



## DID YOU KNOW THERE ARE MULTIPLE HOSPICES?

*Mistaken identity at a time of emotional stress creates confusion for families needing hospice care*

Imagine that difficult time, as many of you have, when a loved one receives the diagnosis of a serious illness. It becomes overwhelming and takes time to process and make decisions about treatment options. Imagine also the time you are being presented with options for hospice care. Now, imagine the hospice you thought was providing care for your loved one is not the one you believed you had selected. It happens every day. We hope you know where to turn and can select your hospice provider with confidence.

“An increasing number of families are calling us confused and

frustrated because they thought they were being admitted to Hospice & Palliative CareCenter or our Rowan Hospice & Palliative Care, only to find out they are with a hospice they know nothing about,” says Ann Gauthreaux, Hospice & Palliative CareCenter Regional Director of Public Relations. “We not only believe that patients and families have the right to choose; we believe they should be given absolute peace of mind when they have selected a hospice, knowing fully that there is more than one hospice and understanding the differences,” Ann added. Not all hospices are alike. “As the first

hospice in North Carolina and with deep roots in the community, many people have come to know and trust us. However, in the actual moment of making a decision to utilize our hospice care, few people are actually able to ask for us by name. Many people assume they are getting us, when in reality they find themselves with a hospice provider they know nothing about.”

“When my mother fell ill, I was very fortunate to be guided by a friend to Hospice & Palliative CareCenter. A few months earlier, I had been unaware that there are multiple

(See Did You Know on page 5)

## LOOKING FOR A HEARTFELT HOLIDAY GIFT?

*Look no further! Your purchase will be a cherished keepsake and provide essential support*

**For a truly meaningful holiday gift—look no further.** When you purchase an ornament in honor or in memory of a loved one, you’re giving a keepsake that can be cherished for decades to come. And best of all, the proceeds from your purchase will help ensure compassionate end-of-life care for patients and families in our community.

Our **Annual Light Up a Life** Ornament Celebration features three ornaments.



**Choose from two hand painted porcelain ornaments—available as a ball or a bell—or our angel ornament, made of metal and painted in vintage white.** Each ornament can be inscribed with the name of someone you wish to honor or remember and comes with a gift box and a description of the annual ornament program.

Wire stands are available to display your ornament throughout the year. A tribute card will be sent to those you honor or to the families of the loved ones you are remembering.

**Use the enclosed order form, or visit us on-line at [www.hospicecarecenter.org](http://www.hospicecarecenter.org), to purchase ornaments for family and friends.**



Simply place your order and you can pick up your completed ornaments at any of our four offices. We can also mail the ornaments to you, or we can mail them directly to the recipient of your generous gift.





## From the Desk of Linda Darden, CEO/President

It is often said *the one thing that is certain is change*. The healthcare industry, and especially the approach to end of life care, seems to be in a constant state of change. Yet, there is one thing that has not changed.

Since 1977 when this organization was just a budding idea, the spirit of collaboration was profound and that spirit has remained constant. Nearly 38 years ago, the ‘back porch gang’ – as they are affectionately known – consisted of nurses, doctors, clergy and volunteers from varied backgrounds. They shared a passion for improving end of life care. Fast forward approximately 15 years when our regional healthcare leaders came together to support the building of our Kate B. Reynolds Hospice Home. And today, that same spirit exists in an even more proactive sense.

When it comes to helping people prepare for the best possible care as they approach end of life, there is a shared passion which has led to a wonderful collaboration. For decades, you’ve heard us say: *We plan for college, marriage, a baby and retirement, yet we don’t prepare for end of life*. On a mission to change that, we’ve collaborated with our friends at Novant Health, Wake Forest Baptist Health and other area pacesetters to create an initiative called **Got Plans?**. This resource provides anyone the ability to make their healthcare wishes known so that their wishes can be honored. These advance care planning materials are used in workshops throughout the region, helping individuals and families make their plans and wishes known. I encourage each of you to learn more by visiting our [GotPlans123.org](http://GotPlans123.org) website.

As leaders in the hospice industry for over 36 years, Hospice & Palliative CareCenter/Rowan Hospice & Palliative Care have a long history of collaboration with regional providers to deliver the best in end-of-life care. We are also agents of change – working side by side with our partners in the medical community to transform the way people die. I’m grateful for the support and spirit of collaboration that exists throughout our region, and I look forward to future changes in our industry that will reflect progress and person-centered care at end of life. This has been our mission since the beginning and that’s one thing that will not change.

Sincerely,

Linda Darden  
President & CEO

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## CHALLENGING CHOICES

### *The Pros and Cons of Food and Fluids When Your Loved One is Nearing the End of Life*

By Dr. Michael Lalor

When caring for hospice patients, I am often asked about feeding and giving fluids at the end of life. It's a difficult time for families who want to feel certain that their loved ones are not suffering.

The terms "artificial nutrition" and "artificial hydration" refer to giving food and fluids by way of feeding tubes or IVs when a patient is no longer able to eat or drink. These procedures can be perfectly appropriate in some instances, especially for short periods of time when patients have correctable or temporary conditions. When a patient has a life-limiting illness, however, these procedures may not be beneficial and may do more harm than good.

At the end of life, it is normal for a loved one to lose the desire to eat and drink. One important thing to remember is that the patient is less active now and therefore

doesn't need as much "fuel." I am often asked whether the patient will regain strength if he or she eats more. I try to explain that this is a time when the patient's body is beginning to shut down. This shutting down is a result of the disease process and cannot be reversed with feeding. As the intestinal tract and the kidneys slow down, they can no longer handle the same amount of food and fluids as before. In fact, giving food and fluids artificially at this time can cause abdominal discomfort, swelling, shortness of breath from fluid going to the lungs, or pneumonia from aspiration of artificial feeding into the lungs.

Another common question is whether dehydration is painful or uncomfortable. In fact, studies show that dehydration causes the release of endorphins, which are natural chemicals in the brain that have pain-relieving properties. Most patients eventually lose the feeling



**Michael Lalor, MD, Chief Medical Officer, Hospice & Palliative Care Center**

of thirst, and a dry mouth can be treated with ice chips or mouth moisturizers.

There are many ways to provide comfort for a loved one. Providing a caring presence, favorite music, reading aloud, and spiritual traditions are some of the ways we can give our family members comfort as they progress through this natural transition.

## Veterans Coffee Events

The Veterans Coffee events are open to veterans of all military services. The events are an opportunity for our veterans, both male and female, to connect with other veterans, share stories and enjoy free coffee, doughnuts and conversation. Government and non-profit organizations who provide support programs and activities for veterans are invited to attend and share information about their programs.



Please visit our website at [www.hospicecarecenter.org](http://www.hospicecarecenter.org) to see a listing of all the Veterans Coffee events.

## Reflect and Remember

Family members and friends are invited to join us for

### *"A Night of Reflections: Luminaria Labyrinth Walk"*

Glenn and Wilma Pettyjohn Meditation Garden & Labyrinth

101 Hospice Lane, Winston-Salem

Monday, December 21, 2015, 4:30—7:00pm



## HOEDOWN HIGHLIGHTS

All fun and games

Behind every person caring for a loved one at the end of their life, there are hundreds of compassionate people dedicated to helping. The 250 participants from this year's Hospice Hope Classic Golf Tournament and Hoedown are among the advocates and supporters who have been added to this special list. This year's golf tournament, presented by Allegacy Federal Credit Union, raised over \$107,000!

The fun began the night before at WinMock where guests enjoyed a fanciful celebration. Among the highlights was the opportunity to win a \$10,000 cash prize. This year's winners, Pat Young and Ellon Butler (pictured at right), graciously

donated half of their big win back to Hospice. With Mother Nature on our side, a good time was had by all on the fairways at Tanglewood Park.

*The funds raised help bring comfort, hope and peace to the patients and families we serve.*



We would like to extend a special thank you to our friends at the Wells Fargo Clemmons branch for choosing Hospice & Palliative CareCenter/Rowan Hospice & Palliative Care for a \$1,000 Community Connection Grant.

## Save The Dates - 2016

Hospice Hope Run  
Saturday, April 16



Camp Carousel  
Monday - Friday  
July 18-22



Hospice Hope Golf Classic  
& Hoedown  
July 26 & 27



## REMEMBERING HELPS HEALING

The holidays can be an especially difficult time for those who have lost a loved one. As you face traditions and events associated with the holidays, it is important to take care of yourself and give yourself permission to say no to requests or

events that may be overwhelming, to create new traditions, and to create some time and space to remember your loved one who has died.

One way of remembering a loved one who has passed away is to consider a ritual in their honor.

Ritual is a helpful way to transform a lifetime bond so that your once vital connection lives on in a new way.

As the holidays unfold, you may consider some of the following rituals helpful:



- Light a candle. The candle flame is a universal symbol of vigil and honor. You can create your own candle lighting ritual. Tell a story, read a letter to your loved one, or just observe a moment of silence.
- Create a sacred space. Assemble a “memory box” of photos and small personal items to open on special occasions or when you simply want to reflect. Or create a home altar as a space for reflection in the privacy of your own home. For public honor, arrange to plant a tree or donate a bench to a nearby park.
- Walk, run or ride for a cure. Gather a team or go by yourself to raise funds for research in your loved one’s name. Many national organizations hold walks and runs in our area. Consider our Annual Hospice Hope Run/Walk and begin training and dedicate your participation to your loved one.
- Support their passion. Host a gathering and serve your loved one’s signature foods. Or play their favorite music and games. Make a contribution to your loved one’s favorite charity or club.

*Please remember that we offer individual and group counseling, free of charge – thanks to donations. Don’t hesitate to call 336-768-3972 and arrange an appointment.*

## DID YOU KNOW? (Continued from page 1)

hospice organizations with the word ‘Hospice’ in their name. There is only one hospice we wanted to use – Hospice & Palliative CareCenter – because of their wonderful reputation in the community. I hope everyone takes care to get the ‘right’ Hospice,” shared Peter Juran.

At the time of a diagnosis of a serious illness, you owe it to yourself to explore every treatment option. Likewise, when it’s time to receive compassionate care from hospice, you owe it to yourself to understand that there is more than one. You owe it to yourself to ask questions and to make sure that you are

selecting the best possible hospice. There is an expression – you don’t know what you don’t know – and when it comes to hospice care, we understand why there is confusion and we understand why so many assume we are the hospice that will be taking care of them. Yet, there are a growing number of hospice providers and selecting one may be confusing. It is our hope that patients and families realize that services and quality of care differ greatly from hospice to hospice. So it’s best to ask, **Is this THE Hospice we want – Hospice & Palliative CareCenter?**

## NOVEMBER IS — National Hospice Month



[www.gotplans123.org](http://www.gotplans123.org)

*We plan for college, marriage, a baby, and retirement – but we don’t prepare for end of life. Let’s change that.*

**There’s no better time than November to think ahead about the care you want at end of life.**



## YOUR GIFT MAKES AN IMPACT

*Because of you...*



Hospice & Palliative CareCenter/Rowan Hospice & Palliative Care is able to make a difference for thousands of people facing their final months, cushioning the emotional stress and grief surrounding a loved one's death.

- **Approximately 3,000 patients and families are cared for each year, many receiving charitable care.**
- **Nearly 1,400 of our patients receive some of their care at our Kate B. Reynolds Hospice Home in Winston-Salem or our Glenn A. Kiser Hospice House in Salisbury.**
- **Many patients receive complementary therapies, including music and gentle touch therapy, free of charge.**
- **In the past year, over 4,000 community members received Grief Counseling Services, free of charge, after losing a loved one. Many of these families did not have a loved one in hospice care, yet our services are available to anyone grieving the loss of a loved one.**

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As 2015 draws to a close and you consider how you will direct your year-end charitable giving, please consider how much you can help families facing this challenging time in their lives by giving a special, tax-deductible year-end gift to Hospice & Palliative CareCenter. Simply complete the enclosed envelope and mail your gift back by December 31, 2015. **Your gift makes an impact.**

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## A BRIGHTER HOLIDAY

*Helping Hospice Patients and Families in Need*

Hospice welcomes donations from individuals and community organizations for patients and their families during the holidays. In addition to food and small gifts, some families will need financial support simply to stay warm in their own homes. A donation to our Patient Assistance Program can help with some of life's basic necessities, as well as brighten the holidays for those most in need.

Contributions from individuals and community organizations will:

- Support the purchase of Thanksgiving or holiday meals for patients and their families
- Grant holiday wishes for patients and their families who might otherwise go without
- Help provide emergency funds to ensure that patients and their families are able to stay warm during the winter months

If you are interested in helping, please send your donation to:  
Hospice & Palliative CareCenter  
101 Hospice Lane  
Winston-Salem, NC 27103

Please mark Patient Assistance Program on the memo line.



Often referred to as *The Greatest Generation* – 112 WWII heroes gathered at a very special dinner and recognition ceremony on October 25; the **Spirit of '45 Celebration**. Over 450 guests joined Hospice & Palliative CareCenter in saluting this distinguished group of men and women who served in WWII.

## THERE IS NO BETTER TIME THAN NATIONAL HOSPICE MONTH TO LEARN THE TRUTH ABOUT HOSPICE CARE

**Myth:**  
*Calling hospice means giving up hope.*

**Truth:** Facing the physical and emotional challenges of a life-limiting illness is overwhelming. You owe it to yourself to seek every option. When curative treatments are no longer effective, and it seems like all hope is gone, there is something you can do. Calling hospice does not mean giving up hope – it means *letting hope in, for help and support, when you need it most.*

Hospice care is designed to help patients *live more fully and comfortably* with a team of caregivers who work to ease the burdens of pain and unwanted symptoms. It is choosing compassionate care and support so that you can be at home - wherever you call home – making the most of every day.

**Myth:**  
*If we use hospice, my loved one may die sooner.*

**Truth:** Most patients and families who choose hospice care report feeling better, emotionally and physically, almost immediately. With this improved quality of life, patients actually **live longer!** A study published in March 2007 in the *Journal of Pain and Symptom Management* showed that patients who choose hospice care live an average of 29 days longer than patients who do not have hospice care.

**Myth:**  
*Hospice care is too expensive.*

**Truth:** Remarkably, there is rarely any out-of-pocket expense for hospice care. It is paid for by Medicare, Medicaid, most private insurance, or donations. Most patients have 'pre-paid' for hospice care during their working years through federal tax deductions. Therefore, in addition to easing physical and emotional burdens, using hospice at end of life can ease financial burdens. *The Medicare Hospice Benefit is available to all patients with the Medicare part A benefit.*



***Hospice care is not about helping people die. It's about helping people live well, until the very end, because every moment matters.***

## Our Mission

*Hospice & Palliative  
CareCenter/Rowan  
Hospice & Palliative  
Care provides  
compassionate  
care for those  
individuals living  
with a life-limiting  
illness and their  
families, through  
quality medical,  
emotional, spiritual,  
and social support.*



*Hospice & Palliative*  
CARE CENTER

101 Hospice Lane  
Winston-Salem, NC 27103  
[www.hospicecarecenter.org](http://www.hospicecarecenter.org)

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community education  
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(888) 876-3663

[HospiceCareCenter.org](http://HospiceCareCenter.org)

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(336) 768-3972

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(336) 591-1124

Mocksville  
(336) 753-0212

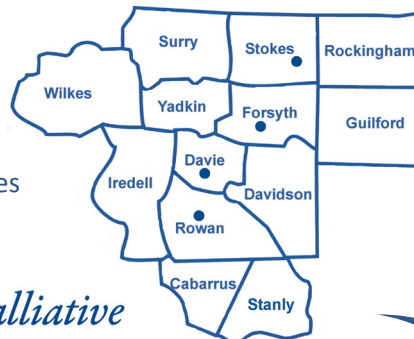
Salisbury  
(704) 637-7645

[RowanHospice.org](http://RowanHospice.org)

## The CIRCULAR - Fall/Winter 2015 Issue

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