

Hospice House – A Story of Hope

One of the questions most frequently asked by individuals about hospice care is, “Does it mean I’m giving up hope?” Hospice of Holland’s immediate response is “Absolutely not.” Some people do associate hospice with giving up hope. But hope takes many forms, especially for those facing end-of-life. For some, hope means time spent with loved ones, or pain-free days and nights. For many, it means dignity as they go through the dying process. For Gerald Petroelje and his family, hope came in the form of the Hospice House.

In October of 2009, Gerald entered the Hospice House, his new home away from home, with his family by his side. Recalling that time, Gerald’s daughter Deb remembers how challenging it was to determine which route to take regarding her dad’s care. The weight of making the decision to move to Hospice House felt like it might be too much. The hope was that whichever decision the family made, in the end, it would ultimately be right for Gerald and their family.



As the executor of Gerald’s healthcare decisions, Deb remembers thinking back to the previous months and all that her dad overcame. A significant heart by-pass surgery, a massive stroke requiring him to re-learn how to eat, and time spent in area facilities for physical therapy, were all part of that picture. Deb remembers wondering if the constant change in her dad’s symptoms would just continue indefinitely. Upon arriving at the Hospice House, Deb felt an immediate sense of relief. She states “a nurse was waiting at the door for our arrival and it was almost as if she could sense us questioning if we had made the right decision.” Without being prompted, the nurse stated, “You did the right thing” quickly affirming their decision to make the move.

“I didn’t want any trauma for my mom” recalls Deb thinking back to the time her mom spent caring for her father at home. “Our decision to transfer my dad to Hospice House changed our life.” She remembers her mom’s dedication to Gerald’s care through all he overcame during that time. Deb recalls being in that situation (a new patient and family of Hospice House) and saying to her mom, “(it feels like) being able to have dad come here is your reward for taking such good care of dad all this time.” Her meaning was that her mom would have hope. Hope for a comfortable “home-like” atmosphere where she could focus on being the wife instead of the caregiver.

That initial hope turned into a 5 month stay where, for a time, Gerald would thrive. Dr. Phillips immediately addressed a skin condition of Gerald and Deb states, “His skin hadn’t looked that good in years.” She continues on about the staff frequently checking in on her dad and states, “in that entire five months, he never had a bed sore.” And she is quick to mention the kitchen staff and how they alerted him of his favorite meal, spaghetti and meatballs, when it was being served. It’s not just the care given to her dad that Deb speaks so highly about. “It especially benefitted my mom,” she said. “The staff at the Hospice House knew her as well as they knew my dad.”

Throughout the course of their stay, Gerald’s 9 grandchildren and 15 great-grandchildren were able to utilize the children’s room as a comforting place to draw him pictures while on their visits. He and his family spent time sitting in the Great Room in front of the fireplace where they could focus on what was important-him.

An active individual, Gerald had been very involved in volunteering and he enjoyed watching his grandchildren and great-grandchildren grow up. He never complained, and when obstacles came up, he faced them in his own familiar quiet, steady manner. March 24, 2010, Gerald passed away peacefully with his wife and daughters by his side.

For many, thinking about end-of-life is overwhelming. Education about the dying process, specifically information on what to expect in the final days, is critical in the role of providing exceptional patient care to end-of-life patients and their families. Deb states, “The staff at Hospice House prepared us. When the time came, things happened just like the nurse said they would.”

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Deb’s message to the community is about planning. “It’s not something to do in the final days,” she says as speaking of finding hope in the decision to elect hospice care. “There is a team of individuals who are available to help not only your loved one, but your family as well.”

Deb received affirmation about choosing Hospice House early on, when shortly after Gerald’s arrival he quietly asked, “Can I stay?” From the professionalism of staff to the cleanliness of the facility, Deb is clear that she and her family made the right decision. As she sums up the overall experience she comments, “There wasn’t one day where a staff member would come in and the family felt like they wished they had someone else. For our time at Hospice House, the staff became our new best friends. The Hospice House has a woman’s touch. That place is a home.”

Hospice of Holland thanks Deb Brandsen for her willingness to share her perspective on her family’s experience of hope at Hospice House. Hospice of Holland is privileged to have the opportunity to care for her father, Gerald Petroelje, and so many other special individuals in our community.



Members of the Hospice House Team: Back (L to R) Amy Conaton, RNCM; Jill Dykstra, CNA; Hollie Harcourt, LMSW; Front (L to R) Rebekah deVries, RN; Amy Lamb, CNA; Roger Phillips, MD.

A Message from our Executive Director



Torrey Husmann,
Executive Director

Dear Friends of Hospice:

On June 17, 2007, Hospice of Holland staff spent the day transferring patients from our 40th Street location, to our new “home away from home” on 104th Avenue. What began as a dream finally became a reality. The dream was to build a state-of-the-art hospice residence that would provide end-of-life care in a home-like setting. This June, Hospice of Holland

celebrates the 3-year anniversary of realizing that dream.

Some may wonder, “why build a new hospice house?” the answer-to meet a need. The staff was experiencing more complex and complicated hospice patients requiring more intensive end-of-life care; a process reserved mostly for the hospital setting. In order to meet the needs of those individuals, the dream of a new hospice house began.

To make that dream happen, the leadership team initiated the process of obtaining a new level of care distinction known as “General Inpatient” (GIP). GIP level of care is a short-term, intensive level of care provided to hospice patients who need frequent pain and symptom management control by skilled nurses and physicians. On November 11, 2008, Hospice House staff began admitting patients under the GIP level of care and to date, has provided over 1,300 days of GIP care. However, the process to improve patient care does not stop there.

The most recent major improvement was to the oxygen system at the Hospice House. During the initial construction,

engineers installed a hospital-grade, in-wall oxygen system throughout the entire building with the goal of serving every patient room with high-flow oxygen. However, the mechanicals required to operate such a system were expensive and out of reach due to limited funds. Instead, staff supplied patients with oxygen by using portable oxygen concentrators, which often were noisy and used up floor space.

In early 2009, bequests from the estates of two Hospice of Holland donors provided just enough funds to build and install the mechanicals for the in-wall oxygen system. On March 31, 2010, the State of Michigan came to the Hospice House, approved the work that was done, and gave the “go ahead” to use the new oxygen system. Hospice of Holland is capable of supplying any patient with any amount of required oxygen through this quiet, hospital-grade, in-wall system. Two individuals elected to make a choice that will now benefit hospice patients for many years to come.

On April 2, 2011, Hospice of Holland will celebrate another anniversary. 30 years of serving end-of-life patients in Ottawa, Allegan, Kent and Van Buren counties. Projections show that Hospice of Holland will experience an increase in demand for end-of-life care through the year 2025. Hospice of Holland is prepared to meet the demand and is committed to serving the ever-changing needs of each individual facing end-of-life.

Thank you for supporting Hospice of Holland, the Hospice House, and our goal of providing the highest quality and most compassionate end-of-life care to this community.

Volunteer Opportunities

The Volunteer Coordinators are gearing up for the next volunteer training event to take place in August 2010. As Hospice of Holland continues to serve Ottawa, Allegan, Kent, and Van Buren counties, we find ourselves in need of volunteers living in areas like Grand Haven and Fennville. We are especially looking for volunteers interested in visiting patients, providing respite care, helping with light housekeeping, and participating in marketing events.

Additionally, we are in great need of licensed cosmetologists and certified massage therapists who would like to volunteer their services to Hospice of Holland patients. These specialized volunteers are not required to complete the volunteer training. If you are interested in finding out more about volunteer opportunities, please call the volunteer office at 616-355-5514.



Congratulations to Flo Skoglund who celebrates 20 years of service as a Hospice of Holland volunteer. (L to R) Stacey Wakely, Volunteer Coordinator; Flo Skoglund, Volunteer; Charlie Kleinheksel, Counseling Services Director; Kathy Vanderbroek, Volunteer Coordinator.

Board of Directors Update

Torrey Husmann, Executive Director, would like to thank Cheri Elhart for the time and support she gave to Hospice of Holland. Cheri's term ended in March 2010, and Cheri was the Board Secretary during her last term. She has been a witness to many exciting events at Hospice of Holland and we thank her for being a part of that process. Torrey would also like to thank Chuck Kohlruss, Board President, for his tenure at Hospice of Holland. Chuck's term also ended in March 2010 and he too has been a great addition to the Board of Directors. Chuck has agreed to stay on the Board for one more year acting as Past President while transitioning his duties over to Bob Ellis, the new Board President.

Torrey would also like to welcome two new members to the Board of Directors. Dennis Alexejun and Rob Pockock joined the Board in March 2010. Dennis recently retired from Gentex, and Rob is the Associate VP of Corporate Communications for Priority Health.

Thank you to all Hospice of Holland Board Members for your commitment to our organization and to the mission of Hospice of Holland!

"I am blessed to be able to care for Hospice patients and their families. I appreciate the focus on people and controlling discomfort, rather than the results of the next lab test or CT test. Hospice Care allows patients to have better control of symptoms, and the opportunity to be free for a time of trips to the hospital, lab, or emergency room for every crisis or change in status."

-Roger Phillips, MD, on the benefits of hospice care and on his role as an end-of-life caregiver. Dr. Phillips is the Medical Director for Hospice of Holland and is board certified in hospice and palliative medicine, both recognized medical specialties.

A Focus on Quality

In the last year, HOH revised the Quality Assessment Performance Improvement process to ensure we are consistently evaluating data related to quality patient care, patient safety, and customer satisfaction. When we identify an opportunity for improvement, we initiate a performance improvement team made up of key staff members to review the current process, make revisions, implement the change, and monitor the results. Some recent examples of performance improvement (PI) teams include:

Admissions PI Team – Revised the structure and functions of the admission team to improve response time to requests from healthcare providers and the community. We added evening and weekend admissions and informational visits to meet the needs of our patients and their loved ones.

On-Call Response PI Team – Identified concerns of caregivers and facilities, revised the staffing structure to improve consistency and educated staff in customer service. After implementing the changes, our customer satisfaction scores related to on call response improved, with 95% of respondents rating on-call response as very good or excellent.

Clinical Pathways PI Team – Clinical Pathways provide decision-making support for our nurses to ensure effective management of symptoms such as pain, nausea, shortness of breath, and anxiety. Our medical director and nurses recently completed a revision of the clinical pathways. Current research, national standards, and best practice in palliative care are the basis of the revisions. The pathways will help the clinical staff to continue to provide consistent, high quality symptom management for our patients.

Finding Joy in the Outdoors

One of the comments that we hear routinely is how much our residents and their families enjoy the many birdfeeders outside the windows of the Hospice House. This past fall, a group of volunteers from Evergreen Commons built 18 new birdfeeders which were placed permanently outside each patient room. The new birdfeeders look wonderful and provide joy for our residents, their families, and our staff members. We thank Terri Borgman for organizing this project and Chuck Ferguson, Wes Sievert, and Joe Dally who built the birdfeeders. Additionally, we thank Terri for routinely filling the birdfeeders, and maintenance volunteers Tom Dykstra and Rich Looman for keeping us stocked with birdfeed. Special thanks to Graafschap Hardware for supplying the materials to build the birdhouses at a significantly reduced rate.

In addition to the birdfeeders, Bob Wiersma donated his time and effort to put up Blue Bird Houses on the Hospice House campus as well. Many thanks to all who provide a peaceful and enjoyable setting for the patients and families residing at the Hospice House.



Bob Wiersma outfitting the Hospice House campus with Bluebird houses for patients, families and staff to enjoy.

2010 Volunteer of the Year

Hospice of Holland is pleased to announce our Volunteer of the Year, Pat Seif. Pat has been a volunteer with us for almost five years and provided over 300 hours of service in 2009. Pat volunteers regularly at the Hospice House reception desk, provides companionship and respite care to patients, assists with meals, and spends a great deal of time organizing and participating in our Volunteer Vigil Program. Additionally, Pat is a HeartLink representative at her church, and is currently assisting in a new volunteer recruiting program. Hospice of Holland is extremely fortunate to have Pat as part of our team and we are grateful for the many ways she helps our organization, our patients, and our families.

Planting the Seeds of Kindness

National Volunteer Week is April 18-24 and to celebrate Hospice of Holland hosted our annual Volunteer Appreciation Event on Wednesday, April 21st, with the theme of "Volunteers Plant the Seeds of Kindness." Boatwerks Restaurant generously donated the use of their Macatawa room for this celebration. Volunteer attendees were honored with a dessert buffet, beverages, gift bags, and door prizes. Awards were given out to volunteers based on years of service, hours of volunteering performed in 2009, and outstanding work in the following volunteer categories: Patient Care, Bereavement Support, Office Support, Hospice House, Pet Therapy, Massage, and Flower Arranging Gardening. Additionally, a special Community Support Award was presented to Pat Johns of Pat's European Flower Market for donating flowers to Hospice of Holland every week. Pat's donations are used by our volunteers to make flower arrangements for our patients.

This year, 194 volunteers were invited as well as staff and board members. Everyone celebrated together the overwhelming kindness and dedication our volunteers continually exhibit. In 2009, 10,486 hours were given by Hospice of Holland Volunteers. Thank you to every one of our volunteers for playing such an important role in Hospice of Holland's ability to provide exceptional patient care!

Camp Hope August 2-3, 10am-4pm

Camp Hope is designed for children ages 6-12 who have experienced the death of a family member, friend, or other loved one. Interacting with peers who have experienced similar losses, children will have the opportunity to express their feelings, learn coping skills, and begin a healthy healing process. While there is no charge to attend, donations are appreciated. Camp Hope takes place in The Loft at Hospice of Holland's main office, 270 Hoover Blvd. To register, call 396.2972. Please register by July 30.



Pat Seif, 2010 Hospice of Holland Volunteer of the Year.

The 2010 VanderLeek Cup Hospice Regatta

Plan to attend the fourth annual VanderLeek Cup Hospice Regatta on August 19-21. Hosted by Macatawa Bay Yacht Club with Anchorage and BayShore Yacht Clubs, the VanderLeek Cup brings together sailors, power boaters, families, and businesses throughout the lakeshore area, to raise money for Hospice of Holland's Tulip Tree Fund.

Regatta goals are to raise funds and awareness for Hospice of Holland services, and to involve more people in sailing and boating. Named for Paul VanderLeek, gifted architect, family man, community leader and sailor, the event has raised more than \$32,000 for Hospice of Holland patients since 2007.

During the regatta you can sign up for a two-hour "community cruise" on a sail or power boat Thursday evening, August 19th. Additionally, guests are invited to attend the Friday evening cocktail party, compete in

the Saturday morning sailing races on Lake Michigan, indulge at the afternoon ice cream social before the awards ceremony, and enjoy a special dinner with auction and live music Saturday evening. All regatta activities are based at the Macatawa Bay Yacht Club, 2157 South Shore Dr., and are family-friendly and open to the public.

For more information see hollandhospice.org, or contact Ann Schutt at 616.355.5540 or aschutt@hollandhospice.org.



VANDERLEEK CUP HOSPICE REGATTA

Help us Help Others

You can make a difference for patients we serve today and those we'll care for many years to come. Support Hospice of Holland with a current or future gift.

Legacy Gifts

Ensure Hospice of Holland's presence in our community remains strong for future patients and their families by naming Hospice of Holland as a beneficiary in your will or trust, life insurance policy or retirement plan. Making this designation is a simple way to make a significant gift to Hospice of Holland.

The Tulip Tree Fund

Your gift to Hospice of Holland's Tulip Tree Fund will assist hospice patients with financial assistance related to Hospice House room and board fees, as well as medications or durable medical equipment that are not covered by their insurance or Medicare/Medicaid. Tulip Tree Fund donors of \$1,500 or more may have their name or a memorial name engraved on the glass donor panel at the Hospice House.

Memorial Bricks

Honor your loved ones with an engraved memorial patio brick. Memorial bricks are available in the three sizes below and are installed in the patio outside the Hospice House. Proceeds from memorial bricks fund needs at the Hospice House.

Brick Sizes: 4" x 8" Brick - \$100
8" x 8" Brick - \$250
12" x 12" Brick - \$500

Wish List

Commercial -Grade Carpet Extractor – \$850

To keep the Hospice House looking fresh and kept in immaculate condition.

Bariatric Bed – 15,000

Will allow "plus-size" patients to lie comfortably and safely in bed.

Sleep Sofas – \$1,500 each

Comfortable options for family and friends who stay the night at Hospice House

For a complete list of wish list items, a memorial brick order form, or for further information on how to support Hospice of Holland, please contact Ann Schutt at 616.396.2972 or view our website at www.hollandhospice.org.



Individuals Honored by Donations September 29, 2009 through April 12, 2010

IN MEMORY OF:

Marie Ake	Russel Bouman	Russ DeVette	Theresa Hartgerink	Anthony Kempker
Marion Walker Alcaro	Dr. R. J. Boven	Gertrude DeVisser	Judith Hayden	Bob Kennedy
Annetta Alderink	Charles Bowman	Allen Bernard DeVries	Lucille Hedglin	Jenette Kerkstra
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Amy Arendszen	Violet Brewer	Dirkse	Marie Heuvelhorst	Gordan & Althea
Allyn Arendsen	David Brink	Laura Dobbin	Pauline Hiddinga	Klomparsen
Andrew Arendsen	Geneva Brinks	Eileen Doherty	Sidney & Helen Hiemstra	James Knoll
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Johanna Berens	Jean Chambers	Henry Erffmeyer	Herman & Susie Huisingh	Virginia Kortman
Marilyn Berens	Harriet Cheeseman	Edward Evenhouse	Chester Hulst	Elaine Kouw
Virginia Betts	Colleen Cherrie	John Evenhuis	Ray & Juliann Hunderman	Loretta Krempasky
Margaret Beverwyk	Mary Cherrie	Joe & Lucille Fabiano	Mildred Huyser	Harald Kronemeyer
Lorraine Bevis	Lucia Christman	George Fabyan	Donald Ihrman	Margarette Kronemeyer
Charlotte Beyer	Chuck	Greg Feenstra	Barbara Interbitzen	Melvin Kronemeyer
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Ronald Bos	Clarice DeHaan	David Guikema	Nicholas Kamphuis	Judith Logsdon
Anthony Bosch	John DeHaan Jr.	Earl Gunneman	Lester Kamps	Eileen Lohman
Dr. Jan Bosch	Albert DeJonge	Curt Haaksma	June Kapenga	Marian Lokers
John & Beatrice Bosch	Delores DeJonge	Ruth Hamacher	Gordon & Lois Kardux	Vern Lokers
Mrs Bosgraaf	Gertrude "Pat" DeJonge	Alma Hamelink	Eugene Karn	Gerald Lomont
Fred Bosma	Arthur DeKeyser	Gordon Hancock	Arend Katerberg	Maxine Lozier
Keith Boss	Ruth DeMeester	Elaine Hansen	Ken Kelch	Nelson Lucas
Joan Botsis	Virginia DenUyl	Doris Harper	Odie Kelch	Leonard Maas
Melvin Bouma	Carl Deur	Margaret Harper	Lowell Kelly	Sylvia Maatman
	Margaret Deur	Robert Hart	Mildred Kelly	William Macicak

Marilyn Maentz
Bob Marble
Elizabeth Markes
James "Gordon" Marshall
Evelyn Masters
Betty Jeanne Maybury
Alvin Maynard
Florence McCarn
Opal Pauline McComis
Charlotte McGlaughlin
Francisco "Pancho"
Medellin
Albert & Gladys Meengs
Sally Meiste
Harvey Meppelink
Bonnie Lou Meurer
Angeline Michielson
Helene Michmerhuizen
Cornelia Miller
Joseph P. Mitchell
Nedra Mitchell
Henry & Emily Mouw
Alvin Mulder
Eleanor Myaard
Ron Myrick
Gerald Nagelkirk
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Myrtle Newhouse
Ruth Nickerson
Terry Nienhuis
Richard "Lou" Niles
Charles Nivison
Mary Noe
Cecillia Nowak
Dennis Numikoski
Clarence & Julia Nyenhuus
Laura Nyhuis
William Oberholtzer
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Kim Olthof
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Gerald Petroelje
June Phillips
Onie Piers-Kempker
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Eileen Pluger
Jack Pocock
Dan Porretta
Danny Porretta
Deb Porretta
Ruth Postma
Herbert Price
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Jim Prins
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Mildred Reck
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Chester Reimink
Jerry & Nell Reinink
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Richard Rhoda
Margaret Rieger
Jerold "Remo" Riemersma
Leo Riemersma
Sharon Rigterink
Gerhard "Jerk" Ritsema
Mary Robbert
Phillip Robbert
Hollis Roels
Leigh Rogers
Marian Roth
Jessie Rowan
Marilynn Russo
Ernest Ryzenga
Evon Ryzenga
Delphine Sanger
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Dick Schermer
Rodney Schipper
Harriet Scholma
Donald Schout
Mary Schout
Betty Schroeder
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Erwin Schuck
Ray Scroggins
Alice Semon
Shirley Senters
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Allen Slagh
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Vance Slooten
Paul Slotman
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Bonee Sosa
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Alan VanderYacht
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Leonard VanDeWege
Lloyd VanDoornik
Bret, Alec & Sydney
VanDyke
Craig VanDyke
Eugene VanDyke
Marvin VanEck
Raymond & Clara
VanHaitsma
James VanHarn
Ray & Florence
VanHeuvelen
Erin Michele VanKampen
Gary VanKampen
Earl VanLente
Maynard VanLente
Rensina VanLiere
Abram Jay Vanloo
Ronald VanOmmen
Gary VanOosterhout
Sylvia VanOrder
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Vern VanOss
Johanna VanOudheusden
Arlene "Arkie" VanRaalte
Gerry VanTatenhove
Marilyn vanVoorst
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Julius VerHoef
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Ruth VerHoeven
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Abraham Veurink
Isabel Violante
Richard Visser
John Vogelzang
Linda Wagner
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Muriel Wallace
Debbie Walters
Joan Walters
Derwin Walvoord
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Stu Wedeven
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Allan Weenink
Alice Welch
Donna Mae Weller
Thomas Weller
LaVerne "Pete" Welling
Albert Wesseldyk
Benjamin Westerhof
Evelyn Westerhof
Nelson Westerhof
Caroline Westrate
Christian Westrate
Arlyne Wieghmink

Nate Wiersema
Gladys Wiersma
Kenneth Willyard
Victor Willyard Sr
David Wilson
Dottie Winchester
Paul Winchester
Nancy Winne
Luana Wise
Sylvia Witt
Cindy Wolters
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Joanna Zamojski
Willard Zoerip
Marie Zingle
Beatrice Zink
Floyd Zoerman
Janice Zuiderhof
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Ted Zwiép
John & Frances Zylman

IN HONOR OF:

All volunteers
Gertraud Blunt
Dianne Bramer
Peg & Erv DeWeerd
Mary Dood
Jan Hann
Jan & Ike Huizenga
Hospice of Holland
staff
Linda Kallemyn
Les & Joan
Kleinheksel
Ron Kloet
Gerald Petroelje
Pine Creek Elementary
School Staff
Bill Qualls
Savannah Faith
VanDyke
Dawn VanKampen
Norman & Sheryl
Veldhoff
Nina Zych

To receive future newsletters by email, or to request no further mailings, call 616.396.2972, or email info@hollandhospice.org

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.

