

Life

*Volume 10, No. 2
May 2005*

Matters

CornerStones

Mark Wise, Executive Director

Will The New Building Have Patient Beds?

In this edition of the newsletter, our focus is patient care. As the plans for the building campaign continue to progress, one of the questions we are frequently asked, related to patient care, is, "Will Hospice have patient beds in the new building?"

The answer to this question is, "not at this time." The Center of Hope (the name of our new building) will have a private counseling room, a library with end-of-life information for the public to use, and larger space for public events like our grief groups and volunteer training.

The barrier to providing Hospice patient beds is the "CON" law or "certificate of need" (CON). This law is set up by the state of North Carolina. The law requires a CON be approved before Hospice can building a facility with beds. According to the state's website, CON "...prohibits health care providers (like hospice, home health, nursing homes, hospitals, etc.) from acquiring, replacing, or adding to their facilities and equipment, except in specified circumstances, without the prior approval of the Department of Health and Human Services."¹ Approval is also required for starting certain medical services, too, like kidney dialysis services. The website explains the reasoning behind the law.

Furthermore, CON requires that there be a minimum 6-bed need before a building with Hospice beds is built. There is currently a 2-bed need in McDowell County. The formula for coming up with this need is set by the state with input from Hospices statewide. It is a complicated formula and cannot easily be adjusted.

We believe and expect that eventually due to growth we will be able to prove to the state a need for a building with beds. For example, one current limitation to Hospice care, the 6-month prognosis, is beginning to see a small amount of relaxation. For example, Aetna insurance no longer requires a Hospice patient to have 6-months to live, but has extended it to 12-months. The Veteran's Administration (VA) requires a 9-month prognosis for admission to their Hospice program. Medicare is also looking at pilot projects to study how Hospice care can be provided at the same time a person is asking about aggressive treatment. A proposed change this year in Medicaid law would allow Hospice to provide services to a person in an adult care home or retirement home while that person receives Personal Care Services (PCS) from the state. As more people talk about end-of-life care, advance planning and discover the special care of Hospice, we will continue to grow.

These reasons lead us to believe there will be greater need in our community in years to come, and eventually we hope to have a Hospice

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BECOMING A HOSPICE NURSE: MY PERSONAL JOURNEY **Robin Settlemyre, RN**

My journey as a Hospice nurse began in December of 2004. I had been looking to leave my present job and felt that I was being called to apply for Hospice.

Accepting my new position with Hospice has been the best and easiest career decision I have made. When I tell people that I work as a Hospice nurse I usually get the same reaction. It usually consists of, "Wow, you have to be a really special person to do that." Or "How do you deal with death everyday and not get depressed? I could never do that." My response to these statements is, "I do think you have to be a special person to work with Hospice, but I also think that this job is a calling. God called me here to do His work and use my position as a ministry to my patients and families." I go on to say, "Yes, I do deal with death everyday. But, we're all dying. My patients are just going on their heavenly reward a little quicker than the rest of us."

In the past 3 months, I have not only learned a lot about death and dying, I have also learned how to truly live. I have learned from my patients that we should live each day fully and take everyday for what it is....a gift from God.

Looking at the person I have become since I started my Hospice journey, I have found myself paying more attention to the "little things" in life. I have learned that a simple "thank-you" can mean more to me than a paycheck. And, most importantly, I have learned that I have a new family; a family that is different from my biological one. This family consists of my wonderful co-workers, my beloved patients and all their families.

I am glad I got the chance to work in this spiritually enriched place. I often catch myself telling people, "I love my job. I have finally found where I am supposed to be. At Hospice everything just fits."

Nursing Clinical Services

Over the next several issues we will be focusing on the different aspects of Hospice of McDowell County, Inc., how our services benefit those we serve and how we are expanding and growing to better meet the needs of our community.

The hospice team in McDowell County is dedicated to inspiring HOPE! Emphasis is on quality of life during the living time between a terminal diagnosis and death.

Accepting death as a part of life, Hospice seeks neither to hasten nor prolong the dying process. Our philosophy is to provide management of symptoms and comfort care in the home or wherever the patient resides, enable the patient to retain the dignity of controlling their lives, in comfort and surrounded by loved ones.

Services provided by Hospice include:

- Individualized Plan of Care
- Accessible care team - 24 hours a day/7 days a week
- Professional nursing visits
- Pain management
- Symptom Management
- Personal care assistance
- Emotional Support
- Medications, medical supplies, and equipment related to the admitting diagnosis
- Teaching family how to care for the patient
- Periods of relief for the caregivers by volunteers
- Short term inpatient care if pain or symptoms cannot be managed at home, or the caregiver needs respite time.

In this edition of Life Always Matters Newsletter, we would like to focus on the nursing staff who are dedicated to inspiring hope for those facing end-of-life through compassionate, quality care, education and services in McDowell County.

This edition of the newsletter was a success, because of the commitment, enthusiasm and articles written by Robin Settlemeyre, Melissa McKinney and Diana McEntire. **THANK-You!**

Facility and Hospice Staff Working to Improve Resident Care

Melissa McKinney, RN, Facility Nurse,
RN Case Manager

As our aging society continues to grow, many are faced with end-of-life diagnosis and illness. Frequently these people are being cared for in a facility, when there is no way for them to be managed at home.

Currently Hospice of McDowell County, Inc. is serving eight nursing and long term care residents, providing quality end-of-life care and support. This is an additional benefit for facility residents and has been a positive asset for our community.

Hospice of McDowell County, Inc. and the care facility staff work cooperatively with the resident's physician, and family to facilitate comfort care as the person approaches the end of life. A goal of Hospice and the facility is to enhance the care received by the residents through collaborating on controlling pain, managing disease symptoms and providing support to family members.

As case manager for long term care facilities, I would like to recognize and thank these facilities - McDowell Nursing, Autumn Care of Marion, Rose Hill and Lake James Lodge for allowing Hospice of McDowell County, Inc. to provide the additional support to their residents.

Working with the facility staff continues to be a pleasure as the dedication to providing quality, end-of-life care grows in McDowell County.

Dedicated Nursing Staff

A THANK YOU is extended to each of the Nursing Department Staff as they demonstrate an exceptional, professional relationship with those they serve and consider what they do as a ministry and a privilege. Each of the staff have a distinctive approach to their vocation through compassionate, quality care, education and their dedication to inspiring Hope to those facing end-of-life and their families. Thank you for all that you do!

Regular RN Staff

Diana McEntire, RN, PCCA
Laura White, RN
Tammy O'Dear, RN
Melissa McKinney, RN
Sherry Thomas, RN
Robin Settlemeyre, RN
Deb Thomas, RN

PRN Staff

Barbara Andrews, RN
Julie Biddix, RN
Amy Brewer, RN
Jane Gouge, RN
Nancy Kimble, RN
Lisa McCurry, RN
Debra McKinney, RN
Elizabeth Plemmons, RN

Regular CNA Staff

Patsy Childers, CNAII
Faye Frady, CNAII

PRN Staff

Kellie Banner, CNAII
Janetta Church, CNAII
Heather Marlowe, CNAII

NURSING STAFF WHAT WE ARE ABOUT

Diana McEntire, RN, PCCA



Diana McEntire, Laura White, Tammy O'Dear, Melissa McKinney, Sherri Thomas, Robin Settlemyle, Deb Thomason

Hospice of McDowell County, Inc. Nursing Department makes every effort to help patients and families with their end of life care, through regular, scheduled visits, education, training and a support system that the family trusts, and believes in. The families of hospice expect and demand excellent care. They deserve no less.

Through the dedication of our interdisciplinary team, a program is individualized to meet the patient and family's overwhelming needs and begin the process of working through the difficult situation according to the patient's wishes. The patient is our focus, as an important part of the patient's life; the family is included in the program of care. In addition to scheduled visits, emergency assistance is available twenty-four hours a day

seven days a week as nurses provide on-call services. The family never feels alone, isolated or unable to seek help when they need it the most.

Personal care, physical assessment, pain and symptom assessment and management, plus education and training on the physical care of a loved one are the foundation of hospice nursing. The gift of one's presence through listening, permissive hugs, and care is a gift returned tenfold.

Hospice nursing is a special kind of nursing! As Robin wrote about in her article "Becoming a Hospice Nurse: My Personal Journey" on page one, many staff feel that Hospice work is a ministry. Hospice neither hastens nor prolongs the dying process, yet strives to serving those facing-end-life by creating an environment that provides education regarding caring for a loved one, what to expect and how to respond to the many overwhelming, difficult situations the family faces and advocates quality of life with dignity is the hope of hospice.

*Thank You
for all YOU do!*

Currently there are six RN positions and two Certified Nursing Assistant II positions in our department. One of the strengths of the department is our PRN Staff! They work in on-call positions on weekends, holidays and from 5 P.M.. until 8 A.M.. Monday through Friday. Some even choose to work Monday through Friday assisting with regular staff vacations, sick leave and as our census has shown steady growth to help with regular nursing visits.

The continuous increase of our census indicates that McDowell County is becoming more aware of the need for learning about end-of-life planning, care, education, and support offered to those facing end-of-life and their loved ones. It is a comfort to the patient to know that loved ones will not be left alone after one dies through the offered hospice bereavement program. For more information on hospice care, call us at 652-1318 or visit our website at www.hospiceofmcdowell.org



Faye Frady and Patsy Childers, Certified Nursing Assistants, provide excellent personal care for the hospice patients.



Contributions

October 1 through

December 31, 2004

Memorials

Deceased Members of Church

Trinity United Methodist Women

Henry & Maude Pittman

Pittman, Mr. and Mrs. Dean

Dr. Robert Davis

Curtis, Mr. Michael

M. Ollis Owen

Old Fort Nutrition Site

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Buff, Mr. and Mrs. Olis

McCall, Mr. and Mrs. Mike

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Oates, Mr. and Mrs. Bill

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Grindstaff, Mrs. Mae

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Laughridge, Mrs. Celia

Webb, Mrs. Freida F

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Contributions October 1 through December 31, 2004

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Cooper, Mr. Gary

Mrs. Maie Hall Ussery

Noyes, Mrs. Kathleen

Mrs. Lois Rankin

Arnold, Mr. and Mrs. Jerry

Killough, Mr. Woody

Morris, Mr. and Mrs. Robert

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Greeson, Ms. Anna

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Eckerd, Mrs. Bernice

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Mrs. Virginia Taylor

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Oliver, Doyle & Dot

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Shiver, Mr. Al

Ms. Mamie Ledbetter

Laughridge, Mrs. Celia

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Scott, Mrs. Jean

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Kirksey Funeral Home of Marion

Mr. & Mrs. Herman Moore

Greene, Mr. and Mrs. Larry

Mr. & Mrs. Larry Greene

Moore, Mr. Herman

Mr. & Mrs. Stan Forrester

Davis, Mr. and Mrs. Arvie

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Bradsher, Mrs. Gwendolyn

Mr. Norman Guthrie

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Greene, Mr. and Mrs. Larry

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Wilson, Mrs. Locky

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Mt. Hebron Wesleyan Church

Nebo United Methodist Church

Nebo United Methodist Women

Pinnacle Baptist Church

Rocky Pass Freewill Baptist

West Court Street Baptist Church

Yancey Street Baptist

Zion Hill Baptist Church

Zion Hill Bpt Ch Willing Workers

Zion Hill Faith SS Class

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Means, Ms. Imogene

Newell, Mr. and Mrs. John

Owenby, Mr. Fred

Suttles, Mrs. Edith

Woodward, Mr. Stephen

In Kind - Income

Reynolds, Mrs. Sherry

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 may correct it.

Truth of the Matter

Jane Gouge, RN

As I began preparing to write "Truth of the Matter", an interesting article caught my eye with the following statement: "By 2050, almost one in three people in the developed world will be older than 60."¹

In 45 years, my son who was born in 1987 will be that one person in three. What will his long-term care be like? Will resources be available to fund his care? Will territorial turfs have common ground so that agencies work together to provide care for those facing end-of-life and do it with compassion, quality care, educating each other and provide exceptional services?

These questions lead me to look at some other statistics. 2³

- ❖ Of the total Medicare expenditures for a given year, more than 25% are for services provided during a person's last year of life - with much of this amount spent in the last 60 days of life.
- ❖ One-fourth of all deaths in the United States occur in nursing facilities and about one-third of persons entering a nursing facility die within twelve months of admission.
- ❖ Average life span of a nursing home resident is about three years after admission.

How does McDowell County measure up? The North Carolina State Center for Health Statistics website³ listed the 2003 total deaths for McDowell County as 416. Two-hundred-ninety-two or 70% were for the age group of 65 and over. The place of death was listed as follows: Hospital - 171; Other Institution - 114; Home/Non-Institution - 131. Sixty-eight percent (285) died in a hospital or other institution. If "other institution" is considered as nursing facility then 27% percent of facility residents in McDowell County mirrors the trend of all deaths in the US.

In the 1930s, life expectancy at birth was 59.12⁴ years of age. With the advancement of medical technology, life expectancy continues to lengthen; in 2002 the life expectancy at birth was 77.3 years.⁵ The increase in life expectancy places a whole array of responsibilities on the aging population. In the 1930s, extended families tended to live in close proximity of each other and the tendency was to care for each other. In today's society the family group is spread out making the demand for quality end-of-life care increase in all types of settings - homes, retirement living facilities, nursing facilities and hospitals.

So how is McDowell County working to address this demand? It is exciting that the nursing facilities in McDowell County - Autumn Care of Marion, McDowell Nursing, Rose Hill and Lake James Lodge are working in collaboration with Hospice of McDowell County, Inc. to provide quality end-of-life care. This collaborating relationship enhances the end-of-life care for the dying resident and their family through management of pain and symptoms, education of the dying process, communication, management of medications, spiritual and emotional support, and bereavement support for the family.

Newsletter Notice

If you received multiple copies of this newsletter, received this newsletter in error or wish to no longer receive the newsletter, please notify us in writing at

Attn. Office Manager
218 Logan Street
Marion, NC 28752
(828) 652-1318

email: hospice@hospiceofmcdowell.org

Grants Received

Hospice of McDowell County, Inc. has received a \$100,000 grant and a \$50,000 (\$1 for \$1) matching grant from the Janirve Foundation, located in Asheville. The funds are to be used for the Center of Hope building project. For a period of time (until we raise our next \$50,000) each dollar given to the project will be matched by the Janirve Foundation. If you would like your gift doubled through this matching grant, then please send a donation to the building project. Help Hospice build a Center of Hope for McDowell County!



A NOTE ABOUT DONATIONS TO THE BUILDING CAMPAIGN

As donations arrive, our office staff always strive to ensure that your donation is credited to the correct account.

When you are making a donating to the building campaign, **PLEASE MAKE A NOTATION ON THE CHECK OR ON THE ENVELOPE.**

If the donation is not marked it will be placed into the general operating budget.

Below is some other interesting information about donations and tax deductions.

For your contribution to be tax-deductible in the current year your check must be dated this year and the envelope postmarked by December 31st. 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.

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WESTMORELAND FUNERAL HOME & CREMATORY CHECK PRESENTATION TO HOSPICE OF McDOWELL COUNTY, INC



Jim Gibson (on right), President and Owner of Westmoreland Funeral Home & Crematory presented a check for \$10,000 to Mark Wise (on left), Executive Director of Hospice of McDowell County, Inc.. The gift is to go toward the Center of Hope Building Campaign for a new facility to serve the hospice care needs of McDowell County residents in the future. A gift of this magnitude carries the right to name an office. Mr. Wise stated, "We are very appreciative of this generous gift, and the Board of Directors of Hospice have approved the naming of the Volunteer Coordinator's Office for Westmoreland Funeral Home & Crematory."

NAME THE NEW CENTER OF HOPE

Hospice would very much like to find a generous individual or family who would attach their name to our Center of Hope. This could also be done as a memorial to someone special. This naming opportunity is available by giving a \$350,000 donation pledged over a 5 year period. The (name) Center of Hope presents an ideal opportunity to leave a meaningful and lasting legacy to our very special community.

If you are interested or know someone who may be, please contact our Executive Director, Mark Wise, at 828-652-1318.

HOSPICE STATISTICS JANUARY 2004 - DECEMBER 2004



Truth of the Matter

Continued from page 6

Hospice of McDowell County, Inc. also provides education and printed information on end-of-life care such as making decisions,

communicating your decisions and advance directives.

If you are interested in the information provided by Hospice of McDowell County, Inc. regarding end-of-life care, please contact us at (828) 652-1318.

(Endnotes)

¹ Marvin, Caroline, World's Population Aging Rapidly, Knight-Ridder/Tribune News Service, March 7, 2005¹
Marvin, Caroline, World's Population Aging Rapidly, Knight-Ridder/Tribune News Service, March 7, 2005

² Crecelius, Charles, MD, PhD, CMD, Hospice in Long-Term Care, Caring for the Ages, November 2004, Vol. 5, No. 11, p. 7-10

³ www.schs.state.nc.us

⁴ "http://www.infoplease.com/ipa/.html." Infoplease. © 2000-2005 Pearson Education, publishing as Infoplease. 28 Mar. 2005 <<http://www.infoplease.com/ipa/A0005140.html>>.

⁵ Arias E. United States life tables, 2002. National vital statistics reports; vol 53 no 6. Hyattsville, Maryland: National Center for Health Statistics. 2004

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building with beds near our Center of Hope. Until then, the step we are taking now – building the Center of Hope – is the right one. We must build as we continue to rapidly grow.

If you have questions about our new Center of Hope please contact me at the Hospice offices.

(Footnotes)

¹ <http://facility-services.state.nc.us/conpage.htm>

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.

Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 1-888-830-4989. The license is not an endorsement by the State.

.....
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:** _____
honor of: _____

Check here if you would like this donation to go toward the building campaign

This gift is made by: Please send an acknowledgment to:
Name: _____ Name: _____
Address: _____ Address: _____
City: _____ State: _____ Zip: _____ City: _____ State: _____ Zip: _____
Phone: _____

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 remember.