

Fall 2017



THE HOMECARE & HOSPICE FOUNDATION
A Community of Caring

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**The HomeCare & Hospice
Foundation**

Main Line Health®

A Community of Caring



Message from the President

I am pleased to share with you this latest update on Main Line Health HomeCare & Hospice. About a year ago, the Center for Medicare and Medicaid Services (CMS) began evaluating home

health service organizations based on the Five-Star Quality Rating System, with five stars reflecting the highest scores. At that time we were proud to announce that our home health services had received a 5-star rating for patient satisfaction and a 4-star rating for patient outcomes as listed on the CMS Home Health Compare website.

This year, not only have we once again achieved those scores for our home health services, we are now excited to cite the success of our hospice services as they have significantly exceeded every patient preference and clinical management outcome on the new CMS Hospice Compare website! In fact, although star ratings are not yet assigned for hospice services, a comparison of various local hospices listed on the website shows that, in our five-county service area, we are by far the premier provider of hospice services.

Also, during this past fiscal year we cared for over 20,000 individuals, with over 340,000 visits to patients who required services from our home health, hospice or private duty staff. This volume, combined with our outstanding quality and patient satisfaction scores mentioned above has allowed us to once again achieve Home Care Elite® provider status as designated by home care industry experts (our third consecutive year for this recognition).

It is an honor and a privilege to work with so many committed nurses, therapists, nursing aides, social workers and nutritionists who bring care and understanding to patients and their families during very vulnerable times in their lives.

On behalf of our Main Line Health HomeCare & Hospice team, many thanks for your support in helping us to continue to provide care in our communities.

Richard Jacovini

President, Main Line Health HomeCare & Hospice



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Special events UPDATE

The 10th Annual Golf Outing to benefit the Linda Schalin Hospice Fund grossed \$28,868, contributing to a cumulative fundraising success of over \$260,000! Held at Blue Bell Country Club, we had 73 golfers and several others attending



the dinner. Many thanks to our sponsors: Aramark, AmeriGas, Alpine Home Care, CBS Radio, The First String HealthCare, M&M Displays, Tricomm, Jefferson Home Infusion, McBee Associates, Protocall, PA Trust Company and Protection Bureau. Reservations have been made for next year at Blue Bell: Monday, May 14, 2018 in the afternoon.

COMING UP

On Sunday, December 3, 2017, The HomeCare & Hospice Foundation will host the 4th annual Tree of Lights ceremony in Radnor from 1:00 pm to 3:00 pm. The holiday season can be a challenging time when we're grieving the loss of a loved one. This special event is an opportunity to come together in fellowship for a non-denominational service that will include beautiful music, inspirational readings, and the opportunity to light a candle in remembrance. The ceremony will be followed by a buffet luncheon. Monies raised support hospice services. Information will be mailed; however, feel free to contact Judy Kallmeyer in the development office at 484.580.4036 or kallmeyerj@mlhs.org with any questions.



Main Line Health HomeCare & Hospice recognized for clinical excellence

One hundred of our nurses are **certified in a specialty practice(s)**, ranging from cardiovascular, gerontology, hospice and palliative care, and medical surgical nursing, among others. Certification is the formal recognition of the specialized knowledge, skills and experience demonstrated—an achievement of standards identified by a nursing specialty to promote optimal patient care. Numerous studies have demonstrated a positive link between certified nurses and performance outcomes for patients, including fewer adverse events in patient care, higher patient satisfaction ratings, more effective communication and collaboration with other providers, and increased personal growth and professional satisfaction.

A total of 57 nurses have applied for **Clinical Ladder III and Clinical Ladder IV** designation this year. The Clinical Ladder III/IV program has been developed to offer recognition and career advancement opportunities for those nurses who have excelled in clinical practice, leadership and professionalism.

Finding Shirley

By Jill Feninger



When I arrived at the apartment of my first assigned patient as a hospice volunteer, I was greeted by a cheerful woman with a lilting Jamaican accent and a firm, warm handshake. She ushered me into a sun-drenched living room and introduced me to a 90-year-old woman named Shirley*.

Shirley had been described to me as “pleasantly confused.” I quickly realized she was minimally verbal. She could not decipher words in the newspaper resting on her lap, and couldn’t recognize herself in photographs. The signs were clear: Shirley had advanced dementia. I felt helpless, wondering how to connect with her.

I had grown up with the songs of Cole Porter, George Gershwin, Rodgers and Hart. I loved them; maybe Shirley did too. So I tried singing, “I get no kick from champagne; mere alcohol doesn’t thrill me at all, so tell me why should it be true, that I ...” Shirley’s faint reply was “...get a kick out of you.” We both laughed. And that was a beginning. I started singing another song, and then another. Shirley may not have remembered the lyrics, but she hummed the melody each time. And so it was through music that I had found the way to reach Shirley. First, through our voices, then through CDs I brought with me to her apartment.

My weekly visits continued for two months, during which I discovered Shirley liked back rubs. And I was happy to gently rub her back while we communed, listening to our favorite songs. We didn’t need profound conversations; we had sound and touch.

One Tuesday, I arrived at Shirley’s apartment complex and stopped at the booth at the driveway entrance to present my badge. The gatekeeper said, “Didn’t they tell you?” Shirley had died. Just that morning.

Though hospice volunteers are told their patients will certainly die, it was my first as a volunteer, and it shocked me. I wondered whether the sadness I felt would be repeated each time I lost a patient. And could I put myself through that over and over?

I recognized that, in some small way, I will have provided a measure of comfort—maybe through conversation, music, touch, or simply by being there as I was for Shirley, helping her through this last journey, accompanied by a soundtrack that included Billie Holiday, Tony Bennett, and Ella Fitzgerald.

** Patient’s name has been changed.*

NOTE: Jill’s remembrance is one of a series of lessons learned by Main Line Health hospice volunteers, published in bi-monthly issues of our hospice newsletter The Caring Courier. If you are interested in learning more about becoming a hospice volunteer, please contact our volunteer coordinator, Michele Whipple, by phone at 484.580.1555 or email whipplem@mlhs.org. We are always looking for wonderful people like Jill to provide support, companionship and presence to our patients and program.

We Honor Veterans program

Main Line Health HomeCare & Hospice has begun a We Honor Veterans program, through the National Hospice and Palliative Care Organization and Veterans Association (wehonorveterans.org). It is designed to empower hospice professionals to meet the unique needs of dying veterans.

Of the 2.4 million deaths in the United States each year, approximately 680,000 are veterans. More than 1,800 veterans die every day. More than half of these deaths occur in just 10 states; Pennsylvania ranks #5. There is much we need to learn in order to meet the needs of this special population, including how post-traumatic stress and substance abuse affect care at the end of life. The We Honor Veterans program teaches respectful inquiry, compassionate listening and grateful acknowledgement—to comfort patients with a history of military service and possibly physical or psychological trauma.

The program design consists of levels of achievement (stars) based on completion of defined activities, education, and Veterans Administration partnerships. Hospices “earn their stars” by completing activities for each of the four levels of commitment.



Level 1—Provide veteran-centric education for staff and volunteers, and identify patients with military experience

Level 2—Build organizational capacity to provide quality care for veterans

Level 3—Develop and strengthen relationships with VA medical centers and other veteran organizations

Level 4—Increase access and improve quality of care for veterans in the community

As we begin to implement this program, a military assessment will be conducted on all patients admitted to the Main Line Health hospice program. We project that we provide hospice services to approximately 500 veterans annually. The results of the assessment will trigger a unique care planning process which includes attention to signs of post-traumatic stress, other emotional or psychological needs, and service-related illness/conditions that may have significant impact on the end of life experiences. All staff and volunteers will participate in educational programs regarding three distinct topics related to veterans' assessment and care.

Already, hospice staff members have shared a couple stories of caring for veterans:

- Korean-era vet—A patient refused morphine despite significant pain and shortness of breath. Through respectful inquiry and compassionate listening, the nurse learned that his experience with morphine was that it was what you gave after someone was shot in combat to hasten their death to eliminate suffering.
- WWII vet—A nurse facilitated a military assessment and this otherwise open and communicative patient was very guarded during the assessment. Several weeks later, when the nurse arrived, the patient shared how his story and experiences during WWII made him vow to be a “better man” than he felt he was during that time. The nurse suggested he share his story with his family, which he had never done before. Together, they had the opportunity to hear the stories that informed and shaped their future lives.

These stories help us understand why it is important to identify patients who are veterans, determine their needs, and educate our caregivers to provide appropriate care. We Honor Veterans provides education, resources, and technical assistance to educate hospice and other health care professionals caring for veterans, including those whose military service, combat experience, or other traumatic events may come to light during their dying process.

Charitable gifts help support the We Honor Veterans program, through making possible specialty training for hospice staff, along with lapel pins, framed certificates and lap quilts for all veteran patients. For more information, please contact the HomeCare & Hospice Foundation at 484.580.4036.

Foundation Board Member: Bob Ricciardi



Bob Ricciardi has been a member of The HomeCare & Hospice Foundation Board since the early 90s. At that time, the foundation was part of Community Health Affiliates. Bob was introduced to Community Health Affiliates through his relationship with them as a client of the Bryn Mawr Trust Company.

He became aware of their mission to provide home care and hospice services to the Main Line community and wanted to become involved with this organization and the important work they were providing. Bob has served as treasurer of the foundation and has been involved with many of the fundraising events the foundation has run over the last 25 years.

Bob grew up in New Haven, Connecticut, and attended high school at Cheshire Academy. He is a graduate of Villanova University where he earned a business/finance degree. He also holds a degree in banking from the ABA Stonier Graduate School of Banking. In 1971, Bob started his career at the Bryn Mawr Trust Company working in the mortgage department. After holding a number of positions at BMT, Bob retired in 2010 as executive vice president, chief credit officer, and corporate secretary of the bank. He is also a former board member of the Main Line Chamber of Commerce.

Bob and his wife Nancy reside in Newtown Square. They enjoy spending time with their family and six grandchildren. They are avid fans of the Villanova men's basketball team and have been attending games as season ticket holders for a number of years.

IMPACT *of* PHILANTHROPY

THANK YOU to our friends and donors for generously supporting HomeCare & Hospice. Last fiscal year, a total of \$236,385 was contributed, making possible:

Patient care assistance for specialized equipment, personal care items and services for patients with financial need who have exhausted their insurance coverage and other resources

Palliative care education for home care nurses so they have the skills and training to best support patients and their families with advanced illnesses

Grief support services for hospice families and for our community at large

Home telemonitoring equipment which provides for consistent monitoring of patients with heart failure, chronic obstructive pulmonary disease (COPD), or other serious, chronic illnesses. Special thanks to The McLean Contributionship and the Delaware County Community Foundation for their leadership grants of \$50,000 and \$20,000, respectively.

For more information about giving opportunities, please contact Karen Gadson, development director, at 484.596.5638 or gadsonk@mlhs.org.