

Every Day Matters

A NEWSLETTER FOR FRIENDS OF GENESIS HOSPICE & PALLIATIVE CARE

2020
AUTUMN ISSUE



Caring for You During a Pandemic

Genesis Hospice provides care when and where you need it. This is true even during a global pandemic. We're all experiencing extra stress and uncertainty right now. The world as we knew it is changing and evolving daily.

We Can Help

You might be thinking about postponing hospice care because there is too much going on right now. I assure you our role is to make end-of-life care less of a burden. We're here for you and your family when you need it, regardless of the pandemic.

Talk to an Experienced Nurse

Genesis Hospice has provided care to our community for over 30 years. We want to help you spend the precious time you have with your loved one, stress free. Our staff is available 24/7; your phone call will be answered by on-duty trained staff.

Recently a family member called to thank our hospice team for caring for her husband. "Genesis Hospice helped him accomplish what he wanted – to die at home in his sleep and to die with dignity," she said.

Ensuring a Safe Environment

Whether hospice care is at home or at Morrison House, we're concentrating on providing a safe environment for our family and friends by following CDC COVID-19 guidelines. While the way in which we care for you and your loved ones might have changed slightly, we're the same dedicated team with the same goal of providing the best end-of-life care.

In this issue, you'll see the multitude of ways we're concentrating on caring for you in a crisis. We're here to help you and your loved ones live each day to the fullest.

Pebbles Thornton, BSN, RN, OCN

Director Genesis Cancer, Palliative Medicine and Hospice Services



Jeremy Shriner, case manager, Genesis Hospice, talks with Elsie McPherson, age 101, earlier this year before the COVID-19 pandemic. Jeremy continues to connect with Elsie through Facetime.

Serving Our Community

A friendly face can brighten the day for anyone but especially for those in hospice care. Jeremy Shriner, case manager, has a passion for making each person being cared for by Genesis Hospice feel special. It's apparent that Elsie McPherson, age 101, has a special bond with Jeremy. "She always gives me a big smile during our visits and always reaches out to touch my beard," Jeremy said.

During COVID-19, Jeremy and other hospice team members continue to connect with Elsie and others in Genesis Hospice Care in nursing homes. Nursing homes have limited visits, so our nurses and William Shade, M.D., medical director, Genesis Hospice, use telehealth to talk to and see our patients.

Jeremy calls, updates patients' families and answers questions when family members are not able to visit the nursing homes to see their loved ones. During telehealth calls, Jeremy also finds out how the patient is doing. "I think the visits last a little longer. My patients have a lot to share so I take a little extra time with them. They are very social people, and sometimes my visit is the only social outlet they may have for that day. They seem to have a renewed energy by the end of our visits, and it makes a huge difference in their outlook."

As he is signing off from a facetime visit, you can hear the mutual friendship and respect. "Take care, I'll call you again soon," Jeremy said. "You too; I love you, Jeremy," the patient replied.

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Dealing with Grief During a Crisis

Many aspects of our lives have changed since the COVID-19 pandemic began. Even though nursing facilities were closed to outside visitors, and we limited the number of visitors at Morrison House, life and death and the grieving process continues. It's a delicate balance of remaining safe from the virus yet still honoring the need for friends and family members to spend precious time left with their loved ones or remember and honor those lost.

—Read more on page 2



**Genesis
Hospice Care**

A GENESIS HOSPITAL DEPARTMENT

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Serving Our Community

Case Managers Care

A case manager is part of the care team at Genesis Hospice. Jeremy had many years of experience as a nurse in long-term care facilities before becoming a case manager at Genesis Hospice. "The decision to leave and come to hospice was an easy one. Caring for patients on a more one-on-one basis was what attracted me."

Jeremy cares for home care patients as well as our hospice patients residing in three of Zanesville's nursing and assisted living facilities. He has developed warm friendships with his patients, and they appreciate the care he provides. For more information on the care our case managers provide, call Genesis Hospice at (740) 454-5364.

Dealing with Grief During a Crisis

Rituals are a very important part of the grieving process to remember and honor the deceased as well as process and express your own grief. However, many of our traditional rituals are not currently possible. Calling hours, funerals, burials and family bereavement dinners for the immediate family have been postponed or greatly modified. Here are some alternate ways to grieve during this difficult time:

- Connect through online conference calls
- Ask family members and friends to share pictures and/or memories with you on social media where you can continue to make a virtual memory book or blog
- Coordinate a day and time that you and your family can honor your loved one at the same time, but in the safety of your own homes
- Plant a tree in memory of your loved one
- Make your loved one's favorite dinner as a creative way to express your grief
- Ask for help from a grief counselor, mental health services, a crisis hotline or faith-based leaders

– By Kelli Ross, MSW, LSW
bereavement consultant

Caring for Our Families and Friends

The patient care technicians (PCTs) at Genesis Hospice are an integral part of providing compassionate care. Our patients and families appreciate the everyday care that many might take for granted. One family member shared, "The aide I worked with was wonderful and helped me immensely, which is what I needed from hospice. I needed help in learning how to bathe, wash hair and everything."

The PCTs can be viewed as teachers – helping care for those in bed, eating and even simple tasks like combing hair. Family members frequently find they're not familiar with helping their loved ones at home complete these tasks. Our PCTs have patience and take the time to help the family become confident in these tasks to care for their loved ones between PCT visits.

Jeanne Green, R.N., ensures that each patient gets care in a timely manner. A family member recently said, "All the nurses' aides were very prompt and brought the supplies we needed with them." Our caring staff at Morrison House also provides nursing care around the clock to our patients. A patient's wife shared, "The aide came in and cared for him on his last day. She was so nice. I appreciated that very much."

Making lasting impressions, supporting and caring for our patients is what our patient care technicians do each day. For more information about the care our PCTs provide, call Genesis Hospice at (740) 454-5364.



Lillie Dosch presents a check to Genesis Hospice Care for donations she received for her 13th birthday. Pictured left to right is Pebbles Thornton, director, Genesis Hospice and Genesis Palliative Care, Lillie's mom Megan, Lillie and sister Sophie.

Thank You for Your Donations

Genesis Hospice Care does not turn patients away for lack of payment for services. We use the monetary donations to assist those in need of hospice services who may not have private insurance, Medicare, Medicaid, or the financial means to cover the costs of services. Donations help with items such as medical equipment, medications related to their need for hospice, dressings and/or personal supplies needed for patient care.

This has been an extraordinary year for our world as we know it. But even in this uncertain time, there are those who have felt it was important to make a financial donation to our hospice. Some of you may remember our story last year of a young girl, Lillian "Lillie" Dosch, who celebrated her birthday, and the money she received as a gift she donated to us. This year was no exception for her. Celebrating her 13th birthday, she received \$700 in gifts that she donated for those patients in need.

Quality Care Continues

The Genesis Hospice Care team is here to make sure you have the support, education and care you need for you or your loved ones during the end of life. One way to ensure we're offering the best care is by routinely reviewing our care.



Ann Edwards, R.N.

Ann Edwards, R.N., and Jeanne Green, R.N., are performance improvement consultants who are continually looking for ways to provide the best care.

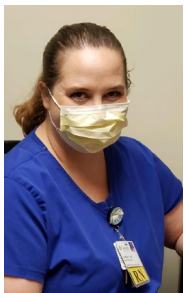
Genesis Hospice and other hospice programs submit care data to the Medicare website. You can view this website by searching for "Hospice Compare" in your internet browser. You'll then be prompted to choose hospices to compare. Genesis Hospice Care consistently exceeds national averages.



Jeanne Green, R.N.

Ann provides our team with monthly performance/care updates and educational information for our patients and families. "We're always looking for ways to improve our care. By listening to our patients and families, we're able to identify a need and make positive changes," Ann said.

Pain and symptom management is a high priority for our friends and family in hospice care. "For example, talking with patients or family members on the phone helps me learn more about managing pain." If changes are needed to manage pain, Jeanne immediately notifies the nursing coordinator or calls the patient's physician. "We triage phone calls to ensure the patients' and families' needs are met to provide the best patient care," Jeanne said.



Give Us a Call

Nurse Available 24/7

We're here to help our hospice patients with their needs any time. Caring for a loved one at home and trying to keep the patient comfortable while dealing with a life-limiting illness can often be overwhelming for family members. We have a dedicated and caring hospice staff to provide support any time day or night.

Johnene Fuss, BSN, R.N., ensures support is available 24/7.

"Genesis Hospice Care's commitment to our patients doesn't end at 4:30 p.m.," said Johnene Fuss, BSN, R.N.

"Our patients and their families can call our office at any time of the day or night, and there will always be an R.N. there to answer the call and help them in their times of uncertainty," she said. "I recently had a patient's family member call for some assistance, and she said she wasn't expecting someone to answer the phone after hours. She thought she would have to leave a message on a recording. She was so happy to talk directly with a nurse on duty."

Johnene is one of many afternoon and night shift nurses who cover part of our after-hours care. Before starting her nursing career, Johnene spent six years in the United States Navy as a fire control technician (also known as a weapon systems tech). After graduation, she cared for patients in a small nursing facility and was also a private duty nurse for pediatric special needs patients. She went on to complete her Bachelor of Nursing degree at Muskingum University in 2019.

Questions Answered Anytime

Whether the need is refilling a medication, requesting delivery of supplies at the next nursing visit or uncontrolled pain, we're here to provide support and guidance. If a question can't be answered over the phone, one of our nurses will make a visit to the home, in most cases within the hour.

Admitting a patient during the night often occurs because the patient has pain or other symptoms that have not been able to be controlled at home. Our registered nurses, along with the patient's primary care physician, can arrange to admit patients to the hospice program any time of the day or night. This can include setting up medical equipment in the home, arranging squad transport and meeting the on-call pharmacist to obtain needed medications; and support the patient and family, provide education about our hospice services, and teach families about patient care and administering medications.

Helping Families and Caregivers

Our patients and their families frequently express gratitude to the Genesis Hospice afternoon and night shift staff for being there to take some of the burden off their shoulders, help them through their time of crisis, and provide comfort and reassurance that the family or caregivers is keeping the patient as comfortable as possible. One patient's family told the visiting nurse that they were "grateful to the nurse for coming out so quickly to assess the patient and explain things to the family in ways that made it easier for them to understand." Other families have said, "They were very compassionate, caring, and willing to help at any time. The individuals were all perfect for their job."

Each Genesis Hospice Care nurse ensures that our patients and their families have a dignified and compassionate experience during what is likely to be the most difficult time of their lives.



The Follies Family presents a check for \$10,000 to Genesis Hospice Care. Pictured left to right is Vicki McConnell, Genesis Volunteer; Pebbles Thornton, director, Genesis Hospice and Genesis Palliative Care; Joan Hennen, Genesis Volunteer; Ann Knight, Genesis Volunteer, Charlotte Snider, Follies; and Lori Junk, manager, Genesis Hospice.

Follies Family Donation

Genesis Hospice Care received a \$10,000 donation from the Follies Family. The Follies Family held a quilt raffle even though the variety show was canceled due to COVID-19.

"We're extremely grateful to the dedicated volunteers who stepped up to continue to provide for this fundraiser despite the pandemic," said Pebbles Thornton, director, Genesis Hospice & Palliative Care. "The volunteers are an integral part of providing compassionate care in our community." Each year, the Follies Family raises money for those who need financial assistance for hospice care and to provide medications and supplies to those being cared for at home by Genesis Hospice.

The Follies Family consists of volunteers who have been inspired by Genesis Hospice. For more information about Follies Family, go to folliesfamily.com. To learn more about Genesis Hospice Care, go to genesishcs.org.

Keeping You Safe at Morrison House

We're dedicated to making sure our patients, families and staff are safe throughout the health crisis. Our administrative assistants ensure that we have the PPE needed and are an important link to our patients and families.

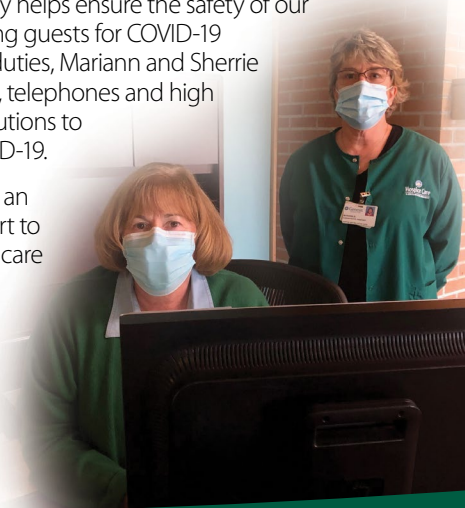
"Our phones ring a little bit more in the present day. We're here to help our patients, families, doctors, and nursing staff with needs," said Mariann Rittberger, department assistant. "We must have patience and good listening skills, especially when there's an anxious family member on the phone needing help immediately," Mariann said.

Mariann assists our manager and director, as well as being an active member of the Genesis Hospice Advisory Board. She also assists organizing many activities for the "We Honor Veterans" program provided to our patients who have served our country.

Sherrie Grubb is often the first person to greet you with a friendly smile when you come to Morrison House. As department assistant, she is also a patient care technician who helps provide compassionate care in Morrison House. Sherrie currently helps ensure the safety of our patients and families by screening guests for COVID-19 symptoms. Among their other duties, Mariann and Sherrie sanitize doorknobs and handles, telephones and high touch areas for additional precautions to help prevent the spread of COVID-19.

The administrative assistants are an integral part of providing support to our employees and exceptional care to our patients and families.

Pictured left to right is administrative assistants Sherri Grubb and Mariann Rittberger.





Spiritual Matters

Embracing Our Uniqueness

Occasionally, a unique individual crosses your path, and it changes you – and perhaps the other person too. I had the opportunity to experience such a person, who I was introduced to about seven years ago. I will call him Frank (not his real name).

Frank would call Morrison House for bereavement support from Kelli Ross, our bereavement consultant, after the death of his wife, who was in our hospice program. One day Kelli wasn't in when Frank called, so the phone call was given to me. I did not know Frank. That would soon change, as the phone call launched Frank and myself on an interesting, and I believe, mutually beneficial relationship.

Frank still called to talk with Kelli from time to time, but he would also call to specifically talk with me. Those first conversations mainly centered around the grief he was experiencing from his wife's death. Frank's uniqueness was apparent in that first call. Quite frankly (no pun intended), Frank was hard to follow. I could not quite understand the way he thought or communicated.

I kept thinking to myself that if I can't even get a sense of where he's coming from or going with his ideas, how in the world am I going to help him. Somehow, I must have made some sense to Frank because he kept calling back and asking for me.

Navigating Life

After the first two or three conversations, I started to make sense of Frank and how he navigated life (and death). He was smart, wise and caring. Soon, conversations centered around just about anything that was on Frank's mind, and many times the topic was his steadfast faith. He was living with the reality of his wife's death and was getting back to some sense of normalcy.

He called quite often, and we would talk for 45 minutes to an hour. I had to have patience when Frank was on the phone. At times he would drop by Morrison House to talk, and a couple of times he asked me to come to his home – which I did. Throughout the years, I came to understand Frank and to appreciate his gift for seeing life in an uncomplicated manner. Understanding Frank required getting past his awkwardness, seeing what was truly in his heart, and offering helpful responses. I believe we accomplished this and enriched each other's lives.

Going Through the Door

Frank's body began to fail him, and he died recently at home under our hospice care. His family was with him; he was never alone. He told me that dying is like a door. It's something you must go through in order to get to what is awaiting. It was a simple metaphor from a complex man.

Our world has a spectrum of personalities. Frank's position on the spectrum was different from many, yet he lived a life fulfilled; a life that touched my own life and helped me to better understand my uniqueness and place on the spectrum of life.

– Tim Patton, Hospice chaplain



Genesis Hospice Participates in Wreaths Across America

Honoring Our Servicemen

For the past nine years, Tim Patton, a Hospice chaplain, has participated in the national program, "Wreaths Across America." The program is a way to honor military veterans – and those presently serving in the armed forces. Wreaths Across America focuses on:

- REMEMBERING – our fallen U.S. veterans
- HONORING – those who serve, and
- TEACHING – your children the value of freedom

The event occurs nationwide on the third Saturday of December at noon. The largest site is most likely Arlington National Cemetery. There are 2,100 additional locations in all 50 states, at sea and abroad.

The local sponsor is Snouffer Funeral Home, and the event takes place at Greenwood Cemetery in Zanesville. Individuals may purchase wreaths through the funeral home to be placed on a loved one's grave who has served in the military.

This year's event to honor the women and men who have served our country is **Saturday, Dec. 19** at noon. For more details, please contact Brad at (740) 450-8000, or visit wreathsasscrossamerica.org.

Genesis Hospice helps patients and their families live life to its fullest. If you'd like to volunteer, donate or need more information, call (740) 454-5364 or go to genesishcs.org.

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