

Spring 2018

THE HOMECARE & HOSPICE FOUNDATION
A Community of Caring

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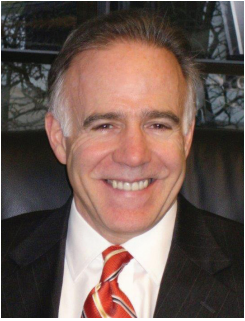
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**The HomeCare & Hospice
Foundation**

Main Line Health®

A Community of Caring



Message from the President

At the start of 2018, we at Main Line Health HomeCare & Hospice spent some time reviewing our performance relative to our overall strategic plan in order to validate our commitment

to ensuring the care we provide to our patients is always safe, timely, efficient, effective, equitable and patient-centered. In fact, STEEEP the acronym for such care—has been the mantra throughout the Main Line Health system for quite some time.

How we ensure we deliver on such a promise is evidenced in many ways:

- Continuing to stand out as a regional leader when measured against objective clinical and patient satisfaction outcomes that are viewable by everyone on Medicare's Home Health Compare and Hospice Compare websites
- Maintaining our status as a Home Care "Elite" provider of services as judged by external third-party home care experts
- Investing in initiatives such as our Advanced Illness Management (AIM) program whereby, at any point in time, over 100 of our most acutely ill patients are able to remain in their homes utilizing our high-tech telemonitoring and video monitoring devices under the guidance of our AIM nursing staff
- Investing in a highly motivated and engaged staff of clinicians and service providers who are dedicated to their calling, as evidenced by the over 140 nursing assistants, registered nurses, and nurse practitioners who hold certifications in gerontology, hospice and palliative care, cardiovascular, diabetes, wound care and oncology, to name only a few
- Investing in organization-wide ongoing educational programs such as our integrated care management curriculum to ensure that that most advanced techniques regarding care, customer service, and patient engagement and instruction are provided on a consistent basis
- Ensuring we provide our hospice patients with access to such specialties as art and music therapy, aromatherapy, massage therapy...anything that provides greater comfort

None of the activities mentioned above could be accomplished without the support of our loyal friends and donors. As time progresses we believe we will be called upon to provide even more advanced care in patients' homes for longer periods of time, underscoring the importance of your continuing support.

Thank you for helping us to serve our friends and neighbors in the best ways possible.

Sincerely,

Richard Jacovini

President, Main Line Health HomeCare & Hospice



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Special events UPDATE

The fourth annual Tree of Lights ceremony was held in early December, honoring the lives of those cared for by our hospice team. Many families and friends were in attendance, a testimony to the quality of Main Line Health Hospice and the healing nature of this event.

Nearly \$27,000 was raised from sponsorships and individual contributions.

These funds are put to vital use in benefiting hospice services, and supporting our ability to continue special programs like our children's bereavement and complementary therapy programs, while also ensuring that services can be provided to all in need, regardless of ability to pay.

Alanni Fidler, daughter of Tameka Fidler, bereavement counselor, participated in the event as the light-bearer.



Special award

Main Line Health receives Hospice and Palliative Credentialing Center Employer of the Year Award

Main Line Health was awarded the Hospice and Palliative Credentialing Center (HPCC) Employer of the Year Award at the annual American Academy of Hospice and Palliative Medicine/Hospice & Palliative Nurses Association (HPNA) in Boston, Massachusetts, on March 15, 2018. The Employer of the Year Award is an annual award presented to an organization that has provided sustained support of the HPCC certification program for hospice and palliative caregivers.

Main Line Health was recognized for its commitment to optimal care of patients and families facing serious illness through an array of service lines and

(Continued)

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way.



DAISY nurses are recognized for the extraordinary acts of compassionate care and clinical excellence they demonstrate every day in their work with patients.

We are very proud to partner with DAISY as we have extraordinary nurses at Main Line Health HomeCare & Hospice. In particular, we celebrate Theresa Antes and Rachael Stofanch for being Daisy Award Winners. Below are excerpts of letters received from grateful patients and a hospice manager about Theresa and Rachael:

“Theresa took care of our mother JB at home. She had a fall, was taken to the hospital, and was kept overnight. Theresa was her nurse at home. What an angel! She took such excellent care of her and was so caring and compassionate. Theresa treated her with dignity and respect. My mother is 91 with the start of dementia. Theresa had a calming effect on her. She explained everything to her step-by-step and spoke directly to her. Nurses are overwhelmed at times and it’s different with the elderly but Theresa never made her feel uncomfortable or feel like she was a problem. Her professionalism should be commended. I want her to know how much she was appreciated, and to be recognized, not only as a nurse but the beautiful person she is inside and out. She is truly one of God’s angels. Please tell her so.”

“Theresa is an exceptional nurse and a credit to her profession. She is so kind and sweet and really enjoys her work. You can see that just looking at her. Anyone who is assigned to Theresa is very fortunate because she gives her all and is a special ‘angel.’”

“My brother, sister and I felt strongly that we should contact you to compliment the wonderful work by Rachael during our mother’s recent hospice experience. Rachael was professional, yet so caring as we moved through the process. She kept us at ease by patiently explaining and preparing us for what to expect as the days progressed. Our mother’s comfort was always Rachael’s primary objective and addressing the family’s anxiety was right behind that. Thank you for all the amazing works you do. God bless and allow your continued good efforts.”



“Rachael began to care for Mr. M whose heart disease severely impacted his quality of life. Rachael developed his trust as he was resistant to beginning morphine. Rachael used all of her ICM principles and encouraged Mr. M to use low-dose morphine. He was so scared she stayed with him to ensure his safety and to build confidence. Managing his shortness of breath changed his life from being stuck in his home to being able to enjoy trips out as he did in the past. Rachael was so on top of his symptoms and managed them so well that he lived longer than expected. When we did joint visits, Mr. M and Mrs. M spoke so highly of Rachael. They called her their angel and that she was the most fabulous nurse! A neighbor who cooked for them even described Rachael as kind and caring, and said if she was ever sick she would want Rachael. Rachael created such an exceptional experience in Mr. M’s life because of her excellent ability to develop trust and show how much she cared while also managing his symptoms and helping him enjoy greater quality of life to the very end.”

The Art of Creative Healing

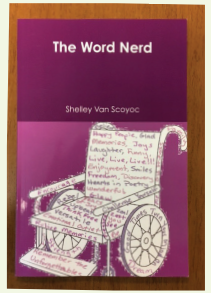
Shelley Van Scoyoc is a poet—but she didn't become one until she was disabled by ALS. Her art form of choice is her words, and she had dreamed of being a published author before she died. In my role as art therapist for Main Line Health Hospice, I had the opportunity to support her on this journey. During art therapy sessions, Shelley could express her struggles, joys, and feelings to family and friends through poetry.

For our last session together, we organized a book signing event. Her published books surrounded Shelley as friends and staff came to read her work and congratulate her on her accomplishment. Art therapy helped shape her creativity into a form that she could share with others.

The hospice philosophy focuses on improving quality of life, and art therapy helps give that focus a form. It is often a way for patients and families to connect with an important part of themselves that can be forgotten due to illness. While I often hear, "I'm not an artist" or "I haven't made anything since I was a kid," I work with patients and families to focus not on how good they might be at making things, but rather on its benefits. Creating with family can build lasting positive memories during a difficult time. Art therapy in the hospice setting is as varied as the people who use the service. Patients and families find ways to express emotion, relieve loneliness, create legacy projects and simply have some fun.

That was the case for Maribel Rivera. Maribel worked with her grandchildren on making pillows. Inside their pillows she placed hearts with special messages she wrote to each of them. Her grandchildren did the same for her, and placed them in a pillow that she kept. Maribel said that making the pillows with her grandchildren was one of the best days of her life.

The most rewarding part of working with patients for me is hearing how our time together brought meaning. One patient, Eileen Doyle, shared this: "Dana has allowed me to really express myself in so many ways. You may not even know what is inside your heart, but once it comes out, it is yours forever. It has been the best medicine in the world for me."



Shelley Van Scoyoc and Dana Rummery, MA, ATR-BC, LPC, art therapist for Main Line Health Hospice.

Credentialing Center Employer of the Year Award *(continued)*

programs, in addition to support of lifelong learning and specialty certification. The health system employs more than 140 clinicians with HPCC certification credentials including nursing assistants, registered nurses, advanced practice nurses, administrators, and perinatal loss specialists. In addition, the health system employs three Hospice and Palliative Nurse Association-approved educators and several certified End of Life Nursing Education Consortium trainers.

Terre Mirsch (in photo), director, Main Line Health HomeCare & Hospice, accepted the award stating, "We are honored to receive the Employer of the Year award and it is a privilege to partner with organizations like HPCC and HPNA to achieve our mission and demonstrate our organizational values. As a Magnet-designated organization that provides palliative care and hospice care in the inpatient- and community-based setting, provision of optimal care for all patients and families facing serious illness is critical to achievement of our strategic goals and performance excellence. The value of certification is evident in demonstration of safer patient care, improved patient outcomes, and high levels of employee engagement. We thank HPCC and HPNA for providing the support and partnership that enables us to provide the best evidence-based palliative and hospice care for all in need. Our organization and our communities are better as a result."



Main Line Health HomeCare & Hospice receives grant from The Foundation for Delaware County

As part of a special launch celebration on March 1, 2018, The Foundation for Delaware County (formerly Crozier-Keystone Community Foundation) revealed new partnerships and grant-making programs for the upcoming year.

During the evening events, Main Line Health HomeCare & Hospice received a \$30,000 grant to provide home care services to low-income residents of Delaware County. HomeCare & Hospice has been an annual foundation grant recipient for upwards of 10 years, and is especially honored to have been selected for this grant award. These funds are vital in enabling our staff to provide the very best quality care to all in need, regardless of personal financial circumstances.



Richard Jacovini (far right)

IMPACT *of* PHILANTHROPY

THANK YOU to our friends and donors for generously supporting Main Line Health HomeCare & Hospice. Charitable gifts play an important role in advancing our mission, making possible:

Patient care assistance for patients who have exhausted their insurance coverage and other resources. Hundreds of patients benefit each year from durable medical and bathroom safety equipment, transportation to medical appointments, and other essential services.

Nursing education for home care and hospice nurses so they have the skills and training to best support patients and families of patients with advanced illnesses.

Art therapy to promote healing and improved quality of life for our patients.

Grief support services for hospice families and our community at large.

Home telemonitoring and videomonitoring equipment which provides for consistent monitoring of patients with heart failure, chronic obstructive pulmonary disease (COPD), or other serious chronic illnesses.

Please consider making a gift by the end of the fiscal year on June 30, 2018. For more information about giving opportunities, contact Karen Gadson, executive director of development, at 484.596.5638 or gadsonk@mlhs.org.