

## St. Elizabeth Community Grief Support Center Update

Construction has begun on the building that will serve as a center devoted to addressing grief and loss for the St. Elizabeth Hospice bereavement program. The bereavement program is a community-wide support service, currently assisting about 1,400 individuals. Bereavement services are available to anyone in the community experiencing a loss, not just those who have been through the hospice program. All grief, loss and bereavement services — including individual counseling, support groups and therapy services — are provided free to the community.

These services are now offered at the Hospice Center, however, research shows that those who've just lost a loved one at the center don't like to revisit. It brings back a lot of difficult memories and many don't want to come into the hospice center for grief counseling. The new center for grief and loss will offer a neutral space.

The \$1.5 million, 3,000-square-foot Grief and Loss Center will include a large group room, small conference room, three counseling rooms and a common area. It will also house a coffee shop, break/kitchen area, living/sitting area for families, meditation garden and administrative offices. The median length of stay at St. Elizabeth Hospice is only about eight days, but it can take months for family members to come to grips with



*Pictured from left: Gail Rizzo, St. Elizabeth Hospice Child and Family Counselor; James Ellis, St. Elizabeth Hospice Bereavement Care Coordinator; Garren Colvin, St. Elizabeth Healthcare President and CEO; Gary Blank, St. Elizabeth Healthcare Executive VP and COO; and Brian W. Jones, DHSc, MS, CHPCA®, Director of Hospice and Palliative Care Programs*

the loss of a loved one. This gives us a facility that is uniquely designed with that in mind. Support services are often provided at offsite facilities, such as churches, but this will allow St. Elizabeth to offer more comprehensive grief

and loss counseling on campus. St. Elizabeth provides 13 months of aftercare to survivors, which includes mailings, phone calls and counseling. The target date for completion of the Grief and Loss Center is May, 2016.



### FROM THE DIRECTOR

*Brian W. Jones, DHSc, MS, CHPCA®  
Director of Hospice and Palliative Care Programs*

More people received access to hospice services in 2015 at St. Elizabeth than any previous year in our history. We had nearly 1400 admissions to our program. We averaged 140 patients per day in our program, around 10 in our inpatient hospice center and the rest in home hospice. Additionally, our staff drove nearly 300,000 miles seeing patients in seven counties in northern Kentucky, resulting in well over 30,000 visits to our patients.

We transitioned from paper documentation to an electronic medical record. For the first time in our history we were using laptops in our patient homes, creating an integrated clinical medical record. This provided much more timely and easier to access information for our nursing staff, especially our afterhours staff. Unlike some hospice programs that utilize "on-call" nursing staff after hours, we invested in dedicated afterhours staff. They work from the hospice center and triage phone calls all night long and go out and see patients when necessary.

2015 saw the Center for Medicare and Medicaid Services mandate a new family satisfaction survey. Our initial results in 2015 were stellar. In fact, in most areas, we were above benchmarks in the overall satisfaction of our program. For instance, 86.7% of our families said they always received help as soon as they wanted it, compared to 76.8% nationally. When it comes to getting help with pain, 93.8% of our families said their loved ones definitely received the help, whereas only 84.5% said so nationally.

We are fortunate to have excellent clinicians on staff, the infrastructure of St. Elizabeth Healthcare, the hospice center if needed, the most extensive bereavement services in the area, and family satisfaction surveys which indicate that patients and families were well pleased with the care they received here. We continue to be grateful and honored to serve the patients and families of northern Kentucky with the best end-of-life care possible.



## Ellis and Miller to Speak at National Alliance for Grieving Children Symposium

On June 23 our Bereavement Care Coordinator, James Ellis, and Paul Miller of Circus Mojo will travel to Indianapolis to speak at the National Alliance for Grieving Children (NAGC) Symposium. They will present their topic entitled, "The Show Must Go On...Empowering Kids to Thrive After Loss Through Circus Experience." He will also be inviting a few of our STARS volunteers to the symposium to enhance their skills with the intended result of an enhanced children's grief program. The National Alliance for Grieving Children (NAGC) Symposium is the longest running and most comprehensive Childhood Bereavement

Symposium offered in the United States. The NAGC Symposium draws more than 300 children's grief support professionals and volunteers from a variety of organizations throughout and outside the United States each year. The NAGC Symposium provides these individuals with learning experiences, concrete tools and connection with like-minded individuals. Attendees are able to return home at the end of the NAGC Symposium with new information and renewed energy as they continue to provide support to grieving children and teenagers in their local communities.

## Hospice Day at the Capitol

On February 17, 2016 members from St. Elizabeth Hospice attended Hospice Day at the Capitol. Team members traveled to Frankfort, KY to speak to the legislation about the importance of hospice and palliative care for those in our community. Topics included Kentucky's Certificate of Need, Hospice's multi-disciplinary team approach to care, bereavement services and community involvement.



## Veterans Day Appreciation Lunch

Last November, at the Boone County Public Library, St. Elizabeth Hospice was honored to host a Veterans Appreciation Lunch for all of our local veterans. We had about 90 of our nation's finest men and women present to enjoy lunch, speakers and an afternoon of companionship and community. Each of our veterans were presented with a Certificate of Appreciation and United States Military pin as a small token of our appreciation for their sacrifice and service. Thank you to our speaker, Commissioner of Veteran's Affairs Heather French Henry for her inspiring words on the importance of all veterans, Supreme Court Justice Michelle Keller for her welcome to our community, Gary Greisser for his wonderful music presentation of the branches of service, the Boone County Sheriff's Department and Sheriff Chuck Kortzenborn for the presentation of colors and TAPPS performance, Pride and Pages for donating books to giveaway and the many dignitaries who joined us and interacted with our veterans. Thank you also to hospice volunteer



*Pictured from left: Debbie McKinney, Hospice Volunteer; Brian Jones, Hospice Director; Debbie Holloran, Hospice Volunteer Coordinator; Heather French Henry, Commissioner of Veterans Affairs; Emily Cahill, Hospice Outreach Liaison*

Debbie McKinney. Without Debbie's dedication to veterans and countless work on this event, it would not have been the wonderful event that it was! We were truly honored to join in with the rest of our community to thank each of our veter-

## Thank You

**The services we provide with Hospice and Palliative Care can be very overwhelming for both families and staff. Yet we can still find the time to celebrate those people who help to make the experience that much better. The following are quotes taken from CareGrams and Thank You notes about the work and support families have received from us.**

Dear Friends from Hospice,  
Thank you for the kind care and help to make my husband's last days easier. I was glad to be able to take care of him at home.

Dear Hospice team,  
Thank you for your visits. You gave so willingly of your time and your friendship and prayers were very appreciated. We couldn't have had a better hospice team. You all were, and are, a great blessing. We will always remember your faithfulness and kindness to our family.

## Bereavement-Adventure Therapy

### Archery Program

April 13 from 3-5 p.m. will be our first Archery Camp Open House held at Butler State Park. This open house will detail how our Archery and Grief Program will help to assist children, specifically in Carrolton (but all children are welcome) to address grief through archery. The open house will be for school administrators, community leaders and parents to introduce the program and the benefit it will have for children. Once the open house is completed we will determine the dates for the actual camp.

### Equine Grief Camp

Our Equine Grief Camp will once again be held at Potter's Ranch on June 13-16 or July

25-28 from 9 a.m. to 1 p.m. For those who don't know, this is a four-day camp for children ages 9-17 who have experienced the death of a loved one. The program focuses on using horses for building life skills when dealing with loss and stress. For more information please contact Gail Rizzo at (859) 301-4612 or [gail.rizzo@stelizabeth.com](mailto:gail.rizzo@stelizabeth.com).

### Hiking Club

Join us as we hike in local parks, enjoy some nature and do some reflection about grief. Please contact Gail Rizzo at (859) 301-4612 or [gail.rizzo@stelizabeth.com](mailto:gail.rizzo@stelizabeth.com) for information on times and dates.

## Quality Update

We are proud to announce that our recent Joint Commission Survey was successful and our facility was accredited for another three years. The Patient Satisfaction Survey that compares our facility with other hospice programs in the United States showed that we meet or exceeded benchmark in quality measures such as: Patients getting timely care, Treating family members with respect, and Providing emotional support. This is a true testament to the wonderful staff that St. Elizabeth Hospice has and their commitment to providing excellent care to the patients and families.

## Social Workers, Homecare and Inpatient Unit

An important part of hospice is the impact that a multi-disciplinary team approach has on a patient and family. Over the next few newsletter editions, we will be highlighting each of the disciplines that make up the hospice care team.

Social Workers can help you and your family with the challenges that come at this time in your life. The following are areas with suggestions of how social workers have helped other patients and their families.

### Caregiving

- Explore caregiving resources: friends/family, paid caregivers, nursing home, respite, other living situations
- Find ways to give rest to my caregiver
- Decide if Lifeline services would help me be safer alone
- Facilitate a family meeting so that everyone can understand my needs

### Coping

- Discuss feelings (anxiety/curiosity/fear) of dying and life after death
- Communicate my thoughts/feelings to my loved ones (letters/tape/video/talking)
- Look back on my life, address any regrets/ joys
- Facilitate problem resolution
- Help my children/grandchildren deal with their feelings/concerns
- Help heal relationships
- Do something I've always wanted to do/finish a project

### Medical

- Learn more about my illness
- Facilitate discussion with my physician/nurse about what to expect
- Learn ways (other than medications) to relieve my pain and anxiety

### Legal

- Assist with Family Medical Leave paperwork for family members
- Discuss how to complete a financial will
- As notaries, we can assist with: living wills, power of attorney, EMS/DNR

### Financial

- Advise families about applying for Social Security Disability or a Kentucky medical card
- Provide resource information/assist with obtaining medicines or other material needs I can't afford
- Give direction on how to handle overdue bills Funeral/Burial Arrangements
- Discuss options such as cremation/traditional services/memorials
- Explore alternatives if finances are an issue

## Volunteer Inservice and Orientation Dates

Our volunteer program is an essential part of hospice. Volunteers at St. Elizabeth Hospice greatly enhance the care patients receive. Those who wish to volunteer undergo an initial 20-hour training course, along with ongoing education, but they will tell you it is well worth the effort. We welcome all those who wish to be a part of

the special services we provide through volunteering.

### VOLUNTEER INSERVICE DATES

*Lunch or dinner included*

Wednesday, March 23, 11 a.m. to 2 p.m.; Friday, June 17, 11 a.m. to 2 p.m.; Friday, September 23, 5-9 p.m.; Wednesday, November 2, 5-9 p.m.

### VOLUNTEER ORIENTATIONS

Wednesday, May 25, 5-9 p.m.; Thursday, May 26, 5-9 p.m.; Friday, August 26, 8 a.m. to 5 p.m.; Wednesday, October 19, 5-9 p.m.; Thursday, October 20, 5-9 p.m.

## IN THE COMMUNITY

### St. Elizabeth Hospice 5K Memorial Walk/Run

***“WHEN SOMEONE YOU LOVE BECOMES A MEMORY, THE MEMORY BECOMES A TREASURE.”***

Thank you to all who joined us this year for the St. Elizabeth Hospice 5K Memorial Walk/Run! We had a great turnout and everyone seemed to enjoy running or walking through the Crestview Hills neighborhood in memory of family and friends! Thank you also to Lisa Cooney and Jim Breech for attending this event and speaking about the importance of hospice and to all of our hospice staff members who volunteered to help. We could not provide care to our patients on a daily basis without the support of community members, so thank you to all who are helping to make a difference for our hospice patients and families.



### Relay for Life Raises Funding to End Cancer

The American Cancer Society's Relay for Life has always been an important part of inpatient unit nurse, Emily MacFarlane's, life. It became even more important after she was diagnosed with cancer. The support, assistance and care that Emily received first hand from the ACS reiterated what the Relay for Life means and the importance of the funding that it provides to the patients that come to ACS every day. The American Cancer Society Relay For Life movement is the world's largest and most impactful fundraising event to end cancer. It unites communities across the globe to celebrate

people who have battled cancer, remember loved ones lost, and take action to finish the fight once and for all. The Hospice relay team started off with a group of homecare nurses who wanted to raise funding for an organization that they worked with on a daily basis to care for the many patients that they saw at end of life who had been fighting cancer for quite some time. After hearing of Emily's diagnosis, the entire hospice family came out in full force to not only support her, but to also support the ACS, who was instrumental in caring for their fellow hospice nurse as well as many people who eventually became hospice

patients. The hospice team started in 2005 and continues each year to raise money for this worthy cause. With fun themes such as, Field of Dreams, Making a Difference in Margaritaville, and Knocking out Cancer the Relay for Life event is always filled with fun, friends and an overall hopeful attitude that one day there will be a cure for cancer. To participate in the Relay for Life or become a part of the hospice relay team, please visit, [relayforlife.org](http://relayforlife.org).

# PROGRAMS

## Breathe Easy, Remember Me, Heart Beat

### Goals of these programs:

- Improve the quality of life for patients and their families
- Provide assistance and emotional support to caregivers of patients
- Boost family caregiver confidence and education
- Minimize episodes of crisis and fear
- Reduce hospital stays and emergency room visits
- Assist families of those caring for patients in accomplishing goals



### Hospice

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483 South Loop Road  
Edgewood, KY 41017

Phone: (859) 301-4600  
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## Every Contribution Makes a Difference



I would like to make a donation to St. Elizabeth Hospice in the amount of \$ \_\_\_\_\_

Donation made in memory of: \_\_\_\_\_

Please cut out this card and send it to the St. Elizabeth Foundation, 1 Medical Village Drive, Edgewood, KY 41017

### Did You Know?

Did you know that the majority of St. Elizabeth Hospice's patients are cared for at their home? While we do have a 16 bed inpatient unit to care for patients who have uncontrollable symptoms, most of our patients are cared for by our hospice team at their home residence, whether that be at a nursing home, assisted living facility or the home that they have lived in most of their life. The nurses, social workers,

chaplains, volunteers and bereavement team travel to each patient's home on a daily basis to care for their needs and the needs of their family. With our large service area (Kenton, Boone, Campbell, Grant, Gallatin, Owen and Carrol Counties) our team is constantly on the go making sure that each patient is cared for in a place that is comfortable for them.



**St. Elizabeth**  
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# SUPPORT GROUPS

## Support Services for Families of our Patients

St. Elizabeth Hospice offers a full array of support services for families of our patients. Below is a list of Grief Support Groups offered through our program. Prior to joining a group, we request that you contact our bereavement coordinator to arrange a consultation by phone (859) 301-4611 or by email.

We have adopted the "STARS" philosophy for our grief support groups. This philosophy motivates us to provide an emotionally Safe place in which participants Teach each other, Accept each other, Respect each other and Support each other in their grief journeys utilizing small groups.

- STARS for KIDS: This support group is for any school age child and their caregiver who has experienced the death of a loved one. It is offered as a semester series during the school year on Tuesday evenings. Series begin in September and January.

- STARS for ADULTS (Formerly Journey Through Grief): This 6-week grief group series is for adults who have experienced the death of a spouse, parent, sibling, or friend. It is offered on Thursday evenings throughout the year.
- STARS for RETIRED WIDOWERS: This once-a-month brunch meets on the second Tuesday of each month. It includes guest speakers as well as a time of fellowship.
- HOSPICE MEN'S GRIEF HUDDLE: This once-a-month meeting gathers on the third Friday of each month at 8 a.m. It is for working-age men who have lost a spouse and are looking to connect and find support in an informal atmosphere.
- STARS for ADULTS GRANT COUNTY (Formerly Journey Through Grief Grant County): This twice-a-month group meets for brunch on the first Monday of the month

- and for a support group meeting on the third Monday of the month. Both meetings begin at 10:30 a.m.
- STARS for PARENTS: This formerly once-a-month support group now meets twice a month in conjunction with the STARS for Kids program. This is for parents who have lost a child of any age. It meets on the 1st & 3rd Tuesday evening of each month during the school year.
- STARS for ADULT DAUGHTERS: This 6-week series is devoted to issues daughters face after the death of a parent. It meets on Wednesday evenings throughout the year.