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A Season to Remember
Palliative Care vs. Hospice Care
And much more!

Remembering Supercentenarian Mrs. Genevieve Duffy
Dear Families, Friends and Benefactors:

Earlier this year, my mother-in-law, Sandy, died of injuries she sustained in a traumatic fall. The simple task of transferring from her bed to her wheelchair, as she had done hundreds of times before, resulted in a fall causing a brain bleed early one May morning. Once transferred to the local emergency department and learning the severity of her injuries, she adamantly refused aggressive intervention and asked to be kept comfortable.

What I learned over the next four days was profound.

• I was reminded that being a family member of a loved one in their final days is hard work. Communication and respectful relationships are key to creating positive memories at such a tender time. We need to be kind to one another.
• I learned that advanced directives are the best gift a loved one can give. The confidence of knowing that we were advocating for choices Sandy had made for herself, at an earlier point in time, was incredibly comforting.
• I learned that I need to continue to be a strong voice for patient safety in the work of Carroll Hospice.
• I learned that making airline reservations the same day as your travel is challenging and costly.
• I was reminded of the importance of selecting the right hospice to participate in your care. We enrolled Sandy in the program where the nurse was polite and genuinely interested in our story. She sat down with us, and the first question she asked after introducing herself was, “Tell me about your mom.” Wow, it doesn’t get much better than that!
• I was reminded to say “I love you” every chance you have because things can change in an instant!

Finally, I was reminded how fortunate I am to work with the wonderful professionals and volunteers at Carroll Hospice who work diligently to provide individualized and personalized care each and every day.

Regina M. Bodnar
Executive Director, Carroll Hospice

The Death of a Pet

Held quarterly on a Saturday morning, attendees of the Pet Loss Support Group work through the emotions they experience when dealing with the loss of a pet.

Most who come to the group bring a photo of their pet with them, says bereavement counselor Jessica Roschen. The photo is a way for them to introduce the group to the animal they loved and are grieving.

Grief is a natural reaction to the loss of a pet, she says. In addition to that grief, some may feel guilt, and, for others, the loss may even bring back memories and emotions of past losses of pets and loved ones.

“There are a lot of people that don’t understand pet loss and feel that you should get over it right away,” says Roschen, “but we say you have every right to grieve your pet.”

Many come for one or two sessions to work through their grief; others may need individual counseling to help them cope, says Roschen. In addition to the support group, the McGinnis Bereavement Center has a host of books on pet loss for adults and children alike.

And, like the loss of a person, there’s no set timeline for grieving the death of an animal.

Roschen suggested a few tips to cope with a pet’s death. They include:
• Journaling your feelings
• Memorializing your pet, whether it’s holding on to their ashes, planting a tree in their honor or donating supplies to an animal shelter
• Waiting a while before exploring the possibility of welcoming a new pet into the home

The next Pet Loss Support Group will take place on Saturday, January 11 from 10:30 a.m. – noon at Carroll Hospice’s Dove House, 292 Stoner Ave., Westminster. The group is open to adults 18 and older, and registration is required by calling 410-871-7656.
The year was 1908. It was the year the first New Year’s Eve ball dropped in New York City’s Times Square, Henry Ford’s company built the first Model T and Oklahoma became the 46th state in the Union. And it was the year Genevieve Duffy was born.

Genevieve, of Westminster, passed away in June, weeks after her 111th birthday.

“She started failing, but only from the neck down,” says her daughter, Maureen Seibel. “From the neck up, she was as sharp as a tack, and she did not want to leave her apartment.”

Genevieve’s health started declining earlier this year, and she entered into Carroll Hospice’s care at her home with the help of Maureen, her husband, their son and Genevieve’s neighbor.

“It was excellent care,” Maureen says of Carroll Hospice. “I can’t speak highly enough of it.”

Hospice staff were quick to answer any of the family’s questions, and they also offered special touches that made Genevieve feel special, such as painting her fingernails. “She was so delighted with it,” Maureen says.

Throughout her life, Genevieve was fiercely independent. “She liked to do what she wanted to do when she wanted to do it,” Maureen remembers.

Genevieve was born in New Jersey and went to nursing school outside of Philadelphia, then returned to her home state to work as an obstetrics nurse, where she met her husband, John Duffy. After they were married and started a family in the 1930s, she quit working to be a stay-at-home mother, occasionally taking private nursing jobs.

In her 50s, she returned to the workforce, working in a home furnishings store and taking an interest in interior design.

Genevieve’s husband passed away in 1976 after more than 40 years of marriage, and Maureen pointed out that her mother had been a widow longer than she was married.

Genevieve moved around a bit and eventually came to Westminster in the 1980s to be closer to her daughter and son-in-law and noted how more traffic and shopping centers had come about since then.

“Like everything else,” Genevieve said, “it all changes.”

Remembering Supercentenarian Mrs. Genevieve Duffy

In Genevieve’s Own Words

We had the honor of speaking with Genevieve about her life in early 2019.

Growing up, she remembered, the kids in her neighborhood played on the outside steps where they lived. “We never had toys given to us,” she said. “We always made things.”

“We always made things. It was a lot of fun.”

Families from Germany, Italy and other countries lived on Lincoln Street in Jersey City, New Jersey, where she was born and raised, and patriotism was strong there. “We all had such respect for the United States and the American flag,” she said.

She described her mother’s father as a strict and meticulous man who’d come from Ireland and owned a wagon business. Her grandfather would eat lunch and dinner with her family, and little details, like how he always wanted a napkin ring around his napkin, still stuck out in Genevieve’s mind so many decades later. “He was a very special man to me,” she said.

Her paternal grandfather lived in a home in Brooklyn that had the kitchen downstairs in the basement, and she said a lot of baking took place down there. “It was really wonderful, when I think about it,” she said.

Longevity ran on her father’s side of the family, and she said one of her aunts lived to be 102 years old and others lived until their 80s and 90s. Genevieve came to Westminster in the early 1980s to be closer to her daughters and sons-in-law and noted how more traffic and shopping centers had come about since then.

“Like everything else,” Genevieve said, “it all changes.”
In August, Carroll Hospice partnered with Pritts Funeral Home to honor Vietnam veterans for their service to our country.

The Vietnam Veteran Honoring Celebration, hosted at Pritts, recognized veterans who served at any time on active duty in the U.S. Armed Forces, regardless of location, from November 1, 1955 to May 15, 1975.

Speakers at the event included Carroll County Commissioners Ed Rothstein and Stephen Wantz. The veterans in attendance received a Vietnam Veteran lapel pin on behalf of a grateful nation, and volunteers from Carroll Hospice’s We Honor Veterans program pinned the Vietnam veterans and gave them a presidential proclamation.
Becoming a Certified Hospice Medical Director

By John W. Middleton, M.D.

I started as Carroll Hospice’s first full-time medical director in March 2019. Shortly after accepting this position, Regina Bodnar, Carroll Hospice’s executive director, challenged me to become a certified hospice medical director.

This certification requires testing administered by the Hospice Medical Director Examination Board that assesses expertise in the skill set needed to be a hospice medical director. This voluntary certification program affirms that one is capable of leadership, capable of patient and family care, and has an understanding of the death and dying process.

But my certification isn’t unique. Carroll Hospice requires nurses, aides and other staff to be hospice certified in their respective roles within the first two years of employment.

I personally think this requirement is essential to the care we provide, as we want only the best for our terminally ill patients. To expect nothing less from all of our caregivers is what we strive to give them each day.

Carroll Hospice Named Again as a Hospice Honors Recipient

For the fourth consecutive year, Carroll Hospice has been named a Hospice Honors recipient by HEALTHCAREfirst, a leading provider of Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys 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.

Carroll Hospice received the award based on results from its Hospice CAHPS survey, which assesses patients’ caregivers and families about their satisfaction with hospice services and other feedback.

Carroll Hospice exceeded the National Performance Score on 23 out of 24 quality indicator measures. The CAHPS survey consisted of 24 quality measures focused on the responses of patients and caregivers on their willingness to recommend Carroll Hospice to others.

Ellen Finnerty Myers, Carroll Hospice’s vice president of corporate development and senior executive who oversees Carroll Hospice, credits the organization’s phenomenal staff for the award. “It is a testament to the skill of our staff and volunteers and their willingness to go above and beyond to create personalized, respectful care plans for each patient,” she says.

Roaring ‘20s Fun Raises Record-breaking Amount at 20th Annual Taste of Carroll

More than $204,000 was realized at the 20th annual Taste of Carroll, presented by BB&T, on April 29 in Carroll Hospital’s East Pavilion.

Nearly 650 guests attended, many wearing vintage clothing to fit with the event’s Roaring ‘20s theme. Guests also had their photos taken with Prohibition “picketers” and classic cars.

As the main attraction, attendees enjoyed sampling an array of gourmet, festive food and beverages from more than 40 of the region’s finest restaurants, under a special food tent sponsored by Koons Toyota Westminster, and participated in a silent auction, sponsored by CareFirst BlueCross BlueShield.

Additionally, Hospice Heroes, chosen from staff, volunteers and supporters, were honored for their outstanding support of Carroll Hospice and providing the highest quality of care for hospice patients and their families. This year’s Hospice Heroes were Jill Englar, director of support services; Pamela Neumann, hospice liaison; Laura Welty, former manager of performance improvement; Robin and Shifyn Ford, owners of Robin Ford Building & Remodeling, Inc.; Robbins Nolen, volunteer; and Karen Feroli, past executive director who was honored posthumously.

Carroll Hospice extends a special thanks to the Taste of Carroll committee members, volunteers, restaurateurs, beverage purveyors and sponsors who helped make the event a huge success.

Mark your calendars for the 21st annual Taste of Carroll taking place on Monday, April 27, 2020.

Four Appointed to Board of Trustees

Carroll Hospice is pleased to welcome four new members to the Board of Trustees. All began their posts on July 1 and will serve a three-year term.

Barbara Harden joins as a new member. Harden recently retired as manager of the executive office and community affairs at Penguin Random House. She served as a Dove House volunteer for several years and, for the past three years, she has dedicated her time to Taste of Carroll. Harden and her husband John live in Westminster and have two grown sons.

Dave Kile also has been appointed as a new member. He retired as co-founder of Ease Technologies, Inc. He and his wife Lizianne live in Mt. Airy and have two grown children.

Ann Patterson has been appointed as a new member. She works as a health services administrator at Broadmead, Inc.

Robert Weinreich joins as a new member. Now retired, he previously worked in several high level positions at the U.S. Department of Defense.

DASH — Fall 2019 9

Carroll Hospital Board of Directors member Jack Tevis and wife Beth Tevis

Mark Darrell of Darrell Financial Services, a longtime sponsor and Taste of Carroll Planning Committee volunteer, and Mary Darrell, past member of the Carroll Hospice Board of Trustees.
It’s one of the biggest myths that Carroll Hospital’s palliative care nurses face: the belief that palliative care is the same as hospice care.

Palliative care and hospice share the same core principles of providing patient- and family-centered care. But hospice is for individuals with a life expectancy of six months or less, says nurse practitioner Jenifer Garner.

Palliative care is for those who are facing serious illness, and it can be sought at any phase of that illness. It is especially helpful for individuals with hard-to-treat symptoms; for those who need help understanding treatment choices; and for individuals and families who need support when making difficult medical decisions.

Ultimately, the focus is on each patient’s well-being and quality of life. “To palliate means to free from suffering, and that’s the goal in both palliative and hospice care,” Garner says.

Simply put, palliative care is a holistic approach to caring for the whole patient, taking into account not only the person’s medical needs, but his or her emotional, physical and spiritual needs as well, says palliative care nurse Joanna Van Eckenhorn.

“We are an extra layer of support to help patients, as they live with chronic illness, have the best quality of life that they can possibly hope for in spite of their illness,” says palliative care nurse Jennifer Ballas.

Van Eckenhorn and Ballas visit with hospitalized patients to help them with their needs while they are in the hospital. Once discharged, individuals can receive additional assistance from outpatient palliative care nurse Laurie Luellen, who can continue to connect individuals with resources and support.

It’s all with the goal of providing comfort and care for the best life possible.

To learn more about Carroll Hospital’s palliative care program, visit CarrollHospitalCenter.org/palliative-care or call 410-871-7000. To learn more about hospice care, call Carroll Hospice at 410-871-8000.

Palliative Care vs. Hospice Care

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<th>Feature</th>
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<td>Pursued when patient has a 6-month or less life expectancy</td>
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<td>Can receive curative treatment</td>
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<td>Supports the family</td>
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<td>Provides comfort and cares for the whole patient</td>
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<td>Offers a team approach to care</td>
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<td>Honors a patient’s care preferences</td>
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<td>Encourages advance care planning</td>
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<td>Care can be received at any time in a patient’s illness</td>
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Honor a loved one this holiday season by purchasing an ornament that will be inscribed with
his or her name and placed on the Memorial Tree. Special ornaments are also available for
your pet. Ornaments ordered before Friday, November 15 will be placed on the Memorial
Tree and available for pickup at the ceremony. All ornaments must be picked up no later

Monday, December 2, 7 p.m.  |  Shauck Auditorium at Carroll Hospital

For more information or to purchase an ornament:
- Fill out the form on page 6 of this newsletter
- Call 410-871-7220
- Visit CarrollHospice.org/Season-To-Remember

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 410-871-7220.