Enhanced Care: Enhancing Quality of Life
November is National Hospice and Palliative Care Month and Caldwell Hospice joins hospice providers across the country to raise awareness about the benefits of hospice and palliative care. Many people mistakenly think that choosing hospice care for themselves or a loved one means giving up. In reality, contacting hospice is a choice that can lead to greater physical comfort and more meaningful moments during a serious illness and near the end of life.

In 2012, between 1.5 and 1.6 million terminally ill Americans received care from hospice providers. One comment we hear from families over and over again is how they wished they had contacted Caldwell Hospice sooner. If you or a loved one is living with a serious illness and notice a decrease in quality of life, increase in pain or other symptoms, increase in emergency room or hospital visits, or your caregivers need help, hospice or palliative care may be the right choice.

For over 32 years, Caldwell Hospice, using a team-oriented approach, has provided specialized care for people facing a life-limiting illness that includes expert medical care, pain management, and emotional and spiritual support for patients and families. Our team of highly trained professionals work with each patient and family to develop an individualized care plan based on what matters most to that patient and family. Our goal is to ensure the highest quality of life for the patient and family as they face one of life’s most difficult journeys—the end of life.

I encourage you to read the article on the following page as it describes basic hospice services and the many enhanced services provided by Caldwell Hospice. We are able to provide these "above and beyond" services because of our non-profit status and the extraordinary support of our community. I recently heard someone say, “if you have seen one hospice, you have seen one hospice”—for not all providers are created equal. I want you, our community, to know we are very fortunate to have extraordinary end-of-life care available to you and your loved ones, brought to you by Caldwell Hospice and Palliative Care! If you would like more information about hospice or palliative care, contact us at 828.754.0101 or visit our Facebook page or website at www.caldwellhospice.org.

—Cathy Swanson, Chief Executive Officer

PLEASE NOTE: Following this issue of CareLines, the quarterly newsletter for Caldwell Hospice and Palliative Care, our publication schedule will change to twice a year. Please visit www.caldwellhospice.org and follow Caldwell Hospice on facebook for the latest updates on quality end-of-life care.

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.
Steve experiences severe neck and upper back pain as a result of his disease, ALS (amyotrophic lateral sclerosis), commonly called Lou Gehrig’s Disease. Massage therapy, a component of his plan of care with Caldwell Hospice, helps relax his muscles and reduce the pain. He also notes that his breathing is better following massage therapy.

Amy was exhausted and experiencing anxiety due to the physical and emotional demands of caring for her mother. Massage therapy for Amy resulted in decreased anxiety, increased relaxation, and a renewed confidence in the care she provides for her mother.

Caldwell Hospice provides these enhanced services without reimbursement because we believe that they improve the quality of life for our patients and their families, and can do so because of community support.

The body’s natural stress response to the fear, worry, and anxiety that are common when facing a serious illness can result in physical symptoms such as pain, breathing difficulties, indigestion, constipation or insomnia. Integrative therapies, such as massage, can help ease the physical symptoms of stress that often accompany illness and end-of-life.

Caldwell Hospice contracts with licensed massage therapists to provide massage and aromatherapy to hospice patients whose quality of life may benefit from them. These are two of the enhanced services provided by Caldwell Hospice.

Medicare requires a set of basic hospice services from all hospice agencies for each patient, regardless of payment source:

- Physician services
- Nursing services
- Medical social work services
- Spiritual counseling
- Bereavement counseling
- Dietary counseling

The following additional services are provided for Medicare and Medicaid beneficiaries who choose to elect the Hospice Medicare/Medicaid Benefit:

- Medical supplies
- Drugs for symptom control and pain relief
- Different levels of care (home, general inpatient, continuous, and respite) based on need
- Home health aide and homemaker services
- Physical, occupational, and speech therapies
- Volunteer services

In every area of hospice care, Caldwell Hospice does more than what’s required. The desire to do more can be measured by the services we offer, which go above and beyond the basic services that hospices are required to offer:

- **Cardiac Care at Home and Pulmonary Care at Home** offer patients with end-stage heart and lung disease an increased level of comfort with specialized training and “comfort care kits.”
- **Dementia Care Program** supports the unique needs of patients with dementia, as well as their caregivers.
- **Massage Therapy and Aromatherapy** provide comfort and relaxation, and help alleviate symptoms.
- **11th Hour Volunteers** receive special training and are on call for the final 12 to 24 hours of patients’ lives to sit with them and their families, when requested.
- **Pet Visitors** Certified therapy dogs make patient care unit visits.

- Banfield Charitable Trust®’s Pet Peace of Mind® program helps hospice patients who cannot cover their pet’s healthcare costs.
- **The Legacy Project** provides patients and families with DVDs of videotaped and edited “life stories,” photos, and memories.
- **Vigil Music by the Bedside** provides comfort for hospice patients during their final hours.
- **Veterans Honoring Veterans** allows CHPC military-veteran volunteers to honor hospice patients’ military service in a simple but meaningful ceremony.

**Community Bereavement Services** provide support to anyone in the community who needs help on the journey through grief and loss. We offer grief counseling for individuals, families, students, and businesses; grief and loss literature; support groups; Good Mourning Children’s Grief Camp; and grief and loss education for students, congregations and civic clubs.

Caldwell Hospice provides these enhanced services without reimbursement because we believe that they improve the quality of life for our patients and their families, and can do so because of community support.

As a non-profit hospice care provider, our focus is not on earning a profit; we have a mission—to provide compassionate, respectful, quality end-of-life care regardless of ability to pay. While not focused on earning a profit, we are very focused on being wise stewards of our resources, and gratefully acknowledge the generous support of our community that makes this philosophy of care possible.

To learn more about the services provided by Caldwell Hospice and Palliative Care, call 828.754.0101 or visit our Facebook page or www.caldwellhospice.org.
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Church, Young At Heart
Fred's
Friendship Baptist Church,
Auditorium Class
Gamewell United Methodist
Church
Harrisburg Baptist Church
Hibriten High School
Hudson United Methodist,
UMW
Lenoir Rotary Club
Little Rock Baptist Church
Maurices
MDI
Miller Hill Baptist Church,
Baptist Women #1
Mountain View Baptist Church
Mt Zion Baptist Church,
WMU Bible Study Group
Rock Chapel Church of God
Spiritual Light Ministries
Alice Barber
Gary & Louise Bender
Debra Brown
Chris Carter
Rose Church
Charles Davidson
Brenda Gaines
Glenda Knight
Lena McGee
Richard Prestwood
Betty Purcell
Fredel & Pat Reighard
Sharon Sanders
Lucy Wagner
IN-KIND MEMORIALS
Frances Ashby
Phyllis Kelly
Mary Brakefield
Judy Crowe
Charlie R. Coffey
Darlene Greene
Shirley Robbins Gibbs
David & Donna Linrous
Elaine Black Goble
Terry Goble
Jean Haghani
Edward & Sara Haghani
Geneva Hall
Caregivers for Geneva Hall
Viola Hall
Elva Hall
J.W. Harris
Jacklyn Clarkson
Doris "Dot" Herman
Toxic Softball
Ollie Holden
Jacklyn Clarkson
Darrell Holmes
Nancy Holmes
Agnes Horton
Minnie Dula
C.B. Honeycutt
Jeanne Whisnant
PAGE 7
Good Grief Meals
Anyone experiencing grief and loss is welcome to share food and fellowship:
December 4 • 3:00 p.m.
Empire Buffet, 1009 Blowing Rock Blvd., Lenoir
For more information, call 828.754.0101.

Learn at Lunch: Coping with the Holidays
December 3 • Noon to 1:30 p.m.
McCreary Family Professional Center, 526 Pine Mountain Road, Hudson
The holiday season can be emotionally stressful when you are coping with a loss. Caldwell Hospice Chaplain Delbert Minner will lead a discussion on ways of planning holiday events, remembering the missing loved ones, avoiding additional stress, and caring for yourself during a festive but difficult time. Learn at Lunch is held each quarter to help grieving people throughout the community understand grief and loss, ask questions, and find healing. You can purchase lunch for $5 or bring your own. Please RSVP to 828.754.0101.

Coping with the Holidays presentations are also available to local churches. For information about scheduling a presentation for your congregation, contact Chaplain Delbert Minner at 828.754.0101.

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RELIGIOUS ORGANIZATIONS
Cajah’s Mtn. Baptist Church
Cedar Rock Baptist Church
Center Grove Baptist Church
Center Grove Baptist Church,
Family Bible Class
Christ United Lutheran,
United Women of Grace
Clover Baptist Church,
Berea Class
Concord Baptist Church
Dry Ponds Baptist Church
Dudley Shoals Baptist Church
East Flat Baptist Church
Faith Baptist Church
First Baptist Church,
Berea Class
First Baptist Church of Granite Falls
First Baptist Church of Hudson
First Baptist Church of Rhodhiss
First Baptist Church of Whitnel
Gamewell United Methodist Church
Gamewell United Methodist Church,
Goodwill Class
Grandview Park Baptist Church
Greenhill United Methodist Church
Hibriten Baptist Church,
King’s Messengers Class
Little Rock Baptist Church
Livingston Memorial Baptist Church
Mountain Grove Baptist Church,
Margaret Scoone Class
Mulvale Baptist Church
Nazareth Advent Christian Church
Nelson’s Chapel Baptist Church
Refuge Missionary Baptist Church
Rock Chapel Church of God
Rock Spring Baptist Church
Shoup’s Grove Baptist Church
Temple Hill Baptist Church
Union Baptist Church, Faithful,
Followers Class
United Presbyterian Women of the Church
West Lenoir Baptist Church
Word in Truth Ministries
Yadkin Valley Baptist Church,
Golden Nuggets
QUALITY END-OF-LIFE CARE
Wherever You Call Home

For over 30 years, Caldwell Hospice has helped patients and their families face life’s most difficult journey—the end of life. When most people in Caldwell and surrounding counties hear “Caldwell Hospice,” their first thoughts are usually of our two patient care units: the six-bed Stevens Patient Care Unit in Lenoir and the 12-bed Forlines Patient Care Unit in Hudson. Many people are surprised to learn that the vast majority (86% in FY 2013-14) of Caldwell Hospice’s end-of-life services are provided “wherever patients call home”—in private residences and long-term-care facilities, in addition to hospitals or our patient care units.

Typically, hospice care is provided in the home and a family member acts as the primary caregiver, supported by Caldwell Hospice staff. Members of the patient’s care team make regular visits to assess the patient and provide additional care and services, such as integrative therapies and specialized programs. Caldwell Hospice staff remains on-call 24 hours a day, seven days a week, 365 days a year, holidays included, resolving concerns about medications, pain, and changes in patients’ conditions.

Caldwell Hospice provides emotional and spiritual support according to the needs, wishes, and beliefs of the patient. Emotional and spiritual support is also provided to the family up to 13 months after the patient’s death.

We provide services to every hospice-appropriate patient, wherever they call home, regardless of ability to pay. Caldwell Hospice is committed to “be there” as “companions for the journey” to the end of life.
Thank you!

The guidance and oversight of our Board of Directors plays a vital role in what we do. Caldwell Hospice board members dedicate their time, expertise, and compassion to encouraging support, making improvements, strategically planning, and focusing on our mission. We appreciate each individual who has risen to the challenge and made so many valuable contributions.

Caldwell Hospice is delighted to welcome newly elected board member David Lackey. “David brings a wealth of attributes that will greatly benefit our organization,” said board chair Marc Carpenter. “He has not only the skills of his profession, but also a very broad experience base that will be of great relevance to the board’s work.” Having practiced law in Lenoir since 1981, Lackey is a graduate of Lenoir High School, Duke University, and UNC School of Law. He practices with the law firm Wilson, Lackey & Rohr, PC, and, since 1990, has served as County Attorney for Caldwell County.

We also extend a heartfelt farewell to long-time board member Houston Groome, who retires from our board with 25 years of service. Houston’s years of service were recognized by board chair Marc Carpenter at the 2014 Volunteer Appreciation Banquet in April. “Houston has been a mentor to many of us serving on the board,” said Carpenter, “and has supported the organization through not only his volunteered time and services, but also financially. His wisdom and experience will be greatly missed.”

Please join us in welcoming David Lackey and thanking Deborah Murray and Houston Groome for their service!

Local artist Pete Lupo was commissioned to create a piece of art that recognizes each retired board member and their years of service. The wood carving showcases the front of Kirkwood. Each intricate detail, carved by hand, symbolizes the strength, commitment, and passion of our board members. The artwork is displayed in the family living room at Kirkwood.
Volunteers are vital to our hospice. They come to us from diverse backgrounds and fill a variety of needs. Some work directly with patients; others assist with office work, maintain our grounds, and perform a multitude of tasks to support our organization. Each one is unique, but they all have one desire in common—to make a difference.

Adult volunteer training is offered four times each year. Other volunteer opportunities include VolunTEENs, for teens in high school, and Ambassadors, liaisons between the faith community and Caldwell Hospice.

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

Above: Caldwell Hospice welcomed 14 adults and two teens to its June 2014 training. L to R are Tyra Harrison, Walter Ford, Jackie Greenwood, Jacquelyn Ford, Doris Barker, Tilley January, Keisha Powers, Nancy McGhinnis, Abbey Shehan, Bobbi Lyn Conrad, Mollie Harris, Barbara Gibson, Sherry January, Jean Yount, Faye Hensley, and Barbara Woodward.

Left: Caldwell Hospice welcomed nine adults to its October 2014 training: L to R are Norma Bentley, Kevin Mahoney, Victoria Poarch, Janis Tucker, Geralene Patterson, Alyssa Burch, Patti Nelson, Karen Wilson, and Bill Oxford.

New VolunTEENs pictured are (standing, L to R) Jenna Doll, Sydni Hall, Sarah Laity, Noah Smith, Dylan Moore, Bren Woods, Ahna Robbins, Glenna Walsh, Tianna Picklesimer, Lily Stamper, Caroline Burch, Irza Jan, Tynsley Gilchrist, Madeline Mesa, and Jessica Joplin; (seated, L to R) Cayley Wilson and Kelly Gomez. “We trained a good group of teens this year, and they are already involved in our ambitious summer schedule,” said Volunteer Support Specialist Crystal Burch. “VolunTEENs have so many opportunities to serve; among them are helping to prepare our newsletter for mailing; baking cookies and making ice cream sundaes with residential hospice patients at our patient care units; and helping with yard work for some of our hospice patients at their homes.”

Caldwell Hospice Volunteers Are Making a Difference!

Hospice patients sometimes say that their volunteers become “part of the family.” Serving patients and their families is only one way that Caldwell Hospice volunteers can share their enthusiasm and their willingness to contribute. We are fortunate to count on volunteers with a wide range of skills.

While it is impossible to put a true value on the contributions made by volunteers, the dollar amount set by the Bureau of Labor Statistics for each volunteer hour is $22.14. During the 2013-14 fiscal year, volunteers at Caldwell Hospice accumulated just over 10,960 hours. The total dollar value of volunteer time is an amazing $242,698!
IN THIS ISSUE
A Message from Our CEO ..........2
COVER STORY
Enhanced Care:
Enhancing Quality of Life ..........3
Contributions ..........................4-8
Seeking Answers,
Finding Comfort .......................8
Quality End-of-Life Care:
Wherever You Call Home ..........9
Virtual Dementia Tour® ............9
CHPC Board of Directors
Rising to the Challenge ..........10
Volunteer News .......................11

WISH LIST • 2014
- Snacks (individual-size) for patients’ families
- Applesauce
- Cans of soup
- Coffee (cans, regular and decaf)
- Decaffeinated coffee in single-serve bags
- Hot chocolate
- Napkins
- Aluminum foil
- Plastic wrap
- Storage bags (qt., gallon)
- 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 for men and women)
- Deodorant (personal size)
- Toothpaste (travel size)
- Mouthwash (travel size)
- Nail clippers
- Orange sticks (to clean fingernails)
- Boxes of tissue (Kleenex, etc.)
- “Baby wipes” or refills (not anti-bacterial)
- Triple-blade disposable razors
- Hair brushes
- Disposable cameras
- AA and AAA batteries
- Amazon.com gift cards to purchase children/teen grief books, music, and resources
- Music CDs (instrumental, gospel, inspirational, meditation, nature sounds)