Nursing a Lifelong Dream

Carol Mobley, R.N., spent 20 years preparing for her hospice nursing career. Not because she had to—but because she believed it would make her a better hospice nurse. “I always knew I wanted to be a hospice nurse, but I felt I needed a varied background to do it well,” explains Mobley, a Carroll Hospice case manager since April 2010. “I worked in emergency medicine, hospital administration, pediatrics and transplant medicine. I even became a certified forensic nurse. Each specialty area prepared me for a different aspect of hospice nursing. For example, as a transplant nurse, I learned how to communicate with families in crisis, which is an important skill for hospice nurses.”

At Carroll Hospice, our compassionate, dedicated team of nurses plays a vital role in the lives of patients and families, from providing expert palliative care, effective pain and symptom management, and compassionate support for their families.

Our Mission

Carroll Hospice is a non-profit organization dedicated to improving the quality of life for patients needing end-of-life care, allowing them to live as fully and comfortably as possible by providing expert palliative care, effective pain and symptom management, and compassionate support for their families.

Our Philosophy

At Carroll Hospice, our philosophy is patient-centered and family-supportive:

• Help patients experience peace, comfort and dignity during the end stage of life.
• Provide patients with palliative care and effective pain and symptom management.
• Allow patients to make their own decisions regarding care and treatment.
• Promote a caring community sensitive to the needs of hospice patients and their families.
• Support family members and other caregivers in their efforts to care for their loved one.
• Coordinate community resources to ensure continuity of care.
• Offer bereavement support to families.

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Letter from the Executive Director: What a Year It’s Been!

It’s hard to believe a year has passed since I became executive director of Carroll Home Care and Carroll Hospice—and what a year it’s been! I want to take this opportunity to share key highlights from the past year, along with several goals and challenges for 2011.

Looking ahead, many exciting developments are planned for 2011, including the construction of a bereavement conference room, which will allow us to share ideas, strategies and expertise with other professionals on how best to support families and loved ones through the grieving process. We also plan to extend hospice services to patients in Frederick and Baltimore Counties. A pediatric palliative care program developed in conjunction with Carroll Home Care is in the works and is anticipated to begin serving patients January, 2011.

One of our challenges continues to be Medicare and health insurance reimbursement not covering cost for hospice and bereavement services. This, combined with rising medication costs, increased documentation and medical reporting requirements and additional hospice regulations for participation, can make our job a challenge. But hospice is no less vital to the patients, families and communities we serve. That’s why we need to continue working hard to promote awareness and protection of end-of-life services, especially among our legislators.

On behalf of the entire Carroll Hospice staff, I sincerely thank you for your support. With your help, we can continue delivering high-quality hospice care to those who need it the most.

Sincerely,

Diane Link, R.N.
Executive Director, Carroll Home Care & Carroll Hospice
Nursing a Lifelong Dream
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It’s not a role our nurses take lightly. “I believe the desire to be a hospice nurse is inborn. Hospice is a very holistic approach to care, and it requires a unique skill set,” adds Mobley.

Sami Thilker, R.N., C.H.P.N., echoes Mobley’s thoughts. “For me it was just a natural gravitation to hospice. I felt like that’s where I belonged.” Previously a geriatrics nurse at Carroll Hospital Center, Thilker jumped at the chance when a nursing position became available at the Dove House three years ago. “It's the most amazing job I've ever done. I feel like this is what I was meant for. Everyone—from the housekeeping staff to the dieticians to the nursing team—pitches in when needed, and we all genuinely care about the patients and families.”

Thilker feels strongly that facilities such as the Dove House provide an important care option for patients and families. “I was caring for a father with young children, and he made a deliberate choice to come here. He didn’t want his children associating their home with his death, having to walk by a certain room in the house every day and remembering, ‘oh, this is where dad died.’ In many ways facilities like the Dove House let families just be families. Someone else takes care of the caregiving.”

Hospice aide Birdie Haines, C.H.P.N.A.—a 13-year veteran of Carroll Hospice—provides inpatient care of a different kind. “I've always worked in nursing homes, and I naturally gravitated toward hospice. Not all nurses are comfortable with terminally ill patients, so it's important for nursing home patients to have access to someone who is...someone who will meet their needs and support their family. I'm able to offer patients a lot of one-on-one time, which is important.”

For Haines, Thilker, Mobley and other Carroll Hospice nurses, the impact of their work is often reflected in small moments. Mobley tells this story: “One day I arrived at a patient’s home soon after her husband had called me in a panic because she had become unresponsive. It quickly became apparent that she needed to be transferred to an inpatient facility for more advanced care, which was just devastating to her husband. In the midst of all this, he went back in the kitchen for about 15 minutes and came back with a sandwich. He handed it to me and said, ‘I don’t cook but I know how to make a grilled cheese sandwich. I don’t know when you all get time to eat.’ It literally brought tears to my eyes. Moments like those convince me that hospice is the most rewarding career in nursing.”

Annual Memorial Service for Families and Loved Ones

Carroll Hospice’s annual Memorial Service for families and loved ones took place on November 7, 2010, at 2 p.m. at St. John’s Catholic Church, located at 45 Monroe Street in Westminster. Open to individuals of all faiths, the service was for families and friends who have lost a Carroll Hospice patient within the past year. During the ceremony, attendees were invited to come forward, light a candle and share the name of their loved one.
More than 500 guests gathered at Antrim 1844 on May 17, 2010, for what has become one of the area’s most highly anticipated—and tasteful—charitable events. Featuring VIP guests Robert and Kendel Ezlich, the eleventh annual Taste of Carroll raised more than $110,000 for Carroll Hospice programs and services (a 15 percent increase over last year!).

In addition to savory samplings from more than 25 area restaurants and wineries, attendees enjoyed live and silent auctions packed with unique items and experiences, including grandstand tickets to a NASCAR race, a golf trip for two to Arizona, a diamond necklace from David’s Jewelers and even a retired racehorse.

A special thanks goes out to all our participating vendors and sponsors, along with event chair Carolyn Burns, our gracious hosts Richard and Dorothy Mollett of Antrim 1844 and presenting sponsor BB&T.

Next years event is being planned now with some exciting additions and changes. Please save the date May 16, 2011.

Top photo from left to right: Marty Burns, Carolyn Burns, Former Governor Robert Ehrlich and Kendal Ehrlich

Middle photo from left to right: Colleen McNally, Bill McNally, Amy Wolff and Roxanna Nemec
On Board with Carroll Hospice

Three new members have been appointed to our Board of Directors. These three bring a variety of perspectives to our Board, and we welcome their contributions and insights.

R. Wayne Barnes, a Carroll County native, is an independent insurance broker for long-term care insurance, life insurance and annuities, and is the former President of Barnes-Bollinger Insurance Services, Inc. Actively involved in the business, agriculture and non-profit sectors of industry for many years, Mr. Barnes is currently on the Board of Directors of the Carroll County Chamber of Commerce, Carroll Lutheran Village, Carroll County Economic Commission, Carroll County Industrial Development Authority and Access Carroll, Inc. He also retired as the Security Police Squadron Commander for the 135th Maryland Air National Guard. Wayne and his wife, Bonnie, live in Westminster, and have one grown son.

Richard P. Coyne has more than 34 years of experience in the Federal Government, including 12 years with the Center for Medicare and Medicaid Services (CMS). He is currently a consultant for new business development regarding Medicare, Medicaid and medical technology issues to various public and private clients, and is an active supporter of community group and projects, with a history of involvement in youth sports programs. Mr. Coyne is also on the Board of Directors of the Carroll County Community Concert Association. Richard and his wife live in Sykesville, where they enjoy spending time with their children and grandchildren.

Erin M. Danz is an attorney with a private practice in Carroll County, where she was raised. A former Assistant Attorney General for the State of Maryland, Ms. Danz brings to the board her enthusiasm and dedication as a strong advocate for hospice and avid volunteer for philanthropic events, such as our annual Taste of Carroll. Erin lives in Finksburg, with her husband and children.

Carroll Hospice to Salute Local Veterans

Carroll Hospice sponsored a Veterans Appreciation Breakfast on November 8, 2010 at Baugher’s Restaurant in Westminster.

Carroll Hospice has been a proud member of the VA Coalition with hospice providers. “We’ve always wanted to do something special for our community veterans to show our appreciation,” explains Jennifer Warraich, administrative coordinator for Carroll Home Care and Carroll Hospice. “We hope it becomes an annual event.”

The breakfast featured a recognition ceremony along with guest speaker, Cindy Dresser with the Veterans Administration, who discussed health benefits available to veterans. Also a presentation was done on Advance Care Decisions.

Carroll Hospice recognized hospice veteran patients during the month of November with a special token of our appreciation for their service to our country.

And we are proud to recognize Carroll Hospice veteran staff members:

• Leslie Gee, R.N.
• Jody Kowlton, R.N.
• Michele Holcomb, R.N.
• Debi Wingate
• Randy Smith
Last year, Carroll Hospice kicked off a new holiday tradition—a Season to Remember—that combined the annual Carroll Hospital Center Auxiliary Tree of Lights with Carroll Hospice’s own Festival of Trees and Memorial Tree.

We hope you’ll join us for this touching celebration of loved ones and cherished memories. Last year, the Festival of Trees and Memorial Tree alone raised more than $15,000 for Carroll Hospice.

For Carroll Hospice families and friends, this year’s Season to Remember will include:

• **Memorial Ornaments**
  Honor a loved one this holiday season by purchasing an ornament inscribed with his or her name and placed on the Carroll Hospice Memorial Tree. Ornaments for our Pet Tree may be purchased as well. A special Memorial Tree Ceremony will take place on Monday, December 6, at 7 p.m., at the Carroll Hospice Dove House.

• **Festival of Trees Display & Silent Auction**
  Monday, November 29 – Monday, December 6
  8 a.m. to 8 p.m., Daily
  Main lobby of Carroll Hospital Center

  Stop by our stunning display of holiday trees creatively decorated by community members and organizations. Trees will be on display and up for bid all week in the lobby of the hospital. Bids close Monday, December 6 at 8 p.m., and winners will be notified Tuesday, December 7.

Sponsorship packages for the Memorial Tree and Festival of Trees are also available. For more information, visit www.CarrollHospice.org or call 410-871-7220.
2010 Carroll Hospice Memorial Trees Order form

Personalized Memorial Tree Ornaments

☐ Ball $10 each      ☐ Dove $25 each

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

Please print. If more space is needed, please attach a separate sheet of paper.

Name 1: ______________________________________________________________________________________________________

First                                           Last

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

Name 1: ______________________________________________________________________________________________________

First                                           Last

Address: ______________________________________________________________________________________________________

________________________________________________________________________________________________________________

Personalized Pet Tree Ornaments

Ornaments are $10 each.

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

Name of Pet: ______________________________________________________________________________________________

My Pet is a:  ☐ Dog  ☐ Cat  ☐ Other: ____________________________________________________________________

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

Payment Information

Purchase your ornaments online at www.CarrollHospice.org, fax your order to 410-871-6210 or mail to:

(Checks made payable to Carroll Hospice)

Please return this form along with payment to:

A Season to Remember—Carroll Hospice

292 Stoner Avenue

Westminster, MD 21157

Total $_________________

Name: ______________________________________________________________________________________________________

Address: _____________________________________________________________________________________________________

City: __________________________________ State: ______________________ Zip: ______________________

Email: __________________________________ Phone: ______________________

☐ Visa  ☐ MasterCard  Credit Card Number: ________________________________________________________________

CID: __________________________________ Exp. Date: ________________________________________________________________

(from the back of your card)

Signature: ________________________________________________________________________________________________
Staff
Diane Link, R.N.
Executive Director
410-871-7650
Jill Engral, LCSW-C
Manager of Support Services
410-871-7229
Kathy Bare & Jessica Roschen
Bereavement Counselors
410-871-7231
410-871-7656
Dave Bare & Mindy Coates
Spiritual Coordinators
410-871-7234
Debbie Zepp
Volunteer Coordinator
410-871-7228
Debi Imbach, R.N.
Clinical Manager, Hospice Services
410-871-7676
Candace Rutter, R.N.
Team Leader, Hospice Services
410-871-7557
Jennifer Gambino
Director of Major and Planned Gifts
410-871-6200
Amanda Steers
Annual Giving Specialist, Carroll Hospice
410-871-7220
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Carroll Hospice
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410-871-8000 | 888-224-2580
410-871-7186 TTY
410-871-7528 Inpatient
410-871-7242 Fax
www.CarrollHospice.org
Office Hours: Monday – Friday,
8 a.m. – 4:30 p.m.

Carroll Hospice offers on-call service 24 hours a day, seven days a week. If you experience an urgent concern outside of regular business hours, please call 410-871-8000.

Carroll Hospice does not discriminate in employment, volunteer recruitment, patient care or the provision of services on the basis of race, color, religion, age, gender, sexual orientation, national origin or ancestry, marital status, or qualified physical or mental handicap or disability. Carroll Hospice accepts patients without regard to these factors and without regard to diagnosis, type of residence, presence of a primary caregiver or ability to pay.

Medicare Certified
Licensed by the State of Maryland
Accredited by Community Health Accreditation Program

Carroll Hospice Wish List

The following items are needed for Carroll Hospice patients and families:

• Individually packaged snacks
• Boxes of cake, cookie and brownie mix
• Dove® liquid soap and lotions (small size)
• DOVE® chocolate candy
• New soft and cuddly teddy bears (10-12 inches tall)
• Yarn for Prayer Shawl Ministry (red, white, blue and yellow especially needed)
• Fleece blankets (any color, especially yellow)
• New, full-size American flags
• Coloring books
• Crayons (8 count)
• Digital camcorder and tripod

If you wish to donate any of these items, please call 410-871-7528.