week group providing education and emotional support to children dealing with the death of a loved one.

Mishawaka: Tuesdays, 3:45 – 5:00 PM.

Teens Grief Support Group: This is a group for teens, ages 13 – 18, that have experienced the death of someone significant in their lives. Providing grief education and the opportunity for grieving teens to share with and be supported by their peers.

Mishawaka: Tuesdays, 6:00 – 7:30 PM.

Camp Evergreen Volunteer Training Dates:

Mishawaka: Tuesday, 5/8, 6:00 - 9:00 PM.

Thursday, 5/17, 6:00 - 9:00 PM.

Wednesday, 5/23, 9:00 - Noon.

Grief Support for Adults

The Hero Within: An eight-week experiential group that explores how the human spirit is not defeated by suffering and even in the face of death can grow stronger with honesty, courage and love.

Plymouth: Tuesdays, 4:00 – 5:30 PM.

Yoga Grief Support Group: A time-limited group using gentle mat yoga to help you focus on and cope with your physical and emotional grief experience. Pre-registration is required

Mishawaka: Mondays, 5:30 – 6:30 PM.

Living With Loss: A once per week, time-limited group providing education and emotional support for individuals who have lost a loved one.

Mishawaka: Wednesdays, 1:30 – 3:00 PM.

Mishawaka: Wednesdays, 5:30 – 7:00 PM.

Elkhart: Mondays, 3:30 – 5:00 PM.

Plymouth: Wednesdays, 3:00 – 4:30 PM.

***New Location* La Porte:** Mondays, 1:00 – 2:30 PM (Central Time).

Finding Resilience Group: A support group for individuals who have completed a Living with Loss Group.

Mishawaka: First and Third Tuesdays, 2:00 – 3:30 PM.

Mishawaka: Second and Fourth Tuesdays, 2:00 – 3:30 PM.

Elkhart: Third Monday, 6:00 – 7:30 PM.

Plymouth: Second Wednesday, 1:30 - 3:00 PM.

Loss After Addiction Group: A bi-monthly educational and grief support group for people who have experienced the death of a loved one to overdose and/or drugs or alcohol abuse.

Mishawaka: Second and Fourth Tuesdays, 4:00 – 5:30 PM.

Rebuilding Our Lives: A support group for those that have accepted their loss and are focused on building a new life.

Mishawaka: First and Third Mondays, 1:30 – 3:00 PM.

Mishawaka: Second and Fourth Mondays, 1:30 – 3:00 PM.

Plymouth: First and Third Thursdays, 2:00 – 3:30 PM.

Forget Me Not: A monthly support group for parents who have experienced the death of a baby during pregnancy, childbirth, or infancy.

Mishawaka: Mondays, 6:00 – 7:30 PM.

Young Widows and Widowers Support Group:

An education and support group for widows and widowers 55 years of age and under who have recently lost a spouse.

Mishawaka: Second and Fourth Thursdays, 6:00 – 7:30 PM.

Good Grief Gals Tea: A monthly tea for women whose spouse has died.

Mishawaka: First and Third Wednesdays, 1:30 - 3:00 PM.

Elkhart: Second and Fourth Tuesdays, 1:30 – 3:00 PM.

Plymouth: Fourth Tuesday, 1:30 – 3:00 PM.

Good Grief Guys: A monthly breakfast for men dealing with the death of a spouse.

Mishawaka: First Friday, 8:30 – 10:00 AM.

Elkhart: Second Tuesday, 8:30 – 10:00 AM.

Plymouth: Second Thursday, 8:30 – 10:00 AM.

Crafting Memories: A monthly group that supports healthy memory work through crafts. Completion of a Living with Loss group is required. Call to register each month.

Mishawaka: Second Thursday 1:00 – 3:00 PM.

After-Images Art Counseling Program: Provides a unique opportunity for individuals to explore grief issues through art, painting, and drawing in an expressive, individual counseling program.

Call for details to schedule an appointment.

Movie & Chat Events: Please contact the office for the next scheduled event and location.

Individual and Family Counseling for all ages is also available.

For more information:

Mishawaka: 574-255-1064 Elkhart: 574-264-3321 Plymouth: 574-935-4511 CFHCare.org



Volunteer Application

All Information is Confidential

Mail to: 501 Comfort Place, Mishawaka, IN 46545
 Attention: Kristiana Donahue or fax to: 574.822-4876

Name: _____ Date: _____

Street Address: _____

City/State/Zip: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Did you serve in the military? Yes or No If yes, which branch: _____

Emergency Contact Person: _____ Phone # _____

Do you have a valid driver's license/current auto insurance and a car for use as a volunteer? _____

Volunteer Position Desired: Patient Care _____ Bereavement Phone Caller _____ Office _____
 Community Relations _____ Fund Raiser _____ Complementary Techniques: _____ Vet to Vet _____
 List Specialty (such as interpreter, licensed hair dresser, massage, pet therapy ,etc.) _____

 Intern: (indicate field desired): _____

Days and Hours You Are Available: _____

Volunteer & Work History: (List most recent) _____

Do you have any physical conditions, health problems, or allergies which we should consider before placing you as a volunteer?

References: Please list two persons other than family members who have known you for at least one year:

Name	E-Mail Address	Association	Yrs Acquainted

Authorization:

I certify that the facts contained in this application are true and complete to the best of my knowledge. I understand that any false statement, omission, or misrepresentation on this application is sufficient cause for refusal to be considered for volunteer placement. I authorize Center for Hospice Care to contact the above references.

 Signature

 Date



Center for
Hospice Care

choices to make the most of life™

111 Sunnybrook Court
South Bend, IN 46637

Volunteer Training Spring 2018

From Compassion to Action

Join Center for Hospice Care's Volunteer Team

Hospice volunteers are needed in St. Joseph, LaPorte, Elkhart, LaGrange, Marshall, Kosciusko, Starke, Fulton and Porter Counties. Register today for the upcoming training session.

No previous medical experience necessary.

- Patient Care
- Companionship
- Bereavement Callers
- Office Support
- Pet Visitation
- Massage Therapists
- Veteran Volunteers
- Hairstylists & Barbers
- Patient Story Volunteers
- Camp Evergreen Volunteers

Saturday, March 10 & March 25
8:30 am to 5:00 pm

Training at Center for Hospice Care Mishawaka Campus • 501 Comfort Place, Mishawaka
For more information, contact Kristiana Donahue, Volunteer Recruitment Coordinator
at (574) 286-1198 or email her at donahuek@CFHCare.org.