

It's not just Hospice, it's Hospice of Holland.

June 7, 2010

Dear Hospice Staff, Administrators and Board,

I am not even sure where to start. Our family has so much to be thankful for when it comes to Hospice of Holland! It started when a friend of mine shared with me the information I needed regarding hospice care. She knew my mom suffered from Lewy Body Disease and hospice care could be in our future. I don't think I would have pursued hospice as an option if it were not for her knowledge and concern. I had the misconception that hospice care was only for those dying from cancer.

In January of this year, our family had initiated the process of home health care for my mom. We continued home health services for a little over 2 months. One day, the end of March, mom fell. When I arrived at my parents' house the next day, dad was ready to initiate the services of respite care. I called Hospice of Holland and at 9:45am the process was started.



Family member of patient Joan Stephenson, Master Sgt. Gary Mason II, spends a quiet moment in Sanctuary of Hospice House.

When my son-in-law and I arrived at the Hospice House of Holland, with my mom, I felt like a thousand pounds had been lifted off my shoulders. Just walking in the building was calming. Meeting and being welcomed by staff was such a smooth and easy transition. I knew my mom would have wanted the privacy that the Hospice House provided. What a beautiful place it is! She got to spend her last days in an elegant, relaxing place.

Dad struggled with no longer caring for mom. It took awhile but with many prayers he made the transition. It wasn't just the prayers but also the people God used in his life...employees of Hospice House of Holland. The staff at Hospice House cared just as much for him, as they did for mom. They cared for and loved my parents, encouraged all of us, supported us, laughed with us, and in the end, they cried with us. I know this is a job for staff but they treat it as a ministry.

Thanks to everyone at Hospice of Holland. It takes special people to provide hospice care and you are all special. Thank you for kissing my mom when you leaned down to check on her. Thank you for the time and care to wash her twice a day and put lotion on her body. It was so soft. Thank you for calling her endearing names instead of always calling her Joan. Thank you for feeding my mom. Thank you for putting her in pretty pajamas so when we walked in, she looked beautiful. Thank you for talking to my dad and making sure he ate. Thank you for teasing him. For those of you who pulled faces when he walked past the nurses' station, he loved that! And for all the hugs our family received, thank you.

Thanks to the RN's, the hospice aides, the social workers, the case manager, the kitchen staff and the housekeeper. Thanks to Dr. Phillips for his care of mom, the chaplain for his visits, and the front

It's not just Hospice, its Hospice of Holland. *continued*

desk volunteers. We appreciated whoever played the piano – it was a blessing to hear. Thank you for the fresh flowers in mom's room each week and for the free drinks, cookies, muffins and cinnamon rolls offered to us in the café. What a great place to step away and talk as a family. We have so much to be thankful for.

Our grandson, Joan's great-grandson, would come to visit and after he sang, "Jesus Loves Me" to grandma, he played in the children's room. What a great room! Again, everything at Hospice House was done with such quality and thoughtfulness. It made it so much easier for the family to be there!

On May 4, mom passed away in her room at Hospice House, surrounded by her family. We thank our hospice family for helping us through that time when God took her to her heavenly home – a home even more elegant than Hospice House.

We will never forget our experience with Hospice. I have recommended hospice to many people and

will continue to do so. Thank you for investing in my mom, my dad, myself, and my family. May God continue to bless you beyond measure!

Please let me share this photo I took outside the Hospice House sanctuary, when mom was there. Our son-in-law was on orders for the weekend and before returning home on a Sunday night he stopped in to see Grandma. When my husband and I walked in the room, he was sitting there holding her hand. Later he disappeared for a while and when I went to check on him..the picture tells the rest of the story.

With deepest gratitude and appreciation,

Sue Poole,
For the family of Joan Stephenson.

Thanks, Sue, for the privilege of caring for your loved one and for telling your story about the care received from Hospice of Holland.

A Message From Torrey



Torrey Husmann,
Executive Director

Nearly 30 years ago, a small group of volunteer healthcare providers built the foundation of an organization with a vision of providing quality end-of-life care to patients who were experiencing a terminal illness. The community was in need of an establishment that could specialize in end-of-life care to patients and provide support to loved ones facing the end-of-life journey. That vision gave birth to a non-profit organization that would "provide the most compassionate and highest quality end-of-life care through physical, emotional, and spiritual support." That mission statement, developed over 29 years ago, is still the mission statement for Hospice of Holland today.

Providing quality end-of-life care does not just happen. It takes time, energy, commitment, and passion; just like that small group had 30 years

ago. This type of effort built a culture of high expectations and doing the right thing, each and every time. As with any good building project, the foundation is the most important component to the process. Set the foundation perfectly and a good building will follow.

Hospice of Holland has a culture of providing exceptional quality care and a drive to have high patient and family satisfaction. Many within the communities we service look to Hospice of Holland as the "end-of-life" experts and our staff, services, and outcomes show that we are those experts. From community education, to skilled licensed staff, to bereavement support, to beautiful facilities, to spiritual guidance, to talented volunteers, Hospice of Holland has all of your end-of-life needs available for you. So when you or a loved one is in need of hospice and you want the best in hospice care, make sure you ask for us by name, Hospice of Holland.



Serving West Michigan Since 1981



"Hugging Children" by Isabel Bloom,
as seen at the front entrance of Hospice of Holland

On April 2, 2011, Hospice of Holland will celebrate 30 years of providing hospice care to the communities of Ottawa, Allegan, Kent, and Van Buren Counties. 30 years of giving quality care for those in need at the end of their lives. 30 years of holding the hands of over 7,751 individuals, as they walked their final journey. 30 years of collaborating with those individuals in carrying out their end-of-life wishes with dignity and respect.

Join us as we approach this 30th year anniversary celebration in honoring those who have gone before us. Thank you for the privilege of caring for your loved ones. We look forward to serving this community for another 30 years and beyond.

You are Invited!

Hospice House Tour and Lunch

Every Wednesday

12:00 pm – 1:00 pm

Located on 17 acres of unique country charm, the Hospice House is a beautiful, residential facility that offers individuals all the comforts of home, and all the care they need.

Guided tours begin at noon with lunch immediately following. Please RSVP on Friday, for the following Wednesday, at 616.396.2972, with number attending.



Non-Hospice Palliative Care – For those not quite ready for hospice care.

Palliative care is an unfamiliar word for a very familiar concept, that of providing comfort care. The word comes from Latin, meaning to cover up, as with a cloak. It suggests “covering up” or treating a symptom, even if we cannot cure the underlying cause. Hospice of Holland’s Palliative Care Program uses the expertise we have developed in dealing with terminally ill patients to provide non-hospice palliative care to people who are struggling with symptoms of other serious illnesses and to help improve their quality of life.

The difference between non-hospice palliative care and traditional hospice care is that non-hospice palliative care patients may still be getting other aggressive care and treatment and are not terminally ill. Palliative care patients may be going through aggressive and potentially curative care, such as chemotherapy, radiation therapy, or treatment of such conditions as heart disease, or kidney disease, and are not yet ready for hospice care. Non-hospice



palliative care works at any stage of a serious illness, even from the time of initial diagnosis.

At this time, non-hospice palliative care consists primarily of a consultation by our medical director. He will meet with the patient and family and then make recommendations to the attending physician about how to manage the bothersome symptoms. The attending physician remains in charge of the patient’s overall care. Our medical director will see you wherever you are residing. That could be in your own home, a nursing home, hospital, or in any other setting. Please call 396-2972 to learn more about our Palliative Care Program.

Family Satisfaction

Family and patient satisfaction is a major priority and focus for Hospice of Holland. We want to be the best at providing quality end-of-life care to our patients and families. The feedback that we receive from those who use our services helps us focus on where we need to improve. Because of this major initiative, we will be collaborating with a new vendor to monitor our quality and family satisfaction. This vendor offers a web-based program that will improve the efficiency of collecting data on family satisfaction and provide quicker feedback from our families. This new process will allow us to compare our scores to hundreds of hospices across the country and benchmark ourselves to other hospice providers. We are excited about this new step and look forward to having this new tool to help Hospice of Holland be the most preeminent hospice in the state.

to be the best at providing quality end-of-life care

Reaching Out to our Community

Hospice of Holland provides free bereavement support services to the community, regardless of whether or not their loved one received Hospice care. Death and loss can strike any of us; we seek to provide support wherever it arises.

In addition to Camp Hope, Hospice of Holland provides consultation, short-term support groups, and personal visits to local schools, when they have students who are dealing with grief. We also offer ongoing support groups that are available to community members- visit our website for more details.

Finally, Hospice of Holland provides individual counseling services to those who are struggling with a loss. Through mid-September, we’ve provided over 200 counseling sessions to 43 different community members. All of these services are provided at no cost to the recipient.

The Camp Hope Experience

Camp Hope, Hospice of Holland's bereavement camp for children who have experienced the death of a close relative, was held on August 2 & 3. One of the great benefits of Camp Hope is that children come to understand that they are not alone; others share their experience, and together, they can find healing. Conducted in the LOFT at Hospice of Holland, six children from ages 7-12 years old participated.



Volunteer, Paul Kehnle, leads balloon release activity.



Two Camp Hope participants decorate memory boxes in honor of their special person.

Activities such as decorating memory boxes in honor of their loved one, using puppets to learn about and express grief-related emotions, engaging in creative movement and games, sharing their own stories of loss, and learning about healthy coping, allowed these children to do their grief work in a safe and caring environment. The final activity was a balloon release in which the children wrote a note to their loved one, and, as a group, released the balloons. Seeing the expressions on their faces as they watched their balloons rise together, bore witness to the love and connection they experienced with their loved one, as well as the shared experience of loss and healing that binds us all together.

Why Hospice of Holland?

Hospice of Holland's core purpose is to support patients, families, and communities facing advanced illness and grief. **Our mission**, in carrying out that purpose, **is to provide the most compassionate and highest quality end-of-life care through physical, emotional, and spiritual support.**

Ease of admission, education about the dying process, and support for the patient and family are all part of providing exceptional care. Here are some of the ways we are working to meet the needs of our patients:

- Service within Ottawa, Allegan, Kent, and Van Buren Counties
- Flexible admission scheduling that includes availability on days, evenings, weekends, and holidays
- Admission coverage 7 days a week
- Specialized RN Clinical Liaisons who walk patients and families through the admission process
- Community, patient, and family education centered on "what to expect" and "what to say" and "when to call"
- Assistance with advanced healthcare planning and communication of the patient's end-of-life wishes
- Assistance from our Tulip Tree Fund for patients and families without insurance or financial resources
- Bereavement support for 13 months following the death of a loved one

Volunteer Update

- Twenty-six new volunteers completed the twenty-one hour Hospice Orientation Program in August 2010.
- Volunteers were trained on a variety of topics and skills related to death, dying and bereavement including communication skills, healthy boundaries, confidentiality, and diversity.
- The volunteer training program prepares volunteers to provide a variety of services ranging from meeting directly with patients to provide companionship or respite care, to helping with office tasks and community outreach events.
- Some extra-special services volunteers can give include providing skilled application of lotion to a patient's hands and arms, assisting with journaling and life review, providing music for comfort, pet therapy visits and artistic exploration.
- There are additional opportunities for certified massage therapists and licensed hair stylists to provide their services to hospice patients on a volunteer basis.



2010 Graduating HOP Class

Hire the Best

Hospice of Holland believes having the right people, in the right positions, doing the right things, at the right time, places the organization in the right direction. Meet some of the new "best" staff we have recently invited on our team.

2nd quarter hiring

- Shelley Nieboer- RN Case Manager
- Abbie Petroelje- RN Clinical Liaison
- Amber Hawkins- RN at the Hospice House
- Emily Heavener- RN at the Hospice House
- Harly Koehn- Associate Chaplain

Hospice of Holland offers Vigil Services

Joining the Volunteer Vigil Team requires some additional training and experience. The Vigil Team is an elite group of volunteers who go out during the night to sit at the bedside of actively dying patients. In this capacity, volunteers are able to bring a comforting presence and help ensure that no one has to die alone. The volunteers involved in this program find it to be extremely rewarding and feel honored to walk alongside people during their end of life journeys.



No matter which services volunteers provide, Hospice of Holland is fortunate and grateful to have over 200 individuals who are willing to serve our patients, families and organization. We could not provide such exemplary care to so many without the help of our extensively trained and skilled volunteers.

3rd quarter hiring

- Sarah Price- RN at the Hospice House
- Bethany Stob- Social Worker
- Vicki Steenbergen- Social Worker
- Lisa Orange- RN at the Hospice House
- Maria Hernandez- CNA at the Hospice House
- Emily Casemier- RN Case Manager

Hospice of Holland said goodbye to Carol Wedeven, Clinical Services Director, who retired after 24 years of dedicated service to Hospice of Holland. We wish Carol the very best and are grateful for her years of commitment to Hospice of Holland.

Grant a Wish – Please!

From time-to-time we have individuals who want to contribute to Hospice of Holland and want to donate to something specific and patient care related. We developed the “Wish List” where individuals can go to our website and look at our current wish list items. Our current list has the following items:

Sleeper Sofas: Cost \$1,500 per sofa. Each patient room at the Hospice House has a sleeper sofa for family/friends to stay the night near their loved one. We have a need to replace several of our current sleeper sofas.

Bariatric Lift: Cost \$3,575. This device can safely lift a patient who weighs up to 600 pounds, helping reduce patient and staff injuries and assists the patient in making transfers. This is an urgent item.

Bariatric Bed: Cost \$15,000. This bed will allow a patient to lie comfortably in a bed designed to fit plus size patients. The bed is longer and wider and has special features built in just for this patient population. This is an urgent item.

With Our Thanks

Since the start of our “Wish List” program, we have had the following items purchased:

Carpet Cleaner: \$850. This allows the staff at the Hospice House to keep the House looking spotless and clean. Thank you so much!

Automated Mobile Diagnostic Stations (4 of them): \$10,000. Purchased in memory of a patient. These 4 stations allow the staff to monitor a patient’s vital signs using the latest in technology. The staff just loves these new units. Thank you so much for these great patient care items!

Blanket Warmer: \$2,700. Purchased in memory of a patient. This item warms our cloth blankets. Nothing is better than having a warm blanket placed on you when you are cold. Thank you so much!

Netbook Computers (40 of them): \$18,000. Purchased through a bequest. We were in need of new netbooks for the clinical staff at the Hoover Blvd office and we were able to purchase all new netbooks through the generous gift that a supporter left in their will. Thank you so much!

Energy Audit Outcome

We performed an energy audit of the Hoover Blvd office and we have an opportunity to make some improvements. The Hoover building is 16 years old and in need of some upgrades and improvements. We spend about \$20,000 a year in gas and electrical and we want to try and lower our annual utility costs. It was determined that we need to:

- Replace 5 out of our 7 heating and cooling units with high efficiency units
- Switch out our T-12 lights and ballasts to more energy efficient T-8 lighting systems
- Add more insulation to our north wing and east wing of the building
- Replace the front entrance door with one that provides a tighter seal and improved security
- Add two air locks so the building becomes more airtight

The total project costs would be around \$98,000. We hope to be able to tap into the current energy rebates and have lower energy costs and a good return on our investment over the next ten years. If you would like to contribute to the Hoover Blvd Energy Project, please contact Ann Schutt, Fund Development Coordinator, at 355-5540, and she can assist you with your donation.



25 Years of Celebration

Hospice of Holland marked its 25th annual Celebration event on May 20, 2010. In addition to the fantastic food, ten-bid items, and great vocal auctions, Judy Smith was honored for 25 years of service on the committee. We are deeply indebted to everyone who has served on committees, donated funds or items and attended Celebration. With your help over \$2.97 million has been raised to help hospice patients and families in the past 25 years.



Photo courtesy of de Vries Photography

Friends Of Hospice Committee

Tim Blackburn
Jack & Mary DeWitt
Laura Durham
Stacy Kamphuis
Bruce & Linda McCombs
Roz Nienhuis
Scott & Mary Nykerk
Nancy Padnos
Ben & Judy Smith
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Larry & Linda Topp

Culinary Participants

Alpenrose Restaurant
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Crazy Horse Steakhouse & Saloon
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Auctioneer

John Petroelje

Emcees

Tom Elhart
Larry Erlandson

Musicians

The Bogaard String Quartet

Photographer

Nick deVries

2010 VANDERLEEK CUP REGATTA



VANDERLEEK CUP HOSPICE REGATTA

2 Memorial Sails + 3 local yacht clubs + 18 Sailboats + 21 dinghies + many volunteers, participants, sponsors, and donors = \$22,000 for Hospice of Holland's Tulip Tree fund.

Eighteen boats hit the starting line in three divisions with light breezes and 3 foot swells on August 21, for the 4th annual VanderLeek Cup Hospice Regatta. While the sailboats raced in Lake Michigan, twenty one dinghies motored out from Yacht Basin Marina – soaking all in their paths with water propelling devices - for the first annual Dinghy Poker Run in Lake Macatawa.

As the overall winning skipper, Ted Etheridge (Drumbeat) has qualified for the 2011 National Hospice Regatta Championships in Rochester, NY, in June 2011.

In the Dinghy Poker Run, Sue Bladdek turned in the top poker hand, Lee Slenk took second, and Tom and Marjo Petroelje took third.

Everyone who donated to or participated in the 2010 Regatta were invited to create a permanent memorial by adding the names of deceased loved ones to the 2010 Memorial Sail. Before the dinner Saturday, junior sailors sailed the 2010 and 2009 Memorial Sails in review in front of the yacht club.

Special thanks to Macatawa Bay Yacht club management, staff, members & race committee; individuals, businesses, skippers & crews, for their generous support. Since 2007, the VanderLeek Cup Hospice Regatta has raised more than \$68,000 for Hospice of Holland patients. A huge THANK YOU to all involved!



Caroline Sisson and Ryan Post sail the 2010 and 2009 Memorial Sails

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Regatta Committee

Sue Bladdek
Carol Genzink
Darcie Hengst
Jack Knoblauch
Susan LaFontaine
Diana Nissen
Coreen & Tom Slanec
Brenda VanderLeek
Josh Van Malsen
Ann Schutt

Individuals Honored by Donations April 13, 2010 through September 15, 2010

IN MEMORY OF:

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