Three Daughters Grateful for “Circle of Comfort” in their Mom’s Home

Dear Hospice of the Western Reserve Staff,

Our Mom, Mary Buckner, was so fortunate to spend her final days in her own home under your care. We cannot say enough about what that meant to us, and, on some level, the comfort she herself probably experienced as a result of being able to die in her home in her own bed. It was especially meaningful to the three of us, her daughters.

Prior to her cerebral bleed, she was in assisted living due to falling and breaking her leg. We knew that we were going to have to tell her in the near future that we couldn’t let her go back home. Even if the leg healed, her balance when walking was poor, making her unsafe. But ultimately, we did get to allow her to go home because hospice made it safe for us to do so.

Within less than a day after her hospital admission, your nurse, Kevin, was meeting with us. He immediately set about getting everything set for Mom to go home. Mom was home that night by 10:00 p.m. The on-call nurse, Crystal, was at her home from 11:00 p.m. to midnight, making sure that her transition home had gone well, and that we understood what we could do to maintain her comfort measures.

The next morning, her team, Renee and Shayla, arrived and addressed both her needs and ours. We three daughters had the opportunity to be in the comfort of our family home while we each spent many private moments with her in the five days she remained with us. We made four night phone calls to hospice for guidance over those days. We never hesitated to call as it was made clear that hospice care was 24 hours. Our calls were always met with the utmost professional and caring responses from the woman who answered our calls in the middle of the night to the on-call nurses.

One of the on-call nurses, Joanne, who answered two of our calls, addressed our questions with... Continued on page 2.

Editor’s note: One of the most meaningful gifts Hospice of the Western Reserve provides patients and their families is the gift of quality time together in their own homes. The agency’s Headquarters Home Care Team cared for Mary Buckner, age 89, and her three daughters in Mary’s South Euclid home. We are grateful to Mary’s family for granting permission to share their heartfelt letter in Journey.
Letter from the CEO

Most people know that Hospice of the Western Reserve is dedicated to supporting families in need of the highest quality of hospice care, but did you know a key part of the agency’s mission also involves educating and collaborating with health care professionals throughout Northern Ohio? To do this well, we use a variety of methods, from hands-on teaching to an online education program called Hospice University, to our latest tool for physicians: the Hospice of the Western Reserve Referral App. Available soon through app stores like iTunes, the referral app will allow physicians to refer a patient to Hospice of the Western Reserve in a matter of minutes.

Another new way that Hospice of the Western Reserve communicates with the health care community is through Clinical Connections, a quarterly electronic and print newsletter. Each issue features a letter from Dr. Charles Wellman, Chief Medical Officer, and articles by the agency’s clinical experts. Many of the articles are also posted in the agency’s new Clinical Connections blog. We welcome you to take a look.

Through our Hospice Institute—the only one in Ohio—we offer expertise, continuing education credits, and even post-graduate level training related to palliative and end-of-life care. It’s one of the many factors that distinguish us as an agency and a specialty care provider. Remaining relevant, using technology to serve our patients and peers, and sharing our knowledge base to improve the health of the entire region—all of these are important components of our mission as a nonprofit, community-based organization.

William E. Finn
Chief Executive Officer

“CIRCLE OF COMFORT” – Continued from page 1.

clarity and provided the knowledgeable answers we needed. It was she who decided a nurse should visit for more focused assessment in the early morning hours of the day Mom died. Dawn arrived and got the order for increased medication she felt Mom needed. In sharing the results of her assessment, her prediction, that more than likely, that day would be Mom’s last, gave us the time to say our final goodbyes and for all be present when she died.

Your home health aide, Carolyn, called while Mom was clearly near death to let us know she was coming for her planned visit. She assured us it was still appropriate for her to come, as she could provide personal care that we knew would enhance Mom’s dignity as she passed on. She also told us she would make sure that Renee and Shayla were on their way. Renee pronounced Mom in her own home and made all the necessary phone calls that allowed us to be focused on Mom and to be present for each other at that time. Renee, Shayla and Carolyn created a circle of comfort for which we are most grateful.

We designated Hospice of the Western Reserve as our choice for memorial gifts in Mom’s name. You can be sure that we are enthusiastic advocates of hospice care who will continue to spread the word about the amazing work you do in carrying out your mission of allowing people to die with dignity in their own homes.

Sincerely,

Genny O’Brien Kathy Polito Beverly Dadante
**Hospice of the Western Reserve Earns High Satisfaction from Families**

Hospice of the Western Reserve participates in several quality surveys. The Concurrent Survey is conducted within the first ten days of admission and completed by the patient or their designee. In 2013, the agency’s mean Concurrent Survey results indicate a 98.8% rate of satisfaction with care. To view the survey visit hospicewr.org/about-us.

**2014 Warehouse Sales to Benefit Hospice Patients**

Shoppers with an eye for a bargain and a taste for style have a new place to treasure hunt—Warehouse Sales at Hospice of the Western Reserve. Five warehouse sales are scheduled for 2014. Each features high quality, gently used furniture, antiques and collectibles, garden/patio décor, and decorative accessories all at rock-bottom prices.

“Our amazing volunteer team manages every aspect of the sale, from inventorying donations, to pricing, merchandising and staffing the sale,” says Lisa Gallagher, Director of Volunteers. “They also provide compassionate support and comfort to patient’s families, actively listening while stories are shared about many of the donated items. Family members whose loved ones have received our care frequently express their gratitude for the opportunity to give back by donating items.”

Those interested in donating items should call 216.486.6881, or email warehousesale@hospicewr.org. *Free pick-up of large items is available.*

**SAVE THE DATES**

**2014 WAREHOUSE SALES**

- **May 9 and 10**
- **July 11 and 12**
- **September 19 and 20**
- **November 14 and 15**

Fridays, 8:00 a.m.-4:00 p.m.
Saturdays, 9:00 a.m. - 3:00 p.m.

All sales at Hospice of the Western Reserve Headquarters, 17876 St. Clair Avenue, Cleveland, Ohio 44110

Cash and Major Credit Cards Accepted.
Ample Free Parking.

**2014 WALK TO REMEMBER**

**Announcing new summer date of June 8!**

It’s time to gather your friends and save the date for the third annual Walk to Remember. The event is open to anyone wishing to celebrate the memory of a loved one, and will be held on Sunday, June 8, at the Cleveland Metroparks Zoo, from 8:00 a.m.–12 noon. The Honorary Chair for this year’s event is WKYC-TV, Channel 3’s Monica Robins.

“Registering for this year’s walk couldn’t be easier,” says Bridget Murphy, Corporate Relations/Special Events Manager. “Registration is $20 for an adult, $10 for a child, and $60 for a family. Registration includes all-day admission to the Zoo and Rainforest, T-shirts, entertainment and much more.” For more details and to register, visit hospicewr.org/walk.

Cleveland’s popular Burning River Roller Girls will participate for the third year in a row. “We had such a great time and were honored to be a part of something so special,” says Daniela Reagan, Vice President of Public Relations for the group. “I was happy to help, because you took such great care of several of my family members in their last days.”

All proceeds stay within Northern Ohio and assist seriously ill patients and their families by providing compassionate services such as hospice care, grief counseling, pediatric palliative care, pet and art therapy, and caregiver support. Last year, more than 1,600 walkers raised over $112,000.

For more information, or to volunteer at the event, contact Bridget Murphy at bmurphy@hospicewr.org or 216.383.3715.
Human Resource Professionals Support Hospice

The Cleveland Society for Human Resource Management (CSHRM) announced Hospice of the Western Reserve as its 2013-2014 nonprofit Partner of Choice. CSHRM, an affiliate chapter of the Society for Human Resource Management (SHRM), is composed of more than 500 local human resource professional members.

“CSHRM is excited to partner with Hospice of the Western Reserve as our Charity of Choice,” says Lauren Rudman, CSHRM Board President. “Hospice provides services to improve the quality of life for thousands of individuals and their families in Northeast Ohio. We believe their core values of commitment, adaptability, integrity, leadership, professionalism, communication, teamwork, and accountability align with CSHRM’s mission and vision. We have a strong collaboration with the members of the Hospice of the Western Reserve team.”

CSHRM is raising funds and awareness for Hospice of the Western Reserve through several special events. The first, a festive Holiday Silent Auction, took place in November and raised $7,600. Still to come: The Northern Ohio Human Resource Conference in March and a July Charity Golf Outing. Members of the CSHRM Board and committees will also be participating in the Walk to Remember on June 8.

Over the past five years, CSHRM has raised more than $85,000 for local nonprofits, including Rainbow Babies and Children’s Hospital, Shoes and Clothes for Kids and The Gathering Place. “We are proud of this achievement and are committed through our membership and sponsors to give back to our community. Hospice of the Western Reserve was there for my family and mom in her final days. I have a deep appreciation for the services and compassion that was given to us at such a vulnerable, difficult time,” adds Jody Wheaton, CSHRM Chapter Champion.

CSHRM’s involvement epitomizes Hospice of the Western Reserve’s Hospice Heroes program. Hospice Heroes are organizations of all types and people of all ages who hold special events, organize activities and participate in fundraisers on the agency’s behalf. To learn more about Hospice Heroes, call 855.475.0245, or visit hospicewr.org/donate/hospiceheroes.

TRIBUTE GARDENS

The tranquil gardens of Ames Family Hospice House and David Simpson Hospice House are stirring from their winter slumber. Have you ever considered dedicating a tree, brick, paver or bench in tribute to someone special?

The Tribute Gardens bring comfort to all who visit and you can add to their lasting beauty. There is still time to order your tribute before the May dedications. View a wide range of Tribute options at hospicewr.org/tributewalk, or call 855.475.0245.

And remember to follow the Garden Sage blog, hwrgardensage.wordpress.com, curated by Little & Wells, the talented gardeners who design and maintain the Tribute Gardens.

Music Therapists Tap iPad Technology

Whether meeting the needs of a dying patient or helping an individual move through the grief process, music therapy has a powerful ability to address the social, emotional and physical changes associated with death. Recently, the agency’s music therapists added a new instrument to the ensemble—the iPad. “Many people utilize iPads and other tablets for entertainment, business communication and to keep up with friends via social media. For our Board Certified music therapists, however, the devices open a wide variety of options for enhancing patient and family experiences and increasing efficiencies in their work,” explains Karen Hatfield, MMT, MT-BC, Team Leader for Counseling Services.

Applications (apps) such as Sibelius and Garage Band make it easy for a patient and music therapist to compose, perform and record meaningful legacy or remembrance songs. “Bloom is an app that music therapists have found helpful in supporting the sensory needs of our patients with dementia,” Hatfield says, “allowing them to easily create visual and auditory patterns that flow and change with the touch of a finger.”

Music therapists can also access YouTube and other Internet sites to respond immediately to patient requests for music. The iPads, apps and Internet connectivity were paid for by the Gift of Music funds raised by Hospice of the Western Reserve volunteers and a grant from the Kulas Foundation.
Living with serious illness or losing a loved one is unimaginably hard even for the strongest of adults. For a child, it is even more difficult.

Because their verbal skills are sometimes limited and the grown-ups around them are often anxious and grieving, children have a difficult time expressing the fear, sadness and tension they feel during a time of family trauma. It can be particularly difficult at the hospice houses, where anxious children are expected to behave quietly. To help children manage stress, a special outdoor place for children at Ames Family Hospice House, a dedicated Children’s Garden, will begin to take shape this spring.

This whimsical, fully enclosed space will provide a safe environment for children of all ages to play hopscotch or tag, make chalk drawings, or have a tea party. Drawing on their own rural childhoods, gardeners Lu Little and David Wells, of Little and Wells, Inc., have designed a nearly 4,000-square-foot, fully accessible garden that features a walk-on-top Koi pond, an old fashioned water pump and sluice, a petite playhouse with a living roof, a hide-and-seek garden and more.

Using natural materials (no petroleum based products) and many repurposed materials, the garden will be sturdy, simple and sustainable. It will encourage children to use their imaginations and their energy to create their own fun. Staff and volunteers can also make use of the space for art therapy sessions, one-on-one meetings and workshops.

Planning the garden began in 2012 and generous funding has been received from The Hershey Foundation and The Sherwick Fund of the Cleveland Foundation.

Connecting with the Earth is powerfully healing. This joyful garden will allow children of all ages to set aside fear and grief and to simply enjoy being kids. Patients will be able to watch their loved ones at play from the screened porch and patios.

Fundraising for this extraordinary space continues; to help this garden grow, contact the Development Team at 855.475.0245.
Mother’s Day is usually a time of celebration, but for some it can be filled with pain and sorrow. Not everyone will be buying flowers or going to brunch. For those who have experienced the death of a child or a mother, for those struggling with infertility, or for those who have a difficult relationship with their mother, here are some suggestions for getting through this difficult time.

- **Acknowledge** your loss and the difficulty this day brings.
- **Don’t try** to minimize the loss.
- **Complete a ritual:** light a candle, visit the gravesite.
- **Do something positive in memory** of your mother, or take part in an activity that will connect you to her.
- **Experience self-care; pamper yourself.**

**For children grieving their mother**
- Let them know it’s okay to miss mom and cry if they need to.
- Read them stories and books mom used to read.
- Have them make a mother’s day card or write a letter.
- Reminisce together by looking at photo albums and listening to music.
- Engage in activities that mom used to like to do.

**For women grieving their children**
- Give yourself permission to grieve. Cry when you need to cry.
- Tell and re-tell the story. Use your child’s name.
- Reach out to others. Seek a grief counselor or a support group.
- Be kind to yourself.

Mother’s Day Tea
PLANNED TO HONOR HER MEMORY

To help those who are grieving the loss of a mother or mother figure, the Elisabeth Severance Prentiss Bereavement Center, 300 E. 185th Street, Cleveland, is hosting a special Mother’s Day Tea on Saturday, May 3, 2:00-4:00 p.m. The event is free and open to anyone, but capacity is limited, so advance registration is required. For reservations, contact Felicia Dunlop-Stanley at 216.486.6335 by April 24.

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