Little Things Mean a Lot in Patient Care
A MESSAGE FROM OUR CEO

Can you believe we’re at the beginning of another year?

At Caldwell Hospice and Palliative Care, we are taking stock of our accomplishments in 2012 and beginning the work for 2013.

Reflecting on the changes to our Board of Directors, we are grateful for the tireless dedication of retiring members Inez Jones, Janet Wilson, and Parker Williamson, who accounted for a combined 67 years of Board experience.

We welcome Dottie Metzger, Charles Shell, and Linda Story to the board (see “Board Spotlight” on page 11 for introductions to each one), and we’re expecting an explosion of new ideas and different perspectives from them, as well as a deep commitment to maintaining Caldwell Hospice’s place as a proven, compassionate leader in end-of-life care.

We instituted a wellness program for our staff, recently. All of us are learning to eat better, fit exercise into our daily lives, and reduce stress. It makes good sense that we can give better care to our patients and their families when we feel stronger and more rested. Wellness also has a positive impact on “the bottom line,” as our insurance provider offers better rates when we have healthier staff members.

We completed months of preparation for the re-accreditation survey by the Accreditation Commission for Health Care (ACHC). The surveyor arrived the week before Christmas to review documents, interview patients, families, staff, and volunteers. Before leaving, the surveyor complimented our facilities, our helpfulness, and our ability to keep a “warm, small hospice atmosphere” as we grow. We were instrumental in developing this method of rating hospices for their quality of work, and we were among the first hospices to earn ACHC accreditation in 1998. We’ve been re-accredited for each three-year period since then.

I’m looking forward to my second term as a Board member for The Carolinas Center for Hospice and End-of-Life Care, the association for hospice providers in North and South Carolina. It will be a good opportunity to participate in strengthening hospices across the Carolinas.

As all of us make our “to-do” lists and get busy with our 2013 goals, let’s never be too busy to make time for good experiences with our families and friends.

Thank you to all the people who make it possible for us to serve the end-of-life needs of our patients, their families, and the community in which we live.

—Cathy Swanson, chief executive officer

Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 919.833.4510. The license is not an endorsement by the State.

If you received more than one copy of CareLines or received it in error; if you do not wish to remain on our mailing list or if your address changes, please let us know. Call 828.754.0101, write (return address at top of back page), or e-mail us at cchospice@caldwellhospice.org.
Caring for hospice patients begins, most often, in their homes because that is where most people would prefer to spend their final days and months.

When Caldwell Hospice’s team members (physicians, nurses, nurse practitioner, medical social workers, certified nursing assistants, chaplains, or volunteers) enter a patient’s home, they experience the patient's situation; they enter as guests, and very often they leave as "adopted family." Finally, they prove the truth of Caldwell Hospice's desire to be "companions for the journey."

"We gain a better idea of how to provide care," CHPC Medical Director Dr. Thomas Ray said. "A patient’s independence or access to his community can be compromised by his condition. If we see this during a home visit, we can order medical equipment, such as a wheelchair, which will allow him to leave his bedroom. Or we can find an agency or a community group that might build a ramp and make it easier for him to go outside his home."

Inside the home, team members can identify obstacles to patients’ safe movement from room to room: narrow hallways, carpets or throw rugs, furniture placed too close to afford easier movement. Family members might not have recognized these objects as impediments. In the living room or at the kitchen table, team members listen to family conversations, pet the dog or cat or bird, and connect with the family more personally than in a hospital or an office visit.

"Families want to welcome us into their homes, show us their family photos, tell us about their military experiences," Dr. Ray explained. "They can say, ‘This is who I was before I became ill; this is my life.’"

"My years as a family practice physician allowed me to understand patients and their families as a whole unit," added CHPC Associate Medical Director Dr. Dennice Herman. “Visiting hospice patients in their homes brings a more personal dimension to their care.”

For CHPC physicians, caring for hospice patients is a shift in direction from what is taught traditionally in medical school. Drs. Ray and Herman aren’t trying to cure their patients.

"One of the most important things I have learned is that patients really do want to know the truth about their illness and prognosis, even if it is grim,” said Dr. Herman. “It is a natural reaction for family members, and even doctors, to want to protect the patient so as not to destroy hope, but patients seem more relaxed and comfortable once the truth is out in the open. They can express their last wishes and hopes."

One of the most important advantages of hospice care is that everyone can take more time—to sit and visit, to listen and learn, to grow relationships with patients and their families and their pets. Visits aren’t hurried, and patients aren’t "numbers" or "cases."

"What might seem to be ‘little things’ make a big difference in people’s lives,” Dr. Ray said. He recalls a caregiver who received confirmation from Dr. Robert Belk, former CHPC medical director who retired in 2011, that she was doing everything right for her husband.

"Seeing the patient and the caregiver in their home,” Dr. Ray said, “allowed Dr. Belk, as a medical expert she trusted, to reassure the woman. She called it a ‘blessing.’"

Caldwell Hospice nurses and medical social workers watch and learn, during visits, how to help each patient live fully and pain-free, to resolve emotional, financial, or familial issues, and to prepare for the end of life. They try to uncover special wishes. Some requests can be fulfilled as simply as calling on CHPC volunTEENS to do yardwork at patients’ homes or arranging with special volunteer hairstylists to do a shampoo and style.

Some requests take more effort. Social workers have arranged for patients to speak with, and sometimes visit with, family members from whom they’ve been separated for years.

"We can identify problems sooner and solve them before they get too big, provide assistance, reaffirm the value of what caregivers are doing,” Dr. Ray said. “We provide hands-on care; we listen and support.”

On the Cover: For Caldwell Hospice patients, the "at home" feeling extends to the patient care units. Here, a volunTEEN and hospice patient bake cookies in the Forlines PCU’s family kitchen.

 afford easier movement. Family members might not have recognized these objects as impediments. In the living room or at the kitchen table, team members listen to family conversations, pet the dog or cat or bird, and connect with the family more personally than in a hospital or an office visit.

"Families want to welcome us into their homes, show us their family photos, tell us about their military experiences,” Dr. Ray explained. "They can say, ‘This is who I was before I became ill; this is my life.’"

"My years as a family practice physician allowed me to understand patients and their families as a whole unit,” added CHPC Associate Medical Director Dr. Dennice Herman. “Visiting hospice patients in their homes brings a more personal dimension to their care.”

For CHPC physicians, caring for hospice patients is a shift in direction from what is taught traditionally in medical school. Drs. Ray and Herman aren’t trying to cure their patients.

"One of the most important things I have learned is that patients really do want to know the truth about their illness and prognosis, even if it is grim,” said Dr. Herman. “It is a natural reaction for family members, and even doctors, to want to protect the patient so as not to destroy hope, but patients seem more relaxed and comfortable once the truth is out in the open. They can express their last wishes and hopes."

One of the most important advantages of hospice care is that everyone can take more time—to sit and visit, to listen and learn, to grow relationships with patients and their families and their pets. Visits aren't hurried, and patients aren't "numbers" or "cases."

"What might seem to be 'little things' make a big difference in people’s lives," Dr. Ray said. He recalls a caregiver who received confirmation from Dr. Robert Belk, former CHPC medical director who retired in 2011, that she was doing everything right for her husband.

"Seeing the patient and the caregiver in their home,” Dr. Ray said, “allowed Dr. Belk, as a medical expert she trusted, to reassure the woman. She called it a 'blessing.'"

Caldwell Hospice nurses and medical social workers watch and learn, during visits, how to help each patient live fully and pain-free, to resolve emotional, financial, or familial issues, and to prepare for the end of life. They try to uncover special wishes. Some requests can be fulfilled as simply as calling on CHPC volunTEENS to do yardwork at patients’ homes or arranging with special volunteer hairstylists to do a shampoo and style.

Some requests take more effort. Social workers have arranged for patients to speak with, and sometimes visit with, family members from whom they've been separated for years.

"We can identify problems sooner and solve them before they get too big, provide assistance, reaffirm the value of what caregivers are doing,” Dr. Ray said. “We provide hands-on care; we listen and support.”

On the Cover: For Caldwell Hospice patients, the “at home” feeling extends to the patient care units. Here, a volunTEEN and hospice patient bake cookies in the Forlines PCU’s family kitchen.
CONTRIBUTIONS

MEMORIALS
Roger M. Adams
Nancy Adams
Steve Anderson
Cathy Anderson
Rachel Annas
Margaret Dunagan
Martha Arney
Mary Barber Bellinger
Wayne "Shot" Arney
Mary Barber Bellinger
Ellen Austin
Keith & Peggy Blinson
Charles & Billie Braswell
Della Auton
Linda Campbell
John Ayers
Keith & Peggy Blinson
Floyd Baker
Daniels Lutheran Church Choir
David H. Baldwin, Jr.
Iris Baldwin
Marie "Chuckie" Baldwin
Iris Baldwin
J.L. Connor
Judy M. Greene
David & Tammy Seagle
William "Bill" Banner
Jenny K. Banner, Mark, and Lura Dye
Mt. Vernon Baptist Church
Robert C. Ayers & Patricia A. Johns
Bank of Granite, Staff of Boone Office
Eva Nell Alexander
Daniel & Anna Baird
Martha Ann Moretz
Albert & Margaret Olszewski
Grady Barlowe
Mr. & Mrs. Lemuel F. Queen
Neal Barlowe
Charles & Lorraine Minton
Gene C. Barrier
Keith & Peggy Blinson
Emily Moore
Violet S. Bartles
Ernest & Brenda Bartles
Judy E. Bauman
Harvey Bauman
Earl & Barb Williams
Perry "Buck" Bean
Bennie Rector & Mildred Munday
Drusilla Huffstickler, Lula Bolick, & Mary Beth Stone
Rutherford College First Baptist Church
Irvin & Doris Daniels
Robert & Patsy Foster
Marlene Hartley
Essie W. Jones
Patrick & Jone Lee
Gene & Patricia Lloyd
Pete & Mary Jo Loyzelle
Hilma J. Mills
Luther & Maxine Smith
Violet M. Smith
Duane & Bonnie Wright
Grace Annas Beane
Ralph & Loretta Annas
Sammy & Becky Keith
Theresa "Joan" Bolick
Fred & Phyllis Lanford
Arthur "Art" Bousquet
Jeanne Bousquet
Clairond Bowman
Davy, Lois, & Amber Whittington
Margaret Bowman
Davy, Lois, & Amber Whittington
Mazeleen M. Bowman
Clairond, Gail, & Casey Bowman
Roger & Elaine McGee
Davy, Lois, & Amber Whittington
Jewel Brameld
Fred & Phyllis Lanford
Lana Braswell
Linda Campbell
Roger Brookshire
Fred & Phyllis Lanford
Peggy Bryant
Gold Wing Road Riders, Morganton Chapter Y Howard Gragg
David T. Bumgarner
Emelyne Williams
Margaret Bumgarner
Emelyne Williams
Thelma Burton
RPM Wood Finishes Group
Thomas "Gene" Bush
Maggie Bush
Dorothy Byrd
Jackie C. Storie
Paul W. Calloway
Wanda G. Calloway
Ila Campbell
Linda Campbell
Jim Campbell
Elaine Brooks
Linda Campbell
Jim Cannon
Paul & Marie Bumgarner
Jim & Judy Mackie
Sara Moore Putzell
David & Tammy Seagle
Walter "Fuzz" Cannon
Wendy Newton
Alice Carlton
Linda Campbell
Richard Carpenter
Richard Carpenter Family
Bob Cashion
Concord Baptist Church
Grandfather Mountain Stewardship Foundation, Inc.
Jeanette Edens & Joseph Smith, Jr.
Martin Starnes & Assoc., CPAs, PA
Bryan & Brenda Baird
Franky & Donna Goodson
Robert & Jenny Grant
LD & Patsy Grindstaff
Bill & Betty Gupton
Danny & Janice Hefner
Jim & Janet Kirby
Jerry & Kay McIntosh
Eric & Mary Pelton
Susan Rudisill
Joe & Margaret Smith
Dr. & Mrs. Dan Stallings
Mr. & Mrs. Jack G. Vereen
Eugenia "Jeanie" Champion
Lois Benfield
Annie Chandler
J.C. Epting, Jr.
Charles E. Church
Linda Campbell
Ruth Church
Kenneth J. Church
John David "J.D." Clawson
George & Eleanor Kirby
Carroll Cloer
Rachel Cloer
Hilda Coffey
Charles & Brenda Laney
Mary Coffey
RPM Wood Finishes Group
Ray Coffey
Davy, Lois, & Amber Whittington
Louise Yonuce Cook
Larry & Diane Stone
Marisbaca de Cooke
Harry Cooke
John Coyle
Staff at International Market Centers
Janet Crump
Pete & Mary Jo Loyzelle
Lois Crump
Community Baptist Church
Evergreen ENT & Facial Plastic Surgery, PLLC—
Foothills Outdoorsman Assn.
McGee’s Crating, Inc.
Morning Duffers
Gary & Janice Bumgarner
Clyde & Virginia Harmon
Ronnie & Pam Houck
Dale & Penny Hunsucker
Mr. & Mrs. George Kirby
Bob & Carolyn Lingle
George Maust, Jr.
Helen Parsons
Kent Riddle
Scott & Petra Smith
Wayne & Margaret Smith
Monroe Teague
Mr. & Mrs. Benny Walker
Floyd & Mary Waters
Billie Ray Deal
Mildred Gibbs
Linda D. Dean
Frank C. Richards
Joan Dickson
Susan Barnett
John & Josephine Beall
Robert Blinson
Cathy Brown
Barney & Alliene Cloer
Kathleen Cooke
Dr. Myra A. Dickson
Mr. & Mrs. Houston Groome
Frank C. Richards
Tony & Marlene Setzer
Sue Miller Dobbin
Broyhill Family Foundation, Inc.
Jan Davis & Scott Arnold
Martin Starnes & Assoc., CPAs, PA
Nancy Johnson & Mike Lindsay
NMSS Staff
The Oaks Homeowners Association
Tusk Strategies
Betty Atwater
Beverly & Judy Beal
John & Josephine Beall
Ron & Christine Beane
Tom & Jeanne Blaisdell
Lillian H. Braswell
Mr. & Mrs. Matt Brown
Ed & Melanie Broxhill
Barney & Alliene Cloer
Mary C. Crews
George & Helen Crowell
Dr. Myra A. Dickson
David & Dianne L. Dill
Marian Dingler
Les & Frances Frye
Jane Graham
Gary & Ingunn Griffin
Don & Madeleine Haas
Mr. & Mrs. James C. Harper, Jr.
Mary Anne Howard
Elaine Kent
Darrell & Dottie Lloyd
Pete & Mary Jo Loyzelle
Mr. & Mrs. James M. McClure
Jack & Jodie Mitchie
Mr. & Mrs. M.L. Moore
Bob & Gail Anderson Ramey
Susan Rush
Linda Satterfield
Lynne Saylor
Tim & Sandra Scobie
Bruce & Jane Sharpe
Steve & Anna Smith
Hiller Spires
Steve & Connie Strange
Bob & Gina Styres
Louise Sullivan & Family
Patricia Viles
Janet Wilson
CONTRIBUTIONS

Robert C. Dorsey
Pete & Mary Jo Loyzelle

Kenneth Edwards
Bryan & Brenda Baird

Buster Ford
Pete & Mary Jo Loyzelle

James A. Foster
Cajah’s Mtn. Baptist Church, “Young at Heart Group”

Glenn R. Frye
Steve, Roger, & Randy Frye

Myrtle Frye
Steve, Roger, & Randy Frye

Clarence Gilbert
First Baptist Church, Whitnel
James & Renae Clark
Barry Dorsk
Melony Hughes
Pete & Mary Jo Loyzelle
Sandy Roark
Dennis Stelzer

Janice Gilbert
Dr. & Mrs. Dan Stallings

Finley “Blaine” Good
Poovey’s Chapel Baptist Church

Samuel "Sam" Gragg, Sr.
Cindy Cox
Yulonda Forbes

Margaret "Louise" Gray
Lois Benfield

Betty J. Greene
Elaine Brooks
Linda Campbell

Edith Main Greer
Edith Greer Family

Plastic Packaging, Inc., c/o
Trina Cloninger
Seagle’s Electrical Service, Inc.

Tracey Gullett
Linda Campbell

Alice B. Gurley
Linda Campbell

Lois H. Haas
Fred & Phyllis Lanford

Murl "Jerry" Haas
Beth Haas
Fred & Phyllis Lanford
Mr. & Mrs. Ken Sipes

Rene Haigler
Elaine Brooks

Wayburn Hamby
Friends at Blue Ridge Electric
Mr. & Mrs. Clyde Hedrick
Faye C. Mullis
Doug & Kathy Saunders
Kenneth & Shirley Storie
J.C. & Jolene Triplett
Dare Wells

Elizabeth Hardy
Bliss & Shirley Teague

Sheldon Harmon
Mom & Pop

Betty Hartley
Poovey’s Chapel Baptist Church
Joyce Hartley
Paul & Cindy McCurry

Mildred Hartsoe
David Smith
Robert & Susan Wilson

Glady’s "Lou" Hedrick
Members of Troop F, District 5
Mary Barber Bellinger
Dan & Wanda Bolick
William & Jeanette Hollar
Paul & Jane Phillips
Robert & Gloria Raper

Raymond Higgins
Hobe’s Country Hams, Inc.
Kelly W. Pritchard

Ruby Rea Hodges
Kathleen Gray

Robert H. Hoffer, Sr.
Men & women of
USSTRATCOM/J88
Motorcycle Safety Foundation
The Anchorage FMP Group

Terri Frierson
Sara Moore Putzell
Mr. & Mrs. Michale Rooney

Marie Hogan
Guys at Hickory Fiber
Parkway Bank
Sally Hannah & Rod Robinson
The Hannah Children (June, Jim, Wayne, & Ron)
William Lenoir Middle School
John & Nancy Adams
Wil; Suzanne, Sarah, & Stef Anderson
Leslie Arndt
Ron & Christine Beane
Peg M. Broyhill
Mr. & Mrs. G. Maurice Capps
Carrie Chittum
Harold & Willetta Chittum
Wes Collins
Betty Early
Mr. & Mrs. Houston Groome
Dick & Zoe Hannah
Mr. & Mrs. James C. Harper, Jr.
James & Thelma Hawkins
Herb & Hannah Kaufman
Darrell & Dottie Lloyd
Mr. & Mrs. Wayne Miller
Richard & Sara Mursch
Kenneth & Jane Roberts
Barry & Dianne Spicer
Steve & Connie Strange
Jack & Norma Suddreth
Louse Sullivan & Family
Susan Whittington
Janet Wilson

Mabel Hollar
Charles & Billie Brasswell

Lena Hurley
Prisons—Western Region
Office Management & Support Staff

Betty B. Jackson
Paula R. Kincaid
Nell Rader
Bill & Lois Riggs

Joe W. Icenhour
Ruby Icenhour

Michael Icenhour
Wells Fargo Community Support Campaign

Minnie James
Caldwell Memorial Hospital
Bill & Lois Riggs

Delia Johnson
Harold & Sharon Carswell
Jeannine Denzler
Claude & Catherine Epley
Russell A. Johnson
Don & Minnie Shores
Anne Johnson Theberge

Paul Johnson
Cajah’s Mountain Baptist Church, Adult SS Class
Cajah’s Mtn. Baptist Church, “Young at Heart Group”
Charles & Billie Brasswell

Faye Keller
Richard D. Myers

Jerry S. Keller
Ron & Kim Vance

John Keller
Richard D. Myers

Cleo Kirby
Phillip & Pat Annsa
Gwynne E. Baker
Harold & Ruby Church
Jo Ann Detter
Peggy Fleming
Lois Gaston
Bill & Jean Sherrill
Craig & Crystal Sherrill
Patrick, Cheryl, & Jackson Sherrill
Davy, Lois, & Amber Whittington

Betty Kiziah
Charles & Billie Brasswell

Harley Land
Collettsville Volunteer Fire & Rescue

Scott Laws
James & Carolyn Wagner

Mary Layton
James & Rebecca Layton

Dolores C. Leftwich
Freddie Moore
Mr. & Mrs. Ken Sipes

Nellie Lowman
Keith & Peggy Blinson
Charles & Billie Brasswell

Swannie Lynch
Mary Barber Bellingor

Dottie Mackie
Sylvia J. Deal

Betty Jenkins Manges
Janet, Jean, Lillie, Toots, Bub, John, & Mildred & family

Johnsie McCall
Caudine Moore

Robert McClure, Jr.
Central Baptist Church

Nora McGee
Vaugn & Lyda Walsh

Carroll McLean
James A. Bradshaw

Frances McKinney
Emily Moore
Celeste Oliver
Mr. & Mrs. Jack Pennell

Larry R. Miller
Donald & Brenda Boughman
Tommy & Margaret Hamby
Fred & Linda Jenkins
Carl & Judy Stonbraker

Robert “R.S.” Miller
Traci’s BCBSNC Family
Louise Cox
David & Tammy Seagle

D. Gerald Moore
Caudine Moore

J.B. Myers
Richard D. Myers

Opal Myers
Richard D. Myers

Pearl Nelson
Linda Campbell

Clarence Walter Nichols
Lena Nichols

Kenneth Nichols
Luther Gragg family & Doug Colvard family

Margie Bertie
Jimmie D. Clark

Dennis & Bessie Farr
Jim & Sandra Miller

Leonard & Linda West

Joseph "Joe" Oliver
Marc & Bennie Carpenter
Kathleen Cooke

Jack & Debbie Mason

Ann Parsons
Brent & Pat Enloe

Burl Parsons
Brent & Pat Enloe

Henry Dick Pennell
Lower Creek Baptist Church,
Adult Men’s C-3 Depy.

Peg M. Broyhill
Maggie Bush

Chris & Lisa Evans
Baxter & Rachel Harmon

Richard & Dorothy R. Hedrick
Mr. & Mrs. Jack Pennell

Doug & Kathy Saunders

Helen Underdown & Family
James & Carolyn Wagner

Jake & Juanita Watson

Faye Phillips
Linda Campbell

Elmer Philyaw
Linda Campbell

Todd Philyaw
RPM Wood Finishes Group
CONTRIBUTIONS

Barbara Pigg
Elaine Brooks
Linda Campbell
Carol Snider
Amy Pilkenton
Barry & Elisa Bailey
Marc & Bennie Carpenter
Patsy Pitts
Linda Campbell
Bertha Reavis
Viola Bentley
Dr. Myra A. Dickson
Chris & Lisa Evans
Henry & Jean Smith
Steve E. Reid
Ray & Vickie Kirby
Thomas & Judy McLean
Ned Richards
Margaret Ballerini
James & Pam Barber
Sharon Myers Jenkins
Thomas & Charlotte Melton
Pat Myers
Carroll & Adelaide Richards
David & Shirley Richards
Frank C. Richards
Glady's Richards
Sylvia Torrance
Para Lee Richards
Margaret Ballerini
Frank C. Richards
Robert J. Robbins, Sr.
Barney & Alliene Cloer
R.R. Duckworth
Gene & Jean Fulbright
Joe & Carolyn Parker
Virginia Robbins
Jenny Toves
Charlotte Warren
Sandra F. Robbins
Elaine Brooks
Linda Campbell
Lynn Romano
Jery, Jenny, Jessica, Rebecca
Highfill
Kathleen Sanders
Barney & Alliene Cloer
Betty Jo Schell
Mike Maynard
Sloan H. Sherrill
Dennis & Lorraine Sherrill
Nora Shumate
Skip & Davanna Downs
Goldie Simmons
Fred & Phyllis Lanford
John Allen Simmons
Eric & Marta Franklin
Eddie Smith
Douglas & Mary Ida Cook
Geneva Smith
Jim & Toy Greene Family
Wayne & Sue Smith
Billie S. West
Henry Smith
Henry & Nanette Retting
Hermon Smith
Allen, Anne, Aaron,
Christopher, & Jennifer
Mood
Avery County Agricultural
Advisory Board
IRS Team 1804 & 1805 and
Friends
Walter & Glenn Baier
Charles & Billie Braswell
Enid Coffey
Frank & Elleanor Freeman
Jane Graham
Fred & Phyllis Lanford
Pete & Mary Jo Loyzelle
Jonathan Sawyer
Charles & Melanie Shell
Jack & Sue Sherwood
June Smith
Doug Smith & Children
Lenoir Post Office Retirees
Lower Creek Baptist Church,
Pennell Mission Group
Lower Creek Baptist Church,
Adult Men's C-3 Depy.
Lower Creek Baptist Church,
Faithful Workers Class
National Association of Letter
Carriers
Tim Smith & Family
Viola Bentley
James A. Bradshaw
Charles & Billie Braswell
Kenneth & Pat Bryant
Bob & Dora Lee Caudle
Grace Caudle
Barney & Alliene Cloer
Dr. Myra A. Dickson
Chris & Lisa Evans
Hal & Joyce Hall
Baxter & Rachel Harmon
Pauline M. Laney
Gary & Mary Laws
David & Geraldine Martin
Nell Rader
Bill & Lois Riggs
Lester & Margaret Scronce
Tony & Marlene Setzer
Henry & Jean Smith
Barry & Dianne Spencer
Rod & Barbara Warren
Veta Southard
Flemings Chapel Baptist
Church, Joyce Winkler
SS Class
Robbie Bald, Brian Boyd,
& Jeff Denney
Mag McDonald
Jim & Shirley Riggar
Lewis & Linda Wilson
Kim Spann
Elaine Brooks
Dot Sudderth
James & Carolyn Wagner
Mildred Summerlin
Nancy Triplett & Family
The Elmer & Helen Triplett
families
Kathleen Swanson
Ernest & Brenda Bartles
Richard "Bill" Swanson
Ernest & Brenda Bartles
Michael Toth
Annette Leuschner, Christine
Keefer, Doug Messner
Lisa Crater
Virgil Townsend
RPM Wood Finishes Group
David & Tammy Seagle
Fran Vannon
Tabernacle Advent Christian
Church
Susan Barnett
Lanisse Cantelmo
Darrell & Dottie Lloyd
Ed & Sandy Pritchard
Bobbie Vines
Blue Ridge Electric
Membership Corp.
Carroll & Dawn Owens
Randall Walker
Lorene Walker
Benny Wallace
Robbie & Holly Mullis
Marvin E. Walsh
Helen Walsh
Beulah Ward
Charles C. Crisp
John Hayes
Laverl Hayes
Tommy & Eloise Marley
Barry Watson
Clinard Bowman
Allen & Nancy Clay
Freddie Moore
Geneva A. Watson
Classic Graphics/Lowe's Team
Fellowship Baptist Church,
The Messengers SS Class
Sheldenia Cannon
Grace Caudle
Dr. Myra A. Dickson
Howard Gragg
Maria McNulty
Monica Mojtabai
Bill & Lois Riggs
David & Kathy Robinson
Tim & Wanda Warren
Myrtle Watson
Jim Martin
Bill & Pat Stone
Robert "Bob" Welch
Denise Long
Charlotte White
G. Alex Bernhardt, Sr.
Saundra Stewart
Barry & Cindy Story
Louise Sullivan & Family
Courtney Trotter
J.L. Whiteley
Cajah's Mtne. Baptist Church,
"Young at Heart Group"
Jean Wilcox
Fred & Phyllis Lanford
Hal Willett
Hardware Distributors, Inc.
Russell Isenhour
Maria Starnes
Ardell Williams
West Lenoir Baptist Church
Elaine Brooks
Nancy Winkler
George & Judy Sullivan
Cynthia C. Woodcock
Jackie C. Storie
John "J.T." Woods
Flemings Chapel Baptist
Church, Adult Men 1
Marc & Bennie Carpenter
Mike & Robin Wingler
Johnnie Woods
Caldwell County Highway
Maintenance & DOT
Lois Benfield
Joan Cuthbertson
Bill & Pat Kincaid
Joan McLelland
Lonnie Woods
Linda Campbell
Betty Woody
Wendell & Connie Woody
Hal Poovey Yount
Lawrence Bauer
Ronnie Bowers
Wayne & Becky Bowers
Elizabeth Hobbs
Donald & Lynn Nesbit
HONORS
Reba Barlow
Elaine Brooks
Dr. Robert Belk
Cathy Anderson
Joyce Fare
Linda Campbell
Elaine Brooks
J.B. Cloer
Linda Campbell
Lois Whisnant
Chuck Crisp
Elaine Brooks
Ruby Dula
Alice Dula
Betty Greene
Elaine Brooks
Greg Hamby
Elaine Brooks
Dr. Dennice Herman
Elaine Brooks
Gerald & Mary Alice Houck
Claudine Moore
Ruth Miller
Paul Miller
Delbert Minner
Lyle & Diane Jensen
Jenni S. Patterson
Elaine Brooks
C O N T R I B U T I O N S

Dr. Thomas Ray
Elaine Brooks
Willie "Granny" Story
The Willie "Granny" Story family
Cathy Swanson
Parker & Patty Williamson
Delma Sipe Thomas
Kandi S. Murphy
Fannie Gaye Sipe
Mary Jane Triplett
Elaine Brooks
Olan Whisnant
Elaine Brooks
Lois Whisnant
Margie Wilson
J. Dykes Wilson

IN KIND
Amazing Grace Lutheran
Avery Dennison Wellness Team
Baton United Methodist Church Women
Better Alternatives, Inc.
Caldwell County Council for Women
Caldwell Senior Center
Calvary Baptist Church
Center Grove Baptist Church
Charlotte, c/o St. Stephens Lutheran ECLA Women
Concord Baptist Church - Baptist Young Women
Covenant Fellowship Ministries
Crestview Baptist Church, Fannie Kirby Circle
Dry Ponds Baptist Church Fellowship Baptist Church
First Presbyterian Church
First Wesleyan Church
Free Spirit Baptist Church - Friendship Baptist Church, Auditorium Class
Goldie Price Family
Grace Chapel United Methodist Church
Hudson United Methodist Church
Indian Hills Baptist Church
Lenoir Church of Christ
Lenoir First Wesleyan
Lenoir First Wesleyan Church, Women’s Group
Lenoir Pentecostal Holiness Church
Miracle Church
Mt Zion Baptist Church, Julian Mission Group
Pendry’s Lenoir Funeral Home & Crematory
Philadelphia Lutheran Church - WELCA
Seeds for Harvest
St. James Episcopal Church
St. Paul AME Church
Sunrise Baptist Church
Wildwood Advent Christian Church
Zion United Church of Christ
Chris Carter & Alice Barber
Harvey Bauman
Susan Bumgarner
Rita Burns
Dottie Darsie
Irene Duncan
Tracy Minton
Gail Owensby
Maida F. Pearson
Mr. & Mrs. Jack Pennell
Donna Roberts
Jim Shehan
Donald Spears
Sandy Watson

IN-KIND MEMORIALS
John Ayers
Peggy Davis
Bill Beamon
Pauline Beamon
Dexter Bolick
Melvin & Judy Freeman
Mazeleen M. Bowman
Glenn Bowman
Kim McLeod
Jim Cannon
Donald Cannon
Bob Cashon
Shirley Cashon
Janet Crump
Whitnel United Methodist Church
Joyce Gaynell Deaton
Lisa Helms
Clyde Freeman
Melvin & Judy Freeman
Billy W. Gilliland
Anita Gilliland
Finley "Blaine" Good
Josephine "Jo" Good
Samuel "Sam" Gragg, Sr.
Refuge Missionary Baptist Church

Gladys "Lou" Hedrick
Gene Hedrick
Carl Hefner, Sr.
Melissa Triplett
Martha Hefner
Melissa Triplett
Toyie Hice
Howard Hice
Lena Hurley
Wanda Pritchard
John Sigmon
John Keller
Allison Crawford
Horatio Hoover Setzer
Wildwood Advent Christian Church
John Shanks
Martha Shanks
Irene H. Sides
Karen Johnson
Allyce P. Story
Whitnel United Methodist Church
Mildred Summerlin
Mildred Summerlin family
Michael Toot
Wal-Mart #1064
Kermit Watson
Debbie Brawley

IN-KIND HONORS
Will Carter
D.C. & Vonda Hefner
Johnny Hefner
D.C. & Vonda Hefner
Annie Hollar
Angel Mahaffey

CONTRIBUTORS
Baby Boomers Bowling League
CSG International Systems, Inc.
Phil Case Appraisals, Inc.
Walmart
Clara Andrews
Bobbi L. Austin
Robert L. Barlowe
Stella Barr
Anne Beam
T.W. Boston
Cecil & Annie Braswell
June T. Ford
Robert & Patricia Harley
Robert Harris
Thelma & Margie Prince
Charles & Melanie Shell
Mr. & Mrs. Frank Witzelhofer

RELIGIOUS ORGANIZATIONS
Buffalo Cove Baptist Church
Cajah’s Mtn. Baptist Church
Cedar Rock Baptist Church
Center Grove Baptist Church
Central Baptist Church
Clover Baptist Church, Andrew Class
Clover Baptist Church, Berea Class
Community Baptist Church
Concord Baptist Church
Dudley Shoals Baptist Church
East Flat Baptist Church
Faith Baptist Church
First Advent Christian Church, Hattie Steele Circle
First Baptist Church, Granite Falls
First Baptist Church, Whitnel
Flemings Chapel Baptist Church, Adult Men II Class
Flemings Chapel Baptist Church, Adult Men I Class
Friendship Baptist Church, Hudson
Gamewell United Methodist Church
Grandview Park Baptist Church
Hibriten Baptist Church
Joyceton Baptist Church
Livingston Memorial Baptist Church
Lower Creek Baptist Church, Faithful Workers Class
Miller Hill Baptist Church
Pookey's Chapel Baptist Church
Refuge Missionary Baptist Church
Rutherford College First Baptist Church
Tabernacle Advent Christian Church
Temple Hill Baptist Church
United Presbyterian Church
West Lenoir Baptist Church
Yadkin Baptist Church
Yadkin Valley Baptist Church, Golden Nuggets

Caldwell Hospice and Palliative Care, Inc., gratefully acknowledges memorials and contributions received between 01 July and 30 September 2012. Please notify us if we have omitted a donation from this listing. Contributions received after 30 September 2012 will be listed in our Spring 2013 issue.

Newsletter mailing list policy: CareLines is published four times a year. Each person who contributes during the six months prior to a mailing will receive the next two issues. Individuals who ask to be placed on our “do not remove” mailing list will receive the newsletter every quarter.
CATHEDRAL HOSPICE CEO
Cathy Swanson Elected to The Carolinas Center Board

Cathy Swanson has been elected to serve, for the second time, on the board of directors for The Carolinas Center for Hospice and Palliative Care. Cathy’s background as a medical social worker is central to the organization’s focus on caring for the whole patient, including family members. Since 1990, Caldwell Hospice’s average daily census has grown from 17 to 147, and the staff has increased to approximately 110 permanent employees.

“I look forward to active involvement on the board,” Cathy said. “We must maintain the highest quality of care, even in the midst of increased regulations and greater scrutiny of the work we do.”

The Carolinas Center “represents over 100 hospice providers in North and South Carolina and provides support to local hospice programs through technical assistance, education, and advocacy in state legislatures, state regulatory bodies, and Congress. Hospice care is currently available in every North and South Carolina county” (source: www.cchospice.org).

Cathy served on TCC’s board, previously, from 1996 to 1999. Her dedication to ensuring quality end-of-life care also led Cathy to a role in creating a hospice accreditation program through the Accreditation Commission for Health Care (ACHC).

ACHC is now a recognized national accreditation organization for medical providers. It originated in North Carolina and now reviews more than 1,000 locations nationwide. Cathy served on the ACHC board, from 1995 to 1998.

Cathy earned a Master of Public Health degree from UNC-Chapel Hill and a Bachelor of Science in Social Work degree from Western Carolina University; she holds a Hospice Administrator Certificate and a certificate in Non-Profit Management from Duke University.

UNITED WAY CONTRIBUTIONS • 2011 - 2012

Billy Barnes
Paula Beaver
James (Jody) Belk
Linda Bentley
Michael Blake
Debra Blevins
Debra Bolick
Dennis Bolick
Melissa Bolick
Barbara Bridges
Kenneth Bumgarner
Alice Camp
James Carlisle Jr.
Frances Carlton
Marcus Carpenter
Crystal Carroll
Martha Clark
Nadine Clark
Rita Clark
Brenda Coffey
Ken Coffey
Paula Coffey
Teresa Coffey
Robert Colley
Treva Colvard
Lisa Cook
David Crane
Darrell Crowder
Jo Crump
Brenda Dooley
Karen Edwards
Robert Eller
Gladyes Estes
Michael Genwright
Sandra Gibbs
Sheila Gragg
Bobby Greene
Keith Greene
Jerry Greer
Jerry Hamby
Donna Harmon
Roger Harmon
Robin Harshaw
Thomas Hawkins
Claude Hicks
Gracie Holmes
Sherry Honeycutt
Ann Horton
Patricia Johnson
William K. Johnson
Victor Kidd
Doris Kirby
Jerry Kirby
Robert Kirby
Frances Lavender
Mike LeFevers Sr.
Jack Livingston
Phyllis Malcolm
Cynthia Marshall
Jackie Martin
Geraldine Mast
David McCall
Terry McDonald
William McDonald
Tommie McGuire
Nancy McKinney
Patty McKinney
Larry Miller
Mike Moore
Thomas Moretz
Justin Morrow
Angela Murphy
Debbie Murphy
Hope Nelson
Debra Norris
Elizabeth Osborne
Clyde Palmer
Troy Patterson
Rebecca Patton
Dustin Pennell
Jeffrey Pennington
James Perkins
Traci Pitts
John Pope
Dianne Presnell
John Prestwood
Shirley Reid
Tracy Ritch
Robert Roark
Sylvia Roark
William Roark
Michael Sipes
Deborah Smith
Keith Smith
Kimberly Smith
Sarah Smith
Lesia Spears
Mattie Spears
Teressa Starnes
Janice Stoots
Tony Stoots
Gary Story
Roger Stout
Carol Sturgis
Michael Tadlock
Janet Toliver
Billy Townsend
Jasen Truesdale
Ida Ward
Kelly Ward
Shelia Watkins
Donna Whittington
Caroline Wilson
Dean Wilson
Dale Woodruff
Wayne Zajac

*Caldwell Hospice and Palliative Care, Inc., appreciates the generosity of these United Way donors for designating their contributions to its programs and services.*
Caldwell Hospice Physicians
Hospice and Palliative Medicine Certification

Caldwell Hospice and Palliative Care announces the achievements of two members of its medical team.

Dr. Dennice Herman, associate medical director, and Dr. Ramesh Krishnaraj, weekend physician, earned Hospice and Palliative Medicine certification, recently. The doctors sat for the exam in Charlotte on October 5 in a group of approximately 20 physicians.

“The day-long examination was very difficult,” Dr. Herman said, “and it required considerable preparation and study.”

Dr. Krishnaraj added that the exam was challenging for him because he works in hospice care part-time.

“I enjoy serving the community, and Caldwell Hospice allows me to do that,” Dr. Krishnaraj said. “It is the most rewarding work I’ve ever done. To provide hospice care, you have to have empathy, not just sympathy.”

This is the last year the exam can be based only on work experience in hospice care; in the future, Dr. Herman said, the American Board of Medical Specialties will require one year of additional formal training in addition to work experience for Hospice and Palliative Medicine certification.

“The need for hospice and palliative care specialists will grow in the coming years, and the supply of those specialists will not match the demand,” Dr. Herman said. “It is essential that we be prepared to provide end-of-life care and pain management.”

Drs. Herman and Krishnaraj’s Hospice and Palliative Medicine certification remain in effect through December 2022.

“The effort required of our physicians in gaining certification is a strong reminder that we focus on patient care.” —Cathy Swanson

Drs. Herman and Krishnaraj join Caldwell Hospice Medical Director Dr. Thomas Ray as Board-certified Hospice and Palliative Medicine physicians.

“Dr. Ray earned his Hospice and Palliative Medicine certification, as a member of the first certification class after Hospice and Palliative Medicine was accepted as a medical sub-specialty. His certification will extend through December 2018.

Dr. Ray graduated from medical school and completed his residency at the Medical College of Virginia. He practiced physical medicine and rehabilitation, prior to coming to Caldwell Hospice in 2007, when he realized that providing hospice and palliative care was “where I’m supposed to be.”

Dr. Ray’s approach to caring for hospice and palliative care patients combines his medical skill in addressing physical problems and his compassionate concern for them: “You may not cure, but you can alleviate pain and distressing symptoms.”
Volunteer News

VolunTEENS Bake!

Sisters Megan and Ashley Laws and Kristen Beach are among the dedicated volunTEENS who began a new activity at the Forlines Patient Care Unit (PCU) with patients a couple of months ago. They come to the PCU’s family kitchen on Tuesday afternoons and bake cookies with patients who are able.

“These teens took the idea and ran with it,” said Volunteer Coordinator Brittany Bonn.

Emma Adams, Landyn James, and Macie Barlow are other volunTEENS who help patients slice cookie dough into quarters, place onto baking sheets, wait for the sweet scent to fill the room, and taste their success. Once the “baker patients” have had their fill, volunTEENS carry plates of cookies throughout the Forlines PCU to share with other patients and their families.

“Real sugar cookies made from scratch” was a recent request. The next week, volunTEENS brought sugar, flour, vanilla, Crisco, and eggs. The group got to work mixing dough, forming it into balls, and baking sugar cookies.

The patient who wanted real sugar cookies didn’t feel well enough to leave her bed, so the nurses and certified nursing assistants wheeled her bed into the family kitchen, and she helped bake cookies.

“Hosting activities for patients is just part of what volunTEENS bring to us, along with smiling faces and lots of energy,” Volunteer Support Specialist Crystal Burch said. “I am grateful and proud that they are serving hospice patients and families.”

The volunTEENS need very little supervision, as they plan how to celebrate holidays and other special days: for Valentine’s Day, they will make iced cupcakes.

“Will we color Easter eggs again this year?” a volunTEEN asked.

“Absolutely,” CNA Juanita Carlton answered. “Hospice care is all about doing the little things to brighten someone’s day.”

Adult Volunteer Training
March 19 and 21, 2013
8:30 a.m. to 4:30 p.m.
McCreary Family Professional Center, Meeting Room B
526 Pine Mountain Road
Hudson, NC

We are currently seeking:
• Volunteers to visit with patients in their homes or long-term-care facilities
• Male Volunteers
• Volunteers willing to:
  - provide caregiver relief
  - provide transportation
  - run errands for patients

For information or to register, contact Brittany Bonn, Volunteer Coordinator at 828.754.0101 or volunteercoordinator@caldwellhospice.org.

Above and Beyond

Gateway LPN Janice Stout Recognized by Caldwell Hospice

Janice Stout, a Gateway Nursing and Rehabilitation Center licensed practical nurse, was named Caldwell Hospice’s Fall 2012 Above and Beyond award recipient.

“She is very compassionate to patients at the end of life and their families,” wrote a CHPC staff member in nominating her. “When a patient is in distress, Janice calls to inform us about the changes.”

“I love my patients all the same,” Stout said. “And I am surprised but glad to receive this honor.”

Caldwell Hospice employees and volunteers can nominate staff members of area long-term-care facilities who encourage quality end-of-life care for resident-patients and go “above and beyond” to support resident-patients, their families, and Caldwell Hospice staff members. The award is presented each quarter.
CHPC Board Introduces Three New Board Members

Dottie Metzger (pictured left in photo) retired from Caldwell Hospice in February 2012 as its longest-tenured employee, concluding a 27-year hospice homecare nursing career. Her patients, their families, and people throughout Caldwell County cared about her. The News-Topic readers voted her Caldwell County’s Best Nurse, in 2005 and again in 2008. Her philosophy of hospice care is “to keep patients comfortable, give them the dignity they deserve, and give them the opportunity to die at home.”

When Dottie went to a patient’s home, she might have been a friend dropping by, except that she gathered necessary medical information and learned essential details during the visit. She combined medical skill, a professional focus on patients’ well-being, and the special qualities that made her visits feel personal.

“Dottie carries skill, respect, and her stethoscope on each patient visit,” said Caldwell Hospice Chief Executive Officer Cathy Swanson, at Dottie’s retirement. “There is no way to measure her value to our patients or to our staff.”

After studying nursing at the Lutheran Hospital School of Nursing in Baltimore, Dottie worked at the Lutheran Hospital emergency room for five years before moving to Lenoir. She came to Caldwell Hospice as a half-time nurse, before extending her hours into 27 years.

Dottie’s retirement focuses on visiting with her four children and their families, including three grandchildren, baking cakes—another of her talents—and crocheting, and teaching CPR to Caldwell Hospice staff members. When asked to participate on CHPC’s Board of Directors, “I was honored,” Dottie said. So is Caldwell Hospice.

Charles Shell (pictured center in photo) has been an employee of RPM Wood Finishes Group, Inc., for 13 years; his most-recent assignment is as the company’s Controller.

Charles and Melanie Shell, his wife, believe in the importance of “giving back wholeheartedly, as God continues to bless us.” He has known about hospice care, personally, through members of his family. He has been aware of the mission and the work that Caldwell Hospice does through other members of First Presbyterian Church, Lenoir. When approached about serving on the Caldwell Hospice Board of Directors, Charles said, “I felt very honored that you would think of me.” As a Board member, Charles hopes to be a part of Caldwell Hospice’s “spirit of love and family that will continue for many years.”

When her husband went to Vietnam in 1970, Linda Story (pictured right in photo) left a job at the GE plant in Hickory for a job with the Town of Granite Falls, for a very practical reason: to be closer to home. By the time she retired, with nearly 40 years in local government, the Town’s population had grown from 2,000 to 5,000; Linda had been named Granite Falls’ Woman of the Year twice (1983 and 2009); she had served on Granite Falls’ History Committee, which had come into being around the 1999 centennial observance; and, as part of Caldwell County’s Economic Development Commission, she had worked to bring in new businesses and retain jobs in hard economic times.

In retirement, Linda planned to spend more time with her three grandchildren, read, travel with her husband, and volunteer for Caldwell Hospice. So far, she hasn’t found enough time for reading and going to the beach, but Caldwell Hospice has found a way to utilize her talents—by electing her to serve on its Board of Directors.

Linda’s strengths include 13 years as Granite Falls’ Finance Director, management skills honed during 26 years as Town Manager, and problem-solving: she tries to see all sides and make the best decisions for the long term. Add in her passion to help people—she works with seniors groups at Dudley Shoals Baptist Church and visits the elderly in the congregation weekly—and you see the contributions that Linda will make.

“I’m a person in the community who is willing to give time and talent to causes I believe in,” Linda said. “At this time in my life, it’s about helping others.”
IN THIS ISSUE

A Message from Our CEO ..........2

COVER STORY:
Caldwell Hospice Does
Its “Homework” .................3

Contributions ....................4-8

Cathy Swanson Elected to
The Carolinas Center Board ...8

CHPC Physicians Earn
Certification ......................9

Above and Beyond Award ......10

Board Spotlight: Three New
Members Named ............11

WISH LIST • 2013

- Snacks (individual-size)
  for patients’ families
- Applesauce
- Cans of soup
- Individual boxes of cereal
- Coffee (cans, regular and
decaf)
- Decaffeinated coffee in
  single-serve bags
- Hot chocolate/cocoa
  (individual-size packages)
- Napkins
- Aluminum foil
- Plastic wrap
- Styrofoam coffee cups
  (8-oz.)
- Solo cups (16-oz. for soft
drinks, tea, etc.)
- Paper plates and bowls
- Plastic spoons and forks
- Lotion (personal size)
- Deodorant (personal size)
- Toothpaste (travel size)
- Men’s lotion
- Mouthwash
- Nail clippers
- Orange sticks (to clean
  fingernails)
- Boxes of tissue (Kleenex)
- Baby wipes or refills
  (not anti-bacterial)
- Triple-blade disposable
  razors
- Hair brushes
- Disposable cameras
- Amazon.com gift cards to
  purchase children/teen grief
  books, music, and resources
- Music CDs (instrumental,
gospel, inspirational,
meditation, nature sounds)