



Family Hospice & Palliative Care



Barbara Ivanko

Family Hospice welcomes new President and CEO

Family Hospice and Palliative Care welcomes **Barbara Ivanko** as its new President and Chief Executive Officer.

Barbara has more than 20 years of experience in the hospice and healthcare industry and was most recently the Chief

Operating Officer for the Hospice of Palm Beach County (Florida) and became the Chief Operating Officer for its parent organization known as Spectrum Health, Inc.

A social worker by background, Barbara has been involved in the hospice industry since 2000. She has held executive positions in patient care, clinical services and overall operations. Barbara has spent considerable time sharing best practices and collaborating with peers from hospices across the nation, exploring ways to increase access to care and to develop

strategies for excellence in the delivery of hospice and palliative care services.

In addition, Barbara has consulted with numerous hospice organizations throughout the United States and presented best practice programs at state and national levels on growth, regulatory compliance, access and documentation. She is well-regarded nationally and is an active member of the National Hospice and Palliative Care Organization (NHPCO).

Barbara and her husband **Ed** have lived in Florida for the past 18 years but have embraced the opportunity to make Pittsburgh their home. The relocation is a homecoming of sorts, as Ed's entire extended family settled in this area after emigrating from Europe in the early part of the last century and remain here to this day.

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To make a referral, call 1•800•513•2148
For bereavement support, call 412•572•8829
To volunteer, call 412•572•8806
To make a donation, call 412•572•8457

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Mission Statement

The Mission of Family Hospice and Palliative Care is to provide compassionate, quality comfort care that enhances the lives of people with life-limiting illness and their families.

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Please direct questions/comments to
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A Letter from the Board Chair

Dear Friends,

On behalf of our Board of Directors and the Western Pennsylvania community we represent, thank you for your support of Family Hospice and Palliative Care.

Following a national search, we are pleased to welcome hospice executive Barbara Ivanko as the new President and CEO of Family Hospice and Palliative Care. Barbara has been on the job since August 1, meeting a lot of new people and finding out that Pittsburgh is a great place to live and work. Already, she has become deeply involved in understanding our organization's brand of Compassionate Care and the uncompromising quality the Family Hospice team strives for every day. We look forward to working with Barbara and this experienced leadership team in advancing quality end-of-life care for patients and families throughout the region.

We sincerely thank Franco Insana, Family Hospice's Chief Financial Officer, who has provided exceptional leadership to the organization over the past nine months as Interim President and CEO. Franco, who has recently removed his "second hat" and returned to his role as CFO, kept us focused on the mission and led us through a record-setting year.

This has been a year of growth and change for Family Hospice and we commit – as a volunteer board – to make every effort to enhance the quality of care and services to patients and their families. Part of what makes us special is that we belong to the community as a nonprofit, charitable organization. The gifts that you give – of time, talent and treasure – enable us to provide services not covered by Medicare, Medicaid or commercial insurance. A massage for a weary patient, our Compassionate Caregiver Training Program™, a day at our "Triumph Over Loss" camp for a grieving teenager, or a performance by a classical guitarist – just for your loved one – is what sets us apart. And for that we thank you.

I invite you to join us on October 6 for our Memorial Walk. Take the opportunity to meet our new CEO Barbara Ivanko, and other members of our staff, as we walk to remember our loved ones and raise awareness and support for those we have yet to serve.

Many thanks,



Robert E. Butter
Chair of the Board of Directors



Supporting Individuals with Intellectual and Developmental Disabilities

“She had a smile that took your breath away.” That’s how Family Hospice and Palliative Care Social Worker **Debby De’Lozier** described **Charlotte**, who was in the final stages of dementia when she came under the care of Family Hospice. As an adult with Down Syndrome, Charlotte resided in the community in a group home when Family Hospice met her. Her sister had long been devoted to Charlotte’s well-being, including on-going collaboration with the staff at the group home in ensuring that her needs were met. Understanding both Charlotte’s needs unique to her disability and how these had been managed was important to weaving the support of hospice successfully into her care.

Jeff Harter, Spiritual Care Specialist, explains that there are misconceptions associated with caring for persons with

intellectual disabilities at end of life. “Some may assume that the individual is unable to comprehend the dying process, that he or she cannot make their end-of-life wishes known or that the person cannot understand the illness or the prognosis. Others may suggest that quality of life is impaired by the disability. Those who love and care for these persons have long-advocated to the contrary, and the Family Hospice interdisciplinary team does the same.”

In Charlotte’s case, staff at the group home lacked confidence in the use of medications used to maintain Charlotte’s comfort. Additionally, the staff struggled to reconcile the natural progression of her disease with matters of faith and concern for the impact of her decline on fellow residents. In spite of the team’s efforts towards staff education, ultimately Charlotte’s sister felt she belonged at

home with her as Charlotte lived out her life. Family Hospice provided the support to make that possible in a peaceful and dignified manner.

The ethical, medical management and psychosocial issues for individuals with intellectual and developmental disabilities who face death, grief and loss can be complex. In conjunction with the **UPMC Palliative and Supportive Institute**, Family Hospice is co-sponsoring the **Hospice Foundation of America’s** webcast on this subject on October 24 from 2 to 4 p.m. at **Western Pennsylvania Psychiatric Institute and Clinic**. Continuing education credits are available for professionals at a cost of \$10 per participant. Call 412-572-8747 to register or visit FamilyHospice.com for more information. 



 **Family Hospice**
& Palliative Care

Annual
MEMORIAL WALK

Sunday, October 6, 2013, 10:00 a.m.

NORTH SHORE RIVERFRONT PARK (Next to Jerome Bettis’ Grille 36)

REGISTER AT www.FamilyHospice.com

Click on Make A Gift and select Special Events

or Call Christine at 412-572-8812

Bringing Calm, Building Trust



Marissa Esporas

Marissa Esporas remembers her 2013 birthday vividly. She remembers thinking as her shift approached that evening that it would have been nice to have the day off, especially since it coincided with Mother's Day that year. By the time her shift ended the following morning, however, she felt quite differently.

She was in the midst of an amiable conversation with a patient and family when the patient became suddenly still. The patient died quietly in the hours between night and morning. Marissa remained in the home throughout the process. She cried with a grateful family for the first time in her nursing career, for the peacefulness of the patient's death, for the love that surrounded the patient, for the sense of purpose Marissa felt, and for the memory of her own mother who shaped the person she had become.

Marissa is a nurse on the after-hours team that meets the emergent needs of patients and families throughout the night, over the course of the weekend and on holidays. Counseling staff are available afterhours, too, should circumstances warrant. These staff uphold Family Hospice's commitment to respond 24 hours a day, seven days a week.

"What is most important is that I remain calm and that I spread calm when I enter a home," said Marissa. "Evening can bring with it significant anxiety for patients and caregivers. A lot of what I do is offer reassurance, particularly for the caregivers. I'm always surprised by the number of people who emerge from throughout the house when I arrive in the middle of the night."

Conversely, patients and families may be reluctant at first to call Family Hospice once the traditional work day ends and are surprised when they do call to find a nurse on the other end of the phone ready to assist them, according to Weekend Triage RN **Trudie Blue**. "It's a significant adjustment for some families to trust that in most cases, we can address their concerns in the home, without the disruption of a trip to the hospital, particularly when the hospital is no longer the optimal place for their needs to be met. Building that level of trust goes a long way towards serving patients and families to the best of our ability." 🙌

Scanning the Regulatory Landscape

As Western Pennsylvania's leading hospice provider, Family Hospice and Palliative Care stays abreast of regulatory developments related to end-of-life care and educates fellow health care professionals and the community as to implementation. Two recent developments are noteworthy.

A new Medicare regulation took effect as of August that protects the right of residents and families in skilled nursing facilities to receive hospice care from their provider of choice. "This means that families with loved ones in skilled nursing facilities cannot be denied access to care," explained Family Hospice President and CEO **Barbara Ivanko**. "By regulation, the nursing facility has to make sure that any eligible resident is provided with care by the hospice of their choice even if that particular facility cannot provide it."

Additionally, the Centers for Medicare and Medicaid Services (CMS) has launched an initiative to reduce avoidable hospital readmissions for the treatment of chronic illnesses. Currently, CMS reduces reimbursements for hospitals with high rates of heart attack, heart failure and pneumonia readmissions. The measure drives better patient and family education prior to discharge as well as the development of a comprehensive discharge plan that accesses resources within the community to support both patient and family at home. "Family Hospice is an ideal partner in meeting these needs," said **Eric Horwith**, Manager of Business Development. "Services such as our Compassionate Caregiver Training Program™, Palliative Home Care and disease-specific programs for persons living with heart failure and dementia are designed expressly for these purposes." 🙌



Remember Family Hospice...

✓ **171 on your United Way pledge**

Triumph Over Loss

At first glance, inviting a teenager to walk across a cable suspended 30 feet in the air towards someone you have only just met might seem an unlikely gesture of compassion, but Family Hospice's "Triumph Over Loss" for grieving teens proved otherwise.



Teens worked together to navigate the multi-vine exercise successfully.

A one-day experience designed to foster fellowship, purpose and healing for teens ages 13 to 18 coping with major life transitions, "Triumph Over Loss" was held at **Auberle's Therapeutic Challenge Course** in McKeesport. The first-ever collaboration between Family Hospice's bereavement counselors and Auberle's trained challenge course staff utilized a variety of elements and obstacles with a focus on experiential learning to present ways for teens to overcome challenges associated with loss in a supportive and safe environment.

"With the exception of early childhood, no developmental period is as filled with change as adolescence," said Family Hospice Bereavement Specialist **Mara Baginski**. "The death of a parent or sibling or friend is a potentially devastating experience during this period; it can mean the loss of someone who was helping to shape an adolescent's fragile self-identity. There is also the

possibility that a teenager who has begun the normal process of separation from a parent feels tremendous guilt when death occurs."

Challenges like the multi-vine exercise (pictured) promote confidence, enthusiasm and problem-solving, all critical to restoring and bolstering sense of self. Mara explains, "We asked the kids to walk across the suspended line simultaneously towards each other. At the point where they met, they had to work together to get around one another without causing either to fall. Completing the exercise successfully required mutual support, communication, patience, trust – all of which can help them move through the grieving process."

"The most valuable thing I learned was 'keeping it level,'" said 15 year-old **Paul Schaap** who attended the camp with his sister, **Eliza**. Paul is alluding to a see-saw exercise that helped the participants focus on the value of balance in our lives and emotions along the course of grief.

Contact our Bereavement Department at 412-572-8829 or visit FamilyHospice.com for additional resources and programs of support.



This rope was in a giant tangle; teens and caregivers were tasked with unknitting it to begin the day.

WHAT DAY WILL IT BE FOR YOU?
A DAY OF giving.

Pittsburgh
Day of Giving
October 3, 2013

Donate at
PITTSBURGH
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A Resource of The Pittsburgh Foundation



Visit PittsburghGives.org
between 12 am and 11:59 pm on October 3.

Designate Family Hospice as the recipient.

The Pittsburgh Foundation will match
a portion of your gift.

FAMILY HOSPICE WELCOMES NEW PRESIDENT AND CEO

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Thus far, Barbara's favorite things about Pittsburgh include the sidewalks that lend themselves to meeting neighbors, the genuine kindness of its people and the community's regard for its children.

Being new to the organization, Barbara's priority is to meet and come to know the many people who contribute to the mission of Family Hospice. "I'm learning so much about our organization, and with each new person I meet, I find myself truly excited about what we can accomplish together," said Barbara.

The excitement is mutual. **Lisa Turbeville Markowski**, a member of the Family Hospice board of directors, captured the spirit of the occasion, "It's a great new chapter for Family Hospice and Palliative Care." 



From Lynn Helbling Sirinek

Vice President of Development and Communications

I am honored to join the staff of Family Hospice and Palliative Care as the new Vice President for Development and Communications.

I arrive at Family Hospice with more than 25 years of experience in fundraising, special events and communications, all in the nonprofit sector. A South Hills native, I have been aware of Family Hospice for decades and in the past year have had an opportunity to experience personally the care and comfort this organization offers to patients and their families.

What has struck me in my first few weeks here? The collaborative work environment and the talent, skill and compassion of my colleagues. The commitment by our hundreds of volunteers to assist with everything from keeping our gardens beautiful, to helping with routine office tasks or keeping company with our patients by reading, playing music or just sitting quietly. The willingness of thousands of people to make charitable contributions to Family Hospice, enabling us to provide a complement of services that wraps families in our arms as they travel this important leg of life's journey.

I look forward to engaging with you, our readers and supporters, as we continue to serve people with life-limiting illness and their families throughout our region.

Lynn can be reached at 412-572-8874 or via e-mail at lhsirinek@FamilyHospice.com. 🙌

Join the Friends of Family Hospice

They *were* public relations before Family Hospice and Palliative Care had a public relations department. They sold cheesecakes out of a pick-up truck in a parking lot. They organized book drives, fashion shows and card parties. This past spring, they assembled a one-day "Treasure Table" of high-end goods for resale at The Center for Compassionate Care in Mt. Lebanon.

Who are they? And why do they do what they do? They are the **Friends of Family Hospice**, a corps of volunteers whose existence runs throughout the agency's history. The Friends' mission is to support the goals of Family Hospice by raising funds, promoting public awareness and enhancing the spirit of welcome, warmth and compassion to patients and their families.

"Though Friends does not participate in direct patient care, all the money we raise has gone directly to comfort patients and their families," explains **Jane Johnson**, President of Friends. Over time, Friends has provided the funding for a number of necessities at the Mt. Lebanon Center including a blanket warmer, tables and chairs for the café and the furnishings for an entire room on the inpatient unit. Additionally, Friends sponsored the purchase of new equipment for recording patient and family interviews via Family Hospice's Quality of Life Program.

Although Jane's volunteer involvement with Family Hospice goes back 11 years, it was not until last year when her husband **Bayard's** health was failing that Jane says she came to truly appreciate the meaning of hospice and what makes Family Hospice in particular worthy of support. "We were often isolated by the progression of Bayard's illness and the extent of his needs. Family Hospice was our lifeline to the world," Jane recalls.

Friends of Family Hospice welcomes new members. For more information, contact **Nick Petti**, Manager of Volunteer Services at 412-572-8806 or via e-mail, npetti@FamilyHospice.com. 🙌



The "Treasure Table" sale organized by Friends of Family Hospice raised \$3,500.

Fall Calendar of Events

Activities

October 6 Annual Memorial Walk

North Shore Riverfront Park (next to Jerome Bettis' Grille 36), Downtown Pittsburgh. Preliminary activities begin at 9 a.m.

Meet celebrity emcee and Pirates alumnus Steve Blass. Walk begins at 10 a.m. \$25 registration includes T-shirt. Participants can purchase a tribute package for an additional \$20; this includes a rose, your loved one's inclusion in a video memorial displayed along the Walk path and a Memorial Toast (21 and over). Children under 12 walk for free. Leashed pets are welcome. Proceeds benefit Family Hospice patient and family programs, including free care for those who qualify.

Visit FamilyHospice.com to register or call Christine Jamison at 412-572-8812.

October 12 "Vesta"

A play that follows a feisty 75-year-old woman's journey from wellness to disability to resolution in death. Kelly Strayhorn Theater, 5941 Penn Avenue, East Liberty. Reception 5:15 p.m. Play at 6 p.m. Panel discussion follows. Admission is free. R.S.V.P. to katec@coh.net or 412-441-3800, x16. Co-sponsored by Family Hospice and UPMC's Palliative and Supportive Institute.

Education for Professionals

October 24 Hospice Foundation of America presents *Supporting Individuals with Intellectual and Developmental Disabilities through Serious Illness*

Western Psychiatric Institute and Clinic, WP-2 Auditorium, 3811 O'Hara Street, Oakland. Registration 1:30 p.m. Live webcast from 2 to 4 p.m.

Two hours of continuing education credits available for professionals. R.S.V.P. to 412-572-8747 by October 21. Co-sponsored by Family Hospice and UPMC's Palliative and Supportive Institute.

Bereavement

September 29 Ecumenical Memorial Service

The Center for Compassionate Care, Canterbury, 301 Fisk Street, Lawrenceville. 2 p.m. Light reception follows. For information or to volunteer in support of the event, call 412-572-8829.

October 2 Growing through Grief

Southminster House, 801 Washington Rd., Mt. Lebanon. 1 to 3 p.m. Runs six consecutive Wednesdays through Nov. 6. For information and registration, call 412-572-8829 or visit FamilyHospice.com.

October 10 Grief Support Group

Cancer Center Conference Room UPMC Passavant Hospital 6 to 7:30 p.m. Runs six consecutive Wednesdays through Nov. 13. For information and registration, call 412-572-8829.

October 20 Ecumenical Memorial Service

New Fellowship Baptist Church, 7103 West Market Street, Mercer. 2 p.m. Light reception follows. For information or to volunteer in support of the event, call 724-983-6020.

October 26 Camp Healing Hearts

Gentle Shepherd Church of the Nazarene, 3480 Shenango Valley Freeway, Hermitage. 9 a.m. to 3:30 p.m. Open to the community at no cost. For grieving children ages 6 – 12 and their caregivers, including children who are dealing with deployment and incarceration. Pre-registration is required. Contact our Bereavement Department at 412-572-8829 or visit FamilyHospice.com for information and registration.

November 3 Fall Ecumenical Memorial Service

St. Paul's Cathedral, Fifth Avenue, Oakland. 3 p.m. Light reception follows. For information or to volunteer in support of the event, call 412-572-8829.

November 10 Ecumenical Memorial Service

The Center for Compassionate Care, 50 Moffett Street, Mt. Lebanon. 2 p.m. Light reception follows. For information or to volunteer in support of the event, call 412-572-8829.

Caregiver Support

Ongoing Compassionate Caregiver Training Program™

All sessions are offered by appointment. Contact Paula Church at 412-572-8740.

The Center for Compassionate Care 50 Moffett Street, Mt. Lebanon. Tuesdays from 10 a.m. to noon by appointment.

The Center for Compassionate Care/Canterbury 310 Fisk Street, Lawrenceville.

Anderson Manor 1423 Liverpool Street, Manchester.

Grove City Medical Center 631 North Broad Street, Grove City. Fridays.

Ongoing Bereavement Support Groups

Baldwin Community United Methodist Church Parlor, 5001 Baptist Rd., Whitehall. First Thursday of every month 7 to 8:30 p.m.

Grove City Medical Center 631 North Broad St. Ext., Grove City. Third Tuesday of every month 6 to 7:30 p.m.

St. Paul Homes 339 E. Jamestown Road, Greenville. First Thursday of every month 6:30 to 8 p.m.

Shenango Valley Senior Center 220 North Buhl Farm Dr., Hermitage. Second Wednesday of every month 1 to 2:30 p.m.

Southminster House 801 Washington Rd., Mt. Lebanon. Second Tuesday of every month 1 to 2:30 p.m.

The Center for Compassionate Care 50 Moffett St., Mt. Lebanon. Third Monday of every month 7 to 8:30 p.m.

All Bereavement and Caregiver Support programs are offered at no cost.

