

Candlelight

A publication of Community Hospice

Summer 2021

Inside:

- **Coping with Grief Following Covid-19**
- **Volunteer Appreciation**
- **New Year New Changes**

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Mission Statement
 To serve the community through compassionate hospice and palliative care.

Table of *Contents*

CEO Letter.....	2
Board of Directors.....	3
Coping with Grief following Covid-19	4
Volunteer Appreciation	5
Annual Statistics.....	7
New Year New Changes.....	8
Memorials, Honorariums & Donations.....	10-16

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From the CEO...



It is with great excitement that I write my first article for the *Candlelight* as the new Chief Executive Officer (CEO) of Community Hospice. As many of you know, I spent the previous 25 years of my professional career working for Our Lady of Bellefonte Hospital (OLBH), with the last 11 years as a member of the executive leadership team.

While it was very difficult leaving OLBH, I am blessed to have the opportunity to remain in my community and work for an organization with such great purpose and a wonderful mission.

Six months have passed since I began my new job at Community Hospice, and it has been a whirlwind thus far. Although I am very familiar with the healthcare industry, learning the ins and outs of hospice and palliative care have created a great learning curve for me. The longer I am in this position, the more excited I become. I am very fortunate to be surrounded by an amazing senior leadership team, over 130 gifted and dedicated team members, and more than 200 amazing volunteers. In addition, I work with a board of directors that is fully committed to ensuring that Community Hospice is successful and continues to provide quality and compassionate services to the citizens of our nine-county service area.

Many who know me learned that I lost my father, Don Hieneman, this past October. Ironically, I was offered the CEO position the day he went home under the care of Community Hospice. He was so happy I had accepted a new job, after being without a permanent position for almost two years. One of the last things he said to me regarding my new role was that I now “had something to talk about.” What I think he meant was I now had a testimony to share with others regarding his time spent with Community Hospice. Was he ever correct! There is so much hospice has to offer those needing end of life care, more than most realize. And now, I have the honor of being part of the team that provides these services!

One of my initial goals as CEO is to help educate the community on the services offered at Community Hospice. My father, my family, and myself included, had misconceptions about what hospice was all about. For example, I heard my dad say, “Hospice is just a place to go to die.” Well, he was right, but it is so much more. While hospice is a service that provides a person a comfortable

and dignified end of life, there are many additional support mechanisms that hospice offers to patients. As indicated on our website, “hospice is a concept of healthcare that provides for the physical, emotional, and spiritual needs of patients with life-limiting illnesses, as well as caring for the needs and feelings of the patient’s entire family.” That is exactly what Community Hospice did for dad, mom, and my entire family. This organization fulfilled its promises and mission exactly how it said it would. I have to admit, it was very painful to watch my dad die, but having hospice care made things so much easier. The incredible caregivers were able to make dad comfortable in his final days and provide the necessary support my family and I needed.

Equally important to hospice care is the fact that hospice services can be offered to a patient months before they die. As a matter of fact, the average patient is in hospice care for approximately 50 days. While none of us know the exact day or time we are going to die, to be eligible for hospice services a physician must certify a patient has six months or less if their disease runs its normal course. Once that determination has been made, a patient can immediately begin receiving hospice services whether that is in the home or at the Care Center. Another comforting fact is hospice care usually does not cost the patient or family anything. Medicare, Medicaid, and most private insurances have a hospice benefit that pays for their care. As a non-profit organization, we are committed to caring for all patients regardless of their ability to pay. Our social workers will help guide patients and families through the process.

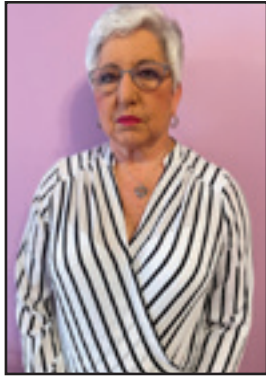
In closing, I hope what I have shared helps dispel some of the myths that individuals have about hospice services. “To serve the community through compassionate hospice and palliative care” is our mission. Alongside my colleagues, it is my goal to support this mission and to use my personal experiences to help build upon the legacy of Community Hospice. The next edition of the *Candlelight* will be printed just after my one-year anniversary as CEO. I look forward to sharing with you how things have gone and the next steps for Community Hospice.

Take Care,

A handwritten signature in dark ink, appearing to read 'Rod', written in a cursive style.

Rod Hieneman
Chief Executive Officer

BOARDPROFILE



Nan McGuire

Community Hospice is fortunate to have a 15-member Board of Directors that is so committed to our organization and our mission. Nan McGuire has been part of the

Community Hospice Board of Directors since 2017 and has previously served as the Board Secretary.

Nan McGuire had a long career in community relations at Ashland Inc. and King's Daughters Medical Center. She has been involved in many organizations throughout our area including

United Way, the Ashland Alliance and Winter Wonderland of Lights, Hope's Place, the March of Dimes, Alzheimer's Association, and the Susan G. Komen Race for the Cure.

Mrs. McGuire, a Carter County native, helps represent Community Hospice in that area. She lives in Grayson with her husband, Ben. They enjoy extensive traveling and spending time with family including their two children, Jamie Bloss and Josh McGuire, along with their four grandchildren and all their many activities.

Thank you, Nan, for your service to our community and to Community Hospice!

2021 Board of Directors

Community Hospice is blessed to have many community members willingly support our organization and mission, sharing their time and talents as a member of our Board of Directors.

Jansen Fennell and Susan Fried have completed their terms, while Molly Webb has relocated out of our area. We thank them for their service and know they will continue their belief in the hospice philosophy.

We welcome two new Board Members as well. Dave Deborde is the manager of Governance, Risk and Compliance for Members Choice Credit Union, along with Laurie Stewart, the Controller at King's Daughters Medical Center.

The following are the 2021 Officers: Tom Burnette (Ashland Office Supply), President; Jason Suman (Citizens Bank of Kentucky), Vice President; Theresa Hall (City National Bank), Secretary; Laurie Stewart (King's Daughters Medical Center), Treasurer; Autumn McFann (King's Daughters Medical Center), Past President.

A complete list of the Community Hospice Board of Directors can be found on page one. We are honored to have all of them serve our organization. Thank you.

Coping with Grief Following Covid-19

by Rachel Swindler, MSW, LSW
Bereavement Department Coordinator



The COVID-19 pandemic has affected all aspects of our lives, and we have collectively grieved these changes. When we think of loss, we typically first cite the death of a loved one; but during this pandemic we have been forced to grieve many aspects of our careers, relationships and routines. Now that we are beginning to adjust back to normalcy, we must be mindful of the adjustment process and care for ourselves properly.

The most important coping technique to assist with loss of any kind is support. We have been unable to utilize traditional social support the way we are accustomed. Due to social distancing, we have become unfamiliar with hugs from our loved ones and dinner parties with friends. It is important to allow yourself to participate in these things again. As human beings we need physical touch, emotional support and spiritual guidance from our loved ones.

Time spent in quarantine has negatively affected millions of Americans' health. Taking care of your physical body will assist you with the grieving process. Activities like taking walks, planting a garden or spending time at a local park can greatly and positively improve your health, both physically and mentally.

Remember to take time away from media. Watching news channels can provide us with useful information, and it can also fuel us with fear and negativity. It is important to take mental breaks from the internet, social media websites and television. This time can be used in many different ways that positively impact your physical, emotional and spiritual health, thus assisting with your grief journey.

Many people have become accustomed to ordering their meals and groceries online. This is costly and also encourages isolation. When you feel comfortable, it is important to begin completing these tasks on your own again. Re-engaging in your typical routine will assist you with gaining self-esteem and increase comfort within your new role.

If you lost a loved one during the pandemic you may have been unable to honor them in the way that you had hoped. Many people were unable to host funerals or memorials for their loved ones and many others were not able to be with their loved one during their final days. This is very difficult and may seem unfair. It is vital that you allow yourself to explore these feelings. Guilt is a common side effect of grief. Please be kind to yourself. Remember that you had no control over the guidelines that were set into place. It is never too late to honor your loved one in a special way. There are many ways to honor your loved one including; hosting a balloon release, hosting a celebration of life, gathering at their final resting place to share memories and/or holding a dinner in their honor.

Everyone's grief journey is different, and we all process and cope with loss differently. It is important to understand that grief is natural and necessary and we must allow ourselves to experience this process in order to move forward. If you are having a difficult time with grief and need extra support, please contact the Community Hospice Bereavement Department at 606-327-2636 to make an appointment with one of our Bereavement Counselors. Community Hospice bereavement services are open to anyone, not just those who have been served by hospice.



Volunteer Appreciation



April is Volunteer Appreciation Month and Community Hospice typically hosts a luncheon to recognize our volunteers for their dedication to our organization and present years of service awards. In hopes of hosting such an event later this year, we held a casual reception along with a Meet & Greet so volunteers could meet our new CEO Rod Hieneman and the Volunteer Department's new administrative assistant Sherrie Sweeney.

Community Hospice volunteers are a vital part of our program and they provide an extra level of care and compassion to our organization. Thank you to all the volunteers for sharing your time and talents with us.



Carl Stephens and Mike Greene



Rod Hieneman, Johnna Lunsford and Becky Bowling



Rod Hieneman, Barbara Swann, Kathy Elam, Connie Pemberton and Garnet Worthington



Hospice Quilters



Karen McIntyre and Wanda Carter



Kim Stephens and Barbara Scott



Tom McCormick and June Liebert

New Volunteers



After more than a year, Community Hospice welcomed its first new group of volunteers post-pandemic lockdown. Eight new volunteers attended a two-day training on May 19-20 and are now in the process of completing their certification paperwork. We look forward to them joining our Community Hospice Team. Welcome!!!

From left to right: Tori Sherrod, Cindy Griffith, Theresa Kazee, Ellen Sharp, Anita Brumfield, Kristin Richardson, Denine Callihan and Lori Woolley

Interested in Becoming a Community Hospice Volunteer?

Community Hospice has many volunteer opportunities. The next Volunteer Orientation is being planned for mid-summer. Contact Andrea Arnett, Director of Volunteer Services, to learn more and receive an informational mailing. 606-329-1890 or 800-926-6184

Community Hospice Memory Brick Walkway

\$100 Contribution - Brick Inscription - 2 lines - Maximum 18 characters per line including spaces

The Memory Brick Walkway in the Sam Mansbach Memorial Gardens at the Care Center is an excellent way for you to recognize a friend, family member, neighbor or colleague while supporting the programs and services of Community Hospice.

Bricks may be purchased in memory of or in honor of anyone who is special to you and your family, not just those who have been served by hospice. This is an excellent way for you to recognize someone on their birthday, anniversary, Christmas or other special occasion. Your \$100 contribution will be used to support the Care Center.

(Check one) In Honor of In Memory of

Your Name _____

Address _____

City, State, Zip _____

Phone Number _____

Send Acknowledgement of Memorial Brick to (optional):

Name _____

Address _____

City, State, Zip _____

Return this form along with your \$100 contribution to:
Community Hospice • 1480 Carter Avenue • Ashland, KY 41101



2020 Annual Statistics

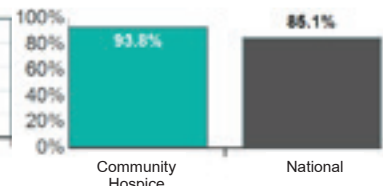
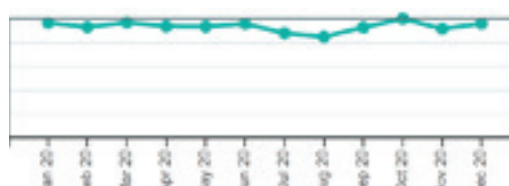
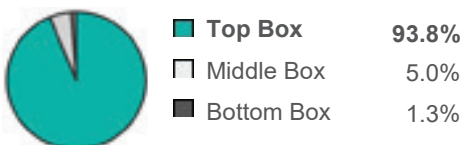
Hospice Admissions	1,126	Average Daily Census	172
Palliative Care Admissions	173	New Volunteers Trained	20
Patients & Families Served	1,526	Total Number of Volunteers	194
Care Center Patients	613	Charity Care & Services	\$464,784



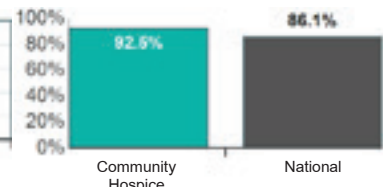
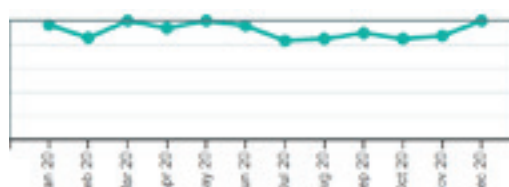
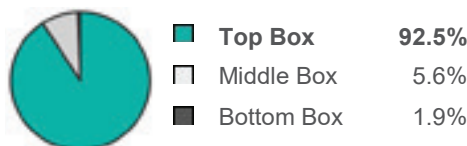
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Quality Measure Dashboard
Hospice CAHPS
Kentucky Hospice Network

Rating of this Hospice



Willingness to Recommend this Hospice



Mission Statement: To serve the community through compassionate hospice and palliative care.



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www.chospice.org • 800-926-6184



New Year New Changes

“As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.” – JFK

After the retirement of our long-time Executive Director Susan Hunt earlier this year, we were pleased to welcome our new CEO Rod Hieneman. Rod brings a wealth of health care experience to our organization which includes strategic planning and growth oversight, budgeting and cost management, quality management and patient satisfaction, facilities oversight, personnel and benefits, and capital budgeting and new program implementation. A complete story on Mr. Hieneman appeared in our Fall/Winter issue of Candlelight. During this transition period, we have seen many other organizational changes at Community Hospice.

Lori Ison, RN, BSN, CHPN has been promoted to Chief Clinical and Nursing Officer. Lori has been with Community Hospice for 18 years and oversees all clinical aspects of our organization for both home care services and the Care Center.

Sandy Zerkle, RN, BSN, MS, CHPN, CHA, a 28-year employee of Community Hospice has accepted the newly created position of Chief Quality and Compliance Office. Sandy and her staff are responsible for ensuring we meet all compliance, quality, education and infection control requirements.

Mandy Medinger, a 17-year employee, is Community Hospice’s Chief Human Resources Officer. Mandy is responsible for employee benefits and insurance, personnel credentials, along with all hiring, orientation and employee retention.

Charlotte Horn is now our Chief Financial Officer. Charlotte has been with Community Hospice for 27 years and is responsible for all billing, insurance, accounts payable and receivable, reporting and budgets, along with information technology.

Traci Adkins, MSW, CSW has accepted the Director of Hospice Care Center position. Traci is a 20-year social worker for our organization and has previously worked in both home care and at the Care Center. Traci is now responsible for all aspects of care and operations at the Care Center.

Other personnel changes include Heather Sellars, RN, BSN, CHPN – Clinical Coordinator, Admissions; Ronni Beth Sallee, RN – Clinical Coordinator (Boyd); Staci Blanton, RN – Clinical Coordinator (Ohio); and Rachel Swindler, MSW, LSW, CRMS – Bereavement Coordinator.

Community Hospice has 130 full and part-time employees throughout our nine-county service area. Approximately half of all our employees work in clinical care as nurses, aides and administrators. We appreciate all employees working on the front lines and behind the scenes to ensure we are providing the highest quality care possible for our patients and families.

Congratulations • Congratulations • Congratulations • Congratulations

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**Run in Remembrance 5K
Saturday,
September 25, 2021
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