

HOSPICE & PALLIATIVE

Companion

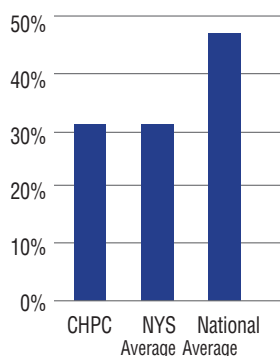
Doing Better, Doing More



Planning session with CHPC staff and Transcend Hospice Marketing Group

CHPC DOES WELL IN PROVIDING PATIENT CARE... very well actually. The NYS Department of Health told us so when they concluded our last survey in 2015. Quality surveys returned by family members indicate a high degree of satisfaction with our care. And the thank you letters continue to arrive.

Hospice Utilization: Medicare Eligible Decedents

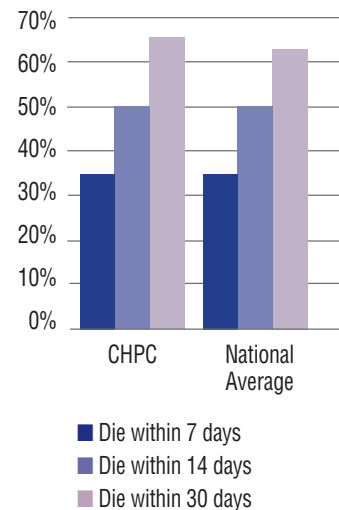


But there's one thing we need to do better: we need to reach more patients and we need to reach them sooner. Over the last few years our hospice census has averaged about 80. This translates to about 500 patients per year. But this is only about 30% of the Medicare-eligible people who die each year in Chautauqua County.

The national average is close to 50%.

Another telling statistic is that over 34% of our patients in 2016 died within 7 days of admission and this number is trending upward. Too many people are coming to us too late in the dying process. Some patients die before we can admit them. Too many people tell us, "I wish I'd called sooner," or "I had no idea how much help you could provide." It pains us to hear these words.

Hospice Utilization: Length of Stay



Within the one third of our patients who die in 7 days, there are many individuals who die in one or two days. Some patients die within hours of being referred, or sometimes before we can even admit them!

Tina Wood, Intake Coordinator for CHPC, sees the late referral problem all too often. "These are the most valuable days of a person's life," she said. "When time is so short, we cannot bring the full value of the Medicare Hospice Benefit to bear for the patient. This might mean not getting an important piece of medical equipment, scheduling quality

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Dear Friends and Family,

SINCE I BECAME A HOSPICE NURSE 39 YEARS AGO, I'VE known that there are people who need our service who weren't getting them. There are many reasons- lack of awareness, misunderstanding what we do, family disagreement.

Several years ago we realized there were many people who were very ill and suffering from spiritual, emotional and physical pain who were not eligible for hospice care. So we began the John A. & Oscar Johnson Palliative Care Program in 2012 to care for these people.

Since starting the program we have served 700 people; we have reduced their suffering, as well as the number of emergency room and hospital visits, and improved their quality of life. We'd like to care for more but reimbursement reform is moving at a snail's pace.

The issue of serving more people has come more into focus since I became President and CEO. A few weeks ago a woman appeared in my doorway who was distraught with grief. Her husband had recently passed from congestive heart failure. She thought we only cared for cancer patients and her heart grew heavier when I told her we care for anyone with a terminal illness. I was sickened that we didn't care for her husband.

I've also come to understand this problem on a larger scale. In 2014 New York State ranked 47th in reaching people who are eligible for the hospice. It is little consolation that we are serving a greater portion of our population than about half the counties in NYS. But the fact remains that, if we were serving the same proportion of residents as is the national average, we would be serving almost 200 more patients per year! To think 200 people are dying each year in pain or without our care is very difficult for me.

And then there are segments of our population who we are under serving: those living in poverty and some minorities.

And so we are setting sail on a journey to reach more of our residents. This newsletter shares many ways we are reaching out, from our new bi-lingual Community Outreach Coordinator, Cora Monroy, to our new marketing program to our lobbying effort in Washington DC to keeping local medical practices current on end-of-life care. It heartens me to see these initiatives summarized for all of you, our supporters.

Thank you to all those volunteers, donors, businesses and collaborators who make our work possible.

Shauna Anderson

CHPC Welcomes Three New Employees



Shelby Hester
Music Therapist



Cora Monroy
Community Outreach Coordinator



Vicki Risjan
RN, On-Call Case Manager

CHPC Participates in Pilot Study



Members of the Medication Destruction Collaborative met at CHPC on August 18, 2017 and included (front row, left to right) Julie Franco, HOPE Chautauqua, Community Coalition Coordinator; Ann Bentley, RN, CHPC Director of Education; Jamie Probst, LMSW, Director of Bereavement; (back row) Jim Jackson, Chautauqua County Coroner; Kris Brombacher, RN, Team Leader; Shauna Anderson, CHPC President & CEO; John Bentley, Lakewood-Busti Chief of Police.

THE MISUSE OF DANGEROUS PRESCRIPTION DRUGS is a national and local problem. Unused or expired prescription medications are a public safety issue, leading to accidental poisoning, abuse, overdose, and death. CHPC is partnering with other local agencies to test a new

strategy to assure that the medications prescribed for our patients are disposed of properly.

Under the leadership of HOPE Chautauqua, a substance abuse prevention coalition working to combat prescription drug and heroin addiction, CHPC is piloting a program using Deterra Medication Destruction Bags. These bags render pharmaceutical compounds inert using activated carbon. CHPC Nurse Case Managers are taking Deterra bags into homes of CHPC patients, as needed, to witness destruction of unused medications.

“This is a powerful step in changing the attitudes and behaviors of people around safe use, safe storage and safe disposal of prescription medications,” said Franco, HOPE Chautauqua Coalition Coordinator.

The Deterra Bags were paid for by the Strategic Prevention Framework Partnership for Success grant awarded in 2015. The grant also paid for “Take It To THE BOX,” an education campaign that focuses on safe use, storage and disposal of dangerous prescription drugs.

Vital Volunteers



CHPC feted it volunteers at our annual Volunteer Recognition Dinner on June 19. Ann Brown, Volunteer of the Year, is seated in the front row, second to the left.

VOLUNTEERS AT CHPC ARE A SPECIAL BREED OF people who give from the heart. They touch the heart and soul of many people.

Ann Brown, who has been a volunteer for over 10 years, was selected as the volunteer of the year. “Ann is a very strong patient advocate,” said Mary Jo Bradish, CHPC Volunteer Coordinator. “When a patient might not be able to speak for his or herself, Ann is a good friend to have.”

Volunteers performed over 3,000 hours of direct patient care in the last year. Some CHPC volunteer programs require training such as the pet program, bereavement program, vigil volunteer, and special skills (hair dresser) volunteer. Others, called community volunteers, do not go through a training program and help out at fairs, fundraisers, special events and around the office. Many CHPC volunteers come from families CHPC has served.

Please consider joining our volunteer corps! Contact Mary Jo Bradish at 338-0033 to learn more about this rewarding opportunity.

Did You Know...

...50% of all Americans will not be able to make their final, most important decisions near the end of life due to health impairments?

...80% of healthcare surrogates that made end-of-life decisions had symptoms of PTSD?

...60% of people say that making sure their family is not burdened by tough decisions is "extremely important" BUT 56% have not communicated their end-of-life wishes.

Invite us to your book club or service organization for a discussion about making sure your wishes are honored.

Save the Date

October 21 Vendor Fair & Chicken Barbeque, Lakewood Legion, 10 – 4 PM

October 22 Designer Bag Bingo, Lakewood Legion, 1:30 PM

November 11 Vendor Fair, The Resource Center, 200 Dunham Ave, 10 – 4 PM

November 21 Tree Decoration, CHPC, 11 AM

November 25 Light a Life Memorial, Gloria Dei Lutheran Church, 6 PM

February 10 "A Night in Wonderland" Gala, Chautauqua Suites, 6 PM

February TBD Bubbleball Hockey Tournament

March 11 Designer Bag Bingo

June 2 & 3 Services of Remembrance & Butterfly Release



Bubbleball Comes to the Area

If you've never played Bubbleball Hockey, you're missing out on a lot of fun! CHPC sponsored its first Bubbleball Hockey Tournament fundraiser on June 10 at the Northwest Arena in Jamestown.

The team, "No Idea," comprised of Louis Santana, Jesse Atwell, Eddie Merwick, Ryan Soderberg, and Lucas Atwell (pictured L to R), placed first in the Tournament. The second place team was "Go Big Or Go Home" and third place went to the "Gym Class Heroes."

Southern Tier Express is helping to promote upcoming CHPC Bubbleball events by featuring demonstration games between periods of their home games this season.

Plans are underway for future tournaments. Organize your team now and plan to compete in this fun and exciting event. Watch the CHPC website for tournament details.

New North County Office Location



CHAUTAUQUA HOSPICE AND Palliative Care recently relocated their Northern Chautauqua County office from W. Main Street in the village to 3780 Eagle Street, Fredonia, NY. CHPC's Fredonia office is utilized by its treatment teams, administration and board for charting, training and meeting space. Patients and families needing assistance are encouraged to call CHPC's Fredonia line at 672-6944 rather than visit the office, as staff are not regularly on premise in this location.

HOSPICE HEROES

CHPC is fortunate to have community organizations staging fundraisers on our behalf. Thanks to all those who organize these events, to the participants and to the businesses which sponsor them. Here are the fundraisers that generated \$1,000 or more during the first half of the year.



Wine Tasting for Hospice

Andersen Cuddihy, Inc. and Integrated Benefit Solutions donated the \$2,372 proceeds of their 3rd Annual Wine Tasting Charity Event at Liberty Vineyards to CHPC. The event was co-sponsored by iShares by BlackRock, and Nottingham Advisors Asset Management and featured wine tasting, hors d'oeuvres, and a basket raffle.



Bowling Tournament

The 12th annual Don't Know Your Partner Bowling Tournament, organized by the men's and ladies' auxiliaries of the Chautauqua Lake VFW Post No. 8647 and event Chair Shannon Larson, saw 120 bowlers at Lucky Lanes in Fredonia compete for this year's title. The event raised \$8,100, bringing the 12-year total to \$54,400!



Earth Day Shredding

New owners of the Shred Center, Taylor and Jamie Swanson, continued the Earth Day Shredding for Hospice event generating a \$1,114 contribution. The Shred Center opens its doors offering its confidential shredding services in exchange for a free-will donation to HCPC. Thanks Taylor, Jamie and all the Swansons.



Moniuszko Social Club

The Moniuszko Social Club has been quietly supporting CHPC for many years. This year's contribution of \$2,500 brings the Club's total support for the agency to \$18,735.



Pepsi Cola Bottling

Matt Ehrman, Jamie Billquist and Fred Pellerito of Pepsi Cola Bottling Company of Jamestown chose CHPC to receive the \$1,850 proceeds of this year's Texas Hold'em tournament. 80 individuals participated in this year's event



Hoops for Hospice

Girls varsity basketball coach, Emily Scholeno, and basketball Moms Helen Keefe and Kelly Seaholm have teamed up in recent years to organize the Falconer Girls Basketball Hoops for Hospice fundraiser. This year's event raised \$2,000 for CHPC.

Light a Life

Memorial Tree Lighting Ceremony
Saturday, November 25, 2017, 6pm
Gloria Dei Lutheran Church
35 West Fairmount Ave, Lakewood, NY

Each holiday season Chautauqua Hospice & Palliative Care presents our Light A Life Memorial as a tribute to loved ones who are no longer with us. This is a time of remembrance not just for the families we have served; we invite all community members to participate regardless of whether or not we cared for their loved one. There are several ways to participate- pick the one that's right for you:



Memorial Tree Star

Memorial Tree Stars

As we did last year we will be decorating our Memorial Trees with beautiful, three-dimensional reflective stars. A suggested \$10 contribution will reserve an ornament in memory of your loved one and their name will be included in our printed program and Light Towers.

Porcelain Ornaments

Keepsake porcelain ornaments are available for purchase. \$50 round hand-cast cardinal ornaments are hollow and made of translucent porcelain that glow beautifully when a small tree light illuminates it. \$25 porcelain hanging flower bells can hang on your tree or make a beautiful stand-alone memorial display. Those memorialized with the purchase of these ornaments will also be remembered with a reflective star on the Memorial Trees, as well as in our printed program and on Light Towers.



Light Towers

Beautiful light towers in the yard of our offices will be illuminated with the names of all those individuals memorialized in our Light A Life program. The towers will be revealed and illuminated at the Memorial Service and remain illuminated through the holiday season for individual reflection.



Porcelain Flower Bell. A limited number of this design are available. Very similar versions may be substituted.



Porcelain Cardinal

Memorial Service and Tree Lighting Ceremony

On Saturday November 25th at 6pm we will hold our Light A Life Memorial Service at the Gloria Dei Lutheran Church across from our offices on Fairmount Avenue in Lakewood. Following this service we will move across the street for our Memorial Tree and Light Tower lighting ceremony. Music and light refreshments will allow additional time for reflection and fellowship.

Your contribution of...

\$10 \$25 \$50 \$100+

•	•	•	•	A star on the Memorial Trees in memory of your loved one
•	•	•	•	Your loved one included in the Memorial listing and light tower
	•		•	A keepsake porcelain hanging flower bell for your home or tree
		•	•	A keepsake porcelain cardinal for your home or tree

Orders must be received by Nov. 15th to be included in the Memorial Program and Light Towers. Orders received after Dec. 1 may not arrive before Christmas. Walk-in purchases are welcome at our offices or they may be purchased on our website at www.chpc.care. Ornaments will be mailed to you; Memorial Stars are hung on our Memorial Trees.

CHPC Goes to Washington

CHAUTAUQUA HOSPICE AND PALLIATIVE CARE Staff members Andy Dickson, Heidi Raynor and Rose Clark traveled to Washington DC in July to attend the Hospice Advocacy Network's Advocacy Intensive. The annual event is organized by the National Hospice & Palliative Care Organization as an opportunity for member organizations to lobby congressional representatives on important issues.

Over 300 other individuals came to Washington and spread out on Capitol Hill to make their voices heard. Andy, Heidi and Rose called on US Senators Chuck Schumer, Kristen Gillebrand and US Representative Tom Reed to ask them to sponsor three pieces of legislation that have been introduced into committee: Rural Access to Hospice Act; Medicare Patient Access to Hospice Act; and The Patient Choice and Quality Care Act of 2017.



CHPC is following important legislation at both the state and national levels. For more information about these important bills, contact Andy Dickson at CHPC, x201.

Lunch & Learns

CHPC WORKS CLOSELY WITH area medical practices in order to provide the best possible patient care. One way we keep these important relationships on track is by regularly visiting the offices to update the staff on procedures, new developments and to resolve operational issues.

Dr. Putnam, CHPC Medical Director (center), Tom Summerville, VP Clinical Services and Lynn Austin, Director of Palliative Care, recently visited the offices of Jamestown Primary Care for a "lunch & learn."



CHPC also travels to nursing homes, assisted living facilities, hospitals

and community organizations. All those care providers and referral sources need to have an in-depth

understanding of our care so that care transitions are seamless for our patients and families.



Donating IRA Assets to CHPC

Donating funds from an IRA account to CHPC may have many advantages. The donor doesn't have to itemize deductions. Contributions count toward minimum distribution requirements. Most importantly, donations from an IRA are not considered taxable income. This allows a donor to potentially avoid reporting taxable income that will raise Medicare Part B premiums or affect the taxability of Social Security benefits.

CHPC would be honored to receive your IRA contribution in support of the many services we provide that are not reimbursed by Medicare. Consult with your tax advisor to find out if your circumstances are right for this kind of contribution.

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time with a chaplain, or helping the family with the many details and arrangements that must be dealt with."

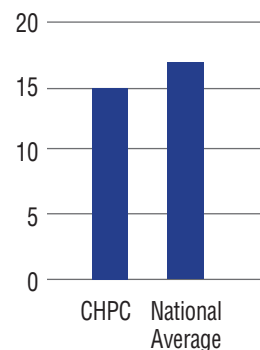
Most hospice providers around the country are experiencing decreasing lengths of stay. There are initiatives being considered at the state and national level to raise awareness of hospice care and the benefits it brings at the end of life to increase hospice participation and increase the length of stay.

CHPC is taking steps on its own to educate our community and to reach more residents; we cannot wait for others to try to solve the problem for us. We have retained the Transcend Hospice Marketing Group to help us with community education and marketing. Transcend has an impressive record of helping other non-profit hospice providers raise their census and community awareness of the Medicare Hospice Benefit.

While we are used to quietly going about our work, that is about to change. Community education and marketing will bring this subject clearly into focus. This is the way we will be able reach more people and assure the future of end-of-life care in Chautauqua County. We will be seeking outside support to pay for the initial marketing costs in the first two years, but expect to able to sustain and embed a better marketing program in future years from the larger operating budget resulting from the higher census.

Our marketing plan is not without risk. However, the risk is manageable compared to the possibility of a for-profit provider being authorized to serve our residents. We belong to the residents of Chautauqua County and we provide the best possible care. The volunteers who first organized us in 1981 as the Hospice Information & Referral Service, the foundations who funded us, the donors and volunteers who keep us moving forward and, most of all, the residents of Chautauqua County deserve the best. We will be the best we can be.

Median Length of Stay (days)



CHPC Releases Pediatric Palliative Video



WITH THE HELP OF CRANKY PLATE Productions, CHPC recently produced and released a new video about a special patient, Riley Nieder. Riley suffers from a rare genetic disorder and the CHPC palliative team has made a big difference in the quality of life of Riley and his family. Palliative care is not just

for adults; children suffer serious chronic illnesses and can benefit from our care. Stop by www.chpc.care and watch the 8 minute video.

We gratefully acknowledge the support received from our community between January 1 and June 30, 2017.

In Memory Of...

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