

HOSPICE & PALLIATIVE

Companion

IMAGINE YOU OR A LOVED ONE in one of these two scenarios:

An elderly gentleman is living alone in his own home with no local family. A compassionate neighbor is his only caregiver. His health declines fast requiring 24/7 support. A hospice social worker arranges respite care in a hospital until his neighbor can hire private help to care for him in his home. No agencies are able to provide home care due to the nursing and HHA shortage and he passes away in the hospital.

An elderly woman who lives alone has dementia, no family but has

frail, elderly friends. She begins to decline and agrees to nursing home placement. The CHPC social worker cannot find a nursing home that accepts her type of Medicaid insurance. The woman dies as CHPC is working to secure the Medicaid change and nursing home placement.

There are many stories like these. Add a difficult family dynamic or a complicated illness and another difficult end-of-life story unfolds. These real-life scenarios highlight a missing level of care in Chautauqua County: a hospice house.

CHPC currently provides a robust combination of services that can allow a patient to remain independent where they live. However, family or caregivers are necessary for a patient to remain at home in the final days to administer medications, prepare meals, etc. and many people don't have the support they need to remain at home in their final days.

We've known about the need for a hospice residence for a long time, but it took two passionate community members whose loved ones

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Dear Friends and Family,

THIS ISSUE OF OUR COMPANION NEWSLETTER BRINGS news of many updates, including the exciting possibility of a hospice residence for the families of Chautauqua County. A hospice residence has been a dream for us for many years. Now we are moving forward! We have visited many hospice houses, hospice residences and comfort homes throughout the region to determine what would be the best fit for Chautauqua County residents. The 5-bed residence we hope to open in a few years will provide much needed relief for families, caregivers and patients. It will also give our care teams flexibility and smooth care transitions for our patients. We will be bringing you more news about this exciting initiative in the months ahead.

I'm pleased to report that for the first quarter of 2019 we provided care to more residents than any time in our history. Our palliative and hospice programs touched the lives of 164 county residents! Providing care to all who are eligible is our goal and we are on our way to achieving it.

All the while we are making progress on several other behind-the-scenes projects. Following a water remediation project last year made possible in part by the Hultquist Foundation, our basement is being renovated to provide more office and meeting space to accommodate our growing staff. We continue to collaborate with other local agencies through Hope Chautauqua to assure the destruction of unused medications in the fight against the opioid crisis. And we are considering how legislation legalizing physician-assisted death and the legalization of marijuana will affect our care-giving while legislation enabling reimbursement of palliative care moves painfully slow.

Thank you for your support and confidence as we improve our programs and position CHPC to be the best it can be!

Shauna Anderson

CHPC Welcomes New Employees



Lisa Erickson
Nurse Practitioner



Shannon Cole
Social Worker



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Katie Caldwell
Home Health Aid

HOSPICE HEROES

CHPC is fortunate to have community organizations staging fundraisers on our behalf. Many community volunteers, sponsors and contributors make these events successful. Thanks to all those who organize and support these events!



CCDPF Golf Tournament

Chautauqua County Department of Public Facilities second annual golf tournament was held on July 7 at Maplehurst Country Club. The tournament raised \$2,150 for CHPC this year. A steak-fry followed the tournament at the Lakewood Fireman's Grounds.



BLB Chicken Barbecue

Bahgat & Laurito-Bahgat CPAs and the BLB Insurance Agency of Fredonia held its third barbeque to raise funds for CHPC. The delicious chicken dinners sold out and the hard work of the BLB staff raised \$1,600 this year.

Mel Perks Run for Hospice

The Frewsburg American Legion-Sam Derby Post 556 hosted the 6th Mel Perks Motorcycle Run for Hospice, which was first organized by Al & Patty Sutter at The Pad in Kennedy.

The event honors the memory of Perks, a local business owner and US Army Veteran. The 2018 event raised \$3,801 bringing their multi-year total to over \$46,000.



3rd Annual Skinnerville Picnic

CHPC would like to thank Michael Skinner, Rosella Skinner, Christopher Skinner and Betty Jo Glazer for their hard work and generosity organizing the family event, which began as a promise kept to their Mother, Darlene to "gather every year and celebrate life". This year the third annual Pig-Out was attended by over 300 people and raised \$2,574 in support of our work here at Chautauqua Hospice and Palliative Care, more than doubling the amount of last year's donation.



Circulus Golf Tournament

Since 2008, the Circulus Golf Tournament has provided valuable support to Chautauqua Hospice and Palliative Care. Each year volunteers organize this event to benefit the organization. In 2018 the event raised \$8,000, bringing their total support to \$72,225. Thank you (LtoR) Ron, Bucky, Tom, Phil and Jack.

Love, Hope and Miracles

by Heidi Raynor, LCMSW

PEOPLE OFTEN ASK ME, “HOW can you work for Hospice?” Or when they ask where I work and I tell them Hospice, they often reply, “I’m sorry, it must be such a depressing job.” Or they get a sad look on their face.

Well, that is not how I view Hospice. I associate Hospice with miracles. Everyday in my job I see a miracle. I see people come together and reconnect who have not been in contact for years. I see people heal old wounds and reunite with family. I see very sick people rebound when they are comfortable and surrounded by love. Nothing is more rewarding than bringing families closer together in order to realize the final wish of a

dying person: to be surrounded by loved ones.

I bear witness to the humanity of people. I see joy, laughter and, yes, I see tears. I watch people’s hearts break. For the depth that we so love is the depth that we so shall hurt. I see families and friends sit up all night watching their loved one checking to see if they are still breathing. I see them lovingly care for each other.

I chose to become a hospice social worker because I witnessed first-hand the care that my dying mother received from CHPC. I wanted to make miracles happen for patients and fam-



ilies during this profound time. And now I’m living the dream- literally!

So the next time you think of Hospice, I hope that you think of love, hope, miracles.

CHPC is Dementia Friendly

CHPC IS AMONG THE FIRST LOCAL employers in Chautauqua County to become “Dementia Friendly.” CHPC is also a member of the Chautauqua Dementia Friendly Action Team, which is organized by the Long Term Care Council of the Office for the Aging. The Action Team is working toward raising awareness locally about Dementia as part of the national effort, Dementia Friendly America.

For more information, contact the Chautauqua County Office for the Aging.



Getting Your Affairs In Order

THIS WINTER CHPC LAUNCHED A BOOKLET for our families to help them navigate the complexities associated with a loved one's passing. Heidi Raynor, LCMSW, spearheaded the compilation of the guidebook with the help of her peers and some bereavement interns. It has been well-received and many healthcare providers and local agencies have requested copies. As we prepare for the second printing of the guide, we have made it available for download on our website on the Resources page. Check it out!



CHPC Staff Honored at Event



TWO CHAUTAUQUA HOSPICE and Palliative Care employees, Deborah Bouquin Reading, HHA and Shelby Hester, Music Therapist, were recently honored as "Employees of the Year" at the Chautauqua County Home Care Association's Annual Employee Recognition Dinner. Congratulations, Deb and Shelby!

Questions AND ANSWERS

The three most frequently asked questions asked about hospice admission are:

1

Does a hospice referral have to be made by a Physician?

No. Anyone can make a referral to hospice. Once we receive a referral, we will reach out to the primary care physician for approval, as well as the patient's medical records.

2

Is my referral valid?

Yes! If you are picking up the phone to call us, then you have a need. Let us help you talk through your need. If the time isn't right for hospice, we can give you information on palliative care or other programs that might be more suitable for your situation. No referral is a bad referral!

3

How much does hospice care cost?

Most of our patients come to us late in life and Medicare pays 100% of the cost of their hospice care. This includes, our visits, medical equipment necessary for patient care, medications directly related to the hospice diagnosis and therapies included in our menu of services. Other patients will find that most commercial or private insurances cover hospice care but deductibles or co-pays might apply. Prior to admission our billing and social work staff make the patient and family aware of their insurance coverage.

Still have questions? Call Tina Wood at extension 207 and she'll be happy to speak with you.

Save the Date

For more information on future events, visit our website at www.chpc.care

Saturday May 4

Vendor Fair

at the Lakewood Legion. All day

Saturday June 1

Service of Remembrance & Memorial Butterfly Release

Pt. Gratiot, 1pm

Sunday June 2

Service of Remembrance & Memorial Butterfly Release

Lakewood Rod & Gun Club, 1pm

Friday Sept 27

3rd Annual Charity Auction

Chautauqua Suites, Mayville

Volunteers

NEEDED

**¿Puedes hablar español?
CHPC needs Spanish-speaking
volunteers to lighten the load for
families in our care.**

**Hair Dressers... help our patients
look their best with a patient
haircut or two each month when
your schedule permits.**

*Call MaryJo Bradish, Volunteer
Coordinator, at 338-0033, x216,
for details.*

(continued on from page 1)

experienced an end-of-life “detour” and CHPC board willingness to take a big step in order for the idea of our own hospice residence to begin taking shape.

Over the last 12 months CHPC staff and board members have been researching and visiting a multitude of residences, large and small, near and far. A plan is taking shape to open a 5-bed hospice house in Lakewood. A certificate of need is being finalized, potential sites have been identified, architectural drawings are in preparation and a fundraising plan is taking shape.

“The hospice house will provide us much greater flexibility and responsiveness in caring for our patients,” said Shauna Anderson, CHPC President and CEO. “The patients who will transition to our hospice house are the most vulnerable that we care for. They need a safe residence with able caregivers right away, and having our own residence will smooth and speed these transitions considerably.”

In addition to all the comforts of home, the hospice house will have accommodations for visiting family members. Family from near and far will be able to be with their loved one around the clock to comfort them, hold their hand, be on vigil or help with their care. And having family members present will make the house feel like a home.

“I can’t begin to tell you the feelings of peace and comfort that fill you when you step into a hospice house,” Anderson continued. “The quiet surroundings, attentive volunteers, the aromas coming from the kitchen... it is truly heart-warming.”

Several contingencies need to be satisfied, but all signs indicate a place will soon be available for Chautauqua County residents whose circumstances couldn’t be reconciled for them to spend their final days in peace, security and dignity. If you would like to help make our hospice residence a reality, call 338-0033, ext. 201.



CHPC will be participating in Give Big CHQ on June 13, 2019 to raise funds in support of our sister organization in Tanzania at the Karatu Lutheran Hospital Palliative Care Team.

Give Big CHQ is a 24-hour online fundraising event hosted by the Chautauqua Region and Northern Chautauqua Community Foundations which offers

non-profits the chance to raise awareness and funds to support their missions. Save the date and support CHPC!



In Memory Of...

The following individuals (bold) were memorialized with contributions between January 1 and June 30, 2019 by the listed donors:

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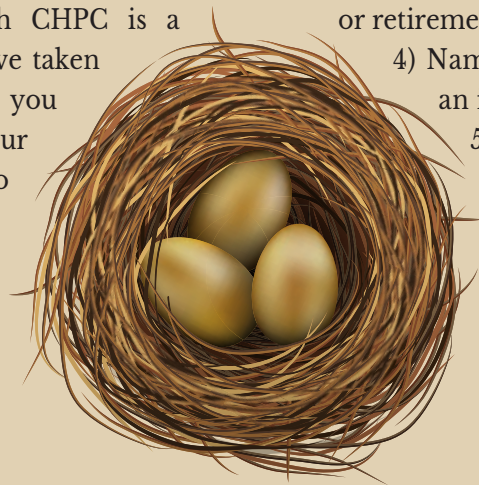
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