



Hospice of Cincinnati

Experience. Compassionate. Caring.SM

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SAVE THE DATE

Coping with grief during the holidays

Nov. 16
Anderson

Dec. 1
Blue Ash

Dec. 8
Hamilton

Dec. 8
Western Hills

Contact Polly Peterson at 513-686-8122 for more information and to register.

Hospice of Cincinnati is sponsored by Bethesda Inc. in a collaborative community partnership with TriHealth and Mercy Health Partners.

Patient's son creates Garden of Eden

When Rosemary Menninger Richeson was in her last days of battling stage 4 lung cancer, the Hospice of Cincinnati nurses who visited her at home gave Neal Menninger and his siblings a sense of peace. "They would kneel by her bed and talk to her softly," Menninger remembers. Eventually, his mother was admitted to the Hospice of Hamilton Inpatient Care Center for pain management. She passed away just a day-and-a-half later.

Sitting by the pond in the inpatient care center's courtyard, Menninger met other patients and grieving family members. "That's where I got the idea to make the grounds a kind of 'Garden of Eden,'" he explains. "I envisioned



Neil Menninger has spent countless hours landscaping the grounds of Hospice of Hamilton as a "thank you" for the care his mother received.

butterflies, hummingbirds and flowers everywhere."

With donations from his siblings and using his own money, Menninger purchased mulch and two truckloads of plants at a discounted rate from Epp's Garden House. He created a

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Partnership to improve end-of-life care

This summer, a medical breakthrough of a unique nature began making its way through Cincinnati area hospitals.

Created to develop best practices throughout the end-of-life care process, the new End-of-Life Partnership is a patient- and family-centered initiative that brings health care providers together to ensure that everyone has access to end-of-life care of the highest quality.

At a kick-off session in June, physicians, nurses and administrators representing partner hospital site teams gathered to identify unique, yet specific and measurable ways to better assist patients and families while also minimizing

re-hospitalizations. A key component of each team's plan is increasing awareness and the need for appropriate referrals to hospice and palliative care.

"As each hospital site team continues to create more awareness and improvement around end-of-life care at their own facilities, we're starting to see a real sharing of best practices and a lot of enthusiasm for making positive change," notes Hospice of Cincinnati President and CEO Sandra Lobert. "Over time, I believe more people will begin shifting their thinking – seeing hospice care as an opportunity for a much higher quality end-of-

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Message from the CEO



Death is an uncomfortable topic, especially when families are facing a serious illness. Ideally, advance planning and discussions would have taken place by this point, but if not, this is exactly the time patients and families should talk about their preferences regarding end-of-life care. So how can families recognize when the last phase of life has started? And why should families focus on this topic?

These are questions Hospice of Cincinnati aims to create more discussion around so health care providers, patients and families can better work together to improve care according to each family's individual goals. As a leader in hospice care in Greater Cincinnati, we recently took our leadership one step further by forming the "End-of-Life Partnership" (page 1).

A patient- and family-centered initiative, the partnership is working to ensure that everyone has access to end-of-life care of the highest quality when they need it. A key focus of the partnership goal is to share best practices to help the end-of-life process be as comfortable, dignified and peaceful as possible for patients. This also will ease the stress and pain families experience during this trying time when difficult decisions are being made.

While today's increasing medical advancements have made recognizing the last phase of life more difficult, we believe patients and families can become more tuned in to when curative treatments no longer offer benefits. We believe they deserve to also understand why accessing high quality end-of-life care sooner rather than later brings improved comfort to patients and increased peace to families. In this issue, you'll read about two families (pages 1 and 6) who benefitted from this kind of care and what it has meant to them.

It all matters. The conversations. The questions. The preferences. Talking about end-of-life care before it's needed gives patients and families more control over their final days together. Hospice of Cincinnati will continue to heighten community awareness of the benefits of high quality end-of-life care so patients and families may better understand the power they have to create positive and meaningful experiences during this sacred time.

Warmest Regards,

Sandra Lobert
President and CEO

Employee of the Quarter *Living our values every day*



Marilee Havens, RN

Patients and families dealing with increasing unmanageable symptoms and discomfort are often fearful and anxious. An admissions nurse, Marilee Havens, RN, is the first point of contact they have with Hospice of Cincinnati, bringing welcome comfort and support. "Marilee does such a great job teaching

"She truly embodies the Hospice of Cincinnati tag line: Experience. Compassionate. Caring."

families and patients about what to expect from our organization, and she makes sure they have the support they need," says Sheri McCoy, RN, Hospice of Cincinnati support

team member. "She always leaves them feeling confident that we will be there for them." Havens was named the most recent employee of the quarter.

"I'm the frontline of Hospice of Cincinnati services, providing immediate symptom management, evaluating further needs, obtaining written orders from our medical directors and providing support for the family," Havens explains. "Most importantly, I try to make them feel more at ease and dispel any misconceptions they might have."

Havens's manager, Tiffani Schmitz, RN, manager of Patient Registration, explains that she is very adept at explaining disease processes and how Hospice of Cincinnati can support the patient and family. "She takes the fear out of the process," she explains. "Marilee is always willing to step up to do what is best for the patient. She truly embodies the Hospice of Cincinnati tag line: Experience. Compassionate. Caring."

McCoy, who has worked on several committees with Havens, notes she is creative, collaborative and always goes above and beyond. In particular, Havens was key in helping Hospice of Cincinnati move to an electronic documentation system. "The success of this transfer has greatly streamlined documentation and improved patient care," McCoy says.

Havens's ability to teach extends to her peers. Other nurses call her with questions about clinical and computer issues, McCoy explains, and she does a great deal of training for the admissions staff. "In the end, it's all about ensuring that patients and families receive the best care possible," Havens asserts.

"I really like making a difference in patients' and families' lives at the end of their journey," Havens continues. "They are always surprised and so grateful at the amount of support we can provide for them."

If you do not wish to receive future issues of Hospice of Cincinnati's quarterly newsletter, or any other future fundraising communications from Hospice of Cincinnati of Cincinnati, Ohio, you may request to be deleted from our mail list. Please send a letter to the below address requesting to be deleted from the Hospice of Cincinnati mail list.

*ATTN: Hospice of Cincinnati List Manager Bethesda Foundation Inc.
10500 Montgomery Road, Cincinnati, Ohio 45242*

Pathways to a higher quality of life

New program addresses needs of patients with end-stage chronic diseases

Suffering from congestive heart failure, Jane's family raced her to the hospital three times within six months for the same symptoms. Her shortness of breath, pain and anxiety were stabilized in the hospital, then worsened, spiraling out of control and causing multiple return trips to the emergency department. "When a patient has end-stage heart disease, typical aggressive treatment usually becomes ineffective in bringing symptoms under control," explains Kathy Ritter, director of Clinical Services for Hospice of Cincinnati.

Hospice of Cincinnati's new *Pathways* program addresses the unique end-of-life needs of patients with end-stage heart disease, pulmonary disease and Alzheimer's/dementia. Effective symptom management can help patients remain comfortable in the place they call home and avoid hospital re-admissions. "We manage the patient's symptoms and focus on their quality of life," Ritter explains.

The first *Pathways* program Hospice of Cincinnati will implement is for end-stage heart disease. Patients and families will have access to:

- Hospice of Cincinnati's compassionate, caring staff 24 hours a day, seven days a week, especially during times of crisis.
- An individualized care plan designed to meet the special end-of-life needs of patients with end-stage heart disease.
- An experienced, compassionate, multi-disciplinary team of caregivers, working under the direction of the patient's physician.
- Comprehensive care options and customized levels of care, including: home care, Hospice of Cincinnati inpatient care centers, and long-term care settings.
- Holistic services and support, including music, art, pet and aroma therapies.



Hospice of Cincinnati's *Pathways* program improves the quality of life of patients with end-stage chronic diseases.

- Bereavement services, including on-going support groups and Fernside, Hospice of Cincinnati's bereavement program for children and their families.

Pathways was developed to not only address the unique end-of-life needs for patients with these chronic diseases, but also to increase awareness of the benefits of earlier hospice admissions. Hospice of Cincinnati Manager of Professional Relations Marie Cunningham has worked closely with Ritter to develop materials to help patients and physicians better understand the *Pathways* program. "According to the *Journal of Pain and Symptom Management*," Cunningham quotes, "Heart failure patients who enroll in hospice care live an average of 81 days longer than patients who don't enroll in hospice care."

"Our program is based on educating and providing support to the caregiver," Ritter explains, "We are focused on quality of life for patients and their families."

END-OF-LIFE PARTNERSHIP *continued from cover*

life experience while also embracing Hospice of Cincinnati as a valuable option for help and support during the most trying of times."

In support of the End-of-Life Partnership, the Union Institute recently sponsored a day-long workshop presented by the Academy of Medicine titled, "When is the 'End of life' and Why it Matters." Targeting community members, the speakers included Lobert, who discussed the many benefits of

hospice care, and nationally renowned speaker Joanne Lynn, MD, who offered perspectives on how to identify end-of-life patients.

Initiated by Hospice of Cincinnati in early 2010, the partnership currently includes departments at Bethesda North, Good Samaritan, Jewish, Mercy Anderson, Mercy Clermont, Mercy Fairfield, Mercy Mt. Airy and Mercy Western Hills hospitals.

Board welcomes new members

Gladys Hankins, PhD

Diversity Expert, Management Consultant

As president of Telora Victor, Inc., a management consulting organization, Dr. Hankins has done extensive work in diversity and has consulted across the global community. She has conducted training in Montreal, Venezuela, Toronto, Mexico, London, France, Belgium, China, Japan, Budapest, Egypt and throughout the United States.

Prior to forming her own company, she held varied management roles at Procter & Gamble, focusing on diversity and organizational effectiveness. During her 40-year career there, she became the first African American woman promoted to management. She also spearheaded the company's diversity training programs, which are now used on every continent in the world.

Dr. Hankins has written two books: *Diversity Blues*, *How to Shake 'Em*, identifying race and gender issues in

organizations; and *By Any Other Name*, a mystery novel set in Cincinnati written under the pen name Gigi Gossett.

"Dr. Hankins's broad business skills, combined with her international leadership contributions in the area of cultural diversity and organizational effectiveness, will be a great asset to Hospice of Cincinnati as we shape our future plans," says Sandra Lobert, president and CEO, Hospice of Cincinnati.

Dr. Hankins is a lifetime member of the NAACP and a former member of the Urban League of Cincinnati Board of Trustees, Advisory Council to The Union Institute's HBCU Initiative, Mercy Health Partners Foundation Board and Friends of Women's Studies Board at the University of Cincinnati. She has received numerous awards and recognitions, including being named the "Black Achiever" by YMCA of Cincinnati, the Leading Women Award, and she has received two proclamations from the City of Cincinnati. *Photo not available.*

Roger H. Sublett, PhD

President, Union Institute & University



Roger H. Sublett, PhD

Prior to becoming president, Dr. Sublett served as provost and chief operating officer at Union Institute & University, as well as interim vice president for national undergraduate programs. He also has served as the director of the W. K. Kellogg

Foundation's National Fellowship and Leadership Program and as program director in Higher Education and Leadership at the Kellogg Foundation.

"Dr. Sublett brings an excellent new perspective to the Hospice of Cincinnati Board through his depth of experience in education, leadership and philanthropy," says Sandra Lobert, president and CEO, Hospice of Cincinnati. "He adds a new dimension to our trustees, which will be very helpful in moving our organization forward."

Dr. Sublett serves on the boards of OmniMed and the International Leadership Association (ILA), was a senior fellow in the James MacGregor Burns Academy of Leadership, and a senior scholar at the Center for Ethical Leadership, Seattle. He is a frequent speaker, convener and leader in areas of adult and continuing education. He has written, co-written, or edited four books on the operation and lessons learned through the Kellogg Foundation, including, *Leading from the Heart*. He earned his B.S.E. and M.A. degrees from the University of Arkansas and his PhD in American history from Tulane University in New Orleans.

"I am honored to have been asked to serve on the Hospice of Cincinnati Board of Trustees," comments Dr. Sublett. "Hospice of Cincinnati is committed to providing excellent support and loving care to families who are facing difficult issues, and I am very pleased that Union Institute & University will have an opportunity to extend our commitment to others through service on the board of trustees."

Dr. Sublett is married with three daughters and one grandson.

From the Foundation

Make the Most of Your Will

Gary Algie
Director, Planned
Giving/Major Gifts
Interim President



Your will is a record of your values and the contents of your estate at the time it was prepared. Unlike most legal documents, your will should be updated from time to time to ensure it reflects your current wishes and circumstances.

There are many types of gifts you can make and countless ways in which you can make them. If you have a spouse and/or children, you probably want them to have your personal effects, household furniture and automobiles. Presumably, you will want your spouse to obtain title to, or life use of, your home. Otherwise, perhaps it would be a suitable gift to a charitable organization like Hospice of Cincinnati.

The residue of your estate will probably be the largest part. Its disposition is detailed in the residuary clause of your will, where you dispose of the balance of your estate after taxes and expenses have been paid and after the bequests of specific sums of money and items of property have been paid or delivered. Here are some useful tips for disposing of the residue.

* **Fractional shares.** You may want to think in terms of percentages or shares of the residue if you want to divide the balance of your estate among multiple beneficiaries to ensure that each beneficiary receives the proportion you desire, no matter the exact amount.

* **Trusts.** A trust is a unique arrangement that prudently manages your assets (either part or all of the residue) for the benefit of your spouse, children or others. A trust lets you plan for your beneficiaries' future financial needs and, at the same time, ensure the remaining principal will eventually be distributed to other individuals or to charitable causes, often with estate tax benefits.

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

GARDEN OF EDEN *continued from cover*

landscape plan and lovingly planted flowers around the building. Unfortunately, the summer's brutal heat took its toll and some of the plants did not survive.

Determined to reach his vision, Menninger is starting over, and this time, he is enlisting the help of a professional landscape architect who will volunteer his time. "I want it to be breathtaking," Menninger says. Lowe's in Hamilton has committed to selling him plants for pennies on the dollar, and he is talking with several awning companies about the possibility of donating an awning to cover the pond so patients and families can enjoy the serenity and peace all day without worrying about the heat of the afternoon sun.

Menninger also plans to address another need of grieving families: to provide a physical memorial at the inpatient care center. He found out from staff that many families return on the anniversary of their loved one's death and touch the door frame of the room where their loved one stayed. "I plan to place a Grecian urn with a candle in a shelter by the pond so family members can light the candle in remembrance of their loved ones."

Vicki George, RN, nurse manager, Hospice of Hamilton, says, "When Neal first brought me the idea of doing some landscaping, I had no idea how much he planned to do. It is definitely making a difference in the appearance of our facility, and families already are commenting on how nice the grounds look."

CSO trumpeter's concert to benefit Hospice of Cincinnati

Doug Lindsay, trumpeter with the Cincinnati Symphony Orchestra and Friends, will present two holiday concerts at area churches to benefit Hospice of Cincinnati. The first will be Monday, Dec. 13, at 7 p.m. at St. Julie Billiard Church on Dayton Street in Hamilton. The second concert will be Wednesday, Dec. 15, at 11 a.m. at Friendship UMC on Springfield Pike in Wyoming. There will be a free-will offering to benefit Hospice of Cincinnati and Hospice of Hamilton. Please call Debbie Hauenstein at 513-792-6999 ext 8158 for more information.



A parade of care

Jim Telscher's first experience with Hospice of Cincinnati was in 2001. "My mother-in-law was a patient, and we got to see what wonderful and loving care she received there," he remembers.

In 2006, Telscher's father was admitted to the Western Hills Inpatient Care Center. "Being there 24/7 and watching the care he received from nurses and aides, our family realized that our mom made the right decision to have dad at Hospice of Cincinnati," Telscher says.

Telscher decided to volunteer for Hospice of Cincinnati after his father passed away, and participating in the Harvest Home Parade is just one of many ways he is involved. "We set up for the parade at my mother's home in Cheviot," Telscher explains. "She was very pleased with the care my



father received from Hospice of Cincinnati, and she plans to welcome the parade committee setting up in her yard as long as she is alive. She says it is her way of 'volunteering.'"

Go nuts this holiday!

Looking for a holiday gift idea? Then, consider Koeze nuts and chocolates. The Auxiliary of Bethesda Hospital uses proceeds from this fundraiser to provide grants to

Bethesda North Hospital and Hospice of Cincinnati to enhance care for patients and their families. Decanter customization and direct shipping available. Limited product is available in the



Bethesda North and Bethesda Oak gift shops. For on-time delivery, holiday orders are due by Dec. 7. To order, please contact Jerri Spurlock at 513-865-1618 or Jerri_Spurlock@TriHealth.com.

A dazzling display

Photo courtesy of Michael W. Hamilton



Help families facing terminal illness celebrate life! Purchase lights – in honor or memory of a loved one – to decorate our campuses this holiday season. Lights can be purchased for \$25 each for our Blue Ash, Anderson, Western Hills or Hamilton campuses. Signs will be placed at each campus, labeling the displays as "Celebration of Life." Individual names will not be printed on the signs, but recognition will appear in a future issue of this newsletter. Please contact Diana Fogel at 513-865-1617 or Diana_Fogel@TriHealth.com for more information.

Spreading the word

Hospice of Cincinnati will once again air a series of television commercials featuring patient testimonials in the coming weeks. Each of the family members featured experienced Hospice of Cincinnati's personalized, compassionate end-of-life care.

The commercials continue to reinforce the benefits achieved by both patients and families who access hospice services earlier rather than during the last few days of life.

See Hospice of Cincinnati families in our ad campaign this fall on the following cable stations:

- Food
- Lifetime
- Lifetime Movie Network
- Bravo
- Fox News
- USA
- TV Land
- SOAP
- HGTV

“Gourmet” guests support Hospice families

More than 850 supporters helped Hospice of Cincinnati continue its reputation for personalized, compassionate and comprehensive care by attending this year’s *A Gourmet Sensation* held Sept. 11. The event welcomed a refreshing design, a silent auction, whiskey tasting sponsored by Brown Forman & Woodford Reserve and the *Gourmet “Late Night” Sensation* – all raising more than \$200,000 for Hospice of Cincinnati. The Gourmet Steering Committee as well as a host of volunteers gave long hours to ensure the event’s success.

Guests enjoyed delectable dishes prepared by 19 of the nation’s best chefs and were entertained by local band 2nd Wind. Among the participating chefs were Jose Salazar and Summer Genetti of The Palace Restaurant, Cincinnati, OH; Robert Waggoner of U Cook with Chef Bob, Charleston, SC; Michael Bulkowski of the Revolver, Findlay, OH; Patrick Fahy, The Blackbird Restaurant, Chicago, IL; Bram Fowler, Journey’s Restaurant, Orlando, FL; Colby Garrelts of bluestem, Kansas City, MO; Miles James of James at the Mill Restaurant, Johnson, AR.; Wally Joe of ACRE Restaurant, Memphis, TN; Clayton Miller, Trummer’s on Main, Washington, D.C.; Arnold Myint, PM Restaurant, Nashville, TN; Tandy Wilson, City House, Nashville, TN; Joe Miller, Joe’s Restaurant, Los Angeles, CA; Todd Johnson, Artisan Bread Company, Ft. Myers, FL.; Bobby Benjamin, The Oakroom @ The Seelbach, Louisville, KY; Jim Gerhardt, Limestone, Louisville, KY; Hector Esteve, Paella at Your Place, Dayton, OH; Don Yamauchi, Motor City Casino, Detroit, MI; Jessica Bauer, Bistro 19, Pittsburgh, PA; and Robert Coltrane, Midwest Culinary Institute, Cincinnati, OH.

Special thanks go to The Cincinnati Hotel; Cutting Edge Selections; Claire B. Phillips; Consolidated Health Services; Fifth Third Bank; Lamson Design; Mercy Health Partners and Healthspan; Accent on Cincinnati; Cincinnati Pain Management Consultants; Executive Transportation; Sandy and Bob Heimann; Harry’s Corner Flooring; Taft Stettinius & Hollister LLP; Therapy Support; Jan P. Knisely, MD; Blank Rome LLP; Fort Washington Investment Advisors; Marie C. Huenefeld; Queen City Surgical Consultants; Bethesda Center for Reproductive Health and Fertility; Bethesda Inc.; Group Health Associates; Goodwin Lighting; Oncology Hematology Care; Berman Printing; Cardiology Center of Cincinnati; Comprehensive Medical Management; Amy and John Lambrinides; Spine Center at Riverhills Healthcare and TriHealth; Turner Construction; Union Central; The Union Institute & University, Roger H. Sublett, PhD; The Urology Group and The Urology Center; US Foodservice; and BR Cincinnati. For more information on next year’s *A Gourmet Sensation*, please contact Diana Fogel at 513-865-1617 or Diana_Fogel@TriHealth.com.



Enjoying the evening’s festivities are Hospice of Cincinnati President and CEO Sandra Lobert, Bethesda Foundation Board Chairman Ted Jones, MD, and Hospice of Cincinnati Medical Director Rebecca Bechhold, MD.

Adult Bereavement Support Group offerings

Grief support groups are available at our Anderson, Blue Ash, Hamilton and Western Hills locations. For information about these programs and other Hospice of Cincinnati bereavement services, please call: Alan Gruber at 513-686-8120, Vivian Jones at 513-686-8139, Claire Peasley at 513-686-8121, or Polly Peterson at 513-686-8122.

Please call the number listed for each group for more information and to register.

BLUE ASH

Afternoon Support Groups

- Tuesdays 1 to 2:30 p.m.; call Polly Peterson at 513-686-8122 for more information or to register.
- Thursdays 1 to 2:30 p.m.; call Claire Peasley at 513-686-8121 for more information or to register.

Evening Support Group

- Thursday evenings for seven consecutive weeks; call Alan Gruber at 513-686-8120 for more information or to register.

Evening Parent Loss Support Group

For adults, ages 27 and older, who have experienced the death

of a parent or of a surrogate parent figure. Thursday evenings 6:30 to 8 p.m.; call Claire Peasley at 513-686-8121 for more information or to register.

HAMILTON

Morning Grief Support Group

Mondays 10 to 11 a.m.; call Polly Peterson at 513-686-8122 for more information or to register.

Volunteer Training Do you have a friend or neighbor who would be a great volunteer for us? Spread the word. We get our best volunteers from you, “our” best volunteers. Please contact Judy Russell at **513-792-6989** or judy_russell@TriHealth.com for more information.

Wiggles, kisses and tricks, oh my!

Four-legged therapists visit Camp Erin



Brodie and his handler, Linda Jones, bring smiles to campers.

A group of furry, four-legged superheroes visited campers at this year's Camp Erin-Cincinnati Summer Camp, bringing along their unconditional love and playful antics. The Canine Angels, a group of registered therapy dogs, met the campers in small groups, offering wiggles, kisses, tricks and joy.

The Canine Angels visited this year's camp thanks to Chris Miller, wife of Bob Miller, Cincinnati Reds vice president and assistant general manager. "Camp Erin came up at the pre-season meeting for the Reds' wives," Miller explains. "I thought camp would be a great fit for our therapy dogs."

Registered through Therapy Dogs Inc., all of the Canine Angels have gone through training to ensure they are suitable to be therapy dogs. "It is very important that each dog has the right temperament for this kind of work and enjoy it," Miller explains.

The goal is for each dog to make some type of connection with the person he is visiting. "Some of the children petted the dogs, others hugged and many were entertained by their tricks," Miller explains. "The Fernside staff was really what made a difference in this situation. They were very supportive because they could see the impact the dogs were having on the kids."

"We are delighted to be working with Chris and everyone associated with Canine Angels," says Vicky Ott, executive director, Fernside. "I saw first-hand how the pet therapy dogs brought comfort, companionship and fun to our campers this summer."

The experience was rewarding for the handlers, too. "They loved the Fernside staff," Miller gushes. "We (the handlers) went through orientation and are really excited that we'll be bringing our dogs to monthly meetings beginning this fall."

Ott says, "We are looking forward to incorporating these wonderful dogs and their handlers into all of our Fernside programs. We can't thank them enough for this special donation."



This year, 59 children ages 7 to 12 attended Camp Erin. The camp is sponsored in part by the Moyer Foundation, Dater Foundation, Cincy Kids 4 Kids and Summertime Kids.

Doc's quiet nature provides comfort to a camper.