THE CIRCULAR



DRIVEN TO HELP OTHERS

Staff Member in the Spotlight, Judy Moore, RN

OUR MISSION:

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

PROGRAMS & SERVICES

If you would like information about any of the following programs and services, for yourself, a family member or friend. please call the office nearest you: 336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336**-5**93-8450 in Walnut Cove 704-633-5447 in Salisbury or 1-888-876-3663, or visit www.hospicecarecenter.org

Hospice Care Home Health Care

Kate B. Reynolds Hospice Home Palliative Care Services Carousel Pediatric Program Grief Counseling Center Community Support Program Community Partnership for End of Life Care



Hospice & Palliative CARECENTER

Q. How long have you been with Hospice & Palliative CareCenter?

A. "3 ¹/₂ years, yet I've been in hospice care for nearly 10 years. Before coming here, I was with Hospice of Charlotte and Peachtree Hospice in Atlanta."

Q. As a nurse with many career options, why hospice?

A. "I have a background in rehabilitative nursing and hospitals. It was in the hospital setting that I first became interested in hospice because I felt strongly there had to be a better way for people to die than in a hospital."

Q. Is being a hospice nurse what you thought it would be?

A. "Yes. Absolutely. Being able to spend as much quality time with patients as I do makes all the difference. And being able to take a holistic approach is so important. To be looking at every dimension of the patient in addition to assessing them physically, and to involve the family, it's exactly what I'd hoped it would be."



Judy Moore, RN is a bomecare nurse and spends most of her day visiting patients and families.

Personal Tidbits

Judy is married to her childhood sweetheart. She has four children and nine grandchildren. Judy moved to Winston-Salem 4 years ago to be near her daughter, who is married and is the mother to four of Judy's nine grandchildren. When Judy isn't working, she enjoys time with her family. She enjoys being in the kitchen and cooking healthy meals for her family. Another of Judy's hobbies is gardening.

Q. Can you describe a typical visit?

A. "Not really because every patient and every family is different. I can say that I typically spend an hour on a visit, but it's more than taking blood pressures and changing bandages. Sometimes there are spiritual issues and ethical considerations. We have a team approach, and often there are nursing assistants, chaplains, and social workers playing a role with the patient and family too. We are there to help them on the journey – whatever that may be."

(Continued on page 6, Driven to Help Others)

MORPHINE MYTHS

All you ever wanted to know and more By Karen L. Cross, MD, FAAHPM



Karen L. Cross, MD, FAAHPM Associate Medical Director Hospice & Palliative CareCenter

I can't tell you how often I have heard comments about morphine and a quick death during my 20 years as a hospice physician. I've seen a lot of things change, yet some things stay the same. The good news is that hospice has advanced as a medical field, and more patients and their families are benefiting from hospice care. The bad news is that there are still some of the same old myths surrounding the use of pain medicines. I would like to take this opportunity to dispel these misunderstandings. Morphine is a medication that has been used since the mid-1800's. It is commonly used for the relief of pain and shortness of breath associated with advanced illness in hospice patients. Morphine is classified in the pharmacology field as an opioid. Other opioids used in hospice include hydrocodone, oxycodone, fentanyl, hydromorphone, and methadone. The selection of medication is different in each patient. The hospice professional will evaluate each patient's type of pain and medical condition to determine which medication is best for that patient.

Many of our hospice patients are on high doses of pain medications. This is because they have advanced and serious illnesses. We are very fortunate to live in an age of very sophisticated medical treatments. Therapies such as chemotherapy, radiation, surgery, transplants, and (Continued on page 6, Morphine Myths)

BECAUSE OF YOU

Once again I find myself using this space to express, on behalf of our staff and Board of Directors, our heartfelt gratitude. When I considered this letter, I immediately wanted to let you know how honored we are to be commemorating the 10th appiversary of the Kate P. Pourol

commemorating the 10th anniversary of the Kate B. Reynolds Hospice Home. In many ways, our Hospice Home has become the face of our organization. We are exceedingly proud of the Hospice Home, and we know that it is because of you, our generous friends and supporters, that we are commemorating its 10th year of existence.

When we decided to build our Hospice Home, we understood fully that the wish of most dying people is to stay at home where they are most comfortable, surrounded by the people and familiar things they know and love. We also knew that only 5% – 10% of our patients and families would utilize a Hospice Home. Yet, offering the Kate B. Reynolds Hospice Home as an alternative for our patients who would benefit from around-the-clock care was a dream come true. It couldn't be a better home away from home for our patients and families.

When we opened the Hospice Home in 1998, all of the 20 private patient rooms were quickly utilized. This affirmed our belief that some patients need around-the-clock care as their pain and symptom management needs increase or as they transition from one setting to another. In fact, we have found that more than half of our patients come to the Home directly from a hospital setting. Having this increased continuum of care allows us to offer a complete package of care to our patients and families.

In ten years, we've served more than 6,000 patients and families at the Hospice Home. The need was so great that in 2005 we expanded the original 20-room facility with 10 additional patient rooms. Despite this addition, we are often faced with patients waiting for an available room. The demand continues to grow, and we are working toward adding 10 rooms in the near future.

As we commemorate the 10th anniversary, we continue to feel the strong presence of community support. It's because of you our friends and supporters, that we have been able to provide this home away from home for so many. On this 10th anniversary, we humbly pause to say thank you for your support of the Kate B. Reynolds Hospice Home.

Olen JoAnn Davis, President & CEO

Hospice & Palliative CareCenter Board of Directors

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We would like to thank our Governing Board and Foundation Board of Directors for the contributions they make to Hospice & Palliative CareCenter. Board members volunteer their time and professional expertise for the agency, and their efforts are greatly appreciated.



VIRGINIA FOXX VISITS WINSTON-SALEM CAMPUS

Congresswoman Foxx took time from her busy schedule to visit with leaders of Hospice & Palliative CareCenter. Foxx has a large constituency in western North Carolina and the Piedmont, overlapping much of Hospice's 13 county service area. With a large portion of funding coming from Medicare and Medicaid, Hospice leaders are eager to educate, and confirm support from, local, state and federal representatives. Foxx is a supporter of hospice care and recognizes its value and benefits at end of life.

Left to right: John Ruffin, Chair, Board of Directors, Congresswoman Virginia Foxx, and JoAnn Davis, President & CEO of Hospice & Palliative CareCenter visit the Kate B. Reynolds Hospice Home while touring the Hospice campus in Winston-Salem.



"I WISH MORE PEOPLE COULD HEAR THE FEEDBACK I HEAR"

A Conversation with Board Member, Suzanne Ramm



Suzanne Ramm

 Serves on the Governing Board and is Chair of the Public Relations Committee

"If everyone could hear what I hear, they would realize what a great organization Hospice is and what a great gift it is to the community."

Q. How long have you served on the Board?

A. "This year marks my 6th year since joining the Board in 2002."

Q. What initially prompted your involvement with Hospice & Palliative CareCenter?

A. "My name was submitted to the Board by my uncle, Tab Williams, who was already serving on the Board. When I was contacted and asked if I would consider joining, I had no hesitation. My Aunt Lib had passed away with the support of Hospice, and our experience was so wonderful that I was truly honored to be nominated. I was also honored because I knew what a fine reputation Hospice had in the community."

Q. What has been most rewarding?

A. "One of the projects I've been involved in is the Carousel Night event. It's been really nice being a part of

SAVE THE DATE FOR CAROUSEL NIGHT

Please join us for Carousel Night A colorful, casual barbecue To benefit the Carousel Program Friday, May 16 7 pm – 10 pm Hospice & Palliative CareCenter 101 Hospice Lane

The Carousel Program is the pediatric program of Hospice & Palliative CareCenter, providing medical, emotional, social, and spiritual support to seriously ill children and their families. The Carousel Program also provides Camp Carousel for grieving children; individual grief counseling; support groups; workshops; and educational programs for children and adults. For more information about Carousel Night, please call Amy Williamson at 331-1301. creating something new and taking it off the ground. The event seems to be growing in popularity and making an impact on the organization. I'm proud that we are raising money to fund some of the community programs that support children. It has been rewarding. And it's been fun!"

Q. As the Chair of the Public Relations Committee, what do you wish more people knew about this organization?

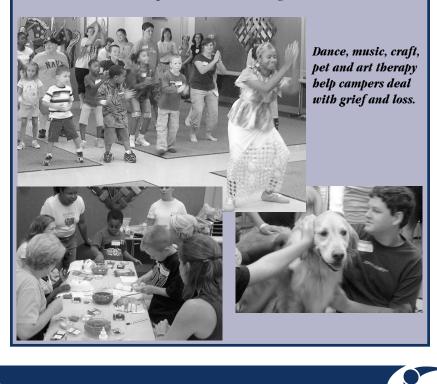
A. "I wish that more people could hear the feedback that I hear from families in the community who have had Hospice care. It's hard for some of them to put into words what an amazing support Hospice was. They are all so thankful and so appreciative. If everyone could hear this, they would realize what a great organization Hospice is and what a great gift it is to the community."

Q. When you're not busy with Hospice, what else keeps you busy?

A. "I have three children, I teach pilates to teens as a physical education elective, and I work with the admissions team at Forsyth Country Day School. Spending time with children is also rewarding. Being on the Board for Hospice and my involvement with children brings a nice balance to my life.

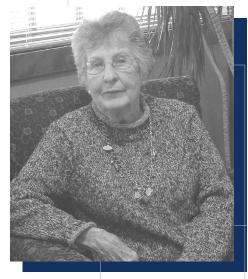
CAMP CAROUSEL

Camp Carousel, a grief camp for children (ages 6-18) and adults who have experienced a death-related loss, will be held at the Hospice & Palliative CareCenter campus in Winston-Salem from July 7-11. For more information or to request a registration form, please contact the Grief Counseling Center at 768-3972. Information is also available on the Hospice web site: www.hospicecarecenter.org



VOLUNTEERS

Thanks for Providing Care, Comfort, Compassion, and Support



Name: Alice Willard

How Long Volunteering for Hospice? 4 years

Primary Volunteer Roles: Office volunteer - assemble packets and address thank you

notes for donations

Why Do You Volunteer for Hospice? "I realized I needed to do something after my husband of 49 years passed away. When I received a "thank you" note from Hospice for a contribution, I realized that was something I could do. Now I look forward to my Thursday afternoons, being with new friends and doing something useful."

Personal Tidbit: "I have a son and daughter and 4 grandchildren. I'm a member of Konnoak Hills Moravian Church. I enjoy doing warm water exercise at the YWCA, and I look forward to our family week at Sunset Beach each year."

Comfort



Name: Kenneth E. Lilly, Sr.

How Long Volunteering for Hospice? 2 ¹/₂ years

Primary Volunteer Roles: Visit with patients at the Kate B. Reynolds Hospice Home. **Why Do You Volunteer for Hospice?** "I volunteer because I see volunteering as a part of the ministry of my life – helping others, loving others as Jesus did us. One of my reasons for volunteering with Hospice is because of the service they gave my father in 1991. They would go out to his home and render many necessities to him, like his medications, and this greatly relieved and assisted my mother, who was his primary care-giver at the time and was very grateful. I always wanted to give something back to Hospice."

Personal Tidbits: "I love my children and grandchildren. I enjoy watching my grandsons play basketball and football and cheering them on. I love vacationing at the beach. I have a time-share at Myrtle Beach, and I try to go once or twice a year. I am also a member of the Guilford Board of Elections and love helping people understand the voting process so that when they vote, they are sure they're voting the way they want."



Name: Rita Hartman

How Long Volunteering for Hospice? 2 years

Care

Primary Volunteer Roles: Visiting with patients and families. Washing and cutting patients' hair

Why Do You Volunteer for Hospice? "I volunteer because I like helping people and meeting people. The haircuts really make the patients feel good, and they really need that at this time in their life."

Personal Tidbit: "I am single and have three grown children who are, of course, the joy of my life. I love to read to relax. I love movies. I guess my all-time favorite is *Dirty Dancing*. I also enjoy my work, doing hair at Donna Michael Salon. Doing hair is fun and you're always meeting new people."

Name: Kitty Fry

How Long Volunteering for Hospice? 9 years.

Primary Volunteer Roles: Started answering phones at the Hospice Home. Mail birthday cards to volunteers. Worked on the Hospice cookbook – *Recipes to Remember*. Call BINGO at an Assisted Living Facility. Various office support.

Why Do You Volunteer for Hospice? "I enjoy the friendship of the other volunteers and the staff of the volunteer department. I know firsthand how an organization like Hospice can make the job of caregiver and loss of loved ones easier, and the bereavement process more understandable."

Personal Tidbit: "I have 2 children, a son and a daughter, and the loves of my life – my 4-year-old great grandson and his dad, my only grandson. I love to do ceramics and have volunteered at Brookridge for severa years, helping with their ceramics activities each week. I really enjoy my retirement after working 34 years."



Volunteers

VOLUNTEERS

Thanks for Providing Care, Comfort, Compassion, and Support

Name: Carol Coxe

How Long Volunteering for Hospice? 7 years

Primary Volunteer Roles: Reading area newspapers from Hospice & Palliative CareCenter's 13 county service area in search of Hospice related-articles and press releases.

Why Do You Volunteer for Hospice? "My husband was a Hospice patient in 1999. He received excellent care. After his death I wanted to give back to Hospice and help others as we were helped."

Personal Tidbit: "I am the 11th of 12 children. I have 2 daughters and 3 grandchildren. My hobbies include sewing, reading, church activities, and I especially love going out with friends."





Name: Carol Seeber

How Long Volunteering for Hospice? 6 years Primary Volunteer Roles: Special events and office projects Why Do You Volunteer for Hospice? "Both my mom and my dad had hospice care. I don't know what we would have done without them. They were our angels. They were there for us every step of the way. I just want to give back to someone else."

Personal Tidbit: "My primary passions are the cancer unit at Forsyth Medical Center, Hospice & Palliative CareCenter, our friends, and our family. If you ask me my favorite vacation spot, I'd tell you that it's anywhere my husband Gene is – whether we're traveling or at home in the backyard."

Name: Gene Atkinson

How Long Volunteering for Hospice? 1 ¹/₂ years Primary Volunteer Roles: Office volunteer. Notary for families completing the Medical Power of Attorney. Call BINGO at retirement homes.

Why Do You Volunteer for Hospice? "I think there is such a large need for what Hospice is doing. I like being a part of that scope of help to patients and families in need." Personal Tidbit: "I'm a Wake Forest fan and I'll stop whatever I'm doing to go fishing. I also enjoy trips to Blowing Rock, going to church, and being involved with the Stephen Ministry."



Support



Compassion

Name: Janice Tsigounis

How Long Volunteering for Hospice? 6 ¹/₂ years

Primary Volunteer Roles: Volunteer at the Hospice Home performing several duties, which include answering the phones, providing tours, and talking with family members. Visit with patients in their homes or in nursing homes, providing time for the caregiver to run errands or providing company for the patient.

Why Do You Volunteer for Hospice? "There are many reasons why I volunteer for Hospice. Within the Hospice community you come into contact with staff members and volunteers that are so caring, nurturing, and genuinely concerned about their patients. It is an amazing experience to surround yourself with so many wonderful, caring people. I truly cherish the time that I spend with my Hospice patients. It is one of the most rewarding experiences I have ever had. When you walk into your patient's room and you see their face light up, it is such a wonderful feeling to know that you have brought some sunshine into their day."

Personal Tidbits: "Some of my favorite hobbies include being outdoors, gardening, or walking in the warm weather. Each year we enjoy going to the beach as often as we can. I love the sand, water, and sun!"

DRIVEN TO HELP OTHERS

(Continued from cover)

Q. What do you find most challenging?

A. "I find so many patients that think hospice is only for the last couple of weeks. I can't tell you how many families tell me they wish they had called sooner, or that the doctor had suggested hospice sooner. Too many people don't understand the benefits of hospice care and that it's an entitlement. Too many families are missing out on so many benefits. One woman recently told me what a huge financial burden had been lifted when we started seeing her mother. Fortunately, we had her mom for nearly 3 months, but why not longer? They deserve that."

Q. What do you find most rewarding?

A. "Walking into a home and meeting a family that may be in shock, and experiencing anger and fear, and moving that family into a place of acceptance and understanding. I watch families, using the knowledge and support that's provided by the whole team, transform and find peace and acceptance. When families are able to celebrate life's ending with respect and dignity, and even peace, because of the work we do – that's rewarding."

Q. What do families seem to value most?

A. "The personal approach. I think families appreciate the fact that we come to their home, we spend quality time with them, we explain what's going on medically, we take care of them emotionally, and we prepare them for what's ahead. I also think it's a great comfort knowing they have someone to call 24 hours a day."

HAPPENINGS FOR HOSPICE

Keller Williams' Red Bash Supports Hospice

Keller Williams Realty held their first annual Red Bash fund-raiser last November to benefit three organizations, one of which was Hospice & Palliative CareCenter. The event included great food and beverage, a talent show, and a reverse raffle. Hospice was presented with a donation of \$1,350. "The more we talked about it, the more we realized that Hospice was a cause near and dear to our hearts," said Keller Williams Realty's Mary Kay Rath. Planning has already begun for their second annual Red Bash event to be held in September, and they hope to raise even more money for Hospice.

Thank you Keller Williams!!!

MORPHINE MYTHS

(Continued from cover)

medical devices enable people to live much longer with advanced disease than they could before. As diseases such as cancer and advanced heart or lung disease worsen, pain or other physical symptoms typically increase. Likewise, doses of morphine or other opioids are increased to keep patients comfortable. This is why some patients in hospice may be on increasing doses of opioid medications. Other medications, such as heart and lung medications, are also frequently increased.

Pain medications are very safe medicines when dosed appropriately and monitored. Many people are concerned because of the news reports about people dying of drug overdoses. These are usually people who were not on a prescribed amount of pain medicine. Our bodies quickly build up a tolerance to the opioid's effect of decreasing normal breathing effort. I've had some patients on very high doses of morphine, but they didn't start on high doses. They started on a low initial dose, which was increased as their symptoms increased. This allowed them to develop a tolerance to the side effects. The hospice nursing staff, pharmacy staff, and hospice physicians closely supervise all of the medications supplied by hospice to assess for effectiveness and side effects.

Poorly controlled pain or breathing problems cause suffering for patients, their families, and caregivers. The goal of hospice is to help patients have the highest quality of life possible. Dame Cicely Saunders, the founder of hospice, summed it up nicely, "You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die."

THANK YOU TO THE CORPORATE SPONSORS OF OUR RECENT SPECIAL EVENTS:

Hospice Hope Run 2008

- · BB&T
- · Winston-Salem Journal
- · Omega Sports
- · Salem Printing
- Hayworth-Miller Funeral
- Homes
- · Arbor Acres
- · Bagel Station
- · Bayada Nurses
- · Bethesda Eye Center
- · Biscuitville
- · Castle Shirt Company

2007 Light Up a Life Ornament Celebration

· Allegacy Federal Credit Union

- Dixon Hughes
- Heritage Woods
- · Krispy Kreme Doughnuts
- Pepsi Bottling Ventures
- Prudential Carolinas Realty
- · Salem Terrace
- · Salemtowne
- The Great Frame Up
- · Uptown Promotions
- · Vulcan Materials Company
- · Winston-Salem Warthogs/
- Ernie Shore Field



PALLIATIVE CARE SERVICES:

When hospice isn't the answer – we can still help By Freda Clark-Cowan, RN, MSN, NP

When caring for people in our Palliative Care program, I am often asked — How is this different from your hospice care program? Palliative Care is not just for people who might die soon. It is a resource for anyone with a long-term disease that will, in time, probably cause their death. These conditions include chronic obstructive pulmonary disease, congestive heart failure, ALS, renal failure or Parkinson's disease, just to name a few.

To palliate translates "to ease" and reflects the intent of Palliative Care Services which are to provide comfort. Our physicians and nurse practitioners have received special board certification to provide this service. These medical professionals often work with our counselors if needed for emotional support for the person receiving our care and their family.

Palliative Care can be ordered anytime after a person receives a serious diagnosis that has treatment options but no medical cure. Palliative Care Services are particularly helpful in relieving both chronic and acute pain situations, and help control difficult respirations or nausea resulting from many diseases or various medical treatments. Palliative Care Services can also help families navigate the difficult discussions before a person nears the end of life.

Palliative Care Services are provided in hospitals, nursing homes or private homes. Palliative Care, like hospice, can be requested by patients, family or medical providers. Medicare covers this service. Veterans may be eligible through the Department of Veterans Affairs.

To palliate translates "to ease" and reflects the intent of Palliative Care Services which provide comfort. Freda Clark-Cowan, RN, MSN, NP is a nurse practitioner who provides consults for Hospice & Palliative CareCenter. She completed her nurse practitioner degree in 1991 at University North Carolina-Greensboro. Ms. Clark-Cowan has been with HPCC for three years.

Palliative Care



Freda Clark-Cowan, RN, MSN, NP discuss care with a patient during a Palliative Care Consult.

10 years ago, we had a dream Because of you, that dream came true.

Because of you, 6,000 patients and families have experienced comfort and compassion when they've needed it most.

> Commemorating 10 years of the Kate B. Reynolds Hospice Home January 1998 – January 2008

2008 COUNSELING SERIES

The loss of a loved one can be an emotional hardship. With the help of grief counseling you can learn to remember your loved ones with less pain. Hospice & Palliative CareCenter offers a variety of grief support groups on an ongoing basis. Listed below are groups you or someone you know might find comforting.

6-Week Counseling Groups for Adults: Death of a Spouse and Death of a Parent

On-going Support Groups Left Behind: A Group For Survivors Of Suicide

Teen Evening Retreat - "Journey" (grieving teens ages 13-17)

Location for above: Hospice & Palliative CareCenter • To register, call 336.768.6157, ext. 600

Coping with the Death of a Spouse and Caregiver Support Group Location: BestHealth Center • Hanes Mall (near Post Office) • Winston-Salem To register, call 336.716.2255

336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 1-888-876-3663 from Anywhere

Mocksville

Grief Support Group Location: Senior Services of Davie County • 278 Meroney St • Mocksville To register, call 336.753.6230

Please call for dates, times and locations of groups or view complete information on our web site. There is no fee for groups, though advance registration is requested.

Individual Grief Counseling is available at each of the offices listed below. Please contact the office closest to you to inquire about additional groups, workshops, or other special events that may be offered throughout the year.

336-593-8450 in Walnut Cove 704-633-5447 in Salisbury www.hospicecarecenter.org



HOSPICE HOPE RUN & WALK

Something for everyone

We are looking forward to another fantastic Hospice Hope Run on Saturday, April 12! The **10k competitive run** course is one of the best in the state and draws runners from across the area. But if you aren't a runner, don't worry! We have a terrific **5k fitness walk** course, too. Can't run or walk? Going to be out of town? You can still be a part of the 12th Annual Hospice Hope Run. Simply register as **"Proud in the Crowd"** and receive the entire 12th Annual Hospice Hope Run packet and benefits.

The Hospice Hope Run helps Hospice & Palliative CareCenter fulfill the hopes of our patients and their families. The funds raised allow Hospice to provide grief counseling, the community support program, and other services free of charge to the community. Please join us on Saturday, April 12 to raise money and awareness about Hospice's programs. All proceeds from the Hope Run will be used for patient and family care.

The run/walk starts and finishes at Ernie Shore Field. Your registration fee includes a custom designed T-shirt, post-race refreshments, door prize drawings, complete results, and race management by the Twin City Track Club. Runners or walkers who go the extra mile and raise at least \$50 of pledge money will also receive an embroidered Hospice Hope Run hat.

Volunteers are needed for the day of the Hope Run. If you are interested, please call Amy Williamson at 331-1301.

THE CIRCULAR - SPRING 2008 ISSUE

What's Inside: "Real People, Real Stories"

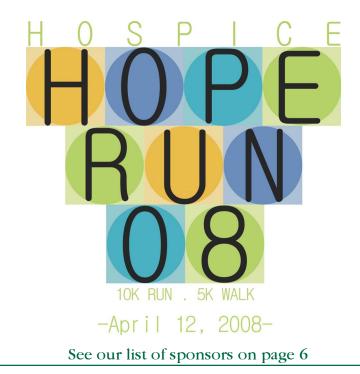
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Hospice & Palliative C A R E C E N T E R

101 Hospice Lane Winston-Salem, NC 27103 www.hospicecarecenter.org

Hospice Hope Run at a glance:

WHAT:	10K (6.2 miles) Race &
	5K (3.1 miles) Fitness Walk
DATE:	Saturday, April 12, 2008
TIME:	8:30 a.m. (run and walk start)
WHERE:	Ernie Shore Field
	Winston-Salem, NC
CALL:	Amy Williamson 336-331-1301



Hospice & Palliative CareCenter serves 13 counties from 4 offices located in Winston-Salem, Mocksville, Walnut Cove, and Salisbury:



Please contact our office nearest you: 336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336-593-8450 in Walnut Cove 704-633-5447 in Salisbury 1-888-876-3663 from Anywhere

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