In this issue:
Living After Loss
New Hospice Blog Launched
A Season to Remember
And much more!

Bringing Shelby Home
A few weeks ago, I had the privilege of attending the 4th Annual State of Aging conference presented by The Center for the Study of Aging at McDaniel College. The focus of this daylong learning event was patient-centered care across care settings and how it contributes to the well-being of older adults.

Patient- and family-centered care encourages active collaboration and shared decision making between patient, families and care providers to design a personalized plan of care tailored to individual needs and preferences. Key components include care that focuses on physical comfort and emotional well-being, care that is respectful of individual choices, values and cultural traditions, and timely communication so that patients and their families are able to make informed decisions.

I admit that I listened carefully to each of the experts addressing the audience. After all, hospice has been patient centered for decades. Each presentation, however, was eye opening in illustrating how small but significant changes in how care is delivered can make an incredible difference in the experience of patients and those who love them. Whether it is care provided in the hospital, the physician’s office, nursing facility or other setting, the commitment of the staff and leadership to the key components outlined above are impactful.

I learned so much from my colleagues about their efforts and innovations. I returned energized to encourage our team members to articulate how they provide personalized care, to identify opportunities to enhance our program and to embrace the uniqueness of each patient family experience. Tailored care, respectful of your choices and priorities—this is our commitment to you.

Appreciatively,

Regina Shannon Bodnar, R.N., M.S., M.S.N., C.H.P.C.A.
Executive Director, Carroll Hospice

A Letter from the Executive Director

Follow us on Facebook at Facebook.com/CarrollHospice

NEW! Subscribe to our blog at Blog.CarrollHospice.org
Living After Loss

Sadness, anger, guilt and love. Carroll Hospice’s bereavement counselors and volunteers witness a range of emotions after the loss of a loved one.

For our team of three bereavement counselors and many volunteers, helping people work through the grief of the death of someone close is their specialty.

“We’re great listeners,” says bereavement counselor Jessica Roschen. “We’re helping them through this journey and trying to have them focus on the positives and what’s helped them before through difficult times.”

The support is offered in a variety of ways, from individual counseling to a host of groups that connect those facing the challenges of the same type of loss, from groups for parents who have lost children, to widows and widowers, to those who have lost a loved one from suicide or substance abuse.

In the support group setting, attendees are encouraged—but not pressured—to share a little bit about their loved ones and their experiences. Some groups incorporate special touches to their meetings. At the Mending Hearts support group for parents who have lost a child of any age, for example, participants started a picture board where they can display a photo of their child. And, at the end of each meeting, participants stand in a circle and say goodnight to their child who has died.

“People are realizing it’s important to share your feelings, and it’s healthy to talk things through,” Roschen says. “When you’re going through the struggle, just having somebody to be there with you to listen, to talk and to just guide you through is very important.”

For Roschen, helping individuals work through the grief is rewarding. “As counselors, we get to hear about all of the love stories and about the wonderful times, too. As they move forward, all of the good memories and all of that love really comes back, and they can make peace.”

To learn more about the bereavement services offered by Carroll Hospice, or to view a calendar of upcoming support groups, visit CarrollHospice.org or call 410-871-8000.
Shelby Puller was always impeccably dressed and put together—nails done, hair just so. “People thought she was my sister, she just looked that good,” says her daughter, Dawn Hapbell.

A mother, wife and homemaker who raised three children, Shelby was one who couldn’t sit still, and she kept a meticulous house. “She would change the living room furniture three times a week, moving it herself,” Dawn remembers.

Shelby loved her family, and she loved to travel, often visiting her sister in Florida to escape the cold weather here before moving to North Carolina permanently six years ago.

Dawn started to notice little changes when she’d talk to her mother on the phone. At first, it was difficulty remembering people’s names, including Dawn’s. Then her mother left her a message convinced that she was Dawn’s aunt. Concerned, Dawn traveled to North Carolina to visit her mother and take her for testing.

Ultimately, a neurologist’s screening determined that Shelby had Lewy Body Dementia that was quickly progressing.

Dawn brought her mother home to Hampstead to care for her. Because of the dementia, Shelby would become agitated, confused and upset. “Many nights we sat on the bathroom floor with the door locked because people were trying to get her,” Dawn remembers.

It was an exhausting responsibility, and Dawn went for days without sleep. “For five months, I slept on the couch because it was right under her bedroom. I was afraid of her trying to leave the house,” she says.

Two months after bringing her home, Shelby’s physician and Carroll Hospice’s medical director, John Middleton, M.D., suggested hospice care.

“I thought ‘Oh my God, my mother’s dying,’” Dawn remembers, “and he said ‘Hospice is more than that.’”

“Hospice was a Godsend. I don’t know what I would have done without them.”

Shelby entered Dove House, Carroll Hospice’s inpatient facility, twice for respite care and to adjust her medications, then received hospice care at home. While at Dove House, Shelby’s mobility made her a unique patient. Her disease made it difficult for her to feel settled, and walking the halls soothed her. In order to make sure her needs were fully met, the hospice team added staff and volunteers during her stays. “Hospice was a Godsend,” Dawn says. “I don’t know what I would have done without them. She really walked some paths in the short hallway there.”

As Shelby’s dementia progressed, she lost weight, and her memories started reverting to previous time periods in her life, to when she was raising her children, to when she met her husband, to her own childhood.

“Each day was a new day,” Dawn remembers. “She would wake up and had forgotten how to do something—how to put on her shoes, how to fix her hair, how to put her makeup on.”

Surrounded by her family, Shelby passed away in February, approximately five months after coming home to Maryland. In honor of the care that Shelby received, Dawn and her two brothers made a gift to Carroll Hospice and asked that donations be made to the organization in lieu of flowers. Dawn also started two Facebook fundraisers, one after Shelby’s death and the other in October, in honor of her mother’s birth month, raising more than $2,000 for Carroll Hospice.

“Hospice offered all kinds of services—to come in and bathe her and to sit and spend time with her, but, for me, it was a bonding time,” Dawn remembers. “My mother always took care of us, it was my turn to take care of her.”
Dawn Hapbell cared for her mother, Shelby Puller, during her last months of life. Diagnosed with dementia, Shelby would often ask to see the teenage Dawn featured in this photograph.
Mike Burden, Community Hospice Hero
After Kim Kelly Burden’s passing, her husband of 35 years, Mike Burden, was inspired by his wife’s selflessness and the difference Carroll Hospice made in their lives. He started the Kim Kelly Burden Foundation and supported Carroll Hospice. Since establishing the foundation in 2016, the annual fundraisers supported by the Burdens’ friends and family have raised more than $100,000. “Their generosity amazes me. They give to help people who are facing struggles that we may all face someday,” says Mike. “They are Kim’s heroes.”

Tracey Beyer, R.N.
Tracey has been working with hospice patients for more than 15 years. The anchor of our weekend team, Tracey exemplifies the spirit and passion of hospice as she carries out her nursing duties. Her gentle, loving approach to all patients is her trademark; her excellent clinical practice is her footprint. We are grateful that she is part of our hospice family.

Melissa Dolan, L.C.S.W.-C.
A member of our facility-based team, Melissa was nominated as a hospice hero for her excellence in her craft of hospice. With her soft spoken, gentle approach, she assists patients and families through the sometimes difficult journey of dying. We are in awe of her compassion and dedication to her patients and the entire interdisciplinary team.

Ethan Markowitz, Hospice Aide
Ethan began his hospice career two years ago, and it became quickly evident that he is passionate about his work. Ethan is compassionate and caring, and he is always willing to stop, listen and assist with patients and their beloved. He has worked in both inpatient and outpatient hospice, and he has received accolades from patients, families and colleagues.

John W. Middleton, M.D., Medical Director
Dr. Middleton has always had a passion and a heart for those who need end-of-life care. His ability to manage symptoms, navigate painful conversations, and educate patients, staff and family is unmatched. He makes himself accessible to patients and the staff for any issues that arise and is always supportive. He is often cheering on staff when they are faced with a difficult situation. We are very grateful to have this well-known physician and hospice champion selected as a hospice hero.

Sue Stuller, EVS Food Service Aide/Dietary
Sue has been an asset to our team for more than 11 years, and we are grateful. She is known for anticipating the needs of the patients and the nurses, locating supplies at Dove House and going the extra mile to get everyone exactly what they need. She provides a “can do” spirit to the unit, pitching in to help in any way she can so that patients and their families are well cared for. We appreciate her caring qualities and exemplary work!

SAVE THE DATE
for the 20th annual Taste of Carroll taking place on Monday, April 29, 2019!
Carroll Hospice has launched DASH, an informational blog for hospice patients and their families.

Each week, blog posts to DASH, which stands for Dedication to Awareness and Support of Hospice and shares the name of this newsletter, provides insight into hospice care and the individuals who give—and receive—that special care.

Subscribe to the blog via email and never miss a post! Visit blog.CarrollHospice.org today.

Carroll Hospice has been named a 2018 Hospice Honors recipient by HEALTHCAREfirst, the leading provider of CAHPS surveys, used to evaluate patient satisfaction and experiences.

Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view.

“We are excited to recognize the 2018 Hospice Honors recipients for their hard work and dedication to providing exceptional care,” said J. Kevin Porter of HEALTHCAREfirst. “I congratulate Carroll Hospice on its success in achieving this highest of honors.”

Carroll Hospice received the award based on its Hospice CAHPS survey results. Carroll Hospice exceeded the HEALTHCAREfirst National Performance Score on 20 out of 24 of the survey’s quality indicator measures. The survey consisted of 24 quality measures focused on the responses of patients and caregivers on their willingness to recommend Carroll Hospice to others.

“This is yet another testament to the extraordinary care our hospice staff provides,” said Ellen Finnerty Myers, vice president of corporate development at Carroll Hospital. “Our staff is committed to providing compassionate end-of-life care and each day show our patients and their families that it is not simply a job but a privilege to offer them the physical, emotional and spiritual comfort they need and deserve while in our care.”
Audrey Byrd was named Carroll Hospice’s Volunteer of the Year at the annual Volunteer Appreciation Dinner in June. She has been volunteering with the organization since fall 2009 and has logged more than 2,000 volunteer hours.

“Audrey is a true advocate for our hospice patients,” says volunteer coordinator Kim Benson. “She visits patients who have very limited, if any, visitors, and she is a caring, comforting presence for those near the end of their journey. Her warm hugs and supportive voice help many who are trying to wrap their mind around navigating this critical time. Audrey is a priceless asset to our team.”

Byrd shared her thoughts on her volunteer work:

**Why did you decide to volunteer at Carroll Hospice?**

As a nurse, I loved being with patients and, working in a nursing home, many passed away there. I feel if I can make someone’s last days a little more comfortable in any way that is what God wants me to do and that is the goal of hospice.

**What are your volunteering duties at hospice?**

I volunteer a lot at the Dove House and do various duties, but the patient is always the priority. I also see patients in a few facilities [and] make bereavement phone calls each week to families whose loved ones have passed on.

**What do you enjoy the most about volunteering?**

Definitely the patient contact. It is an honor to be with someone as they go through this time.

**What would you tell someone who is considering becoming a volunteer at Carroll Hospice?**

Carroll Hospice is a great place to volunteer. The staff is so kind and caring, and you get much more out of it than you give. There are various ways volunteers are needed, so if a person feels they cannot do patient contact, there are many other ways to serve.

Learn more about volunteering with Carroll Hospice at CarrollHospice.org/volunteer-opportunities

Pictured above: Carroll Hospice Volunteer of the Year Audrey Byrd (center) with Regina Bodnar, executive director (left), and Kim Benson, volunteer coordinator (right)
2018 Camp TR Wrap Up

Fifteen children grieving the loss of a loved one received encouragement and support at Camp T.R. this June.

Held at Hashawha Environmental Center in Westminster, each year the free weekend camp, funded with private donations, helps children ages 7 to 15 with a mix of traditional camp events and grief activities, says bereavement counselor Jessica Roschen, who led the camp's activities with bereavement counselor Megan Buddemeyer. This year, campers had the support of 34 junior and adult volunteers who helped throughout the weekend.

This year's wet weather didn't put a damper on the activities, according to Roschen, and in some cases enhanced them. For example, campers usually perform a candle lighting ceremony in memory of their loved ones on Saturday evening.

Although the rain put a halt on outdoor activities, the campers were able to gather in the camp's cafeteria building and use its huge fireplace for the candle lighting—and to roast marshmallows. Afterward, the campers participated in a huge dance party in the building. They also took part in a drumming group and watched students perform a play about grief under the instruction of Francis Scott Key High School teacher Roberta Gore.

Discussing the size of grief is one of the activities featured annually at the camp. Bereavement counselors compare balls of various sizes as a visual aid to the grief that is felt after a loss. Through the exercise, grief is compared to balls of descending size until the last is symbolized as a marble, and each camper is given one to remember that one day their grief will be that manageable size.

“The grief activities allow them to open up and share their feelings and memories, understand the importance of tears and learn healthy ways to cope with the pain,” says Roschen.

Camp T.R. is held the first weekend in June each year. For more information, please call 410-871-8000 or visit CarrollHospice.org/Camp-TR

New Medication Dispensing Machine

A new medication dispensing machine has been installed for clinical use at Dove House, Carroll Hospice's inpatient facility. Made possible through a generous gift from hospice supporter Doris Hull, the machine will enhance patient safety by helping to prevent medication errors and will increase nurses' efficiency by providing computer-controlled storage, dispensing and tracking of medications.
Make this A Season to Remember

Join us in celebrating loved ones at one of our annual A Season to Remember activities benefiting Carroll Hospice.

**Holiday Auction**

**Monday, November 19 - Friday, November 30**

8 a.m. to 8 p.m. daily

(Auction closes at 4 p.m. on November 30)

**Carroll Hospital Main Lobby**

Holiday items are creatively decorated and generously donated to our holiday silent auction. Items will be on display and up for bid all week in the main lobby and East Pavilion at Carroll Hospital, Carroll Hospice’s Dove House and throughout the community. Bid on items to take home for the holidays, get into the spirit of the season and enjoy the festivities while supporting the great work of Carroll Hospice.

**Memorial Ornaments and Tree Ceremony**

**Monday, November 26, 7 p.m.**

**Carroll Hospital’s Shauck Auditorium**

You may honor a loved one this holiday season by purchasing an ornament which will be inscribed and placed on the Memorial Tree. Special ornaments for our Pet Tree will also be available for purchase.

Visit [CarrollHospice.org/Season-to-Remember](http://CarrollHospice.org/Season-to-Remember) to order an ornament online.

For more information, please visit CarrollHospice.org or call 410-871-7220.
2018 Carroll Hospice Memorial Tree Ornament Order Form

Personalized Memorial Tree Ornaments

☐ Ball $10 each  ☐ Dove ornament $25 each

I want to purchase an ornament in memory of the following loved one(s):

Please print how you would like the name inscribed on the ornament. If purchasing more ornaments, please attach name(s) on a separate sheet of paper.

Name 1: _____________________________________________________________________________________
First                        Last
Name 2: _____________________________________________________________________________________
First                        Last

Please notify the following person that an ornament was purchased in memory of his or her loved one:

Name 1: _____________________________________________________________________________________
First                        Last
Address: ______________________________________________________________________________________
                                                                                           ______________________________________________________________________________________
Name 2: _____________________________________________________________________________________
First                        Last
Address: ______________________________________________________________________________________
                                                                                           ______________________________________________________________________________________

Personalized Pet Tree Ornaments

An ornament inscribed with your pet's name; $10 each.

☐ I want to purchase an ornament in memory of my pet:

Name of pet: __________________________________________________________________________________

Note: If purchasing more ornaments, please attach name(s) on a separate sheet of paper.

Payment Information

Purchase your ornaments online at CarrollHospice.org/Season-To-Remember, fax your order to 410-871-6210 or mail this form (along with payment) to:

A Season to Remember c/o Carroll Hospice, 292 Stoner Avenue | Westminster, MD 21157

Total $_________________ (Checks made payable to Carroll Hospice)

Name: _______________________________________________________________________________________

Address: _____________________________________________________________________________________

City: ___________________________ State: _________________ Zip: _________________

Email: ___________________________ Phone: ___________________________

☐ Visa  ☐ MasterCard  Credit Card Number: __________________________________________

CID: ___________________________________________ Exp. Date: ___________________________________________
       (from the back of your card)

Signature: ___________________________________________________________________________________
Carroll Hospice Wish List

Carroll Hospice is always in need of items for patients and their families.

To see the current needs, visit CarrollHospice.org/Wish-List. For more information, please call 410-871-8000.

Dove House Virtual Tour

Located in Westminster, Carroll Hospice’s Dove House is a warm, supportive environment for patients who require short-term symptom management that cannot be provided in their current residence.

Patients in Dove House receive care 24 hours a day from an expert team dedicated to helping them live as comfortably as possible with the support they need.

If you have never been to Dove House, please take a moment to explore in our new virtual tour, best viewed using Google Chrome, at CarrollHospice.org/dove-house.

There, you may tour the facility’s lobby, family room, children’s room, dining room, chapel, bereavement center and a patient room, all from the comfort of your home.