

Hospice of Central Ohio Partners with Wexner Medical Center for End-of-Life Care



**THE OHIO STATE
UNIVERSITY**
WEXNER MEDICAL CENTER

To best meet the end-of-life needs of patients, The Ohio State University Wexner Medical Center is creating a new 12-bed inpatient hospice unit at University Hospital that is scheduled to open fall 2018.

“A pillar of The Ohio State University’s strategic plan is to enhance patient care with an emphasis on an unparalleled patient experience,” said David McQuaid, CEO of The Ohio State University Health System and chief operating officer of Wexner Medical Center. “This new unit will ensure our patients who have a serious or life-limiting illness receive the care, support, dignity and comfort needed to have a meaningful end-of-life experience without having to leave our medical center.”

Hospice of Central Ohio will manage the inpatient hospice unit at Wexner Medical Center. It will feature 12 patient rooms offering the comforts of home. A nature motif incorporating woodgrain and natural finishes will provide a peaceful environment for patients and families. Also included is a flexible space dedicated to facilitating family gatherings. Staff will include experts in end-of-life, palliative, and bereavement care such as physicians, nurses, and social workers. Families will be able to stay with or visit their loved ones 24 hours a day, seven days a week.

Hospice of Central Ohio President and CEO Kerry Hamilton said, “This new partnership enables us to enhance and expand services to our central Ohio community and statewide, creating seamless continuity of care when patients and families most need it.”

“We’re honored to provide our world-class end-of-life care to patients at Ohio State’s Wexner Medical Center,” said Kent Anderson, president and CEO of Ohio’s Hospice. “Patients and their families from across the state can expect smooth transitions of care from inpatient to home hospice when needed.”

“...seamless continuity of care when patients and families most need it.”

Our Mission:

To provide every family a compassionate and personalized end-of-life experience that exceeds their expectations.

The Volunteer News is a quarterly publication for all Hospice of Central Ohio volunteers and the community. Its purpose is to **inform** readers about upcoming events, volunteer opportunities and organizational updates, as well as **educate** about how to support those involved in providing end-of-life care.
Copyright © 2018 Ohio’s Hospice, Inc. All rights reserved.



2018 New Volunteer Training Series Schedule

We've had a great year of welcoming new volunteer staff members to our team.

The good news is—there's still time to join!

November Series - Westerville

November 5, 6, 12 & 13

6:00 - 8:30 pm

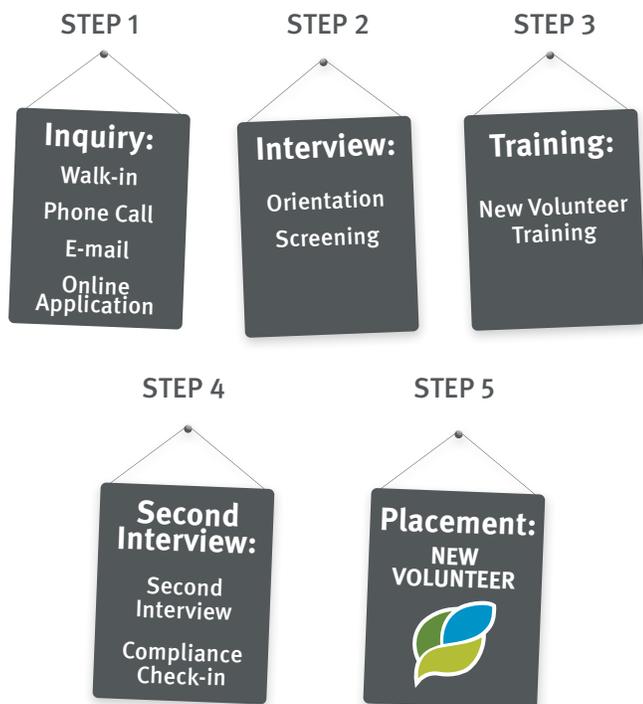
Attendance at all four sessions in a single series is required prior to placement.

Prerequisite—complete online application and initial interview

To learn more, visit our website at www.HospiceofCentralOhio.org/Volunteers

Or call Liz Adamshick, Manager of Volunteer Services at 740.788.1404

→ Inquiry to Placement →



For more information contact Volunteer Services:
740.788.1401
VolunteerServices@HospiceofCentralOhio.org

Continuing Education and Learning Opportunities

Hello lifelong learners!!

Here are some insightful, thought-provoking articles you'll find interesting. And we'd love to hear what you think!

Please send your feedback and comments to: LAdamshick@HospiceofCentralOhio.org.

We'll gladly share your responses in our next Volunteer News newsletter!



Humor in Hospice:

<http://www.StarTribune.com/When-is-Dying-a-Laughing-Matter-Hospice-Humor-Gains-a-Following/415488014/>

<http://www.ChicagoTribune.com/Lifestyles/Health/SC-Laughing-in-the-Face-of-Death-Health-0301-20170213-Story.html>

Innovations in Health Care

https://www.Ted.com/Talks/Niels_Van_Namen_Why_the_Hospital_of_the_Future_Will_be_Your_Own_Home

https://www.Ted.com/Talks/Kenneth_Shinozuka_My_Simple_Invention_Designed_to_Keep_My_Grandfather_Safe

Self-care

<http://www.TodaysGeriatricMedicine.com/Archive/Springo8p38.shtml>

<http://Fetzer.org/Blog/Cultivating-Kindness-Inside-Out>



Happy Birthday!

October

Amy Wolfe
April Sharp
Melissa Kerr
Marlita Miller
Carol Stoffel

Mike Havens
Gina Kitzmiller
Debbie Hamrick
Arin Leuchtag
Laura Evans

Becky Lawrence
Cinny Pettibone
Linda Prouty
Chanda Frenton
Gretchen Minton

November

Cathy Beatty
Lea Bidwell
Bob Allen
Bonnie Whiteman

Bill Gockenbach
Becky Randall
Marie Fairchild
Cathy Johnston

Jim Wagner
Aimee Humphrey
Tristan Ruml

December

Joan Cullen
Fran Morris
Nicole Wetoska
Alena Dush
Rick Rieser

Claire Cox
Sharon Decker
Cherise Williams
Darlene White
Stefanie Manley

Bonnie John
Carole Wachtel
Mel Brown

*Hospice*TM
OF CENTRAL OHIO

PRESENTS

KEYS OF LIFE

A ROOF-RAISING FUN-RAISER

FRIDAY, NOVEMBER 9

6:00PM TO 10:00PM

— SHOW 7:30PM TO 9:30PM —

WHERE: BRYN DU FIELD HOUSE
537 JONES RD., GRANVILLE, OH

WWW.HOSPICEOFCENTRALOHIO.ORG

|| ★ GET YOU OUT OF YOUR SEAT FUN! ★ ||



“Who Cares?”

—Profile of an Active Volunteer

Pam Scanlon, Volunteer Services Coordinator



Have you met Sneha Ravi? If you haven't, you are certainly missing out! Sneha is originally from India and came to the United States 4 years ago with her parents and siblings. She and her family lived in Texas for about 3 months before settling in Columbus. She is

currently a sophomore at OSU where she is majoring in business. In her free time, she enjoys spending time with her family and drawing.

Sneha joined our team in June this year and assists Monica in our Westerville office. She helps by organizing the stock room, gathering supplies for our staff to take to our patients, tracking supplies to order and covering the front desk while Monica is out of the office.

When asked what brought her to us as a place to volunteer her time and talents, she simply said that she likes keeping busy and likes the responsibility and the experience. She wanted to work in a healthcare environment but didn't want to be hands on with patients, a desire that matches her career goals. Thank you Sneha for all you do for us and for choosing Hospice of Central Ohio as a place to donate your time and talents!

Quarterly Question

How do You Manage Stress in Your Life?

Please submit your responses to
LAdamshick@HospiceofCentralOhio.org

Volunteer Timesheets and Patient Visit Reports —PLEASE READ!!

The work you do as a Hospice of Central Ohio volunteer is an essential (yes, essential!) part of our mission. Think of the difference you make—records filed, events managed smoothly, patient's stories heard and validated, a caregiver able to leave his home because of your presence.



Each moment you give in service to the people in our care matters, so much so, that we require all active volunteers to submit timesheets so that we can report your valuable time on the job.

With our newly-earned Joint Commission accreditation, we're now reporting volunteer service hours on a monthly basis. Keeping this information in front of our key stakeholders (Joint Commission, our OHI affiliates, current and prospective donors) strengthens our impact stories and illustrates the importance of your involvement in our patients' and families' lives.

So...please submit your volunteer hours as soon as you complete your shift or visit (no more “month at a time” submissions, please!). Our reports must be accurate and timely, and it's amazing how a few hours of your hard work can make a difference on the reporting side of things!

If you're having trouble with the web site and the online form, contact Volunteer Services immediately. It's also quite helpful when you describe in detail any error messages you've received. Sending a screen shot is even better! Our IT wizards can better troubleshoot when they have the details of the problem you're encountering.

Thank you for getting your Volunteer Timesheets and Patient Visit Reports to us on time!



Boundaries

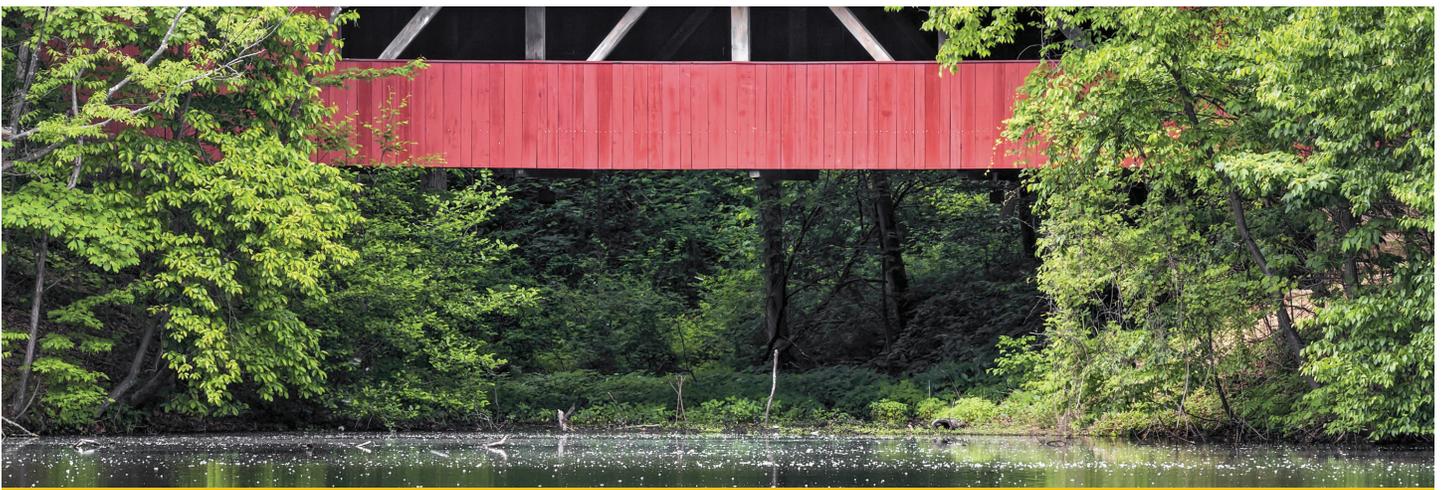
Pam Scanlon, Coordinator, Volunteer Services

Why are boundaries necessary in a hospice setting? Simply put, we are dealing with patients and families who are vulnerable. They are processing their end-of-life experiences through filters that include illness, grief, and fear, any of which could increase that vulnerability. When we become too attached, or allow the professional relationship to become personal, we are not making things easier for the people in our care. We are, unintentionally, giving them something else to grieve when the hospice affiliation ends or changes, or we are encouraging them (again, unintentionally) to develop a dependence on us. In our team setting, crossing boundaries often results in depriving a fellow team member, or family member, of the opportunity to help as well. Each member of the hospice team, from clinical staff to donors and office support, has a specific role in serving the patient. You don't have to be bedside to make a powerful impact in the lives of those we serve.

Boundaries are an essential tool that we all need in our lives. They protect us as well as others. Try to keep this in mind when encountering a potential boundary issue. Ask yourself: what is my motivation for doing this? Am I doing this for my own satisfaction, or because it is truly in the best interest of my patient? Is this something that I can continue to do for the long haul? Am I acting outside my training and scope of practice, or is there someone else better-suited to meet the patient's need? We are all generally good people, and we want to make our patients' and their families' lives easier, but we need to make sure we are not doing harm in our pursuit of good.

Below are four scenarios. Please read through each one, and identify the boundary issue or issues involved. Then, offer one or two ways to keep good boundaries in place if you were handling this situation. Send your responses to me (PScanlon@HospiceofCentralOhio.org), and if your answers are correct, you'll earn ½ hour Continuing Education credit.

1. You had a birthday party for your son and decide to take some left-over cake to your patient at your next visit, where you proceed to tell her all about the party, going into great detail about the event. **What is the boundary issue involved here, and how would you keep good boundaries in place in this situation?**
2. You forget to block your number when you call your patient to schedule your next visit. Your patient's caregiver calls you a couple of days later asking you to make an extra visit. **What is the boundary issue involved here, and how would you keep good boundaries in place in this situation?**
3. At your last visit with your patient, the patient hands you a gift card as her way to thank you for always being there for her. You explain to the patient that you are uncomfortable accepting the gift card and would rather they use that for their family. The patient is insistent that you take the gift card. Since the card is only worth \$5 and it clearly means a lot to the patient, you decide to go ahead and keep it. **What is the boundary issue involved here, and how would you keep good boundaries in place in this situation?**
4. You are staffing a fundraising event, and a patron with small children approaches you, asking if you can watch her children while she uses the restroom. **What is the boundary issue involved here, and how would you keep good boundaries in place in this situation?**



The Kindness Connection



Welcome to this new quarterly column, where we'll feature a different aspect of what it means to incorporate and practice kindness as part of the HOCO family!

Creating a culture of kindness is one of our organization's strategic priorities. Call me optimistic: I am convinced that we're all good people wanting to do good in the world, and we've chosen, for this moment in time, to do that good work in the HOCO setting.

I also know that we're human. Sometimes, we don't act, or react, with kindness, and we regret it. By developing a deeper kindness practice in our lives, we can minimize those moments of regret, and lift each other up in the process.

What does it mean to be kind? What does that look like? And, if you're on the receiving end of someone's kindness, what does that feel like?

Let's start with that first question. There are so many different expressions of kindness, but each one involves these elements: *thoughtfulness, intention, and action.*

Thoughtfulness: pausing to suspend judgment, consider someone else's perspective and experience, and then let that information guide our response or action.

Intention: reflecting on our reason for doing something before we do it—what are we wanting to accomplish? How do our core values fit into the equation?

Action: putting our thoughtfulness and intention into motion, being where the need is, showing up.

What does kindness look like? Wow—there's no single

answer to this question. It all comes down to each encounter, each relationship, each situation where the opportunity to be kind presents itself. Here are some suggestions, ideas, and examples of what kindness can look like:

- ♥ Leaving a gift card to a restaurant or coffee shop on the windshield of a car in an emergency room parking lot
- ♥ Smiling and saying "hello" to someone we pass in the hallway at work, or in a facility, or at the bank
- ♥ Offering praise first, instead of criticism
- ♥ Letting someone express her anger without correcting her, or trying to explain why she shouldn't feel that way
- ♥ Picking up that plastic candy wrapper or flattened soda can in the park instead of walking past it, thinking someone else will do it
- ♥ Sending a hand-written note to someone, telling him what you admire about him

This list could just keep going, couldn't it? What are some ways you've been kind this past week? Did it matter if someone noticed?

Finally, we know what it feels like when someone extends his/her kindness in our direction—it feels good! We may also feel a bit embarrassed or awkward. What did we do to "deserve" this, and how can we reciprocate? But returning the favor isn't always necessary. It's ok to honor the giver by receiving his/her kindness gratefully, humbly. How about paying it forward to someone else?

Take a few moments to reflect on the why you began volunteering with Hospice of Central Ohio. What drew you to our mission? How do you feel when you've completed a shift, or have seen the impact of your presence at an event, or a patient visit? Trust that your thoughtfulness, your intention, and your actions all come together to touch a life in both simple and profound ways.

To help us create and sustain a culture of kindness here at HOCO, we've created The Kindness Committee. Would you like to join this group in helping shape our organization's commitment to this core value?

**For more information, please contact
Liz Adamshick at 740.788.1404.**

Editor's note:

At our recent Annual Fall Conference, we were honored to have HOCO chaplain Joanna Samuelson facilitate an insightful discussion about the importance of spiritual wellness. Joanna shared the following information with us as part of her presentation. We wanted to share it with you, especially as we head into the busy holiday season. There's always a good time to strengthen and deepen one's commitment to wholeness and self-care. Thank you, Joanna, for your good words and messages!



Joanna Samuelson has been a chaplain with Hospice of Central Ohio since May 2018. She is also a certified spiritual director and has a small practice in Columbus. For the past twenty years, Joanna has been active in different

ministries through her church including the Caring Ministry team. She has a Master of Divinity degree from Trinity Lutheran Seminary (in Columbus), a Master of Social Work from the University of Michigan and completed an ecumenical program of spiritual formation and training in the art of spiritual direction through The Spirituality Network (Columbus).



Simple Self-Care Practices for a Healthy Mind, Body, and Soul

Ellen Bard, Chartered Occupational Psychologist, Consultant, Speaker and Writer

Self-Care Ideas for the Soul

1. Imagine you're your best friend. If you were, what would you tell yourself right now? Look in the mirror and say it.
2. Use your time in the car for a "Beauty Scavenger Hunt." Find five unexpected beautiful things on your way to work or the store.
3. Help someone. Carry a bag, open a door or pick up an extra carton of milk for a neighbor.
4. Check in with your emotions. Sit quietly and just name without judgment what you're feeling.
5. Write out your thoughts. Go for fifteen minutes on anything bothering you. Then let it go as you burn or recycle the paper.
6. Choose who you spend your time with today. Spend time with "Radiators" who emit enthusiasm and positivity rather than "Drains" whose pessimism and negativity rob energy.
7. Stroke a pet. If you don't have one, go to the park and find one. (Ask first!)
8. Get positive feedback. Ask three good friends to tell you what they love about you.
9. Make a small connection. Have a brief conversation with someone in customer service such as a sales assistant or a waiter.
10. Have a self-date. Spend an hour alone doing something that nourishes you (reading, your hobby, visiting a museum or gallery, etc.).
11. Exercise a signature strength. Think about something you're good at, and find an opportunity to do it today.
12. Take a home spa. Have a long bath or shower, sit around in your bathrobe and read magazines.
13. Ask for help—whether it's something big or small, reach out to others.

Self-Care Ideas for the Mind

1. Start a compliments file. Document the great things people say about you to read later.
2. Scratch off a lurker on your to-do list, something that's been there for ages.
3. Change up the way you make decisions. Decide something with your heart if you usually use your head. Or if you tend to go with your heart, decide with your head.
4. Go cloud-watching. Lie on your back, relax and watch the sky.
5. Take another route to work or the store. Mixing up your routine in small ways creates new neural pathways in the brain to keep it healthy.
6. Pay complete attention to something you usually do on autopilot, perhaps brushing your teeth, driving, eating or performing your morning routine.
7. Goof around for a bit! Schedule in five minutes of "play" (non-directed activity) several times throughout your day.
8. Fix a small annoyance at home that's been nagging you—a button lost, a drawer that's stuck, a light bulb that has burned out.
9. Punctuate your day with a mini-meditation with one minute of awareness of your thoughts, feelings and sensations; one minute of focused attention on breathing; and one minute of awareness of the body as a whole.
10. Be "selfish." Do one thing today just because it makes you happy.
11. Do a mini-declutter. Recycle three things from your wardrobe that you don't like or regularly wear.
12. Get out of your comfort zone even if it's just talking to a stranger at the grocery store.
3. Get down and boogie! Put on your favorite upbeat music and dance.
4. Get out for some fresh air and a walk each day. Or go up and down the stairs a few times.
5. Make one small change to your diet for the week. Drink an extra glass of water each day or have an extra portion of veggies each meal.
6. Be still. Sit outdoors if you can and be quiet for a few minutes.
7. Get fifteen minutes of sun, especially if you're in a cold climate.
8. Inhale an upbeat smell. Try peppermint to suppress food cravings and boost mood and motivation.
9. Have a good laugh. Read a couple of comic strips that you enjoy.
10. Take a quick nap. Ten to twenty minutes can reduce your sleep debt and leave you energized.

About Ellen Bard

Ellen Bard's mission is to help you shine more brightly at work and in life. She has a fancy degree, works with those who are too tough on themselves, and loves all things that sparkle. For the free cheat sheet: 5 Unusual Ways to Take Care of Yourself, click over to EllenBard.com.

This post was published with permission from tinybuddha.com. You can find the original post here.

<https://tinybuddha.com/blog/45-simple-self-care-practices-for-a-healthy-mind-body-and-soul/>

Self-Care Ideas for the Body

1. Give your body ten minutes of mindful attention. Use the 'body scan technique' to check in with each part of your body.
2. Oxygenate by taking three deep breaths. Breathe into your abdomen, and let the air puff out your stomach and chest.

