



2013 Annual
Clinical Care Report



Contents

MISSION	3
A STRATEGIC PARTNERSHIP	7
OUR COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT	9
CLINICAL EDUCATION AND EXPERTISE	13
LEADERSHIP ROLES AND MAJOR GOALS	17
CLINICAL LEADERSHIP	22
INDIVIDUAL AWARDS	23
PUBLICATIONS AND PRESENTATIONS	29
INNOVATION IN CLINICAL SERVICES	32



MISSION

Each day our staff share and celebrate the stories of our patients and families. In this publication, we honor their stories - the stories of kindness, compassion, commitment, dedication, and professionalism and hours of giving and exceptional care that many of us will never know about. It is with the greatest honor and pride that I am part of this exceptional team, a team driven to excellence in the delivery of quality care.

Thanks,

Mary Murphy, RN, MSN, AOCN, ACHPN

Chief Nursing and Care Officer



I am touched every day by the stories of the compassionate care our clinical team provides to our patients and their families. Often it's something as simple as the gentle touch or quiet presence of our staff that guides the way as our patients and families go through their journey. I feel honored to be a part of such a talented team, dedicated to a life of service. I thank all of our staff past and present for the wonderful care they provide and their commitment to our mission.

Thanks,

Ruth Thomson, DO, FACOI, FAAHPM

Chief Medical Officer

MISSION



The members of our clinical team reflect the realization of the Hospice of Dayton mission. Everyday they bring their passion, their expertise and their dedication to our mission to alleviate suffering and celebrate life. I am honored to work side-by-side with people who bring a full and loving heart to their work every day, along with a commitment to achieving the highest standards of quality care. Their accomplishments in 2013, reflected in the pages that follow, is testament to their uncompromising commitment to honoring and celebrating the lives of the patients we are privileged to serve.

A handwritten signature in black ink, appearing to read 'K. Anderson', written over a large, light gray leaf graphic.

KENT ANDERSON
PRESIDENT/CEO

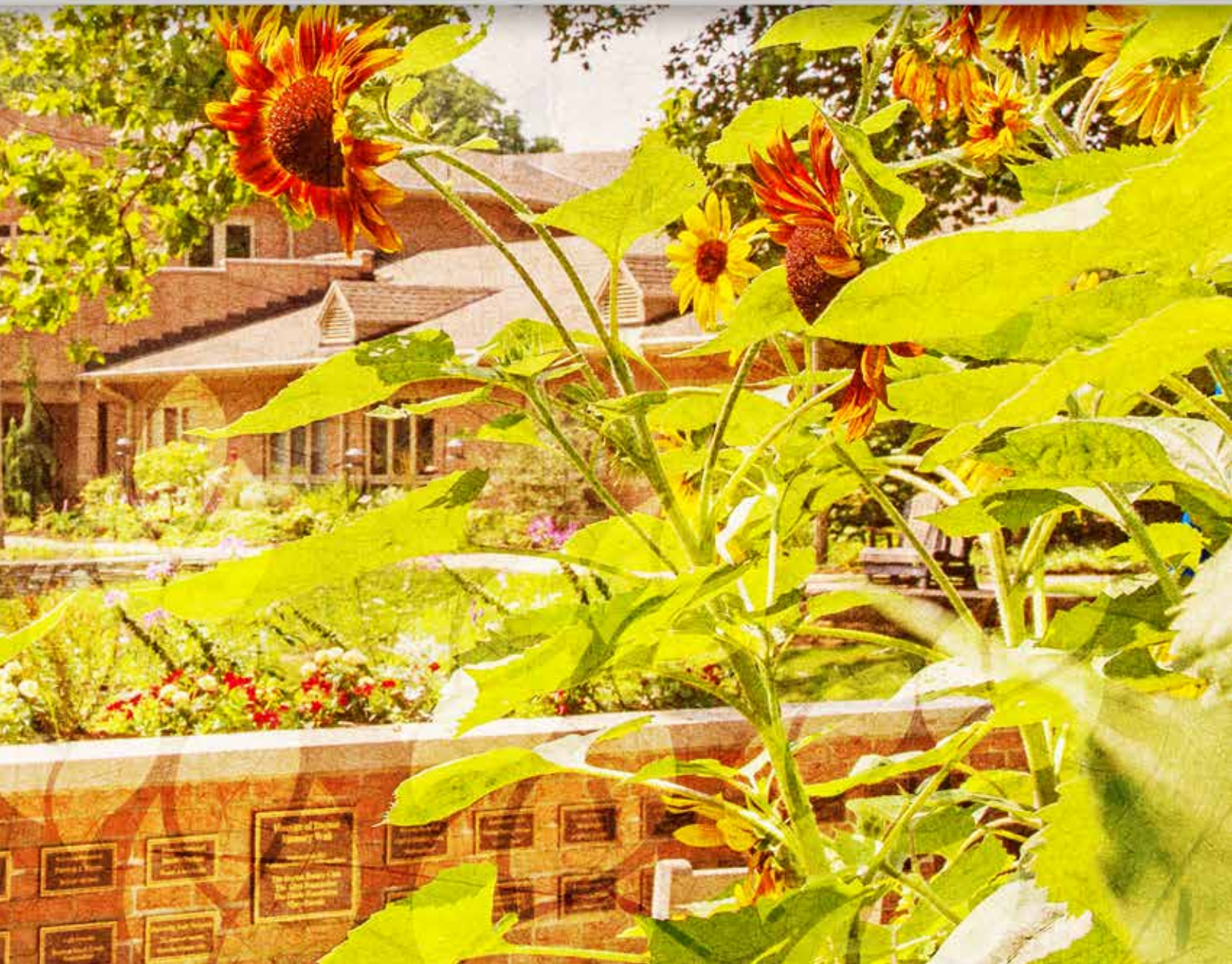
35 Years of Service

Hospice of Dayton marked 35 years of service to the community in 2013. The anniversary observance celebrated the continued commitment to a mission of superior care and superior services for patients experiencing a life-limiting illness. In a year notable for the many changes impacting healthcare delivery, Hospice of Dayton maintained a steady course with a singular goal –that of providing a higher quality of life for hospice patients. This publication highlights the accomplishments and endeavors to achieve that end.



***In an era of change, we made
a commitment to continuity.***

AN ALLIANCE FOR SUPERIOR CARE AND SUSTAINABILITY



Strategic Partnership With Hospice of Miami County

Hospice of Dayton and Hospice of Miami County announced the formation of a strategic partnership in 2013, formalizing a collaboration that began several years ago as the result of shared values, culture, mission, and skills. The goal of the affiliation is to ensure long-term success by combining strengths to ensure the long-term growth and accessibility of mission-driven, superior end-of-life and bereavement care. Collaborations already include shared educational opportunities and staffing support. Additional mutually beneficial programs and projects are on the horizon.

Each organization maintains their respective name and continues their non-profit mission to advance the quality of hospice care in each organization's respective community. The agreement preserves existing management, board structure and commitment to community roots and focus.



Pictured are Hospice of Miami County's longest term staff members, Jill Demmitt, Winnie Knepper and Dr. Mark Hess.



Hospice of Miami County

Hospice of Miami County celebrated 30 years of caring for patients in 2013, serving more than 450 patients. Established in 1983, the organization remains the only not-for-profit, community-based, mission-driven hospice agency in Miami County.

Accredited by The Joint Commission for its high quality standards, Hospice of Miami County is a member of the We Honor Veterans program of the National Hospice and Palliative Care Organization and Department of Veterans Affairs. Honoring hospice patients who have served in the armed forces with a ceremonial pinning is just one element of the special support veterans receive from Hospice of Miami County.

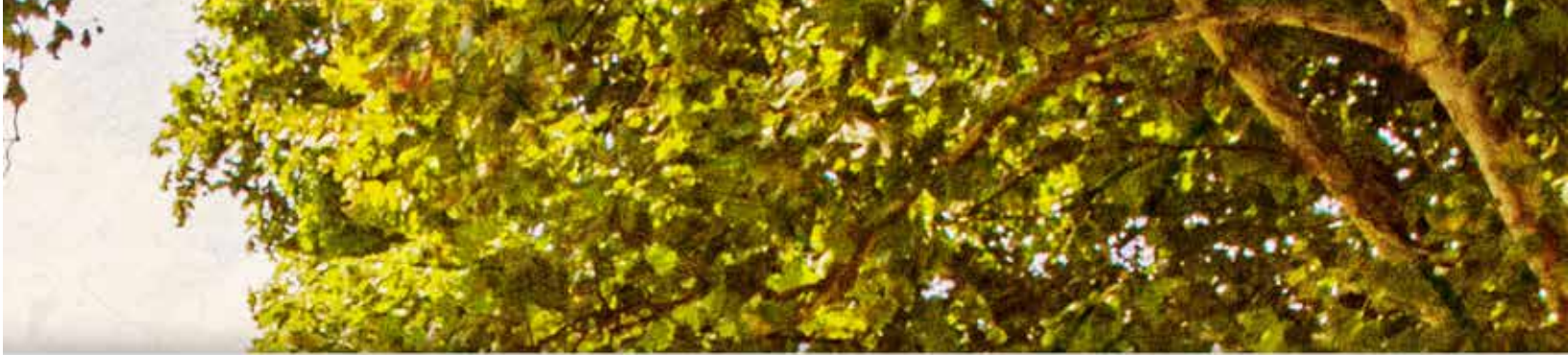
Generations of Life is among the array of services offered patients and families, providing grief education and support to people of all ages. Camp Courageous, an annual program, is a week-long day camp offering children/teens entering grades K-12 a safe and activity rich environment in which to process grief. Thanks to community support, the grief support services of Generations of Life are available at no charge to participants.

Volunteers are truly the heart of Hospice of Miami County. Their assistance with a wide variety of patient, family and general support duties enable Hospice of Miami County to make every patient's end-of-life journey a meaningful family experience. Among the volunteer support services are pet therapy, beautician services, music, massage and Reiki therapy.

Partnering with Hospice of Dayton for strategic growth and the continued success of community-based, mission-driven hospice care establishes Hospice of Miami County's commitment to continue to meet the need for high quality care for patients facing life-limiting illnesses for decades to come.



Volunteer veterans involved in the We Honor Veterans project are pictured with (L to R) Kathy Hays, Hospice Coordinator with the Dayton VA, volunteers Bernie Evans, Bill Sharp and Larry Blackmore, and Hospice of Miami County Volunteer Coordinator Krissy McKim-Barker.



OUR COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT



Pathways to Excellence

In 2013 Hospice of Dayton established a goal to become the first hospice provider in the country to achieve Pathways of Excellence designation. As part of the process, a shared governance model supporting collective decision-making among nurses at all levels has been adopted. Nurses participating in department councils assume leadership roles applying knowledge and evidence-based findings to develop and implement initiatives that improve nursing practice and patient outcomes throughout the organization. Members of the clinical staff involved as representatives to Council include:

Community Care Unit Based Council

- Mary Ann Stemley, RN
- Jeanne McAleer, RN
- Susan Boesch, RN
- Jenalisa Langford, RN
- Rebekah Marlow, RN
- Christina Lawrence, RN
- Jon Cammon, PCS
- Latitia Person, PCS
- Megan (Perkins) Wissinger, PCS
- Donna (Guzelgunler) Wilson, RN
- Konia Camp, RN
- Jennifer Kline, RN
- Lisa Middleton, RN/future CTC
- April Mayberry, LPN
- Rhonda Dunlevy, LPN
- Nichole Ponder, CH PCS
- Faith Richardson, CH PCS
- Angelene (Moore) Volpatti, OT
- Kristen Grieco, RN
- Holly Liming, MSS
- Sylvia Mosley, CH

- Aprillee Reed, RN, Team Leader
- Lauren Coyle, RN, Team Leader
- Jayne Ormberg, RN, Team Leader
- Carey Short, RN, Team Leader
- Sharon Metcalf, Manager, Social Work Team
- Gayle Simmons, Team Leader, Chaplain Services



Hospice House Unit Based Council

- Janet Shinkle, RN
- Tonya Stamper, RN
- Lisa Shimp, RN
- Diane Scott, RN
- Steve Mates, RN
- Nancy Silverman, RN
- Linda Osterday, BWHH RN
- Karl Whisman, PCS
- Shirley Wick, PCS
- Diane Kovacs, PCS
- Laura Colliflower, OT
- Debbie Holt, Pathways of Hope
- Doris McCullum, Chaplain

Team Leaders:

- Lana Blosser, RN, Team Leader
- Diane McCoppin, RN, Team Leader
- Amanda McCoy, RN, Team Leader

Individuals serving on an as needed basis:

- Lynda Weide, RN, Community Outreach
- Ashley Puchalski, RN, Excellence Educator
- Becky Collins, RN, Community Outreach

Admissions/Referrals Unit Based Council

Cindy Snook, Admissions RN
Sharon Spruill, Admissions RN
Dana Schutte, Referrals
Vicky Plessinger, Referrals
Dixie Roberts, RN, Team Leader

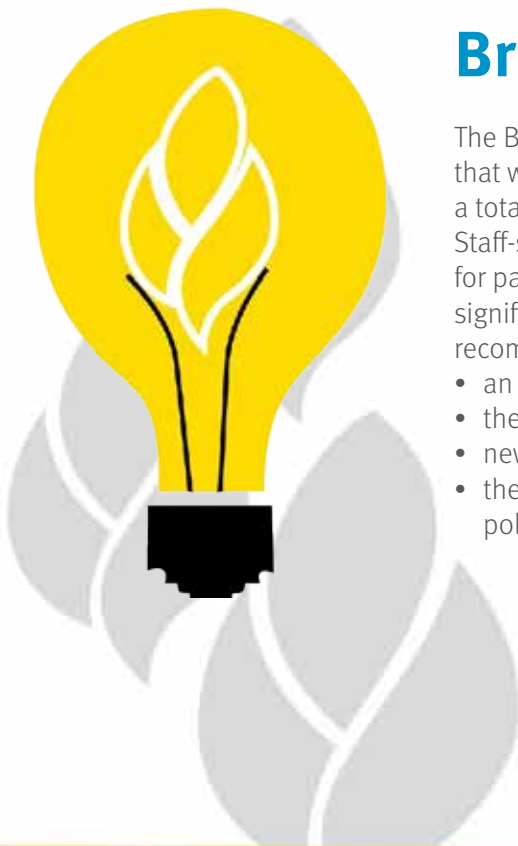
Extended Hours Unit Based Council

Geneva Dillon, RN
Diane Foreman, Extended Hours/Triage RN
Cynthia Conover, RN
Paula Booth, RN
Deborah Jorgenson
Kim Randall, Resource Center
Kristy Brock, RN, Team Leader

Crisis Care Unit Based Council

Erica Kain LPN
Steve Alldred LPN
Tiffany Harris PCS
Louis McKinley PCS
Deborah Molden PCS

In addition to Department Councils, nursing representatives are also engaged in organizational decision-making through a number of other councils and committees, including Staff Council, Clinical Policy and Procedure, New Products, the Hospice House Informatics Council and various Performance Improvement teams.

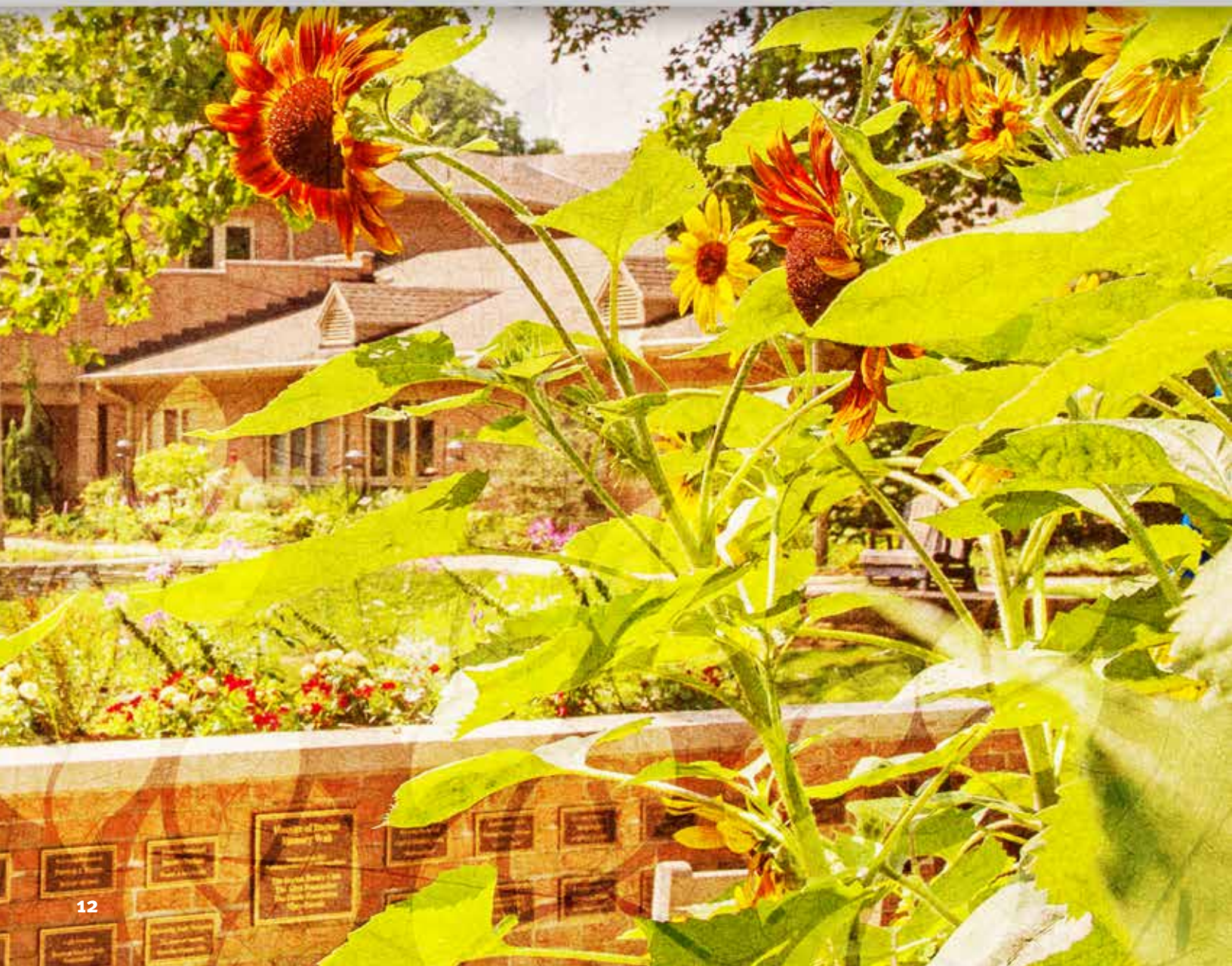


Bright Ideas

The Bright Ideas program invites staff members to submit suggestions that will improve safety, efficiency or patient quality of life. In 2013 a total of 185 Bright Ideas were submitted, with 31% implemented. Staff-submitted ideas resulted in improvements to multiple processes for patient care, improvements to clinical documentation and significant steps to impact patient quality of life. Their Bright Idea recommendations resulted in:

- an improved process for properly sizing patients with adult briefs.
- the realignment of weekend shifts in Coming Home services.
- new staff receiving pay schedules in orientation.
- the option for Personal Care Specialists to include career-wear polos in their work wardrobe.

ELEVATING THE IMPORTANCE OF CLINICAL EDUCATION AND EXPERTISE





Personal Care Specialists

Our Personal Care Specialists have a dramatic impact on the quality of life for our patients and families. Their great work and active involvement in the clinical arena of our organization also has a dramatic impact on Hospice of Dayton and their teammates. In 2013 our Personal Care Specialist staff members accomplished the following achievements:

- The success rate of Hospice of Dayton and Hospice of Butler & Warren Counties Personal Care Specialists taking the CHPNA certification was 84%, which is higher than the national average.
- Over 21% of all CHNPAs in the state of Ohio are right here at Hospice of Dayton. 96 in all!
- Committee seats held by Personal Care Specialists have risen to twenty-one and many of those are involved with the Unit Councils.
- Seventeen Personal Care Specialists attended hospice and palliative care educational conferences.
- Personal Care Specialist staff assisted with the implementation of the new Allscripts program in the field to expand the amount of information available to Personal Care Specialist staff.

End-of-Life Nursing Educators

Over 75 community healthcare providers attended the End-of-Life Nursing Education Consortium held Wednesday, March 13, 2013 by Hospice of Dayton. The day long event offered continuing education credits for nurses, social workers and nursing home administrators. Presenters included Innovative Care Solutions staff member Mark Curtis, CNS, BC, MST and Hospice of Dayton presenters Karen Schindler, RN, LMT, CHPN; Nancy Trimble, PhD, RN, ANP-BC; and Kathy Smith, RN, MSN, CHPN.

We Celebrated our Clinical Staff Successes

Recognizing those who earned hospice and palliative care certification, celebrating Nurse's Week, and honoring those earning Preceptor designation are examples of the ways we celebrated the accomplishments of our clinical staff in 2013.



Hospice and Palliative Care Certification

Certification achieved in 2013:

PCS:

Kimberly Allen
Theresa Blankenship
Laurie Combs
Lorena Cravens
Judy Dahlinghaus
Jamie Doughman
Gloria Entela
Stacey Evans
Robin Ferguson
Ruby Gadd
Tiffany Harris
Deborah Hayes
Denise Jackson
Brenda Jones
Linda Koth
Diane Kovacs
Sabina Madrid
Stephanie Martin-Green
Mechille Moore
Nicole Perdue
Letitia Person
Erin Richards
Faith Richardson
Donna Russell
Candice Strietz
Tonya Thomas
David Tshirhart
Summer Watts
Kashauna White

LPN:

Chirstina Donohoo
Karen Klos
Jessica McGowan
Deborah Moniz
Sandra Simpson
Bradley Stewart

RN:

Michelle Bowman
Rebecca Collins
Dana Datz
Lynn Edwards
Sara Espich
Diane Foreman
Debra Friece
Connie Fuerst
Linda Gault
Sheri Gibson
Lorraine Gilkison
Troy Gleim
Chelsea Hairston
April Howell
Catherine Hull
Jill Hutchinson-Roberts
Shea Johnson
Jennifer Kline
Amber Lairson
Jenalisa Langford
Christina Lawrence
Rebekah Marlow
Lauren Massey
Amanda McCoy
Barb Nohacs
Brittani Pratt
Ashley Puchalski

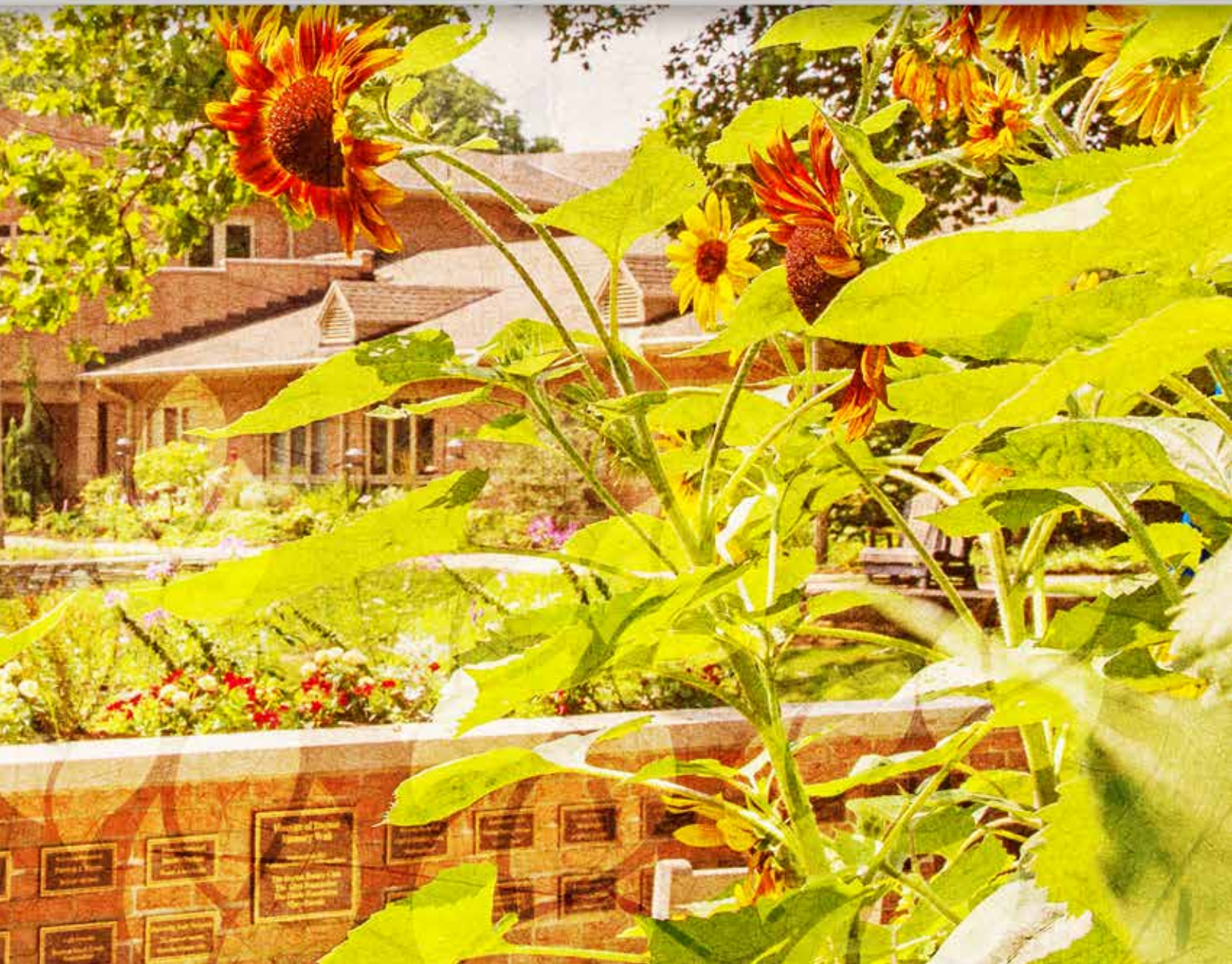
Eva Rengering
Lisa Rhoden
Gail Satterthwaite
Nancy Silverman
Mary Stemley
Theresa Sugrue
Brittany Thiel
Roberta Tilt
Kim Vesey
Dena Wenzler

APN:

Jennifer Bloom-Long
Mark Curtis
Nancy Trimble



WE ASSUMED LEADERSHIP ROLES AND ACHIEVED MAJOR GOALS



Leadership

Members of the Hospice of Dayton, Hospice of Butler & Warren Counties and Hospice of Miami County staff have assumed significant leadership roles in hospice and palliative care organizations and advocacy at state and national levels, including:

Kent Anderson, President/CEO

- Midwest Care Alliance Public Policy Committee
- Hospice National Roundtable
- President, Ohio Hospice Alliance

Dr. Ruth Thomson, DO, Chief Medical Officer

- Midwest Care Alliance, Board of Directors;
 - Executive Committee Secretary
 - Public Policy Committee
 - Physician Caucus
- American Academy of Hospice and Palliative Medicine, Public Policy Committee & State Health Issues Working Group subcommittee
- Ohio Osteopathic Association Delegate
 - Dayton District Academy Trustee
- Greater Dayton Area Hospital Association
- MOLST Task Force
 - Ethics Consortium
 - Miami Valley Hospital Ethics Committee
- Hospice of Dayton legislative outreach

Dr. Chirag Patel, MD, Medical Director

- Greater Dayton Area Hospital Association MOLST Task Force
- Ethic Committee, Good Samaritan Hospital
- Ethics Committee, Atrium Medical Center
- Greater Dayton Hospital Association
 - Ethics Consortium
 - Ethics Committee, Kettering Medical Center
 - Premier Health Network, Cancer Council
 - Cost of Care & Efficiency Process Improvement Task Force, Kettering Medical Center

Dr. Cleanne Cass

- Governor's Ohio Cabinet Opiate Action Team
- Treasurer, Board of Directors; Ohio Pain Initiative
- Ohio Osteopathic Association Delegate
- Advisory Committee on Ohio Chronic Pain Rules
- Greater Dayton Area Hospital Association MOLST Task Force
- Director and Founder, Community Care and Education, Midwest Care Alliance Physician Caucus

Mary Murphy, Chief Nursing Officer

- Chair, Political Advocacy, West Central Ohio Oncology Nursing Society
- Board, Dayton Chapter of American Cancer Society
- State Ambassador, Hospice and Palliative Nursing Association

Terri Gross, Director of Quality and Information

- NHPCO Quality Committee

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate

- Social Work Advisory Board, Cedarville University

Julie Wickline, RN, CHPN, Director of Education and Staff Development

- Education Committee, Midwest Care Alliance
- Cincinnati Tri-State Chapter of HPNA

Nancy Trimble, PhD, RN, CMNP, Clinical Team Liaison

- Formal evaluation of physical exams for RN to BSN students from various Ohio universities

Jennifer Bloom-Long, RN, MSN, CNP, ACHNP

- Board Member, Ohio Nurses Association

Organizational Awards

2013 Citation of Honor, American Hospital Association Circle of Life Awards

We earned recognition for quality and process improvement, partnerships in the community and focus on the patient-family experience.



CIRCLE of LIFE®



Pictured: Lisa Balster, Director of Care, Patient Family Support Services; Yvonne Turner, Director of Care, Coming Home & Hospice Houses; and Kim Byas, Regional Executive for the American Hospital Association

2013 Dayton & Miami Valley Better Business Bureau Eclipse Integrity Award

We were honored for outstanding ethical business practices.



2013 Employer of the Year, National Board for Certification of Hospice and Palliative Nurses

We were recognized as an employer that has provided exemplary, sustained support of certification programs for hospice and palliative caregivers. The recipient is selected from eligible organizations and facilities within the NBCHPN® Employer Supporter Program.



2013 Top Workplace, Dayton Daily News

We were named to an exclusive list of successful area companies that offer the opportunities, management, vision, pay and benefits rated as outstanding by their employees.

Accreditation, National Institute for Jewish Hospice

Hospice of Dayton is now included in a select group of 60 hospices nationwide accredited by the National Institute for Jewish Hospice (NIJH). The accreditation links Hospice of Dayton with NIJH which provides staff training and insights on treating Jewish patients who are terminally ill, and access to resources and education about Jewish custom and practice that may arise while caring for a hospice patient who is Jewish. According to Hospice of Dayton’s Team Leader for Chaplain Services, Gayle Simmons, (pictured right) “The training and resources available through NIJH enables our interdisciplinary teams to provide specialized care to patients of the Jewish faith who are at the end of their life,” says Simmons. “We can now offer appropriate emotional and spiritual support to our patients and their families as they go through this most difficult journey.”



Hospice Veterans Partnership of Ohio, Midwest Care Alliance

Hospice of Dayton received recognition from the Midwest Care Alliance Hospice Veterans Partnership for the American Pride program for proactive collaboration with the Dayton VA Medical Center Hospice Team and Wright Patterson Air Force Base Oncology Team, the goal being to improve and strengthen the seamless transition of veterans through levels of care.

Clinical Leadership

Jan Andrew, RN, Director of Care Coordination Center
Lisa Balster, MA, LSW, CHA, Director of Care, Patient Family Support Services
Rebecca Bledsoe, PharmD, Director of Pharmacy
Lana Blosser, RN, CHPN, Dayton Hospice House Team Leader
Kristy Brock, RN, CHPN, Extended Hours Team Leader
Lauren Coyle, RN, CHPN, Care Partners Team Leader
Sheri Gibson, RN, Crisis Care Team Leader
Carl Gill, Director of Care Partners
Terri Gross, RN, CHPN, Director of Quality and Information
Tionda K. Hughes, Manager, Patient Services Coordinators
Jena Langford, RN, Coming Home Team Leader
Jackie Matthews, RN, MS, AOCN, ACHON, Director of Innovative Care Solutions
Diane McCoppin, RN, CHPN, Dayton Hospice House Team Leader
Amanda McCoy, RN, Hospice of Butler & Warren Counties Team Leader
Sharon Metcalf, MSW, LSW, Manager of Social Workers
Mary Murphy, RN, MS, AOCN, ACHPN, Chief Nursing and Care Officer
Jayne Ormberg, RN, CHPN, Coming Home Team Leader
Aprillee Reed, RN, Care Partners Team Leader
Dixie Roberts, RN, Admissions & Referrals Team Leader
Carey Short, RN, CHPN, Coming Home Team Leader
Gayle Simmons, MDiv, Chaplain
Ruth Thomson, DO, FACOI, FAAHPM, Chief Medical Officer
Yvonne Turner, RN, CHPN, Director of Coming Home Care
Julie Wickline, RN, BSN, CHPN, Director of Education and Staff Development



Individual Award Recipients



Craig Turner, Midwest Care Alliance Soul of Hospice Award

Personal Care Specialist (PCS) Excellence Educator Craig Turner, STNA, CHPNA, was honored by the Midwest Care Alliance at the Annual November Conference with the Soul of Hospice award. Craig has served as a Personal Care Specialist with Hospice of Dayton since 2007 and was named PCS Excellence Educator in 2012. Craig mentors all new PCS staff members with the organization and champions the role and contributions of the PCS to the hospice team. He recognizes milestones and educational advances of PCS staff members and spearheads new opportunities for PCS advancement and recognition within the organization. Craig has lead the way for PCS colleagues to attend the Midwest Care Alliance annual conference and share educational insights with co-workers. He serves as a member of the Staff Council, the Ethics Committee, as an Ad Hoc member of the Clinical Policies and Procedures Committee and on various Performance Improvement teams. His leadership has resulted in PCS representation on almost all clinical committees, increased PCS involvement in the PCS hiring process and improved communication processes for the PCS staff. This year Craig joined with Dr. Cleanne Cass as a co-presenter at the 2013 MCA Annual Conference on the topic "Therapeutic Dialogue." He recently submitted a case study and questions to the National Board for the Certification of Hospice and Palliative Nurses to be considered for the new publication of the CHPNA Core Curriculum book. Craig is a true hospice professional whose personal standards for excellence are translated daily into superior care and superior services at Hospice of Dayton.

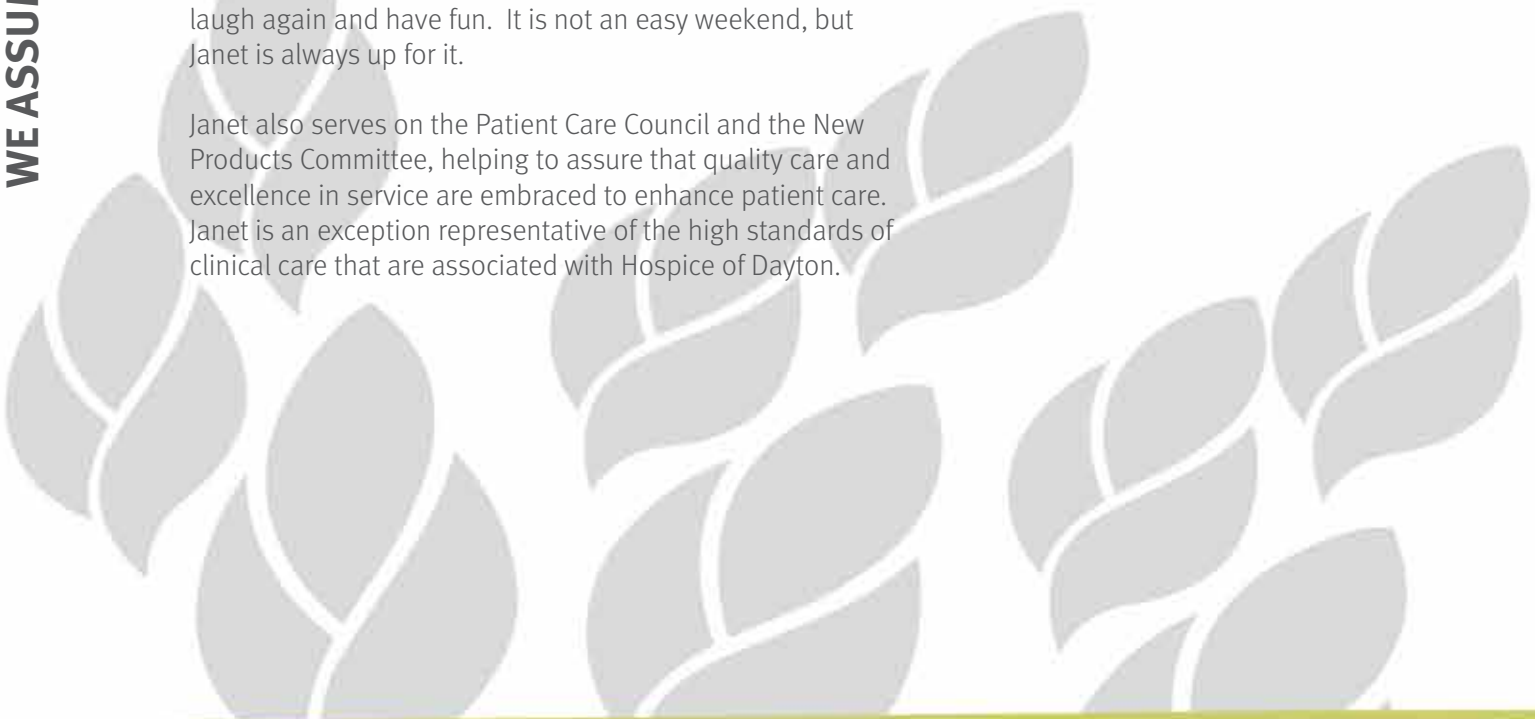
**Janet Shinkle, Wright State University
Miami Valley School of Nursing
Cameo of Caring**

Janet Shinkle, a 21-year member of the clinical staff at Hospice of Dayton, was named the 2013 Wright State University School of Nursing Cameo of Caring recipient.

Janet earned her registered nursing degree from Champlain Valley Physicians Hospital School of Nursing in New York. She began her nursing career 43 years ago and found her passion when she arrived at Hospice of Dayton. Janet's personnel file is filled with letters from families who praise her work and express appreciation for the care she provided for a dying loved one. Janet strives for excellence in all that she does and is well respected by all the members of the interdisciplinary team with whom she works. Her positive attitude and excellent customer service skills make her the ideal preceptor for newly hired nurses, and Janet takes a personal interest in seeing that they succeed.

Janet's commitment to the hospice mission is also reflected in her annual service as a volunteer with Camp Pathways, a weekend camp experience for children who have lost a loved one. It can be a tough weekend filled with tears, laughter and moments that defy all words with kids that need to laugh again and have fun. It is not an easy weekend, but Janet is always up for it.

Janet also serves on the Patient Care Council and the New Products Committee, helping to assure that quality care and excellence in service are embraced to enhance patient care. Janet is an exception representative of the high standards of clinical care that are associated with Hospice of Dayton.





Ruth Thomson, DO, Fellow, the American Academy of Hospice and Palliative Medicine

Ruth Thomson, D.O., Chief Medical Officer of Hospice of Dayton, was presented with one of the highest honors the American Academy of Hospice and Palliative Medicine can bestow at ceremonies held in March. She was honored as a Fellow of the American Academy of Hospice and Palliative Medicine, an honor achieved by physicians whose professional activity is devoted to the practice of hospice and/or palliative medicine. Fellows of the Academy are required to be board certified, members of AAHPM for 5 years and active within the Academy. Candidates are evaluated by peers for their personal integrity, knowledge of the field, professional accomplishment and demonstrated scholarship.

Bouquet of Recognition

Hospice of Dayton introduced the Bouquet of Recognition awards for staff members in 2013, honoring staff members for serving the hospice mission and representing the values of the organization:

- Offers reassurance
- Explains care
- Listens well
- Answers questions
- Takes appropriate action
- Shows compassion
- Expresses appreciation
- Shows respect

Nominations must cite specific examples of actions reflecting the hospice mission and values, and can be submitted by patients, families, colleagues, physicians or other staff. The DAISY Award recognizes nursing staff, while the TULIP Award honors other members of the interdisciplinary staff associated with patient care; the SUNFLOWER Award highlights Personal Care Specialists and the CARNATION Award celebrates the contributions of mission support personnel. 2013 recipients included:



Gail Satterthwaite, DAISY Nursing Award

Congratulations to Gail Satterthwaite, first recipient of the DAISY Award for extraordinary care for patients, presented November 12. The nomination, submitted by a family member of a hospice patient, cited Gail as a “true Guardian Angel in our lives.”

“Gail treated our mother as I am sure she treats members of her own family. The love she shared for and with our mom filled the room when Gail entered. She made sure all of us know what to expect from the beginning of Mom’s journey to the very end. She was compassionate and honest, even when the information she shared was not something anyone wants to hear about their loved one.” Gail has been a member of the Hospice of Dayton staff for 23 years providing care for patients in their homes.



Bob Westendorf, Tulip Award

Bob is a servant leader who quietly, without asking praise, does extraordinary acts of kindness and care to support our mission. I have seen him hold the hand of a dying patient and drive across town so someone could breathe with comfort. He has arranged for special equipment for a patient to attend the Ohio State Fair; tracked down equipment and delivered it personally to assure a patient could sleep in peace; and served as a friend and “big brother” to a young patient, sharing pizza, watching TV and arranging for the patient to attend the WWF wrestling match to meet his favorite wrestlers. When I think of Bob, I think about a nice smile and a can do attitude. But most of all I remember all the wonderful patient care stories.

Jessica Hopkins, Sunflower Award

Jessica Hopkins was honored with the Sunflower Award for truly making a difference in her patient’s lives. “Her kind and compassionate care and instruction allows caregivers to feel more relaxed and competent about caring for their loved ones,” according to the nomination submitted for her. A patient’s wife shared that Jessica is helping her learn so much and that Jessica’s care and concern have taken a huge burden off of her shoulders. The wife has less stress because she knows that her husband is receiving excellent care. “Jessica has truly made a difference in our lives and we are grateful”.



Tara Taylor, Carnation Award

Tara worked tirelessly on the Pink Glove video project, putting in so many hours coordinating and promoting the program. Her love and passion for breast cancer awareness was made evident in the end product, the Pink Glove video, which garnered national attention and brought members of the Dayton community together for a great cause.

PUBLICATIONS & PRESENTATIONS



Publications

“Palliative Care Principles Primary Care Physicians Should Know,” Chirag Patel, MD and Ruth Thomson, DO, FACOI, FAAHPM, Primary Care Reports, the Practical PME Journal for Primary Care and Family Physicians, August 2013

Presentations

Dr. Cleanne Cass, Midwest Care Alliance Annual Conference, Columbus

Sundowner’s Syndrome: A Challenge for Hospice Palliative Care and What’s in My Bag?
Management of Oncological Emergencies

Dr. Cleanne Cass and Craig Turner, CHPNA, Midwest Care Alliance Annual Conference, Columbus

Therapeutic Dialogue Skills for the Interdisciplinary Team: Solutions for Complex Conversations

Yvonne Turner, RN, CHPN, Midwest Care Alliance Annual Conference, Columbus

Quality of Life Team: Meeting the Needs of Our Patients and Families.

Mark Curtis, Midwest Care Alliance Annual Conference, Columbus

Compassion Fatigue/Vicarious Trauma

Dr. Ruth Thomson, Midwest Care Alliance Annual Conference, Columbus

First Do No Harm: Safely Managing Diabetes and Anticoagulation at the End-of-Life

Kathryn Smith, RN, MSN, CHPN, Midwest Care Alliance/ Hospiscripts "Lunch and Learn" Series, national audio conference

Caring for Our Country's Veterans at End-of-Life

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, The Quaker Heights Community, Dayton

Comforting the Bereaved

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, South Dayton Presbyterian Church, Dayton

Comforting the Bereaved

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, St. Mark’s Episcopal Church, Dayton

Comforting the Bereaved

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, Mt. Calvary Church, Dayton

Comforting the Bereaved

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, Germantown Christian School, Germantown

Critical Incident De-Briefing/Presentation

Deborah Holt, MS, PCC-S, Bereavement Counseling Associate, Adult Ministries Class, Cedarville University

Grief and Loss in the Middle Years

Nancy Trimble, PhD, RN, CMNP, ACHPN, Wright State University College of Nursing, Dayton

Complementary Modalities in Care

Nancy Trimble, PhD, RN, CMNP, The Atrium Medical Center, Middletown

ELNEC Training on Culture and Spirituality

Nancy Trimble, PhD, RN, CMNP, Various Assisted Living and Extended Care facilities, Dayton area

Geriatric Syndromes

Mark Curtis, CNS, ACPHN, Atrium Medical Center

ELNEC Core Communication

Jackie Matthews, CNS, ACHPN, Kettering Medical Center MSICU

Integrating Palliative Care into the ICU through use of a Trigger Tool

Jackie Matthews, CNS, ACHPN, Kettering Medical Center, Brain Tumor Support Group

Conversations in Palliative Care II

Mary Murphy, RN, MSN, AOCN, ACHPN and Kathy Emerson, LPN, Research Association of Nursing Professional Development, Greater Dayton Chapter

The Star Effect: Star Therapy and Application Research

Mark Curtis, CNS, ACHPN, Kettering Medical Center
Volunteer Department,
Veteran Volunteers: Vets Pinning Vets

Lisa White, FNP, ACHPN, Premier Health Med/Surg
Consortium
*Ethics, Pain Management and Issues in
Palliative Care*

Mark Curtis, CNS, ACHPN, Atrium Medical Center
Volunteer Department
Veteran Volunteers: Vets Pinning Vets

Chirag Patel, MD and Jackie Matthews, CNS, ACHPN,
Miami Valley Long Term Care Association
Conversations in Palliative Care

Jackie Matthews, CNS, ACHPN, Cancer Support
Community
Conversations in Palliative Care II

Lisa White, FNP, ACHPN, End-of-Life Nursing Education
Consortium (ELNEC)
Communication for Critical Care

Mark Curtis, CNS, ACHPN, Hospice of Dayton
Compassion Fatigue: When Caring Hurts

Jackie Matthews, CNS, ACHPN, Atrium Medical Center
ELNEC Core – Symptom Management

Jackie Matthews, CNS, ACHPN, Atrium Medical Center
ELNEC Core – Pain Management

Mark Curtis, CNS, ACHPN, Sycamore Medical Center
Volunteer Department
Veteran Volunteers: Vets Pinning Vets

Chirag Patel, MD and Jackie Matthews, CNS, ACHPN, Life
Essentials
*Starting the Conversation: Understanding
Advanced Directives*

Mark Curtis, CNS, ACHPN, Atrium Medical Center
ELNEC Core – Grief, Loss, & Bereavement

Mark Curtis, CNS, ACHPN, Miami University
Introduction to Palliative Care

Mark Curtis, CNS, ACHPN, Hospice of Fayette County
Compassion Fatigue: When Caring Hurts

Chirag Patel, MD, Miami Valley Hospital Weekend CNE,
Pain Management Update 2013

Jackie Matthews, CNS, ACHPN, Marianna Sunderlin,
CNS, Mark Curtis, CNS, ACHPN, Jan Tillinger, RN, and
Karen Schindler, RN ,
*Kettering Medical Center 3rd Annual Palliative
Care Conference: ELNEC Core*

Chirag Patel, MD, Ohio University Heritage College of
Osteopathic Medicine
*Beginning Discussions – Introduction to
Palliative Care*

Mark Curtis, CNS, ACHPN, Marianna Sunderlin, CNS,
Jackie Matthews, CNS, ACHPN, Nancy Trimble, PhD,
ACHPN, Karen Schindler, RN, Jan Tillinger, RN, Atrium
Medical Center-Otterbein education collaboration
ELNEC – Core Courses

Fellowships/Academia

Chirag Patel, MD

Wright State University Boonshoft School of
Medicine

- Hospice & Palliative Medicine
Fellowship Palliative Care Preceptor
- Department of Family Practice
Withdrawal of Life Sustaining
Therapy/Ohio DNR

Ohio University College of Medicine

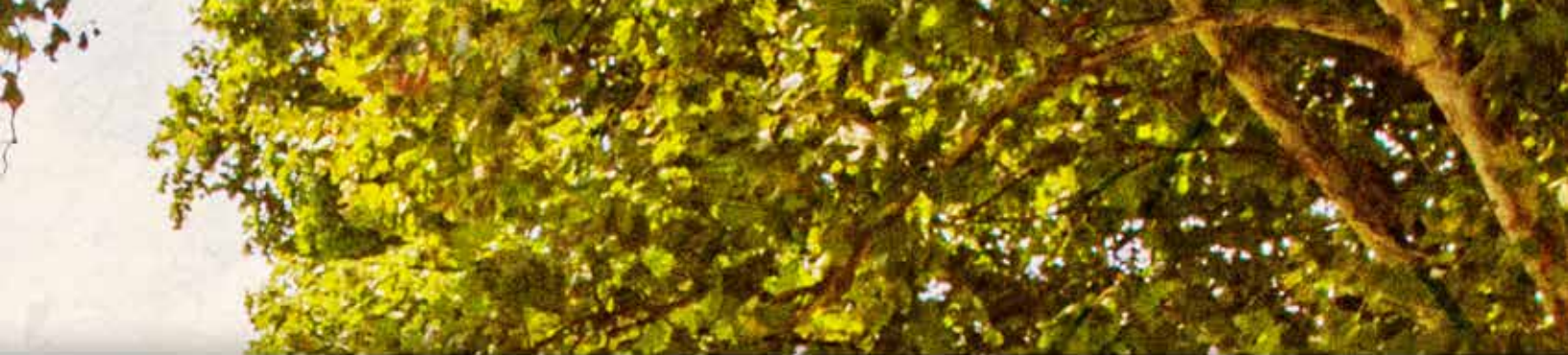
- Medical Student Palliative Care Rotation
- Palliative Care Lecture Series

Cedarville University

- APN Palliative Care Practicum

Kettering Health Network

- Resident education – Palliative Care in the ICU



INNOVATION IN CLINICAL SERVICES





Pathways of Hope

Pathways of Hope provided bereavement support through individual counseling, support groups, art therapy and children's programs to 7,500 people in 2013. Services are available to anyone in the communities we serve, regardless of whether a patient has been in hospice care. Non-hospice related services accounted for 30% of all Pathways of Hope services provided in 2013.

Pathways of Hope services were also provided to over 300 children and adolescents in twelve different school settings, and an increasing number of requests we received from teachers and counselors to speak to adult staff. School personnel seem to appreciate the information Pathways of Hope has to offer related to children's grief. Individual and group counseling and art therapy support were provided to 116 children.

One hundred children benefited from the three-day Camp Pathways program and day-long Camp Breakaway, tailored to address the needs of children ages 5 to 17 who have experienced the loss of a loved one.

Innovative Care Solutions



The vision of Innovative Care Solutions (ICS) is to impact healthcare across the region by improving the quality of life for patients and families at the earliest point in the trajectory of serious illness. Through the provision of palliative/supportive care services for over 6 years, ICS has established programs in both major health systems in the Dayton region, including Kettering Health Network at Kettering Medical Center and Sycamore Medical Center, and Premier Health at Good Samaritan Hospital and Atrium Medical Center. Year-over-year growth is attributed to the relationships and trust we continue to build upon, with approximately 25-29% new patient growth realized annually. (Figure 1)

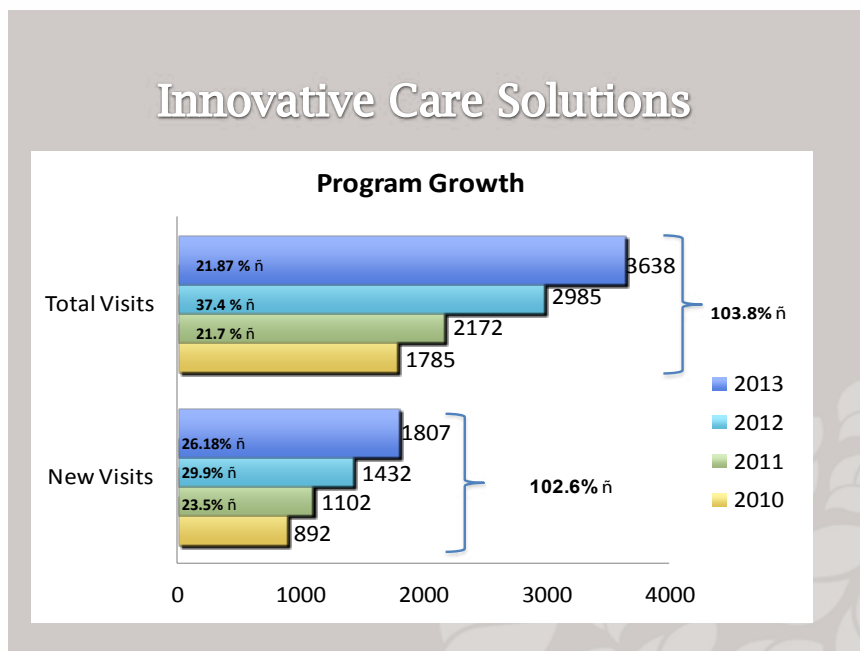


Figure 1

Understanding how palliative medicine supports the primary medical plan of care is reviewed in Figure 2. Palliative medicine works collaboratively with the primary plan of care, not as an alternative to active therapy, but by providing relief of suffering, in all of its dimensions, and to support the best possible quality of life for the patient and his/her family. Emphasis is placed on symptom management, anticipating and identifying emotional, psychosocial, and spiritual needs, as well as education and support of the patient and family in care decisions.





Access: Inpatient Hospital Services

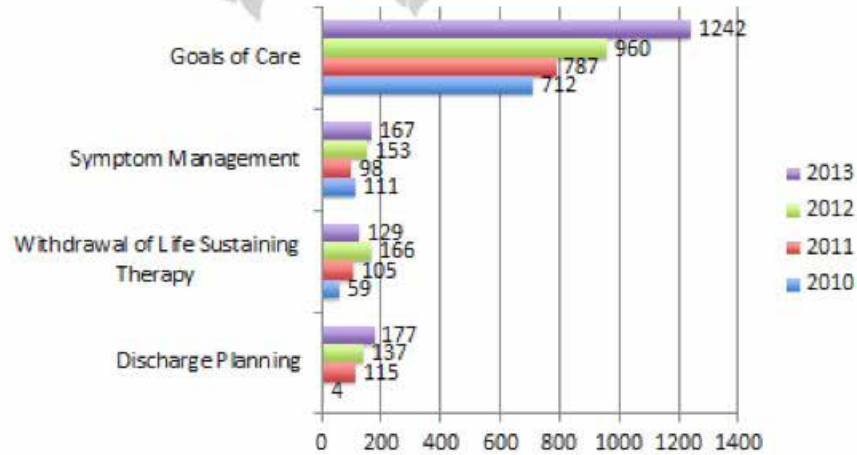


Figure 2

The ICS team continues to develop and evaluate models that integrate supportive care principles across the continuum. Earlier assessment and treatment of distressing symptoms, development of care plans that align goals of patients and families prior to the onset of crisis, and advanced care planning to facilitate timely discussions that anticipate needs and expectations can transition care to the most appropriate level. For example, with 90% of all cancer treatment delivered in an outpatient setting, patients and families needs can be anticipated with transitions over time. Technological advancements allow us to treat advanced stage cancer patients longer, however, these patients typically have the highest symptom burden. These patients frequently present to the outpatient center or the Emergency Department with multiple symptom complexes, including pain, constipation, nausea, loss of appetite and loss of sleep, all in the content of extreme psychosocial stressors. A 2013 review of ICS hospitalized inpatients who received palliative care for pain management clinically reported an average score of “7.75” upon consult. After palliative care intervention, patients reported an average “3.47”, a 55% reduction in pain scores, with an average palliative care length of stay of four days.

Advance Practice Nurses

Hospice of Dayton has four Certified Nurse Practitioners (CNP). Our CNPs have at least a Master’s Degree in Nursing (MSN), completed the End-of-Life Nursing Education Consortium (ELNEC), and have been certified by a national certifying body. The CNPs also maintain their RN licensure. The Hospice of Dayton CNPs serve as a medical provider in the Dayton Hospice House and with the Clinical Team Liaisons in the field.

Kim Utendorf Lee is a CNP with 10 years of experience. She works in the Dayton Hospice House and works as a provider. Kim completes admission and respite histories and physicals and establishes the medical care plan in collaboration with the Dayton Hospice House Medical Directors. She also

collaborates with the nurses in the Hospice House for patient needs, providing ongoing medical management as well as acute symptom management during the patient's stay. Kim evaluates psychosocial needs of the patient and the family, participating in discharge planning and providing ongoing education to patients and families.

Nancy Trimble has 42 years of experience and a PhD in Nursing. DeShay Scandruck has 15 years of experience and Jennifer Bloom-Long has 22 years of experience. The Clinical Team Liaisons (CTLs) have teams out in the field and consist of Care Partners patients and Coming Home patients. They meet the face-to-face Medicare requirement for patients being in our program over 180 days and complete face-to-face readmissions for those who previously have been associated with a hospice program. Additionally, the CTLs provide symptom management, are resources to others on the team, assist in difficult psychosocial issues, attend discharge planning, and attend Quality of Life team meetings. The CTLs cut toe nails, clean ears, assist in laboratory draws and assist with dressing changes and difficult dermatological issues. Additionally, the CTLs teach disease competency and tradition classes. Nancy and DeShay have taught other courses outside of Hospice of Dayton. Nancy and Jennifer have achieved certification in Advanced Hospice and Palliative Care or ACHPN.



The Hospice of Dayton CNPs serve in many roles. Their ongoing mission is to provide competent and compassionate care for the patients and the families at the end-of-life.

HOSPICE HOUSES

Behavior Based Ergonomics Therapy (BBET)

The initial planning and development stages of the BBET project at Hospice of Dayton were completed in 2013, with implementation and data collection scheduled to begin in February 2014 and continue through July 2014.

Through a grant from the Social Entrepreneurship Fund, Hospice of Dayton is partnering with Dr. Govind Bharwani to incorporate Behavior Based Ergonomics Therapy for our clientele. Dr. Bharwani pioneered Behavior Based Ergonomics Therapy (BBET) which is a person-centered care approach for managing behaviors and engaging residents with Alzheimer's or dementia. BBET was first implemented in St. Leonard's dementia and Alzheimer's unit in early 2010 and has since



shown a 35 percent reduction in resident falls and 55 percent drop in use of PRN behavioral medications. Caregivers also reported decreased stress levels and the ability to spend more quality time with their patients. Hospice of Dayton’s partnership with Dr. Bharwani looks to implement BBET not only for those with dementia or Alzheimer’s disease at end-of-life, but to research the impact BBET has for other clientele experiencing difficult behaviors due to other disease processes at end-of-life. The overreaching goal through this program will be to promote improved quality of life through reduction of falls, reduction of medication usage, and to promote improved interactions with family and caregivers.

Care Transition Navigator (CTN)

The Care Transition Navigator (CTN) role was created to bridge the gap between the Hospice House and home. The CTN meets with new patients that will be transitioning home, regardless of the setting, and guides them through the transfer process. The CTN is the primary contact for the transfer process, increasing continuity for the patient, family and Care Team.

Once it has been identified that a patient will be transitioning home, the CTN begins work with the patient and family on transfer planning. She gathers basic information regarding his/her situation, availability of caregivers, equipment, insurance needs and discusses resources which may be available to them, including occupational therapy, social work support, and bereavement counseling. The CTN works closely with the Care Team to ensure the patient has a smooth transition home.

Through the CTN position we hope to increase patient safety and satisfaction with medication teaching/reconciliation and early occupational therapy intervention. Additional goals include reduced need for Extended Hours visits and reduced readmission to the Hospice House. Success of the CTN position will be measured by a goal of completing the patient transfer within 48 hours of the physician writing the order and through a follow-up patient survey call once the patient returns home.

Follow up calls have already reflected that patients who have had the CTN involved with their transition home have had fewer issues with medication management and patient care tasks. In addition, communication with the receiving Care Team has improved, more care conferences have been held for complex cases and the feedback from Care Managers has been overwhelmingly positive.

Drawn Together Pairs Art and Grief

Pathways of Hope initiated an art therapy program called Drawn Together in 2013, with a goal of promoting effective grieving through creative visual arts for patients and families of Hospice of Dayton and those in the community experiencing grief. And you don’t have to be “artistically gifted” to benefit.

One common theme often heard from grieving children, teens and adults is, “I don’t want to talk about it” or “I don’t know what to say.” According to Pathways of Hope’s Social Worker and Board Certified Art Therapist, Jonathan Haag, “That’s the great thing about making art. You don’t have to say anything. Once you start making art, it has a life of its own and you’ll soon find that the art you make expresses your thoughts and feelings beyond words.”

Working in collaborating with We Care Arts, the Drawn Together program introduced an art based grief group in the We Care Arts studio space. Led by Haag with assistance from Volunteers, the program is designed to be family friendly and multi-generational, creating grief related art activities including scrap-booking, drawings, ceramic and painting projects. The Drawn Together program also offers 1:1 art therapy based grief counseling to children, teens and adults, to Hospice of Dayton families, and the community.



VGo Technology

The future arrived at Hospice of Dayton in 2013 in the form of VGo.

VGo Communications uses cutting edge technology to allow Hospice of Dayton physicians and Innovative Care Solutions staff to extend their expertise and interaction with patients remotely. VGo units enable physicians to interact with a patient and family just as if they were there with them. VGo remote presence devices are integrated with a high-resolution camera, sensitive microphones, and video display mounted all on a lightweight, motorized, drivable, remote-controlled platform. At 4 feet tall, it works equally well when interacting with people who are sitting or standing. This new tool will increase patient accessibility to physician interactions with goals to improve clinical outcomes and ultimately deliver a superior level of care for patients and their families across our service area. Initially proposed as a pilot project, the technology so impressed Hospice of Dayton donor Jerry Tatar that multiple units were acquired to further increase remote presence access for our patients so that our physicians can be more efficient and effective in connecting with our patients, especially as the time our patients spend with us has decreased. As part of the evaluation of VGo effectiveness, data will be collected and reported on patient and family satisfaction with this new interactive technology.



CALAMITYVILLE®

In 2013 Hospice of Dayton was awarded a grant from The Ohio Department of Health (ODH) through The Greater Dayton Area Hospital Association (GDAHA) to begin work on a program to compliment the Greater Dayton Area Health Information Network in the case of a mass casualty disaster event. This came about through participation of the Hospice of Dayton Innovative Care Solutions Team at Calamityville, the National Center for Medical Readiness (NCRM).

Calamityville is a state-of-the-art, collaborative training and research facility located on 52 acres in Fairborn, Ohio, designed to prepare the civilian and military medical communities to participate and react in an effective and meaningful manner with traditional disaster responders. The goal is to provide the nation with a more complete approach to finding patients, offering initial care, and safely evacuating them from acute disaster-related environments.

Calamityville blends the principles of search and rescue, field assessment, stabilization, field triage, and transport to the next level of care. This is the first site in the United States to fully integrate civilian and military relationships, and medical and non-medical responses that occur in a disaster or other complex rescue situation.

Hospice of Dayton has established a team of Palliative Care physicians, Advanced Practice Nurses and safety personnel to develop a program to provide palliative care expertise to victims of natural or man-made disasters. While first responders and treating clinicians are focused on maximizing the number of lives saved, our goal is to utilize our expertise to assist in providing management of symptoms and relief of suffering of those whose lives may be shortened as a result of a mass casualty disaster event. At the current time, no such plan has been put into practice. Hospice of Dayton is excited to be leading this ambitious initiative.

