

# THE Hospiteer

All for One and One for All

**August 2008**

Hospice Appreciation Day Gospel Sing



The 2nd Annual concert will be from 6-8 p.m. Saturday Aug. 16 on the West Side of Charleston at Emmanuel Baptist Church, 1401 Washington Street, W. Featured performers include (pictured from the top): **The Lordsmen; Jay Humphreys Trio; Anita Guerrero; One Accord;** and the **Maranatha Quartet.** See you there!

## Lewisburg office is on the move, too

*Renovating, expanding existing building on new property will improve visibility*

**By Larry E. Robertson**  
*Executive Director*

**W**HILE the talk of the town may be the new Administrative Building under construction in Charleston, a similar project is underway in the Lewisburg community to relocate the HospiceCare office located at 540 N. Jefferson Street to a new address at 223 Maplewood Avenue. In June, after many months of looking at available property in the Lewisburg area, HospiceCare purchased an office building owned and previously occupied by the practice of Dr. Robert G. Shirey.

The relocation of the current office will provide our program with much needed additional space as well as a location that we hope will bring increased visibility to our program. The new office building is located across the highway from the Greenbrier Medical Center, which puts us in the heart of the health care center of the community. We think the move to this location will help us

**Just Be**  
*Be yourself and relate person to person.  
Be ready to listen again and again.  
Be respectful.  
Be aware of feelings and non-verbal cues.  
Be present.  
Be comfortable with silence.  
Be human.* — Anatole Broyard

increase our referrals and will improve our overall name recognition in the community.

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The new property consists of roughly two acres of flat land and a two-story office building that measures 2,400 square feet. Architect John Harris has been working with Tanyia Montie and Penny Cole and has developed a plan to add an additional 1,300 square feet to the structure creating a new 3,700-square-foot facility.

Construction on the new facility should begin in late August and be completed before the end of 2008. The new space will include; a large conference room, a new

*Continued on page 4*

# SATISFACTION SURVEY RESULTS!

**By Vickie Powell**

*Performance Improvement Director*

An invaluable tool for us is the Family Satisfaction Survey. Not only does it give us feedback on our work, but it also gives our patients' families a chance to express themselves and comment on how they feel about the care we provide.

Here's a survey comment from someone who our **Greenbrier Team** has helped, not just recently, but years earlier with another family member. I'm seeing more and more surveys that say how we've helped more than one family member.

*HospiceCare staff takes care of communities!* Here's what this daughter said:

*"Thanks to **Lee (Daniel)** and **Lesley (Thwaits)** for all their help. What little time I had their help with my Mom (two days) I really appreciated. Fortunately, they helped us when my grandmother was diagnosed three years ago, so that was my real training which helped this time. You provide a wonderful service."*

And sometimes HospiceCare employees make such a difference that the patient's medical condition improves and is able to be discharged from hospice alive. Listen to what this grandson had to say:

*"The care my grandfather received was priceless. He is alive and well. The time he spent with hospice was wonderful. **Gail (Michael)** did a wonderful job explaining hospice to me. **Jill (Vigliotti)** was great! The Social Worker was helpful — yeah,*

***Jennifer (Kirsch)!** We didn't think our Grandfather was going to live more than a few weeks, but with hospice caregivers and the care from the **Hubbard House** he is alive. We as a family are very thankful for hospice and the Hubbard House. Pap is a success story with a very happy ending."*

Most of the surveys come back from families that are very appreciative of the care our staff provides, in fact some have *donations included!* Sometimes they mention staff by name, sometimes they just call us all "angels."

I just got a survey back recently that articulates specifically what our HospiceCare employees did that made a difference. These comments also show me how well the interdisciplinary team worked together and how well the Hometeam/Hubbard House/OnCall team worked together to meet this family's need. Thanks for continuing to make such a difference for these families. Read what this wife had to say:

*"**Shelly Givens:** the very best; knowledgable, tender, kind; knew exactly what to do and say. **Sue Ann (Belderes),** the social worker: she knew me well and exactly what to say to lift me up—greatest! **Marla Mobley:** taught me to deal with death and pick up the pieces of my life and go on! Quick responses from **off-hour Nurses.** And I thank my God for the Hubbard House!!"*

Communication with our families is so important. Many times, the surveys reflect how much they appreciated the time the

HospiceCare staff took to explain things and to give them an update. Here's a comment from a daughter:

*"I personally want to thank **Janet Metz.** Her help and a shoulder to lean on at the right time, was greatly appreciated. She called me; at every visit to my mother; to let me know how my mother was progressing."*

I also just received a Satisfaction Survey back from one woman's daughter with this comment:

*"The Hospice Nurses are very compassionate. My mother was a Hospice nurse, I never really knew how special a person it took to be in that line of work. I do now. Thank you for everything."*

Looks like in addition to our "usual care", we were able to help provide this daughter with an extra measure of insight into who her mother was. How very valuable that is — *a treasure beyond measure!!*

And then there are those surveys from peers in the medical profession. Here are two:

*"I am an RN who has worked home health and filled in for hospice teams in the past. This group surpassed the efforts in other agencies that I have been associated with in the past."* Overall care rated: Excellent!

*"I know — because I am one — that family members who are RNs can sometimes be rather hard to please. Looks like that didn't stop you! I thank you for the difference you guys make in our family's lives." ❖*



# Happy Birthdays!

## August

Julie Lukowski	...	5
Tamra Shaw	...	5
Terri Coleman	...	6
Lucy Tedder	...	8
Pam King	...	9
Aniya Witherspoon	...	10
Misty Flook	...	16
Linda Green	...	19
Elaine Harrison	...	19
Eugene Blankenship	...	21
Ann Neidlinger	...	24
Lynda Hackman	...	27
Cathy Easter	...	28
Shelia Scott	...	31

### Welcome Aboard!!!

**Nancy Baaske, RN**

Hubbard House

**Lillian Shaffer, RN**

Per Diem, Dunbar

**Cindy White, LPN**

Crisis Care, Dunbar

**Angela Butler, LPN**

Dunbar

**Lynese Danford, RN**

Case Manager, Dunbar

### **Belated Hospi-Cheer!**

We had three employees pass their Hospice and Palliative Care Certification this past spring. They are **Sarah Morgan, RN**, **Melissa Morgan, RN**, and **Patchila Carter, CNA**.  
*Congratulations to them all!*

## ODDS & ENDS



### **Volunteers set to come full circle**

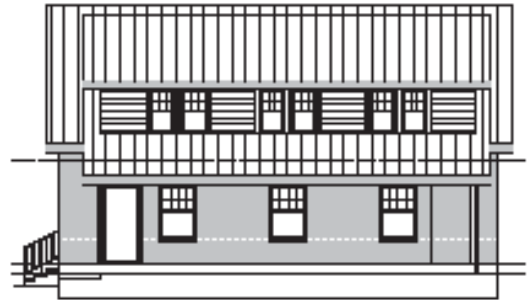
For the husband-wife volunteer team of **Earl & Opal Adams**, seen above at the recent envelope-stuffing session for the Annual Appeal Letter Mailing, HospiceCare's move to the new Administrative Building on Charleston's West Side will be a sort of homecoming for the couple. That's because they met more than 60 years ago in the restaurant at the **Boulevard Bowling Alley** that used to be on the site where our new building is being built now. Opal said it was 1947 — he was 21 and she was about 20 — and she was living with her family nearby on the West Side. "We would normally go there and eat dinner. We didn't have as many options then as we do now, so we went there," she said. "We had gotten up to leave and he just happened to get my coat and held it for me. We didn't see each other for another couple weeks, but we just ran into each other again and the rest (is history)."

### **It's Easy Being Green**

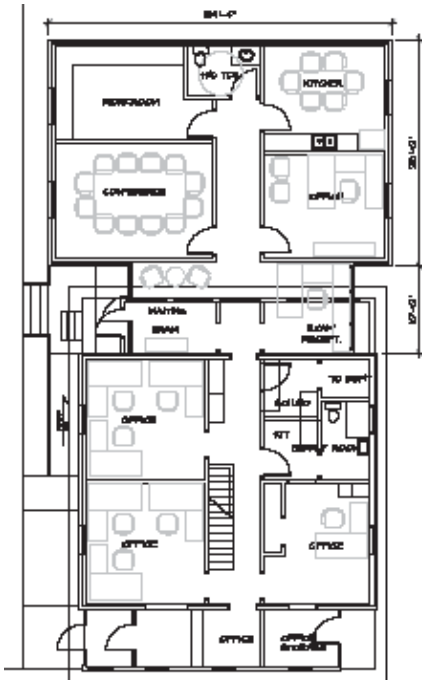
Recently, HR conducted a wellness survey to see what topics staff would like covered at HospiceCare. An overwhelming number of you said you would like to see more "Green" topics discussed. With that in mind (and of course having a new building that will be Green), we have decided to form a **Green Project Committee** that will be headed by social worker **Marisa Pellerito** of the Long Term Care Team. The committee will meet on a monthly basis to discuss, plan and implement ways that we can reuse, renew, and recycle, etc., here at HospiceCare — saving us money while hopefully saving the environment! For more information about the committee or to find out how to get involved, talk to Marisa. The group looks forward to hearing from you!!



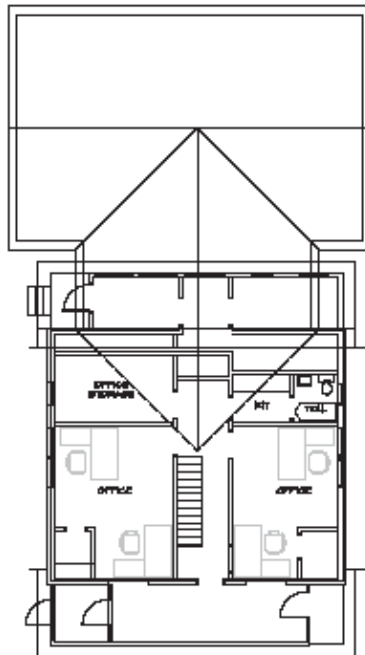
**FRONT ELEVATION**  
SCALE 1/4" = 1'-0"  
VIEWED FROM PARKING AREA



**RIGHT ELEVATION**  
SCALE 1/4" = 1'-0"  
VIEWED FROM US RT 211



**FIRST FLOOR PLAN**  
SCALE 1/4" = 1'-0"



**SECOND FLOOR PLAN**  
SCALE 1/4" = 1'-0"

## Plans for growth

*These drawings, courtesy of project architect John Harris of Bastian & Harris Architects, show the exterior and interior remodeling plans for the new Lewisburg office building, located across the highway from the Greenbrier Medical Center. Top left, the front of the two-story building and addition will feature a new wheelchair-accessible ramp. Above, this side profile shows first- and second-floor additions that will help expand the footprint of the existing building. At left, interior drawings of the first- and second-floor show the footprint layout of the new office and addition.*

## Lewisburg

*Continued from the front* kitchen, a workroom for volunteers, plenty of off-street parking, as well as office accommodations for all current staff.

As part of this project we will also be evaluating the need for inpatient hospice beds in the Greenbrier community. With two acres of land available there is plenty of space to add a 6- to 10-bed inpatient facility similar to the Hubbard Hospice House in Charleston. During the next few months we will not only evaluate the need for an inpatient program but will also

take a look at the community's willingness to support such a project financially.

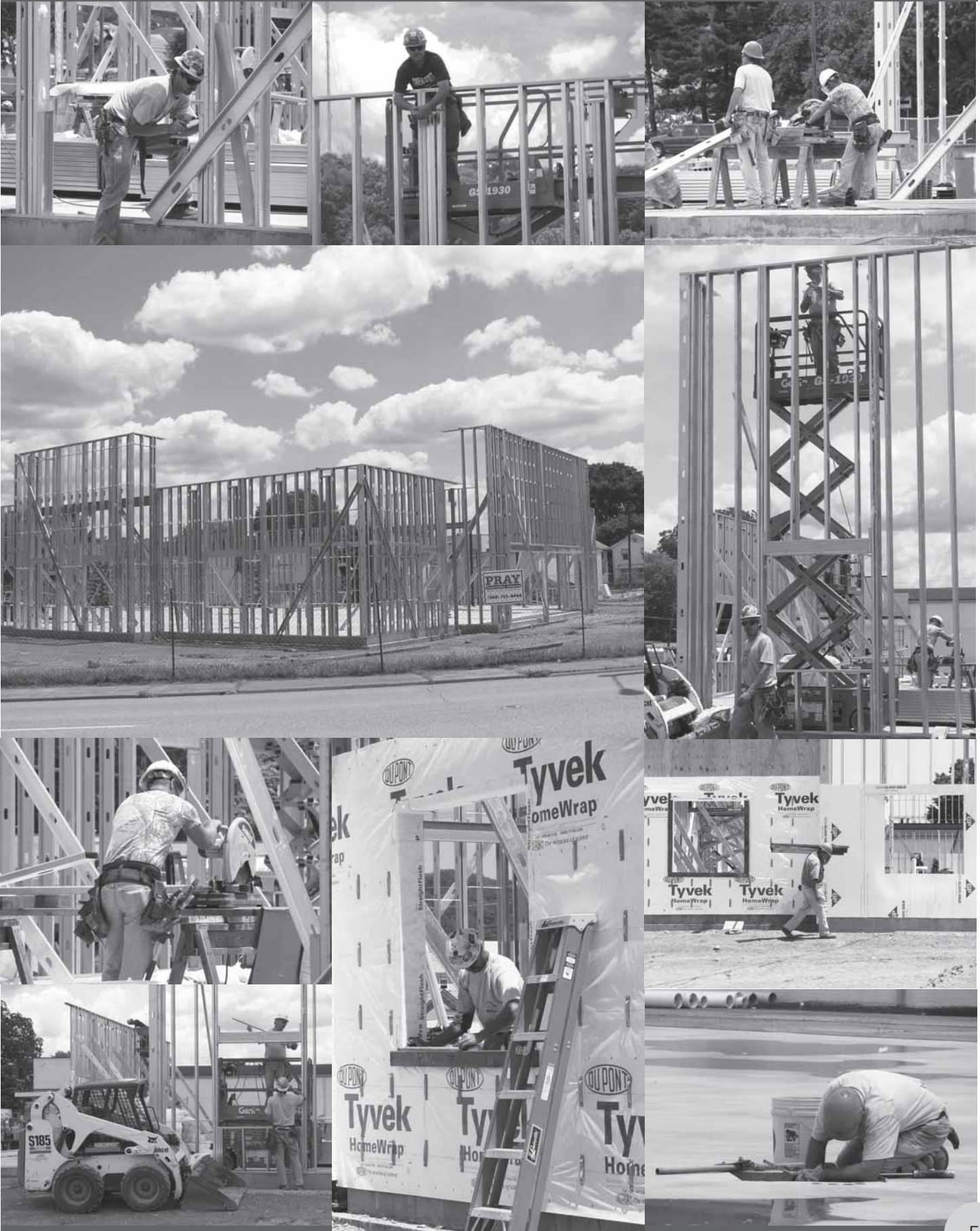
Pray Construction, utilizing John Harris of Bastian & Harris Architects as the project architect, will manage the construction project. Local subcontractors will be hired to perform most of the work and most if not all of the materials will be purchased from local suppliers. The Lewisburg branch of City National Bank will provide the project financing.

And finally, once the building is completed the data and phone systems will be

upgraded and "rewired" in such a manner that the Lewisburg office will be a part of the Charleston's office network. The telephone, data and video conferencing systems will look as if they are one "seamless" system with for example, the ability to transfer telephone calls from either location without having to redial numbers.

Stay tuned for updates on the building progress and as always if you have any suggestions or ideas of changes to make during this process please feel free to contact Tanyia Montie or me at your convenience. ❖

# 1606 KANAWHA BOULEVARD, WEST



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>August</b>						
3	4 ♦ CNA meeting, 8:30 a.m., Dunbar ♦ Orientation Day, 8:30 a.m., Dunbar	5 ♦ Grief Recovery Support Group, 6-8 p.m., Dunbar	6 ♦ IDT Blue Team, 8:30 a.m., Dunbar	7 ♦ Board Finance/Personnel Committee, 8:30 a.m., Dunbar	8	9
10	11 ♦ CNA meeting, 8:30 a.m., Dunbar ♦ CNA meeting, 5:30 p.m., HHH	12 ♦ Nurses meeting, 8:40 a.m., Dunbar ♦ Grief Recovery Support Group, 6-8 p.m., Dunbar	13 ♦ IDT Green Team, 8:30 a.m., Dunbar	14	15 ♦ Board Retreat, 10 a.m.-3 p.m., Dunbar	16 ♦ 2nd Annual Hospice Appreciation Gospel Sing, 6-8 p.m., Emmanuel Bapt. Church, Charleston's West Side
17	18 ♦ CNA meeting, 8:30 a.m., Dunbar ♦ Nurses meeting, 5:30 p.m., HHH	19 ♦ Ed. Focus Group, 1 p.m. Dunbar ♦ Grief Recovery Support Group, 6-8 p.m., Dunbar	20 ♦ IDT Blue Team, 8:30 a.m., Dunbar	21	22	23
24	25 ♦ CNA meeting, 8:30 a.m., Dunbar	26 ♦ Grief Recovery Support Group, 6-8 p.m., Dunbar	27 ♦ IDT Green Team, 8:30 a.m.	28 	29	30 ♦ Charleston Sternwheeler Regatta '08: Scheduled events run through Sunday at Haddad Riverfront Park, Charleston
	31					LABOR DAY WEEKEND (OFFICES CLOSED MONDAY SEPT. 1)