

# Life Always Matters

Volume 10, No.3  
December 2004

## Corner Stones

Mark Wise, Executive Director

### Vision:

### Setting the Standard of Excellence in End Of Life Care

Hospice of McDowell County is celebrating our tenth anniversary of serving patients and families – almost 1,000 patients from all walks of life, races, and religions! What an achievement! I say thank you first of all to God for His grace and faithfulness. Any good that may come from this writer or this organization is due to Him and He gets the glory for it.

Secondly, I thank the community, volunteers and employees. This has been a community coming together to serve the needs of the terminally ill in McDowell County. This special group has included a Board of Directors, legal counsel, medical advisors, spiritual guides, over one hundred volunteers, over thirty employees both clinical and administrative, fund-raising support, community and civic support, church support, generous gifts and donations, United Way support and many others...an entire team of dedicated individuals. A great job!

So what is our vision for Hospice of McDowell County in another ten years, 2014? That vision is that **Hospice of McDowell County sets the standard in our community of excellence in end-of-life care.**

We are planning to have our program service building (the Center of Hope) built, provide excellent and professional Hospice service, set standards through accreditation by an outside group, and offer additional quality services to our patients and families with a focus on end-of-life care.

We look forward to our continued growth in serving all individuals facing end of life through excellent quality care, education and services.

## Celebrate!

At Hospice of McDowell County we are celebrating!  
Check out page 2 to find out why.

## We Are Just Going to Trade Places

By Sim Butler

They all say that Ruth Chapman was an amazing woman. Her deacon said, "If you need blessing, just go see Ruth". The Hospice staff looked forward to their visits with her because the experience was so uplifting. Faye Frady, Hospice nurse assistant, told about her first day with Mrs. Chapman, "I was so depressed when I got there, but I felt like walking on clouds when I left. She blessed me." Her faith was so strong and her capacity to love unconditionally so great that the positive impact on everyone who entered her world was compelling and inspirational.

These strengths enabled her to accept her terminal diagnosis and be at peace with dying. "She went about consoling the family", according to her daughter-in-law, Brenda Chapman. Her outlook was consummate of the Hospice philosophy of accepting death as a natural part of life. When the news came that her time here was short, Brenda said, "a peace washed over her. She said, 'Don't pray for me to get well—Just pray for the Lord's will to be done'". When her sister, Margaret, told her not to give up,

**Continued on page 4**



## Celebrating 10 Years!

As you read the articles in this newsletter you will understand why we are celebrating! Maybe it is because of our team of devoted volunteers is growing; or maybe it is our professional, compassionate staff; what about our corporate board that is involved & committed to hospice growth, or our phenomenal growth over the past 10 years and the expansion of our programs in end-of-life care; then there is our generous contributors that ensure the care of hospice continues for others and the list goes on.

We invite you to read about what is happening at Hospice of McDowell County and join us for our annual Board Meeting.

**Please RSVP by December 3 by calling (828) 652-1318.**

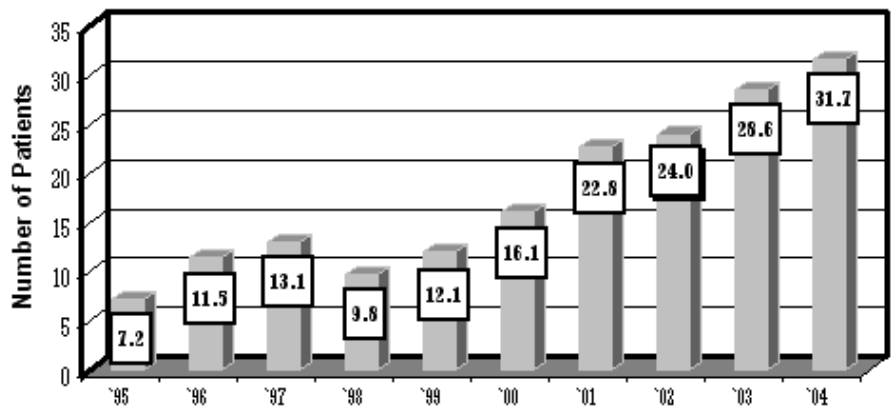
*You are cordially invited to join with us in celebration at our Annual Board Meeting on December 7<sup>th</sup>, 2004 at 7 p.m. in the Fellowship Hall of the First Baptist Church in Marion!*

## NOVEMBER—NATIONAL HOPICE MONTH

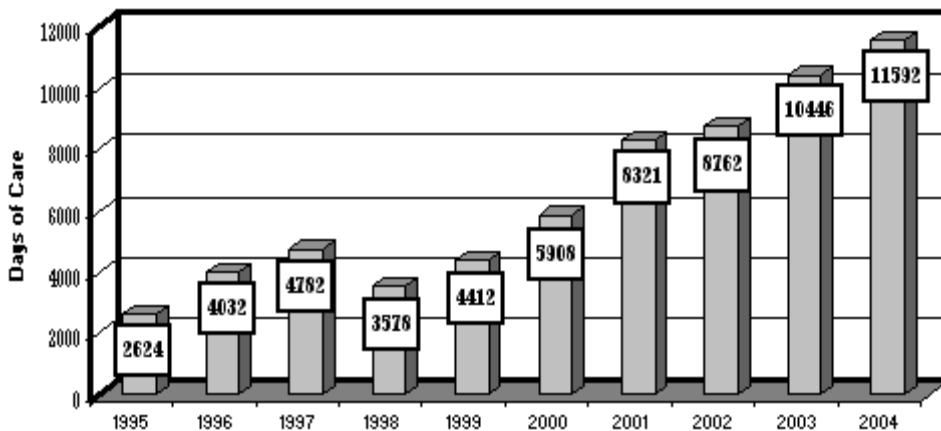
### HISTORY OF HOSPICE OF McDOWELL COUNTY

Hospice of McDowell County, Inc. served its first patient in 1994 from an office in the McDowell County Courthouse. Two staff members – the Executive Director and the Volunteer Coordinator - were the only paid employees, operating with a budget of less than \$75,000. Nursing staff was contracted as an in-kind gift for the first six months through the McDowell Hospital, and social work and billing services were provided by volunteers. In 1995, Hospice became Medicare/Medicaid certified, and moved into its present location, a house on Logan Street, offered rent-free by the Marion First Baptist Church. That same year, 47 patients were served with 2,624 days of care. The average daily census (the average number of patients cared for per day) was 7.

Average Daily Census



How Patient Days of Care Have Grown



In 2004, the numbers have grown to 114 patients with 11,592 days of care, and an average daily census of 32. These figures represent the highest census and most days of care in Hospice of McDowell's history. Our median length of stay has increased to 32 days in 2004, our highest ever. In response to the increased demand for services taking place over this nine-year period, additional staff members were hired, including in 2004 a revamped full-time Chaplain staff position that includes

bereavement support. The 2004 Hospice budget is \$1.5 million. There are almost 100 volunteers and a staff that includes 21 regular employees, and five on-call nursing and certified nurse assistant (CNA) staff.



Mark Wise, Hospice Executive Director receives the proclamation from David Walker, Chairman

## Hospice of McDowell County Recognized

The proclamation recognizing November as our **10<sup>th</sup> Anniversary** and **National Hospice Month** was approved and presented at the October meeting of the McDowell County board of Commissioners, David Walker, Chairman.

Commissioners praised the work of our hospice and expressed appreciation for the valuable service we provide to McDowell County residents.

The proclamation will be on display at our annual board meeting in December.

### **THE NEED**

The primary reason for building a Center of Hope is growth. Hospice has grown significantly since it was established in 1994 – 300% in the last five years alone. This trend is projected to continue as more people realize the benefits of earlier Hospice care, as more people understand that Hospice can be provided in nursing homes and as more people retire and move to McDowell County.

Stimulated by serving greater numbers of patients and families each year, and by increasing staff and volunteers, Hospice has recently engaged in strategic planning centered on improving end-of-life care for all McDowell County residents, regardless of age, and expanding community outreach programs.

These new initiatives put additional pressure on an already overcrowded facility. Clearly, it is time to build a new home for Hospice care in McDowell County.

### **The Center of Hope**

The new facility will be named the Center of Hope and contain about 7300 square feet. The Board of Directors recently purchased eight acres of land on Airport Road for its construction. The new location is both convenient and accessible.

The goal of the staff and the Board of Directors is to build a facility that will serve the needs of the community for years to come. It will include increased administrative and operational space, room to expand services for more patients, space to offer outreach programs for the entire community during times of



**Drawing Concept of New Hospice of McDowell County Center of Hope.**

grief, and room to provide education on end-of-life planning and other issues. **A long-term goal of providing a dedicated building for inpatient care is also included in the plans.**

A committee of the Board is directing the design of the building and the plans for construction. Another Board committee is directing the fund raising effort to raise the \$1.4 million required to build the new center. The plan is to begin construction in August 2005 and move into the new facility in the summer of 2006.

## Trade Places.....Continued from page 1

Ruth replied, "I'm not giving up—I'm just in a hurry to leave and see my old friends again". She proudly told her hospice nurse about the great grandbaby that was due any day, and added, "We are just going to trade places." The baby arrived just 5 minutes after the start of Ruth's funeral.

Ruth Woody Chapman, the sister of well-known local chair maker, Max Woody, was frugal, hard working, and a devout Christian. Her husband, Tom, served his country during World War II. She saw to it that they saved enough even in those tough times, to buy their plot of land and build a small house. They raised 2 sons and she was a substitute schoolteacher for 17 years. She loved the school kids. The members at Clinchfield Baptist Church saw firsthand her strength of faith in her many activities there including helping start a cradle roll and involving young families in church life. That faith sustained her and is still supporting her loved ones.

Ruth struggled to stay at home the last 4 years. She kept house from a wheelchair after she could no longer walk. Brenda related, "The most wonderful thing that Hospice has done, has been to allow her to die at home, with her family around her, with the dignity that she deserved. Hospice makes sure that the patient gets the care that they need and the family gets the support that they need. Our hospice nurse even came out on Christmas eve to help us". Less than a week before she died, Ruth herself gave the testimonial, "I can't say enough about Hospice—they help me so much". Brenda explained, "It is so comforting to know that Hospice is there. They take the burden of so many details off your shoulder". Clearly in this end-of-life period, Mrs. Chapman and her family experienced a better quality of life with Hospice care, and Hospice, in turn, received a lot of love.

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**The current edition of our Newsletter is available online at our website!**

### A Special Thank-You!

Mr. Rick Riddle has generously allowed us to use his photography on our web site. His out-standing photography is a compliment to our site and we send a heartfelt "THANK-YOU" for this opportunity. Please visit our website, [www.hospiceofmcdowell.org](http://www.hospiceofmcdowell.org) to view Mr. Riddles photos, his work will delight you.



## Truth of the Matter

Jane Gouge, RN  
Community Outreach Nurse

In the last issue, we looked at the myth that ALL HOPE IS LOST, when a patient comes to hospice for care. Absolutely NOT!

In this issue, we will investigate the myth "I can't afford Hospice care, it's too expensive" or How Hospice care is paid for!

Hospice services are paid for by a variety of avenues such as the Medicare Hospice Benefit, the Hospice Medicaid Benefit, and commercial insurance providers.

Also, Hospice of McDowell County, Inc. is privileged to have fund-raising volunteers that ensure hospice services are provided for those who are not covered by insurance through events such as our annual Spaghetti Dinner. Helping Hands Thrift Shop and the Bass Tournament are other volunteer events that support the work of Hospice.

Another avenue that most people are not aware of is our gifts program, such as memorials, honorariums, bequests and contributions from individuals and corporations. The gifts help provide monies for hospice services for families. Hospice of McDowell County, Inc. is also a United Way agency, receiving designated funds from individuals.

Hospice of McDowell County, Inc. works closely with patients and families to identify reimbursement options in the community. Care, in some instances, is provided regardless of the patient's ability to pay.

*Hope is the core of Hospice care.* Hospice of McDowell County, Inc. continues to **Inspire HOPE**, when hope for a cure is no longer an option. Seek hope by calling Hospice of McDowell County, Inc. at (828) 652-1318 for more information.

Many times the nursing staff are questioned about receiving antibiotics or continuing with aggressive treatment while admitted to hospice services. In the next issue, we will investigate the myth "Hospice not treating the patient" or What services are provided under hospice care and why?

## Potato Salad

Sandy Davis, Family Resource Assistant

This year as the Holidays roll around many of you will have an empty place at the table. My family will also experience this. July 20 my grandmother, Rita Patton, better known as Maamaw went to be with the Lord after a short battle with cancer. Not only will

there be an empty chair at our family table, but also there will be no potato salad on the table. At least not the potato salad that my family is use to having on our holiday table.

When Maamaw first got sick, my sister and I tried to get Maamaw to recall the recipe for us. It became a running joke about what was in the potato salad. We know all the ingredients but for some reason it just did not come out the same as when Maamaw fixed it.

This goes to show us that recipes are not only ingredients on a sheet of paper but a part of our loved one, which is forever lost.

This Holiday season, may you feel the peace and love that is truly meant to be shared this season. May you remember the good times and memories that you shared with those who filled those empty chairs at your tables and the recipes that only those loved ones could create.

Here are a few suggestions to help you and your family through this holiday season:

- Plan for the approaching holidays. Be aware that this might be a difficult time for you. The additional stress may affect you emotionally, cognitively, and physically; this is a normal reaction. It is important to be prepared for these feelings.
- Recognize that holidays won't be the same. If you try to keep everything as it was, you'll be disappointed. Doing things a bit differently can acknowledge the change while preserving continuity with the past.
- Be careful not to isolate yourself. It's alright to take time for yourself but don't cut yourself off from the support of family and friends.
- The holidays may affect other family members. Talk over your plans. Respect their choices and needs, and compromise if necessary.
- Avoid additional stress. Decide what you really want to do, and what can be avoided.

If you have questions or would like information regarding Hospice of McDowell County or grief and bereavement services, please contact us at Hospice of McDowell County, Inc., (828) 652-1318.

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**Dealing with Grief through the Holidays - learning how to develop coping skills for healthy grief, ways to celebrate the holidays instead of enduring them and A TIME OF SHARING for families of past hospice patients will be held on Thursday November 18, 2004 at 7 p.m. at the Hospice office on Logan Street in Marion.**

**For more information, contact Hospice at (828) 652-1318.**



### CHAPLAIN & BEREAVEMENT COORDINATOR HIRED

Mr. Chuck Tripp has been hired as the new Chaplain and Bereavement Coordinator for Hospice of McDowell County.

This new position will be combining two positions, as Chuck says "Filling both of these roles will be a challenge but I believe by God's grace many lives will be touched."

Chuck has pastored churches in North Carolina, Missouri, Texas and Georgia. He has served as a mental health therapist in various agencies in Western North Carolina.

"I am excited about being used by God at Hospice of McDowell County," says Chuck. Professionally, Chuck has a Master of Divinity from Southwestern Baptist Theological Seminary and a Master of Arts in Professional Counseling from Liberty University Graduate School. He lives in McDowell County with his wife, Susan and children - Jeff, 19, David, 18, Lauren, 14 and Daniel 13. Although he is not originally from North Carolina, he states "I got here as soon as I could."

## Newsletter Notice

If you have received this newsletter in error or wish to no longer receive the Hospice of McDowell County, Inc. newsletter, please notify us.

If your address has changed, please notify our office, so that we may correct it on our mailing list.

You may notify us in writing at  
Attn: Office Manager  
218 Logan Street,  
Marion, NC 28752

or via phone at (828) 652-1318  
or via email at

[hospice@hospiceofmcdowell.org](mailto:hospice@hospiceofmcdowell.org)

### ***If We Missed an Acknowledgment, Please Forgive Us!***

We strive to make certain that all gifts are acknowledged accurately, but it is possible errors have been made. If you discover an error, please notify us so we can correct it.

Thank you for your continued support.

### **Information About Contributions**

For your contribution to be tax-deductible in the current year your check must be dated this year and the envelope postmarked by December 31<sup>st</sup>. The IRS requires that the above rules be strictly observed and may inspect a check to verify the date deposited and cleared by the banks, as well as proof of the date mailed. Thank-you for your continued support of the work of Hospice of McDowell County, Inc.

Hospice of McDowell County, Inc. gratefully accepts contributions, memorials and honorariums from the community.

**THANK YOU  
FOR  
YOUR  
GENEROSITY!**

## Contributions

July 1, 2004 through September 30, 2004

### HONORARIUMS

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**Mrs. Clara Byrd**  
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## Contributions Continued July 1, 2004 through September 30, 2004

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Christian Clothing Center  
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Christian Clothing Center

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Pederson, Mr. Bill

### Volunteer Coordinator WISH LIST

1. Items for patient holiday gift bags. Items such as soaps, lotions, socks, and gift cards to a local grocery store, etc.
2. Men to volunteer to stay with our male patients for short periods of time.
3. Experienced Office Volunteers
4. Volunteers to update & maintain **Hospice Scrap Book**.
5. Volunteer **Quilters**: material has been donated for a quilt. Once it is pieced it may be raffled as a fund raiser.

### Volunteer Training

Hospice care, which most often takes place in the home, assembles a team of health care professionals and trained volunteers who address the physical, emotional, and spiritual needs of each patient and their family with care and compassion. The focus of hospice care is on improving the quality of life for both patients and caregivers during the time, however long that may be, between a terminal diagnosis and the end of life.

Volunteers play a vital role on the hospice team by providing respite for family members or other caregivers, and companionship for patients. Helen Roach, a retired school teacher, and Patient Care Volunteer since April 1995, describes her volunteer experience with Hospice of McDowell County:

*" I came to Hospice because I felt it was a good thing to do...a wonderful avenue to help other people...it's so rewarding to serve the families and they are always so appreciative of everything you do for them. I've been with some of my patients long enough to feel like part of the family and still keep in touch..."*



**This class of volunteers completed training in November.**

**A Time of Reflection and Remembrance**  
**Hospice of McDowell County**  
***Annual Memorial Service***

Each year Hospice of McDowell County sponsors a evening of Reflection & Remembrance for the family and loved ones of past Hospice Patients.



**Sandy Davis & Lisa Sprouse, Family Resource Staff, organized the annual event.**



**A reception was provided by our wonderful volunteers.**



**Melissa McKinney, Hospice RN, sang "Remember Me" and Mr. Chuck Tripp, Hospice Chaplain was Master of Ceremony.**



**Mark Wise, Executive Director with Board President, Bobbie Young. Mrs. Young welcomed everyone to the event.**



**Contact** Hospice of McDowell County, Inc. at...  
218 Logan Street  
Marion, North Carolina 28752

Phone: (828) 652-1318  
Fax: (828) 659-1631  
Email: hospice@hospiceofmcdowell.org  
Web: www.hospiceofmcdowell.org

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Hospice of McDowell County does not discriminate on the basis of age, gender, national origin, race, creed, disability, or ability to pay.

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**OPPORTUNITIES TO ASSIST HOSPICE**

I would like to learn more about participating in the Hospice volunteer program in regards to  
\_\_\_Office volunteer      \_\_\_Patient/Family support Volunteer      \_\_\_Bereavement follow-up Volunteer

I would like to make a donation in **memory of:** \_\_\_\_\_  
**honor of:** \_\_\_\_\_

This gift is made by:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

Please send an acknowledgment to:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Please make checks payable to **Hospice of McDowell County, Inc.**

Check here if you **do not** want your name published in the contributions list of the newsletter.  
**Please note:** When a gift is given to Hospice, a receipt is mailed to the donor, the donor's name is listed in our newsletter and an acknowledgment is sent to the family of the individual being honored or remembered.