



Funding Presentations

1. Spiritual Care and Medication Safety - Amount: \$2,686

Presenter: Jane Casale, Coral Team Leader, Home Hospice

This request has two parts:

1.) Hospice & Community Care's spiritual care teams often provide Bibles to patients, however, many patients find a text-dense Bible overwhelming and would prefer a smaller book that could be left between chaplain visits. These books offer comfort and hope, with images and texts suitable for a range of patients and their families, of all faiths. I will never forget the joy on a dementia patient's face when I offered him a book with pictures and simple prayers; we read together each time I visited. Funding would be used to purchase an assortment of interfaith books.

2.) Both York and Lancaster offices have small lockboxes to secure medications in patient homes, however, there are times when we need to use multiple boxes to fit all the medications. We are requesting larger lock boxes for these situations. This request would provide 40 lockboxes for Lancaster and 30 for York.

2. Patient and Family Support for the Sunflower Pediatric and Choices Palliative & Supportive Care at Home Programs - Amount: \$2,570

Presenter: Rose Baer, Chaplain, Sunflower Pediatric & Choices Palliative & Supportive Care at Home

The Sunflower Pediatric and Choices programs provide care to vulnerable populations. Our goal is to ease their suffering with small comfort measures. Figurines of birds, trees, hearts, turtles, prayer stones and gemstones to give to patients to hold serve as reminders of their spiritual connection to the Universe/God/Sacred. Visa gift cards provide 30 parents of Sunflower Pediatric patients an opportunity to meet for coffee with a chaplain, offering an adult outing and time to talk through concerns. We would also like to provide families with education on Mindfulness Based Stress Reduction. Courses are available for the chaplain and massage therapist to learn techniques and exercises to share with families. These courses present techniques that are designed to be used with children and teens to develop skills for quieting, focusing, seeing, reframing, caring, and connecting.

3. Choices Palliative & Supportive Care at Home - Amount: \$25,000

Presenter: Steve Sensenich, Director of Specialty Services, Choices Palliative & Supportive Care at Home

In March 2023, the Choices Palliative & Supportive Care at Home program began, providing in-home palliative care for adults with life-limiting illness. Unlike Hospice care, palliative care is based on the needs of the patient, not the prognosis, and focuses on providing relief from symptoms and stress of serious illness. The goal of Choices is to improve quality of life for both the patient and the family by managing symptoms, collaborating with specialists to provide education on treatment options, and guiding decision-making surrounding goals of

care. With serious illness, patient's and family's anxieties are not always about death, but rather, decreased quality of life because of emergency room visits, hospitalizations, and painful treatments that may do more harm than good. Choices' visits from physicians and nurse practitioners are billable through insurance. Until more comprehensive benefits are available, coverage for nursing, social work and chaplain visits are covered through community support. Your funding will provide Hospice & Community Care with some reimbursement for the cost of these services and negate the financial barrier of billing patients directly for non-physician services.

4. Clinical Patient Special Needs Fund - Amount: \$25,000

Presenter: Paige Payne, Vice President, Patient Care

The Clinical Patient Special Needs Fund is a fund that supports a wide variety of items and services for patients and families. This fund helps Hospice & Community Care provide for patients with exceptional or unusual care needs such as:

- Limited English Proficient (LEP) and Deaf and Hard of Hearing interpretation services.
- Patient nutritional needs including organic and clean nutrition options.
- Microwave ovens for patients who live alone to prepare hot meals needed with medication.
- Air conditioners, fans, orthopedic braces, fall mats, wound care devices, safe medication dispensers, special medication packaging, leg pumps, foam padding for walls and floors, and feeding utensils are some other items staff have requested on behalf of their patients.

These special needs are often expensive and out of the scope of what Medicare and insurance will reimburse. Additionally, the Clinical Patient Special Needs Fund allows staff to access funding more quickly than other sources, when time is limited.

5. Gift Cards - Amount: \$7,000

Presenter: Paige Payne, Vice President, Patient Care

Grocery store cards are a great resource for patients and families, many of whom struggle financially. The unexpected expenses associated with terminal illness and the decrease in income of the patient and caregiver are common experiences for our families. Since the Covid 19 pandemic, we have seen an increase in financial need, especially among families who are already stressed by limited resources. Gift cards have been used for many practical as well as creative purposes: a mini-birthday party, a photo memory book, a special dinner, as well as many carts of groceries. Requests for gift cards are submitted by team social workers on an as needed basis. The cards are generally disbursed in \$100 increments with social work supervisors completing a review of each request prior to approval.

6. Supporting Staff with a Wellness Perspective - Amount: \$4,200

Presenter: Jacqueline Bilder, Wellness Coordinator, Human Resources

The rewarding yet challenging work that hospice staff do can be difficult and affect mental and physical health. It is important to support staff so they can continue to provide the exceptional care and comfort patients and families have come to expect. As Wellness Coordinator, my goal is to create programs, provide education, and utilize outside resources to support and care for staff. Programs for weight management, mental health, diabetes, and heart health are currently front and center as well as resources for staff to recharge. These funds will allow me to bring in programs and professionals to support our staff and help them create and maintain healthy

lifestyles. Your support would equate to \$8 per staff member and would assist me in creating wellness programs that are tailored to the needs of individual staff so they can provide the best possible care to Hospice patients and families.

7. Pathways Center for Grief & Loss - Amount: \$10,000

Presenter: Elaine Ostrum, Director, Pathways Center for Grief & Loss

The Pathways Center for Grief & Loss is a core service of Hospice & Community Care, serving more than 5,000 bereaved individuals each month. During 2023, we provided 670 counseling sessions, 230 support groups, 40 educational and support sessions to community organizations impacted by a death, and nearly 4,000 supportive calls. Pathways services include individual consultation by phone, virtually or in person, ongoing check-in calls, support groups for children, teens and adults, educational workshops, trainings, newsletters, online videos, handouts and library resources. Pathways support groups provide unique opportunities for the bereaved to connect with others who have experienced similar losses. We also provide tools to our hospice team members to meet the bereavement needs of patients and their family before the death. We provide resources to school counselors, social workers, medical professionals, and anyone who wants to support someone after a death. Pathways services are available at no cost, for any cause of death, regardless of hospice involvement and are not reimbursed by any insurance. The Pathways Center's services are 100% community funded and a grant from the Women's Giving Circle will ensure comprehensive bereavement support continues to be available to all in need.

8. Alternative Grief Support – Amount: \$2,049

Presenter: Elaine Ostrum, Director, Pathways Center for Grief & Loss

Much of the Pathways Center's current grief support is geared toward opportunities to verbally process grief within groups or individually with a counselor. However, some prefer private reflection or an opportunity to do something active with their grief. Since the whole person is impacted by grief, activities that involve the body and creative expression enable grief processing in other dimensions. A Hospice staff member who is certified in massage and yoga instruction has been volunteering her time for several years to provide activities during the Coping Kids series that release tension and negative impacts of stress. We would like to plan additional workshops for creative expression and mindful movement to be offered to children, teens, and adult clients.

9. Coping Kids & Teens Promotion and Program Support - Amount: \$4,500

Presenter: Elaine Ostrum, Director, Pathways Center for Grief & Loss

The Pathways Center's Coping Kids & Teens (CKT) counselors provide education and reassurance to parents/guardians and professionals who are overwhelmed by the intensity of their own grief while also trying to understand and support their child's unique needs and grief. Children and teens are often more open talking to a CKT counselor, in a confidential setting, away from peers and worried family. Mental health professionals, school counselors and social workers are seeing increasing numbers of children and teens in need, but often lack the specific training to address grief. Yet, even as the percentage of children who experience a significant death continues to grow in our country, the Pathways Center saw a decrease in referrals to our CKT services. During the 2022/2023 school year, we cancelled all three CKT series due to insufficient numbers. We routinely send CKT and Camp Chimaqua brochures by email to school counselors and social workers which has previously generated the bulk of referrals. Recognizing that we need to do something different, we printed additional CKT brochures and

mailed to every school counselor and social worker in Lancaster County public and private schools. The result has been dramatic - from eight individual CKT assessments in October 2023, to 27 assessments provided in January 2024. Referrals for the family series at the Pathways Center as well as requests to partner with school counselors to offer a Good Grief Club in schools are also increasing. We want to continue mailing CKT and camp brochures to school personnel to provide to parents and guardians and purchase promotional items to be distributed at informational fairs at schools, in the community, during trainings, conferences and to professionals. So often when the bereaved call the Pathways Center, we hear, "I had no idea you were here or that this service existed." We need to increase awareness of the Pathways Center's much needed services in the community.

10. Diversity, Equity, Inclusion and Belonging Initiatives - Amount: \$7,500

Presenter: Arielle Miller, IT Trainer, Information Systems

Our Diversity, Equity, Inclusion and Belonging Committee has implemented several initiatives to increase staff awareness of differing cultural needs and be better prepared to care for patients of all backgrounds and cultures. A tight budget due to limited Medicare reimbursement makes it difficult for Hospice to participate in the many cultural events at which we would like to be represented. In 2024, there are many events that we could participate in that would allow us to engage with diverse communities, accessing individuals with whom we may not otherwise connect. Hospice & Community Care's participation will raise awareness of the services we offer and create connections with individuals and families who come from all backgrounds. We want to ensure that our services are accessible and reflective of the needs of all our community members. In addition to outreach, we recognize that it is important to provide the highest quality of care to all our patients. To achieve this, we plan to use part of this grant to fund trauma-informed care training and seek cultural competency training from outside sources for all our staff. It is essential for our staff to understand the cultural nuances and diverse backgrounds of all our patients, and each other, so that we can deliver the care that each person needs and support one another in the workplace. Supporting this project will enable our organization to build bridges, foster a culture of understanding and belonging, and ensure that we are a leader in what inclusivity can look like at the end of life.

11. Language Interpretation/Spanish Classes - Amount: \$3,825

Presenter: Jessica Markulik, Choices Nurse Coordinator, Choices Palliative & Supportive Care at Home (including Sunflower Pediatric Program)

This project seeks funding for staff to become recognized as Qualified Bilingual Staff, a crucial step in ensuring effective communication and support for patients with limited English proficiency. Hospice & Community Care staff currently have access to interpreting services; however, these services can often leave families with unanswered questions and misinformation regarding their care due to cultural norms. In Latino culture, it is considered rude to ask questions of authoritative figures such as medical providers. When bilingual/bicultural staff visit families, we spend a large part of our visits building rapport and dispelling hospice myths. To provide the best possible end-of-life care, we have identified the need for a team of Qualified Bilingual Staff who can serve as cultural brokers and interpreters, facilitating clear communication with our diverse patient population while also serving as patient advocates and educating all staff on the unique cultural needs and perspectives of the Latino community. A retired Spanish professor has offered free Spanish language classes to Hospice staff. Your funding will cover the resources for five employees. This project will enhance the care provided to existing Latino and non-English proficient patients and families.

12. Educating Diverse Populations About End-of-Life Care and Loss - Amount: \$2,500

Presenter: Karen Stauffer, Community Education, Outreach

Hospice is committed to ensuring that every person in need of Hospice care can easily access our care. According to the 2020 U.S. Census, 11.0% of the population in Lancaster County is Latino. The National Hospice and Palliative Care Organization (NHPCO) reports that Latino populations nationwide are underserved, and ethnicity continues to represent one of the largest barriers to accessing hospice and palliative care. There is a need to have educational materials in a variety of formats to provide access to important information for diverse and unique populations. Including:

- Transcription of educational materials in Braille
- Large-print educational materials
- Translation services for printed materials into Spanish.

The ability for patients and families to access information in a preferred language creates an immediate welcoming and accepting atmosphere and positive first impression of hospice and increases access to care.

13. End-of-Life Training Booklets for Families - Amount: \$2,560

Presenter: Libby Kimber, Social Worker, Home Hospice Lancaster

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a Medicare required survey that provides families the opportunity to share their hospice experience while their loved one was under our care. One focus of the survey is to evaluate if families felt well-trained on end-of-life symptoms. Previously, the Women's Giving Circle funded compassionate end-of-life booklets for families which address how to care for someone in the months, weeks, days and hours before death and recognize characteristics of the dying process. Families often comment how helpful the information from booklets like *Gone from my Sight* and *When the Time Comes* are in preparing them for their loved one's end of life. Funding from the Women's Giving Circle will provide booklets for York and Lancaster, including Home Hospice, Inpatient Center and Hospice Resource Team patients and families.

14. Hospice Quickflips Guides - Amount: \$2,550

Presenter: Colleen Steinmetz, Director of Admissions & Outreach, Admissions

Hospice & Community Care is seeking funding for a newly identified resource guide called Hospice Quickflips. This guide serves as a valuable educational tool for Hospice employees, including those educating new staff, admitting patients into our programs, and staff providing patient care. Hospice Quickflips is a specialized guide designed to be a reference for determining patients eligible for hospice services and criteria for the different levels of care we can offer patients and families, such as care in our Inpatient Center. This resource can be a teaching tool for employees. Departments who may receive these guides include Admissions, Medical Services (doctors and nurse practitioners), Clinical Supervisors, Home Hospice (nurses and other staff), and Education. Overall, these guides have the potential to make a significant impact on staff who work hard to make sure we can offer hospice services to everyone who qualifies.

15. Hospice Helper Packs - Amount: \$2,500

Presenter: Colleen Steinmetz, Director of Admissions & Outreach, Admissions

This proposal aims to provide various items to offer families whose loved ones are receiving care in the hospital. This personal touch will help provide comfort to our families during a challenging time; when their loved one is too ill to leave the hospital and the family does not

want to leave their side. These items can help eliminate extra burdens families feel so they can have quality time with their loved ones at the end of their lives. Some of these items include:

- Comfort bags that include snacks, drinks, and personal care supplies
- Meal tickets for the hospital cafeteria
- Funds for small items families desire while in the hospital, such as puzzles, magazines, or card games

Volunteers will assemble gift bags. Gift bags and meal voucher will be labeled with a Hospice & Community Care branded tag.

16. Inpatient Charitable Care Amount: \$25,000

Presenter: Jean Parsons, Director of Inpatient Services, Inpatient Center

Many patients and families struggle with physical demands and difficult decisions of caregiving while faced with financial burdens throughout a terminal illness. While Medicare and most private insurance pay for care in the Inpatient Center when receiving treatment for unmanaged symptoms, once those symptoms are under control, Medicare and private insurance no longer cover room and board costs for inpatient care. Patients are then transitioned to home or a senior living facility. Patients and families often ask to continue care in the Inpatient Center and express feelings of helplessness and angst when asked to make plans for care elsewhere. Should patients wish to stay in the Inpatient Center for Residential Care, costs associated with living at the Bob Fryer & Family Inpatient Center are not reimbursable by Medicare or private insurance. Due to generous community support, however, Hospice & Community Care can offer a Room & Board Fee Reduction Program to patients with limited financial resources who are considering a residential stay at the Inpatient Center. Support from the Women's Giving Circle is extremely meaningful to those in need who are confronted with challenging end-of-life caregiving decisions with limited options. Your support of this project directly and profoundly impacts hospice patients and families exemplifying our mission.

17. Inpatient Center Visitor Computer Replacement - Amount: \$3,300

Presenter: Fred Heavner, IT Director, Information Services

There are three family room computers in the Bob Fryer & Family Inpatient Center (IPC) for public use, one computer in each wing's family room. All three computers are old and can no longer be upgraded to the newest version of Windows 11. Funding from the Women's Giving Circle would replace all three computers with new computers that will be more responsive and use Windows 11 Kiosk mode which gives Information Services the ability to manage Windows remotely, choose device functions, restrict applications, control device setting, offer remote security settings and when a user walks away all traces of their usage are automatically securely erased. The computers would include a new laser printer. While most visitors have smartphones with internet access, it is often helpful to have a large screen and keyboard/mouse for common tasks, such as webmail and research. This would also provide easy entertainment for children.

18. Pediatric Memory Making and Comfort Supplies - Amount: \$5,000

Presenter: Ann Pilarte, Pediatric Hospice & Palliative Social Worker

Memory making projects have the potential to improve a pediatric patient's emotional expression, ability to cope, create space for family bonding and communication, and provide opportunities for patients and families to engage in life review. The Sunflower Team hopes to support every patient and family with an opportunity to create a memory-making project to cherish during our patients' lives and after their deaths. These projects have included hand

castings, fingerprint jewelry, photography, and customized art. Materials to create these items include hand-casting kits, art supplies, and protective cases for finished projects. Families often voice gratitude for these items that memorialize their loved one. In addition to memory-making projects, many of our Sunflower patients would benefit from comfort items that are specific to pediatric patients such as pediatric-sized, weighted lap blankets and weighted stuffed animals. These can help the body and motor system calm and become grounded in stressful or sensory-overloaded situations. Providing readily available comfort items would be another valuable tool for meeting the goals of care for our youngest patients.

19. Patient Hopes & Wishes Fund - Amount: \$3,500

Presenter: Jen Horan, Director of Volunteer Services, Volunteer Services

The Patient Hopes & Wishes Fund helps celebrate life milestones - from a birthday party for a 102-year-old patient complete with cake, sash, crown and flowers; to one last meal of fish and chips from a patient's favorite restaurant; to a couple celebrating their 75th wedding anniversary. Fulfilling patients' hopes and wishes help improve a patient's quality of life with items as simple as a portable CD player and headphones given to a patient living in a nursing facility so she could listen to and be comforted by spiritual hymns. The Hopes & Wishes Fund helps create lasting memories for patients and families, like the surprise date night for a 44-year-old patient and his wife, which included a stretch limo and dinner at John J. Jeffries Restaurant or a photo shoot of a new mother and infant arranged days before her child's death, giving her cherished portraits of her beautiful son and their time together. For patients and families, being able to celebrate a milestone, create a memory, or revisit and enjoy something from their past that brought them joy can be an incredible source of comfort during a difficult time.

20. Portable Workspace - Amount: \$1,000

Presenter: Megan Gretler, Compliance/Infection Prevention Manager, Quality

Hospice staff are committed to serving everyone in the community but sometimes find themselves in challenging situations. Staff regularly enter homes where there is limited space, where people are too debilitated to keep workspaces clear, where there is some kind of infestation or where hoarding prevents use of most space. Staff members are responsible for ensuring that they have a clean, dry workspace in homes for infection prevention reasons, but it can be difficult in some homes. Funding from the Women's Giving Circle would provide staff a library where they can borrow lightweight tables as needed, helping staff spend less time clearing and more time caring for patients.

21. Respiratory Support - Amount: \$20,000

Presenter: Cathy Wasilewski, Director of Clinical Support, Home Hospice

Some of the most compromised patients are those with advanced pulmonary or respiratory disease such as chronic obstructive pulmonary disease, emphysema and pulmonary fibrosis. More than 2,000 Hospice patients need pulmonary support annually. Alternative treatment options and medication are required to best manage symptoms such as labored breathing, air hunger, wheezing, shortness of breath and congestion. Oxygen is common, but there are advanced delivery mechanisms which push air into stiffened, frail airways. Without these additional mechanisms patients can struggle and suffer. BiPAP (pressurized air pushed into breathing tubes), ventilator, percussion vest (used to break up consolidated, thickened mucous/secretions to help relieve congestion when a deep cough is not possible) or Airvo (humidifies and hyper-concentrates oxygen with forced delivery) may be used to aid respiratory

function and require the intervention of a respiratory therapist. These advanced methods are costly. Many hospices do not admit these high-needs patients. Funds from the Women's Giving Circle would be used to offset the extraordinary costs of therapy and equipment.

22. Medication Destruction Pouches - Amount: \$2,000

Presenter: Cathy Wasilewski, Director of Clinical Support, Home Hospice

Medications used for managing pain and other symptoms are frequently controlled substances. Disposal or destruction of medications when no longer needed is an essential part of medication safety. Medication Destruction Pouches for this purpose could be provided to achieve proper destruction. The freestanding pouch contains material that renders the medication unusable in accordance with DEA and FDA regulations. Each bag will dispose of 250 standard-sized tablets. Caregivers empty medication into the pouch, add water, shake and throw away in their household trash. Staff would supply pouches when needed or requested.

23. Reusable Bed Pads for Home Hospice Patients - Amount: \$3,000

Presenter: Cathy Wasilewski, Director of Clinical Support, Home Hospice

Reusable bed pads are one of the most overlooked items needed in the home hospice setting. A reusable bed pad can be more comfortable for the patient and caregivers. Some families buy disposable bed pads for convenience; however, these tend to rip and make more work for caregivers. Reusable bed pads prevent unnecessary rolling, pain with repositioning and exhaustive efforts for patients and caregivers – in a time when this should be the least of their worries. Reusable bed pads can be distributed on an as needed basis. Funding from the Women's Giving Circle would provide 720 pads or two reusable bed pads for each of 360 Home Hospice patients.

24. Re-positioning/Lifting Pads and Mobility Aids - Amount: \$6,630

Presenter: Cathy Wasilewski, Director of Clinical Services, Home Hospice

Re-positioning Bed Pads are extremely helpful for patients with mobility issues. These pads are 55" x 40" and come with eight reinforced handles, which make it easy to lift, turn, transfer, and slide patients with limited mobility to comfortable positions. These pads are washable and reusable and an excellent tool for transferring patients from bed to bed, car or chair. Made of nylon fabric, they are strong and durable with reinforced stitching at handles to support safe, easy, comfortable positioning and transfer of mobility-compromised patients.

Patients who are confined to bed put a great deal of physical burden on caregivers and staff who need to move them, provide daily care, wound care and assessments. Bed bound patients increase the risk of injury to caregivers and staff, and can often be uncomfortable to patients, many of whom struggle with pain issues. Difficulty with movement is also a barrier to frequent movement, even though we know that lack of mobility increases the risk of skin breakdown. Funding from the Women's Giving Circle would help to create a lending library of reusable mobility aids, including turning devices that manage the lower legs, wedges for positioning and mover sheets with handles to help caregivers. These aids would be returned to hospice and cleaned once no longer necessary.

25. Ambulance Assistance Fund - Amount: \$10,000

Presenter: Cathy Wasilewski, Director of Clinical Support, Home Hospice

Access to the full range of Hospice & Community Care services is an essential component of hospice care. Transportation via wheelchair van, stretcher or requiring paramedical support to the Inpatient Center for urgent symptom management and hospice-related diagnostic services is required daily. Ambulance transportation is not covered under private insurance, so patients must pay out of pocket for transportation. Patients with no insurance must also utilize private funds to pay for transport. During a period of crisis, patients and families must choose between paying for the cost of transportation to the Inpatient Center and remaining at home to manage distressing symptoms. Costs for ambulance transportation can be more than \$1,000, and many families cannot manage that additional burden and may decline to transfer their loved one to the Inpatient Center.

Hospice & Community Care has experienced significant increases in ambulance costs since 2021 and now spends more than \$366,000 annually on transportation services.