



# hearts & hands

Hospice of Stanly & the Uwharrie Newsletter

Volume 27 | Issue 1 | Spring/Summer 2017



## 5 Reasons for Hospice Now

1. Quality of Life
2. Symptom Management
3. Spiritual Care
4. Caregiver Relief
5. Grief Counseling

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## Volunteer Banquet

Hospice of Stanly & the Uwharrie held its annual Volunteer Appreciation Banquet recently at the Family and Education Center at CHS Stanly on April 20th. The event is held each year to recognize the more than 100 individuals, including the board of directors, who commit their time and services to the community through Hospice on a regular basis. All those who contribute time and services to the agency were invited to attend and bring a guest. Volunteer Coordinator CaShaun Miller coordinated the program and welcomed the more than 120 attendants with open arms. The program was opened by Hospice of Stanly Board Chair, Jann Lowder. Guests enjoyed dinner and Terri Prestwood and Sherry Poplin performed.

The willing spirit of a hospice volunteer is a

beautiful gift to Hospice of Stanly and those we serve. Their generous contribution of time, energy, and resources is to be commended. "All of our volunteers give their gift of time...their most valuable asset. In this busy world where we come and go at such a lightning pace, time can be very sparse. Yet, our extraordinary Hospice volunteers choose to give their time, to make a difference for others." said Miller.

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# Hospice Bass Tournament



Hospice of Stanly & the Uwharrie hosted the 13th Annual Hospice Bass Tournament on May 13th. It was an impressive turnout with a total of 54 teams coming out to compete. Anglers came from all over North and South Carolina and as far away as Willis, VA to fish Badin Lake and support Hospice. After starting off damp and cool, it ended up being a warm and sunny afternoon at Alcoa landing, Badin Lake, with temperatures in the upper 70's by weigh in time. At the end of the day, over 400 lbs. of fish were brought to the scales. Thanks to all who came out to participate. We hope to see you all next year May 12, 2018.

## Congratulations to the 2017 Tournament Winners

**1st Place & Winners of \$1,500**  
Pete Morris & Buzz Dunlap  
29.42 lbs.

**2nd Place & Winners of \$500**  
Chad Smith & Langdon Butler  
22.81 lbs.

**3rd Place & Winner of \$400**  
Micha Speights  
18.88 lbs.

**4th Place & Winners of \$300**  
Scott Threadgill & Jason Threadgill  
18.77 lbs.

**5th Place & Winners of \$200**  
Brandon Gardner & Blake Smith  
18.40 lbs.

**Big Fish Winners**  
with a 6.91 lbs. Bass  
Pete Morris & Buzz Dunlap



## Volunteer Banquet

Continued from the front cover

The Hospice of Stanly & the Uwharrie Volunteers of 2016:  
Lou Page, David Mills and Dean Springer

Evelyn Harward was recognized for most  
Direct Patient Care Hours.

Brooke Chandler was recognized for most  
Administrative Hours.

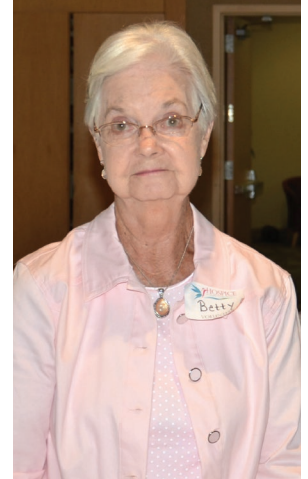


Ann Snuggs was recognized  
for most Event Hours.

The Newcomer Award was presented to Ginger Govan.

Volunteers recognized for 5 years of dedicated service:

- Earl Oakes
- Sharon Smith
- Marilyn Easley
- Betty Andrews
- Vivian Pinion
- Maxine Basinger
- Robert Johnson
- Laura Krug
- Sandra Rushing



Sarah Lee, David Mills and Bill Randall were  
recognized for 10 years of dedicated service.

Linda Fuller was recognized for  
15 years of service.

Hazel Lefler and Betty Burrage were  
recognized for 20 years of service.



# Hospice of Stanly & the Uwharrie Named a 2017 Hospice Honors Elite Recipient

Hospice of Stanly & the Uwharrie has been named a 2017 Hospice Honors Elite recipient by Deyta Analytics, a division of HEALTHCAREfirst, the leading provider of Web-based home health and hospice software, outsourced billing and coding services, and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

"Hospice Honors is a landmark compilation of hospices that provide the best patient and caregiver experiences," said J. Kevin Porter of HEALTHCAREfirst. "I am extremely proud of Hospice of Stanly & the Uwharrie for achieving this highest of honors and I congratulate them on their success."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2015 through September 2016. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all partnering hospices contained in the Deyta Analytics' Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the Deyta Analytics National Performance Score on 20 of

the evaluated questions. Deyta Analytics holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the Deyta Analytics National Performance Score on all 24 of the evaluated questions.



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**"This honor validates the work of the Hospice team – our medical director, nurses, social workers, chaplains, nursing assistants and bereavement counselors, as well as the staff and volunteers who support them in serving our patients and their families."**

Lori Thayer,  
Executive Director of Hospice  
of Stanly & the Uwharrie



"This honor validates the work of the Hospice team – our medical director, nurses, social workers, chaplains, nursing assistants and bereavement counselors, as well as the staff and volunteers who support them in serving our patients and their families," said Lori Thayer, Executive Director of Hospice of Stanly & the Uwharrie. "As a non-profit organization, Hospice of Stanly has served our communities since 1981, providing an excellence of care that sets up apart."

Hospice of Stanly & the Uwharrie, a nonprofit organization, was founded through the grassroots efforts of people in this community, and it continues to be governed locally by a board of directors. Through the generosity of many, Hospice of Stanly has been able to provide care to more than 5,500 terminally ill residents since 1981. We remain focused on providing compassionate care, comfort and support for patients and

their families. More information about hospice and advance care planning is available from Hospice of Stanly & the Uwharrie by calling 704-983-4216 or please visit our website at [hospiceofstanly.org](http://hospiceofstanly.org)



## Blooms Shared

Hospice of Stanly & the Uwharrie would like to thank everyone who played a role in making the second annual Courage Blooms fundraiser a spectacular event! The event grew into a two-day event, April 11th & 12th, as staff and volunteers delivered gerbera daisies all over Stanly County. We are indebted to dozens of Hospice volunteers for their sacrifice of time, expertise and making sure that the event was done with excellence!



To our Corporate and Community Partners, there is no way we could have conducted this fundraiser nor continue to care for our community without you! Over 600 gerbera daisies - It is hoped that everyone enjoys their daisies throughout the summer. May you always remember...Courage Blooms.





Hospice of Stanly & the Uwharrie gratefully acknowledges the honorariums and memorials received in our office November 1, 2016 thru April 30, 2017. If we have inadvertently omitted a donation from this listing, please accept our apologies

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Mr. Randy Robertson

# Hospice Social Workers: Providing Support to Patients and Families

Hospice of Stanly & the Uwharrie social workers focus on the individual needs of each patient and his or her family. The work they do varies in each setting, with each patient and within each family. They also have great knowledge and expertise in caregiving.

Hospice social worker Beth Thomas shares, “When the unthinkable happens and people are thrust into caregiving roles, they can’t help but be life changing

experiences. Caregiving can bring out the best and worst in people. But, after the initial shock and disbelief settle, I’ve found most caregivers find the strength within to get through physical and emotional challenges that come with caring for a loved one, and do so with grace and humor. We’re here to provide support for caregivers during what can be a very stressful time.”

## What do hospice social workers do?

Hospice of Stanly social workers are trained to assist patients and their caregivers during the end of life journey, and help in countless tangible and intangible ways. Here’s a sampling of how they provide support:

- Help patients and caregivers understand the role of hospice and the hospice team.
- Assist patients in exploring non-medical ways of relieving pain and anxiety.
- Assist patients and caregivers in developing an individualized plan of care and meeting the goals in that plan.
- Educate a patient’s family so they may feel confident in their roles as caregivers, including provision of reading material
- Allow patients and their families to discuss their concerns and fears openly and without judgment.
- Provide caregivers with information to help them feel prepared for the time of death, including development of a plan for the time of death.
- Assist caregivers in finding support to maximize their strengths.
- Provide patients and their caregivers with information about advanced directives and assist with completion, if desired.
- Identify community services that fit each individual situation, and assist with setting up services, such as meals on wheels, lifeline, and others.
- Help patients and caregivers obtain financial assistance or resources.
- Guide patients in a transition from one living environment to another, or assist with facility placement.
- Help develop a plan if the patient is unable to be alone.
- Keep family updated on a patient’s current status.
- Watch for and assist with safety concerns in a patient’s home.
- Help fill gaps between what a patient needs and what is available to him or her. Advocate for patients’ needs.
- Provide age appropriate education and interventions to minor children including activities for children to allow them to express their feelings.

## 14th Annual Hospice Progressive Dinner

The Women of Old North State Club hosted the 14th annual Hospice Progressive Dinner on April 29th raising over \$23,000 for Hospice of Stanly & the Uwharrie.

Over 120 people enjoyed a night of delicious food and great fun. Guests gathered at the Old North State Club for hors d'oeuvres before going to 16 different host homes for dinner. The hosts for the evening were: Beth and Alfred Adams, Pat and Howard Burkart, Beth and Terry Collom, Susan and Dennis Devereux, Barbara and Ted Durvin, Jan and Steve Foster, Becky and Glenn Miller, Ellen Murphy and Russ Fenton, Kim and Reiner Muth, Nancy Nuckols and Bill Bean, Sandra and Harold Parker, Ann and Don Piehl, Janet and Rich Schaefer, Mercene and Tom Smith, Debbie and Sam Winters and Sidney and Doug Muir.

A committee of the Women of Old North State Club planned and facilitated every detail of the evening. Committee members included: Event chair Karla Fisher, Jan Foster, Sidney Muir, Pat Salmonese and Debbie Struthers.

Karla Fisher, remarked "It was the largest crowd we've had and a wonderful night for our community. We support the compassionate and wonderful care Hospice provides to families. The ladies of Old North State Club are happy to continue this tradition of hosting an event to benefit Hospice of Stanly & the Uwharrie."



## Memory Bears, Something to Hold Onto

That yellow velour shirt your grandfather always wore, the patchwork quilt from your mother's bed, your son's favorite jeans—just seeing and feeling some fabrics can bring back precious memories of a loved one. At Hospice of Stanly, we know the importance of these memories and have found a way to preserve meaningful fabrics for the family members of our hospice patients.

Memory Bears are created and sewn from your loved one's clothing or other fabric. These special bears help ease the pain when you're missing your loved one, hold silent witness to your sorrow or serve as a cuddly reminder of the one you love. A hug from a Memory Bear always delivers a special kind of care.

If you have a loved one who is a patient with Hospice of Stanly and would like a Memory Bear, talk to a member of the Hospice team.



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# Hospice Myths



## **Myth #1:** **Hospice care is only for cancer patients.**

Fact: Hospice care is for anyone with a late-stage illness, including Alzheimer's, dementia, heart and lung diseases, renal failure, AIDS, and many other life-limiting diseases.

## **Myth #2:** **Hospice care is only for the elderly.**

Fact: Hospice is for people of all ages—any individual who has a life expectancy of six months or less if the illness runs its normal course.

## **Myth #3:** **Hospice care is only provided in a home.**

Fact: Hospice is provided in nursing homes, hospitals, assisted living facilities—anywhere an individual calls “home.”

## **Myth #4:** **Hospice care is expensive.**

Fact: Hospice services—including medication and equipment related to the terminal diagnosis—are completely covered under the Medicare/Medicaid Hospice Benefit. Most private insurance carriers also offer a hospice benefit. Medications not related to the terminal diagnosis are the patient's responsibility. Deductibles, co-pays and spend-downs are also the patient's responsibility. Care and services from Hospice of Stanly & the Uwharrie are provided to everyone who needs them, regardless of insurance coverage or ability to pay.

## **Myth #5:** **Hospice is for the last days of life.**

Fact: Patients and families benefit most when hospice services are begun as soon as an individual learns of his or her terminal diagnosis. Hospice care, at any stage, but particularly early on, can significantly lighten the burden.

## **Myth #6:** **You must give up your regular doctor.**

Fact: The hospice physician & team work closely with your primary physician to ensure you receive the best care at the end of life. Hospice care is provided by highly specialized professional staff, including a medical director, registered nurses, certified nursing assistants, social workers, chaplains and bereavement coordinators. Trained volunteers may be of assistance to the patients and families upon request.

## **Myth #7:** **Hospice is for people who have “no hope.”**

Fact: Choosing hospice does not mean death is imminent. Hospice care neither hastens death nor prolongs life. With Hospice, the miracle isn't the cure, it is in the caring. The Hospice team members are pain and symptom management experts. They provide support and pain relief so families can share quality time and meaningful, dignified, peaceful end-of-life experiences.

## **Myth #8:** **You can't contact Hospice of Stanly until your physician suggests hospice care.**

Fact: Anyone may call at any time to learn about Hospice of Stanly's services at no obligation. A physician's order is ultimately required for admission to the Hospice program.

# Hospice Understands

Grief is a normal reaction to losing someone you love. Each person grieves differently and there is no timeline for how long it takes before the hurt of loss lessens. Hospice of Stanly & the Uwharrie understands this; we know that grieving can begin before the actual death and last longer than a few weeks or months.

Hospice of Stanly offers consistent and continuing grief and bereavement support to families while a patient is under our care and for up to 13 months following a death. Grief support is provided for children and adults.



*Anna Allred-McGee, MS, EdS, NCC, LPC and Michaele Conners, MA, LPC, LPCS, LCASA*

Hospice of Stanly Bereavement Coordinators Anna Allred-McGee, MS, EdS, NCC, LPC and Michaele Conners, MA, LPC, LPCS, LCASA provide support to our patients, families and our communities.

Services include:

- Home visits from bereavement specialists and the Hospice chaplain
- Bereavement telephone support
- Bereavement support groups led by Hospice bereavement coordinators
- Memorial services
- Quarterly bereavement letters of support
- Educational materials
- Grief workshops
- Group trips
- Annual family grief camp
- Community resource referrals to grief therapists, community support groups, etc.



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Cube Hydro Carolinas LLC is a Champion Sponsor of Hospice of Stanly & the Uwharrie.

*Thank you for your generous gifts and continued support so that we may care for the patients, and their families, in our community.*



# Giving to Hospice of Stanly & the Uwharrie

## Every Gift Counts

Through the generosity of individuals, businesses, churches, and civic groups, we have provided care to more than 5,500 terminally ill residents – and hundreds more families through our community bereavement program. We are very grateful for the support that we receive from the community.

Although we receive reimbursements from Medicare, Medicaid and private insurance, these benefits are not enough to cover all of the costs for the services that we provide.

Your tax-deductible gift will ensure that Hospice of Stanly continues its mission of surrounding patients and their families with compassionate care, enabling them to embrace the end of life with dignity, courage and peace.

### How can you donate to Hospice?

Hospice of Stanly County depends on donors to help meet the needs of our patients and families each year. The donations we receive through memorials, special events and other fundraisers assist us with meeting the needs of patients – allowing us to continue

the practice of “never turning anyone away due to inability to pay.” You can make a tax-deductible contribution (*including memorials & honorariums*) by using one of the following methods:

**Give Online** - Make a secure, online contribution with your Visa, MasterCard or Discover Card by visiting our website [www.hospiceofstanly.org](http://www.hospiceofstanly.org)

**Give by Mail** – We also accept memorials, honorariums and general contributions by mail. You may send your check (payable to Hospice of Stanly County) to:

Hospice of Stanly & the Uwharrie  
960 North First Street  
Albemarle, NC 28001

**Give by phone** - You may call the Hospice office and make a donation, 704-983-4216, with a credit or debit card.

For additional information, contact Beth Plowman at 704-983-4216. Again, thank you for your support.

## The Hospice of Stanly & the Uwharrie Team

### Leadership Team

Lori Thayer – Executive Director  
Philip Veatch, MD – Medical Director  
Jo Phillips, RN, BSN – Director of Nursing  
Sherra Lowder – Business & Finance Manager  
Beth Thomas, MSW – Family Services Manager  
Beth Plowman – Community Outreach Manager  
Gay Taylor – Quality Manager

### Clinical Staff

Brandi Burleson, RN, BSN – Staff Nurse  
Angela Cates, RN – Staff Nurse  
Sherrri Cranford, RN – Staff Nurse  
Brittany McGuire, RN – Staff Nurse  
Wendy Medlin, RN – Admissions Nurse  
Renee Morton, RN – Staff Nurse  
Kayla Huneycutt, RN – PRN  
Ramona Peterson, RN – PRN

Nancy Burleson, CHPNAII – Hospice Aide  
Althea Cleveland, CNAII – Hospice Aide- PRN  
Alicia McKinnon, CHPNAII – Hospice Aide  
Darlene Burleson, CNA – Hospice Aide  
Amanda Smith, MSW – Social Worker  
Janna Spurr, MSW – Social Worker  
Michaele Conners, MA, NCC, LPC, LCASA –  
Bereavement Coordinator  
Anna Allred-McGee, MS, EdS, LPC, NCC –  
Bereavement Coordinator  
Karen Kaser-Odor, M.Div – Chaplain

### Administrative Staff

Amy Brinson – Administrative Assistant  
Jan Myers – Billing & Collections Specialist  
CaShaun Miller – Volunteer Coordinator  
Robin Rose – Clinical Office Coordinator



960 North First Street  
Albemarle, NC 28001

[hospiceofstanly.org](http://hospiceofstanly.org)

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## Mark Your Calendars

Below is a list of grief support groups and workshops offered by Hospice of Stanly.

### Monthly Men's Breakfast

*(for men who have lost a spouse)*

8:30am at Parkway House  
Restaurant in Albemarle

July 25, August 22, September 26

### Monthly Women's Luncheon

*(for women who have lost a spouse)*

11:30am at Mazatlan  
Mexican Restaurant

July 26, August 23, September 27

### Healing Grief Series

*A four-week educational  
support series on grief*

Each Thursday from 4pm-6pm  
at the Hospice office  
Dinner is served

September 7, 14, 21, and 28

For more information about these events or the Hospice of Stanly Bereavement program,  
please call the Hospice office at 704-983-4216



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## Mission

Hospice of Stanly & the Uwharrie surrounds patients and their families with compassionate care, enabling them to embrace the end of life with dignity, courage and peace.

## Vision

With the support from our communities, Hospice of Stanly & the Uwharrie will become the leading provider of end of life care by delivering competent, effective services to all patients and families served.