



Family Hospice & Palliative Care

Part of UPMC HNA



2017 WINTER NEWSLETTER

Reflections from a Hospice Chaplain

Have you ever wondered what it must be like to be a hospice chaplain? Kerry Egan, author of the new book *On Living*, describes her role as being a story “holder”: someone who creates space and a sacred time and place, in which people can look at their lives and try to figure out what it all means to them. She sees her vocation as a hospice chaplain in Columbia, S.C., as helping patients find meaning at the end of life with the patient doing the work.



According to Egan, “Mostly, people talk about their families – mothers and fathers, sons and daughters, the love they felt and the love they gave. They also talk about how they learned what love is and what it is not.” She listens as hospice patients try to reconcile their words and actions and how they treated their loved ones. Throughout *On Living* she chronicles their stories of hope, dreams, regrets, and life lessons.

“Every patient and every family has a story to tell, and we, lucky as we are to be allowed to hear those stories, can learn something from every person we are allowed to care for,” reflects Egan.

Join us the evening of April 27 at the Upper St. Clair High School Theater as we welcome Egan to Pittsburgh. You are invited to hear her stories, as well as insights on what we can do to act with the same sense of urgency the dying feel. Egan suggests that we not “put off the work of being who you want to be.”

Our guest speaker is a graduate of Harvard Divinity School. Her hospice work has been featured on PBS, NPR, and CNN, and her essays have appeared in *Parents*, *Reader’s Digest*, and CNN.com. Through her work as a hospice chaplain she has been given an invaluable chance to witness firsthand what she calls the ‘spiritual work of dying’ – the work of finding or making meaning of one’s life, the experiences it’s contained, and the people who have touched it.

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Lynne Hayes Freeland, KDKA-TV News Reporter, shares a testimonial about Family Hospice’s care of her sister in a newly released video. Check out FamilyHospicePA.org to see how Family Hospice gave her the reassurance that she did the best she could to make her sister’s transition as smooth as it could be.

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.

Development and Outreach Advisory Committee

- | | |
|----------------------|----------------------------------|
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FamilyHospicePA.org



Dear Friends,

This past year has been a time of growth and change at Family Hospice. Our affiliation with UPMC has enabled us to grow our geographic reach and to benefit from the extensive skills and resources of those within the UPMC network. At the beginning of this year, the hospice program operated since 1983 by Home Nursing Agency adopted the Family Hospice name,

extending our shared brand of compassionate care eastward in 11 additional counties, greatly increasing our footprint from the nine original counties we have traditionally served.

Despite the fact that we are now part of a larger healthcare system, financial contributions to Family Hospice stay right here - in our original nine-county service area. Our Home Nursing Agency colleagues based in Altoona handle fundraising efforts for the eastern market. Your support funds our bereavement services, for which we have no other source of external funding. We often have special needs, and our donors like Kathy (see page 7) have stepped up to make enhanced care of our patients a reality.

Your gifts of time, talent, and treasure continue to be critical components of our work. While Medicare pays for much of the cost of hospice, accepting Medicare funding requires us to recruit, train, and utilize volunteers who must provide at least 5% of patient care. This harkens back to the roots of hospice, having originated initially as a volunteer movement. In addition to hands-on volunteers working with patients, we couldn't do it without people like Bill (see page 5), who provide some of the "behind-the-scenes" support that enables us to meet the needs of our patients and their families.

In the next issue of this newsletter, we will be sharing news of projects that will begin on July 1 - projects funded completely by gifts from our donors. Thank you for your continued partnership to care for those in this inevitable season of life. We couldn't do it without you!

Gratefully,

Barbara Ivanko
President

This newsletter is published three times annually. Permission must be granted for reprinting of articles that appear here.

Please direct questions, comments and/or requests to Lynn Helbling Sirinek, Director of Development, at 412-572-8874 or lhSirinek@FamilyHospicePA.org.

Go Green! If you would prefer to receive your copy of our newsletter via e-mail, sign up from the home page of our website or contact Lynn Helbling Sirinek as indicated above.

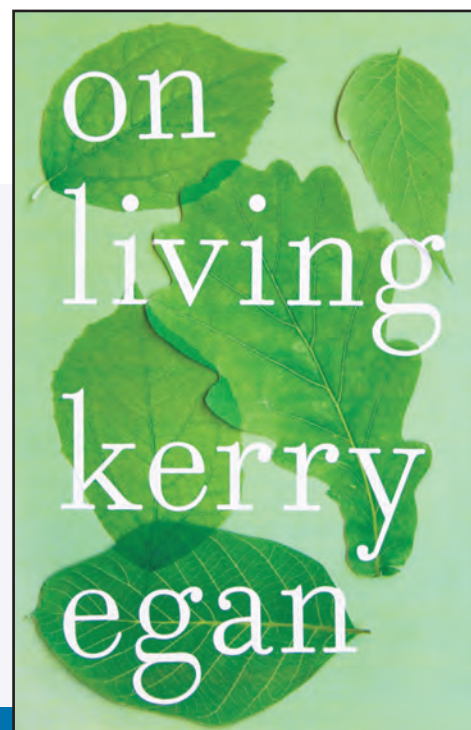
Kerry Egan

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Tickets to the evening fundraising event are \$50 and may be purchased through the Family Hospice website or by calling Christine Jamison, Special Events Coordinator, at 412-572-8812.

Egan will also be featured at a luncheon event on April 27 planned specifically for area clergy. Clergy and lay leaders who have gifts for working with seriously ill congregants will be invited to hear from Egan, as well as from The Rev. Dr. Daniel E. Hall, MD, MDiv, MHSc, Associate Professor of Surgery at the University of Pittsburgh. An ordained priest in the Episcopal Church, Dr. Hall is also a general surgeon with training in both moral philosophy and theology. If you or your clergy leaders are interested in this program, please contact Lynn Helbling Sirinek, Director of Development, at 412-572-8874.

We are able to offer these events as a result of the generous support of our donors, including the Carol Sayers Vockel Fund for Community and Volunteer Education, Robert E. Butter, and the Friends of Family Hospice. These activities are a reflection of the commitment Family Hospice has to educating and informing the broader community about the importance of hospice care.



Spiritual Care at Family Hospice

At Family Hospice, a team of four spiritual counselors is available to provide spiritual guidance and emotional support. They come from all backgrounds and collectively have decades of experience.

Spiritual counselors reach out to families and caregivers to discuss their needs and determine what level of support is most beneficial. Often the patient and family prefer to draw support from their own faith community. In these instances, the Family Hospice spiritual counselor respects their wishes and may offer to serve in a complementary role. Spiritual counseling is a patient's choice, and all faiths are honored.

Family Hospice spiritual counselors consider it a true privilege to serve patients and families at the end of life. According to Rev. Mary Ann Trifaro, "Being at the bedside of our patients to encourage them to find inner peace is our fundamental purpose. Every situation is different, so we listen and respond to each person with compassion and sensitivity."

Even after the patient has passed on, Family Hospice spiritual counselors continue to serve. Sometimes they are asked to perform memorial services for patients, and family members may receive bereavement support from a spiritual perspective.

Like Kerry Egan, our spiritual counselors take in the stories of patients of all ages, backgrounds, and walks of faith. To learn more about Family Hospice's spiritual care, please contact Spiritual Counselor Rev. Ed Pehanich, DMin at 412-651-2587 or by email at epehanich@FamilyHospicePA.org.



Spiritual Counselor Rev. Mary Ann Trifaro embraces an attendee at Camp Healing Hearts. Hospice spiritual counselors play a vital role in supporting patients and bereaved family members through the end of life and beyond.



Going through cancer treatments herself gave nurse Katie Hayes (left) a special bond with her patients and their caregivers, including coworker Ginny Miniajlo and her dad "Poppy", who was one of Katie's patients.

Nurse's Cancer Diagnosis Connects Her with Patients

Katie Hayes, Professional Staff Nurse at Family Hospice, is a self-described optimist. "I've always been a 'glass half full' kind of person," she says with a contagious smile. As her joyous personality fills the room, Katie's sparkly cap speaks of a journey with cancer that makes her zest for life even more evident.

"I've helped others face their mortality," she says candidly. "Facing mine was very different."

Katie was diagnosed with breast cancer less than a week after discovering a lump last February. She then went through a partial mastectomy, two rounds of chemotherapy, and six weeks of radiation. In the course of her treatment, she also endured broken bones at two different times.

"It's been a horrible year," she admits. "It's also been a fabulous year. I'm grateful to be alive!"



Having “The Talk”

No... it isn't the birds and the bees one you had with the kids when they were young. This is the *other* one – the talk about what you should want if your health declines.

National Healthcare Decisions Day is recognized the week of April 16th to bring awareness to the importance of talking with your loved ones about your end-of-life wishes.

It is important to realize that things can happen at any time, to any one of us, and your loved ones will be expected to make decisions on your behalf – potentially without knowing your preferences. Without the conversation, there can be confusion, conflict, and guilt in a situation that is already very stressful. With a plan in place – and discussed in advance with your loved ones – you can all focus on the things that really matter.

Here are some basic steps to follow:

- 1. Get ready.** Consider what you need to think about or do before you feel ready to talk to your loved ones, as well as any particular concerns that you want to be sure to discuss.
- 2. Get Set.** What's most important to you as you think about how you want to live at the end of your life? Being free of pain? Staying in your own home? What do you value most?
- 3. Go.** Think about who you want to talk to, when it would be a good time, where you would feel comfortable talking, and what you want to say.
- 4. Keep Going.** Clarify any areas that may have been misunderstood. Take steps to make your wishes official by choosing a health care proxy (also known as a durable power of attorney for healthcare) and completing an advance directive.

You can access additional resources for planning end-of-life conversations, including “Your Conversation Starter Kit” and the Pennsylvania Advance Health Care Directive, for no charge at FamilyHospicePA.org. Click the section “Patients and Caregivers” and scroll down to “Tools for Advance Planning.”

*Data Source: The Conversation Project National Survey (2013)
 **Source: Survey of Californians by the California HealthCare Foundation (2012)

Volunteer Becomes “Part of the Family”

After his wife Cindy became a Family Hospice patient and passed away four years ago, Bill Korbel of Liberty Township wasn't sure what was next in his life.

“She died at home in my arms, which was a blessing,” Bill says. “For the first two years after Cindy died, I was a vegetable.” Learning how to adapt to life without Cindy proved to be a journey Bill couldn't make alone.

“It was hard to learn how to be an ‘I’ instead of a ‘we’,” he recalled. “You find you need other people to help you. Forming new relationships and getting to know others – you become a ‘we’ again.”

In Family Hospice's Growing Through Grief program, Bill met new friends who were also coping with the loss of loved ones. After the six-week program ended, a group of seven participants decided to continue meeting.

“Four years later and we're still meeting each month,” Bill shares. “One of our members came up with the name ‘The Upholsterers’ for our group because we are helping each other recover!” When fellow Upholsterer Jane Johnson, President of the Friends of Family Hospice, shared that Bill's help was needed to move furniture donated for the annual Family Treasures sale, he began a volunteer journey with Family Hospice that's allowed him to help in many facets of the organization.



Bill Korbel (right) volunteers with Dennis Henk, Facilities Worker, to pick up furniture from local community members who donate to the annual Family Treasures Sale.

Using the new truck purchased with funding from the Friends, Bill and Facilities Worker Dennis Henk pick up furniture items each summer and early fall that community members donate to be sold at the Family Treasures Sale. That led to helping Dennis move some furniture around the offices at the Mt. Lebanon location.

Next Bill was drawn to serve alongside Andrea Weyrauch, Dietary Manager at Mt. Lebanon, as he helped her with the cooking on Thanksgiving for her holiday outreach to the patients, caregivers, and staff in the center that day.

Bill serves as a vital resource each year when it is time to put the Memorial Dove Trees at local malls. After donations are made, Bill also volunteers to lovingly place tags around the necks of the dove ornaments, adorning the trees with the names of those loved ones who are being remembered in a special way during the holidays.

“I've turned my life over to volunteering,” Bill says. “When you're doing something that you know blesses others, it blesses you at the same time.”

Bill is grateful for the caring team at Family Hospice that helped him through his wife's final days and opened a bridge to the next phase of his life helping others.

“I am part of the family here,” he says, smiling broadly. “I cherish every time someone calls and needs help!”

To learn more about volunteer opportunities with Family Hospice, visit FamilyHospicePA.org or call 412-572-8800.

Bill Korbel (center) has become part of the Family Hospice team as a volunteer in various roles supervised by Dennis Henk, Facilities Worker; Andrea Weyrauch, Dietary Manager; and Christine Jamison, Special Events Coordinator. He affectionately refers to this team as the “body, soul, and spirit” of Family Hospice, respectively.

90%

of people say that talking with their loved ones about end-of-life care is important.



27%

have actually done so.*

82%

of people say it's important to put their wishes in writing.



23%

have actually done it.**

80%

of people say that if seriously ill, they would want to talk to their doctor about wishes for medical treatment toward the end of their life.



7%

report having had this conversation with their doctor.**

Nurse's Cancer Diagnosis

Continued from page 3

After more than a decade of working in hospice care, Katie's recent journey has allowed her to connect with patients and caregivers in a way she never could before.

"I could really understand where our patients were at," she says. "And the families understood what I was facing. Not all of our patients have cancer, but the disease process is similar for everyone. We could relate to each other."

Victor Miniajlo, affectionately referred to as "Poppy", was a patient who found a special place in Katie's heart. For Victor's daughter Ginny, the feeling was mutual.

"She is an angel," shares Ginny, who has worked at Family Hospice for 12 years as a home health aide. "She knew exactly what my dad was facing, even though he didn't have cancer. She really touched my dad's heart."

Having been part of the hospice care team for so many patients over the years, Ginny is sensitive to the needs of patients and caregivers through this challenging season and how some people leave a special imprint.

"Katie has a wonderful bedside manner," she shares. "She was empathetic, and she was willing to go above and beyond to do whatever she could to help us."

As Katie has finished treatment and returned to work, she credits her family, boyfriend, and colleagues at Family Hospice for supporting her through the difficult journey of cancer treatment.

"It's amazing how people came together to help me," Katie says gratefully. "Being on the receiving end of care was totally different for me. It was a real wake-up call, and it's made me appreciate life even more."

Dr. Miller Extends Ethical and Palliative Care Expertise to St. Clair Hospital



D. Scott Miller, MD, MA, FAAHPM, was recently appointed as an Ethics Consultant at St. Clair Hospital working with the hospital's Ethics Committee. The purpose of this new appointment is to help patients, families, and clinicians work through clinical ethics difficulties that arise in the complicated delivery of modern patient care. Dr. Miller earned a Master of Arts in Medical Ethics in 1990 from the University of Pittsburgh. He brings 25 years of experience doing clinical ethics consultations to the St. Clair Hospital Ethics Committee.

According to Dr. Miller, "Ethics consultations range from treatment withdrawal issues, like removing a patient from a ventilator or ceasing dialysis treatments, to establishing whether a patient is too sick to make their own medical decisions." Looking forward, an interesting medical dilemma that hospitals will face is the emerging legalization of medical marijuana legislation for which hospitals will need to create policies that address the ethical issues which naturally arise.

"Ethics consultation services are often multi-disciplinary, and I am looking forward to working with other members of St Clair Hospital's Ethics Committee in this role," said Dr. Miller.

Given Dr. Miller's expertise in hospice and palliative medicine, he has also agreed to serve as a temporary palliative care consultant while St. Clair Hospital's current hospice and palliative care physician, Dr. Jaime Nemeth, is on maternity leave. Dr. Miller has been a palliative care physician at UPMC for the past 10 years and has recently been awarded status as a Fellow of the American Association of Hospital and Palliative Medicine (FAAHPM).

Dr. Miller will continue to serve as the Medical Director for Family Hospice's Inpatient Centers, which he has done since 2008. He is a 1985 graduate of the Pennsylvania State University Hershey School of Medicine and completed his internal medicine residency and a fellowship in Internal Medicine and Medical Ethics at UPMC Presbyterian Hospital.



When giving to United Way, please designate Family Hospice, 171, on your pledge.

Donor Makes a Transformative Gift

It wasn't your average year-end holiday gift. For Kathy*, the opportunity to make a \$10,000 contribution to Family Hospice that will provide greater comfort to dying patients was a "wow" moment. Kathy is a longtime hospice volunteer whose husband was cared for in the Mt. Lebanon Inpatient Center. Her knowledge of the organization and its unique brand of compassionate care prompted her to invest funds that had unexpectedly come her way in something tangible that would directly help Family Hospice patients.

Kathy's gift was inspired when she learned about the organization's desire to purchase a portable ultrasound machine. When Dr. Keith Lagnese, Chief Medical Officer, volunteered in Haiti in the summer of 2016, he was impressed with the technology that an Oregon physician had brought with him on their medical mission trip. Dr. Lagnese saw clearly how the technology was used in Haiti to take care of patients who had little access to healthcare. While this equipment is commonly used in many areas of healthcare in the United States, it is seldom utilized in hospice and end-of-life care. He began to wonder how he might use such a machine to promote the comfort of hospice patients back in western Pennsylvania.

Many Family Hospice patients suffer from symptoms like pain, shortness of breath, and swelling in the upper body as fluid gathers from the progression of various chronic conditions. Often the symptoms can be relieved once the cause is correctly determined, but this usually requires the patient to be transferred from home (a personal residence or an assisted or skilled nursing facility) to the hospital for a procedure and/or admission. Kathy's generous gift will fund the purchase of a portable bedside ultrasound machine, enabling Family Hospice physicians to diagnose

the cause and guide a procedure to drain the fluid. This incredible technology will allow patients to be relieved of distressing physical symptoms without a hospital transfer that is taxing and inconvenient for both the patient and caregivers.

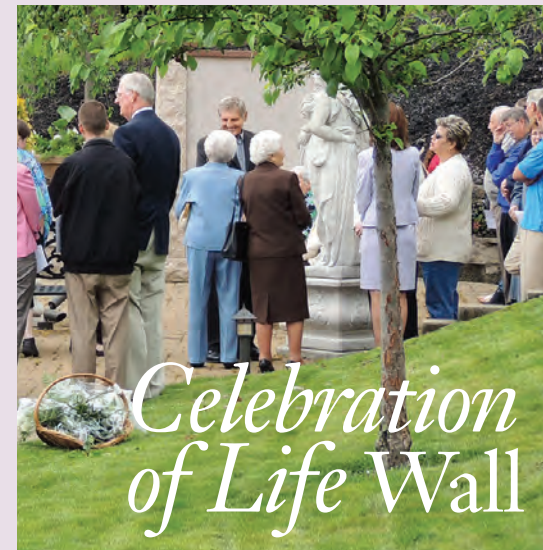


"This procedure can be cost-prohibitive, and the travel to a hospital is often a barrier for patient and caregiver. This gift provides Family Hospice with a huge win for the organization and the patients we serve," said Dr. Lagnese. It is likely that the portable ultrasound machine will be utilized by 20-30 patients this year. The equipment will be used initially in Family Hospice's two Inpatient Centers where a physician and nurse can conduct the procedure at the bedside. Once staff members are more fully trained, the machine may be utilized at patients' homes or in skilled and assisted nursing facilities.

"I can't bear to see people suffer," said Kathy. "This seemed like such a need, and I was fortunate to be in a position to be able to help. The beautiful thing about this gift is that it is one that will keep on giving."

On behalf of Family Hospice patients and their loved ones, thank you to Kathy for her compassion and generosity.

*Kathy is not the real name of the donor, who wishes to remain anonymous.



Please engrave the following name into the Celebration of Life Wall:

20 character maximum, including spaces. Please print CLEARLY.

Your Name _____ Your Street Address _____

City, State, ZIP _____ Your Email Address _____

PAY BY CHECK: Make your \$1,000 tax-deductible check to Family Hospice & Palliative Care.

PAY BY CREDIT CARD: ___ Visa ___ MasterCard ___ American Express ___ Discover

Your Card No. _____ Expiration Date _____

3-Digit Security Code _____

Use the enclosed envelope to forward your gift to Family Hospice.



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COMING UP

For more information about any upcoming events, visit FamilyHospicePA.org or call **412-572-8800**.

Dispelling the Myths of Hospice Care

Friday, March 3 | 11 a.m. - 1 p.m.

Mt. Ararat Community Activity Center | 271 Paulson Ave., Pittsburgh

Presented by Family Hospice President Barbara Ivanko, RN Case Manager Victoria Jackson, and RN April Sheets. Hosted by Coston Funeral Homes. Contact Rhonda Little at 412-441-1819 to register.

On Living: Making Each Day Matter

An Evening with Hospice Chaplain and Author Kerry Egan

Thursday, April 27 | 7:30 p.m.

Upper St. Clair High School Theatre | 1825 McLaughlin Run Rd., Pittsburgh

Join us to hear insights from Kerry Egan, hospice chaplain and author of On Living. Tickets are \$50 each.

"Growing Through Grief" Educational Bereavement Support Groups

Beginning Wednesday, March 22 in two locations:

Southminster House | 801 Washington Rd., Pittsburgh
Wednesdays from 10 a.m. - Noon
Weekly through April 26

UPMC St. Margaret | 815 Freeport Rd., Pittsburgh
Wednesdays from 7 - 8:30 p.m.
Weekly until May 3 (group will not meet April 5)

Spring Memorial Service

Sunday, April 30 | 2 - 5 p.m.

Beth El Congregation | 1900 Cochran Rd., Pittsburgh

Family Hospice 30th Annual Golf Benefit

Monday, May 22

Valley Brook Country Club, McMurray, PA

Join us for a great day of golf, or come just for dinner, auction, and raffles.

Camp Healing Hearts

Saturday, June 2 | 9 a.m. - 3:30 p.m.

Carlow University | 3333 Fifth Ave., Pittsburgh
Free one-day bereavement camp for children ages 6-12 and their families who have experienced the death of a loved one.

Gateway Clipper Memorial Cruise

Saturday, September 23

Gateway Clipper at Station Square

Board the ship for a morning of reflection and remembrance.

Family Treasures Sale

Saturday, October 14 & Sunday, October 15

Mt. Lebanon Inpatient Center | 50 Moffett St., Pittsburgh

Donations will be accepted beginning May 1.