



Chautauqua Hospice & Palliative Care

Companion

SUMMER 2021

Together on your journey.

SAVE THE DATE

June 29

Designer Bag Bingo

 Hosted by Lakewood
Memorial Post #1286 to
benefit CHPC

 More information at
chpc.care/bingo

TBD - Fall 2021

**The Star Hospice House
Ribbon Cutting**

 Information will be posted at
chpc.care/hh

October 4 - November 1

**5th Annual Butterfly
Art & Charity Auction**

 More info at
chpc.care/auction

December 4

Light a Life

 More info at
chpc.care/light-a-life

 Learn more chpc.care
or call 716.338.0033

The Palliative Path

NAVIGATING A SERIOUS ILLNESS

When Walter Bowser learned he had a tumor in his lungs late in 2020, he was determined to fight the disease. There were three options to consider, though he and his wife, Kathy, didn't fully understand them. Treatment was possible through his local oncologist. A visit to Roswell Park might provide new insights. And there was something called palliative care that the Bowsers had never heard of.

The Bowsers chose to visit Roswell. During their evaluation they affirmed he should consider palliative care while he was seeking curative treatment. He was quickly admitted to the CHPC palliative program.

"Walter was skeptical," said Kathy. "I told him I needed palliative care. I needed to be able to call and speak to a doctor or nurse to understand what was going on. Walter began to come around because palliative care gave him hope that he could pursue treatment."

Walter's tumor was large when it was diagnosed and treatment was ineffective. His condition deteriorated and after two treatments by his oncologist, he realized

he needed better quality of life.

"Palliative care was there to guide us," Kathy continued. "They made it easier to cope with things and make decisions. And, because we trusted them, palliative care made the decision to transition to hospice easier. We have strong faith. We had good support from our church, but the (CHPC) chaplain was kind and



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Hospice Physician

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Dear Friends and Family,

A lot has happened in the forty years since 1981 when the Hospice Information & Referral Service was incorporated and began providing volunteer assistance to families. This year we celebrate the many milestones in our journey that have made us an invaluable part of the healthcare community.

Ten years after incorporating in 1991, the agency received licensure as a certified Hospice allowing us to bill Medicare for our services. This enabled us to hire qualified staff and pay them the salaries they deserve. It also set the stage for the regulatory and quality oversight that requires our constant attention.

A little more than a decade after receiving licensure, we established our community-based palliative care program. This helped us to reach the many folks who were not eligible or not ready for hospice services with our specialized care focused on symptom management. Palliative care fills an important gap in the healthcare continuum and improves many lives.

Now, in our fortieth year, we will open a five-bed hospice residence to provide care for individuals who do not have a caregiver, whose caregiver is overwhelmed, or whose care is too complex for family and friends in a home-like setting. The residence will supplement our important existing relationships and treatment options available at area hospitals and nursing homes. We are thrilled to add one more level of service for our community!

And so in the spirit of renewal as we align our care for the next 40 years, we have given ourselves a new look. Our brand has been refreshed with new colors, a new mark and a new tag line, "Together on your Journey." Thank you for making the first forty years possible and we look forward to forty more!

Warmly,

Shauna Anderson

A New Look For CHPC

2021 is a big year for CHPC. The Star Hospice House will be operational in the fall which will greatly impact our visibility in the community. It is our 40th year serving the families of Chautauqua County. And it is the year that we consider a new strategic plan to guide us into the future. The timing was perfect to refresh the CHPC brand and position the organization for the next 40 years. Along with the new colors and logo, we adopted the tag line, "Together On Your Journey" that captures the nature of our relationship to the families we serve and the special care we provide.

You may have already seen our new logo, colors and tagline in our advertisements and our website. This issue of the Companion newsletter launches its new design- hope you like the new look. We will continue to phase in the new logo as our supplies and publications are reprinted.

Thank you for your support during our first 40 years. We look forward to serving the families of Chautauqua County long into the future!

CHPC Welcomes New Employees



Carol Macbrien,
RN Case Manager



Katherine Bush, HHA



Nicole Adams, HHA



Linnea Onuffer, HHA



Zach Agett,
Director of Development



Jennifer Slaven, Intake
Coordinator/RN Case Manager



Christy Paul,
Administrative Support Biller
Palliative Care



Gretchen Golibersuch,
Music Therapist



Heather Mendell, NP



David Mills, Chaplain



Desiree Vara, On Call RN



EMPLOYEE SPOTLIGHT

CHPC Social Worker Promotes Reading

Julie Nagel, CHPC Social Worker for fourteen years, and friend, Dawn Sard, recently established a Little Free Library in Panama. The simple program offers residents the ability to exchange free adult and children's books. Julie and Dawn monitor the location and replenish the supply when needed. Their volunteer effort inspires a sense of community, literacy and love of reading. Thank you Julie & Dawn!

Fingerprint Pendants

MUSIC THERAPY PROGRAM OFFERS PROJECT

One of CHPC's newest team members, Music Therapist Gretchen Golibersuch, has brought more than music to her role. Gretchen, who used to work for Seasons Hospice in Phoenix, AZ, brought with her a special means of remembrance to the families of Chautauqua Hospice & Palliative Care: fingerprint pendants.

The simple pendants are composed of a necklace with an inked fingerprint pendant. They make wonderful keepsakes for the families of loved ones under the care of CHPC.

Mary Jo Bradish, CHPC's Director of Volunteer Services, had many great things to say about the

program. "These pendants, made with such love, will leave family members with wonderful thoughts and memories of their loved ones to hold onto for years."

The opportunity to create a pendant is free and only takes around five minutes. Since Gretchen started the fingerprint pendant program about six months ago, over 30 patients have made pendants for their family and friends.

In Gretchen's opinion, "The pendants are a fun and simple way for our patients to leave a small, concrete, legacy that family members can then cherish as they remember their loved one."

How does Gretchen connect her love of music to fingerprint pendants? She explains that

making the pendants can be a very emotional process for our patients. She often uses music to help support them during and after the pendant is created.

The idea of the pendants was captured by one of our patients

... a fun simple way for our patients to leave a small, concrete legacy that family members can cherish...

who, upon giving the pendant to one of their children, said "Now you'll always have a part of me."



June Brown is proud of her keepsake pendants that her loved ones will cherish for years to come.



(continued from page 1)

supportive. And Walter loved to see the hospice staff, especially the massage therapist.”

Walter passed peacefully in his home a month after he transitioned to hospice care.

Walter and Kathy’s story mirrors many that our palliative team encounter. Confusion. Complexity. Choices. Stress. Symptoms. Insurance.



In most cases, patients don’t know what palliative care is. And because it might be associated with hospice, many people won’t consider it. “This is so unfortunate because the sooner an individual comes to terms with their prognosis and reaches out to us, the more

of the patient’s goals we can achieve,” said Dr. Putnam, CHPC Medical Director. “Palliative care is an important part of curative treatment,” he continued. “We treat the symptoms while the specialists treat the disease. If a patient’s symptoms are under control, they can function more normally and their quality of life is much greater.”

One result of this misunderstanding is that some patients who finally reach out for palliative care are so far along in their disease trajectory that they are actually hospice-eligible. Still others, though not many, die while in our palliative program. “It’s heartbreaking,” said Shauna Anderson, President & CEO of CHPC. “The caregiver has to bear a heavier burden and is prone to more stress-related health issues.”

“Palliative care does not have to be a stepping stone to hospice,” said Anderson. “Less than half of palliative patients presently transition to hospice care. We look forward to the day when more patients find us sooner and graduate to lead healthier lives.”

There are many success stories for the CHPC palliative team besides the Bowlers. At the simplest level, palliative nurses Jackie Zentz, Brooke Cusimano and Deseree Vara help navigate the complex medical landscape and bridge communications between diverse and sometimes distant medical professionals.

A life-limiting diagnosis and uncontrolled symptoms are the medical conditions the palliative care team is called upon to address, but there are usually many underlying issues that require their attention. “We have to help patients and their families come to grips with the seriousness of their illness and what lies ahead,”



said Zentz. “At the same time we need to understand what is most important to them in this journey.” So listening to the patient and caregiver while picking up clues from the home visits allows the care plan to move forward. It can

be a difficult conversation but it is one they appreciate and which no one else has helped them reconcile.

“When we can help the patient understand their objectives and take the right steps to achieve them, we can win their trust, help keep them comfortable, and reduce the time they spend in the hospital,” says Dr. Putnam. “This is the outcome we are after.”



Bilingual Series Begins

The monthly CHPC Bilingual Series on Dunkirk Access informs the public about services and programs provided by CHPC. The series is led by CHPC Outreach Coordinators Sandy Harle and Laila Denoya. Laila also translates the program dialog for Spanish viewers. All episodes are viewable on our website at chpc.care/video.

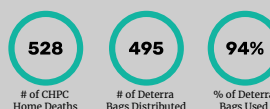
Home Medication Disposal Update

Since October 2018, CHPC has worked on educating & providing resources to patients & their families on safe, secure home medication disposal methods. Below are highlights of this effort.

	2018-2019	2019-2020	TOTAL
Pills collected	26,071	27,083	53,154
Liquids collected	10,495 mL	12,038 mL	22,533 mL
Patches collected	66	33	99

NOTE: Not all medications disposed of after a death were prescribed to the patient while in Hospice & Palliative Care. Some medications already existed in the home prior to Hospice & Palliative care.

FAST FACTS 2018-2020



Update

THE STAR HOSPICE HOUSE

Both construction and fundraising for the Star Hospice House that began pre-pandemic have moved forward with surprising success. We are grateful for this progress in these challenging times.

Construction

Construction is progressing in two phases, the rehabilitation of the existing house, and the new construction that will house the patient rooms. The lead architect on the project is Diane Hendrix of Lakewood.



PHASE I NEARS COMPLETION

Phase I focused on renovating the existing structure on the property, including the addition of a garage. This phase of construction, begun in November of 2020, is nearing its completion. This structure will serve as the guest house and include four guest bedrooms, two full bathrooms, a living room with a fireplace and baby grand



piano, a kitchen with dining area, and a deck.

Phase I of construction was done by Mitchener Builders, Inc., based out of Jamestown. Other local businesses that assisted with this phase of construction were Jamestown Kitchen and Bath, Jamestown Macadam, Inc., Neeson-Clark, DFT Communications, Databranch, Great Lakes Tree Service, Rogers Land Surveyors and Lakeside Fire Services.

PHASE II UNDERWAY

Phase II of construction began in early May on the 4,000 square foot addition that will serve as the patient wing. This area will hold five private ensuite patient rooms, a large great room with kitchenette and dining area, an office, styling area, laundry, patient lift, and covered porches with a patio overlooking the wooded property.



The driveway will lead around the building to the back where the main patient entrance will be located away from Fairmount Avenue.

The Kinley Corporation of Allegany, NY is lead contractor for Phase II. Construction is expected to be completed in October of 2021.

Final landscaping, gardens, a walkway with benches and quiet areas for reflection are on the drawing board away from the highway in the wooded portion of the property.



Our House Campaign

Fundraising activities by the 16 campaign volunteers have been guided by campaign co-chairs and long-time supporters, Mary & Bert Rappole. Thanks to their hard work and the generosity of donors, foundations and businesses, the campaign has exceeded its original goal of \$2.1 million. What is most remarkable is the current total of over \$2.6 million has been realized during the pandemic, which speaks volumes about the importance and community backing of the project.



Bert & Mary Rappole

Due to cost increases related to the pandemic, the campaign will continue



Elizabeth & Stanley Star

through the summer. The CHPC board is hopeful that upwards of \$3 million can be raised to cover the additional costs.

A ribbon cutting ceremony will be scheduled as construction and the pandemic will allow. Tours will be scheduled pre-occupancy to coincide with the construction schedule. Once occupied, tours will be more difficult to accommodate without disturbing residents, but opportunities will be explored.

The residence will be named The Star Hospice House in recognition of Stanley and Elizabeth Star's generous legacy gift.



Help Us Succeed!

Spread the word! We'd love to make a presentation to your service organization or faith community.

The Star Hospice House will require an active volunteer corps to function smoothly. Opportunities will include cooking, cleaning, grounds keeping, hospitality, shopping, reading, and companionship. If you have a

place in your heart for helping families at this profound time, please contact Mary Jo Bradish, CHPC Volunteer Coordinator, at 338-0033, x216.

Your donations are still important. Large or small, everyone's gift will help make this much-needed project a success.

The following individuals have contributed as of April 1, 2021 to the Our House Campaign to build the Star Hospice House.

Janet Adamczak	Mary Jo Bradish	Calvin & Kathryn Critzer	Paul & Mary Fellingner
C. Berkley & Jill Adams	Barbara & James Brady	Katie Crockett	Daniel & Linda Fellows
Letha & Adrien Adelman	Donald & J. Elaine Brautigam	Christine Cronin	Lenore Fiebelkorn
Advanced Manufacturing Technology, Inc.	Breast Cancer Support Group of Jamestown	John Cross	James & Patricia Fincher
Katherine Allen	Erlinda Brent	John & Elaine Crossley	William Finn
Dr. Nancy Allen	Carol Brewer	Mary Crossley	Key Bank & First Niagara Foundations
Allied Fire Protection Systems, Inc.	Arlene Briggs	Sue Crytzer	First Presbyterian Church of Westfield
Daniel & Shauna Anderson	Janet P. Briggs	Mark & Alice Cunningham	First United Methodist Church
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Helen Baran	David & Marty Carnahan	Amy DeTine	Sarah Fritz
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Barry Benson	Chautauqua Fire Department	Patricia DuBois	Roger Gilbert
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Jerrold & Pamala Ireland	The Lenna Foundation	Alex Mistri	Dr. Thomas & Donna Putnam
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Michele Starwalt-Woods
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Tantillo
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The following individuals were honored with financial contributions between July 1 and December 31, 2021.

Shauna Anderson	Tanya and Derek	Skip Maue	Rev. Tim Phelps
Brooke Cusimano	Raymond Gilbert	Carmen Perry	Bert & Mary Rappole
			Lois VanDette

Myth:

Morphine causes patients to die sooner

Fact:

For the first 4 months of 2021 only 56.7% CHPC patients received Morphine. It aides breathing and reduces pain and does not cause death.

Myth:

Hospice is only for patients with cancer.

Fact:

Patients with dementia, heart disease, ALS, Parkinson's disease, stroke, diabetes, liver, kidney disease, and more can all benefit from the support of hospice care.



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