

“The sole obligation of hospice care is to help find meaning and alleviate suffering; in short to be part of a healing process... To make a connection that provides healing and comfort at the end of life is a tremendous experience that enriches both parties in ways that are difficult to describe, but one that happens routinely in hospice care... I could not be happier or prouder of the work that goes on every day at Hospice Care of Southwest Michigan.”

Michael Raphelson, MD, Medical Director



**HOSPICE**  
**CARE** *of*  
Southwest  
Michigan

2014 annual report ■  
**hospice**  
to our community

A home away from home. Comfort, Privacy and Dignity for the whole family.

there is no place like Rose Arbor

# jeff's story

Jeff Bell RN started as a home health aide with Hospice Care of Southwest Michigan twenty years ago. He returned to school to become a registered nurse because of his desire to care for the terminally ill. The minute he heard about the proposed construction of Rose Arbor Hospice Residence, he knew that he wanted to work there. Jeff was there the day Rose Arbor opened in 1998 and is now the most seasoned member of the devoted Rose Arbor staff. Jeff knows how important Rose Arbor is for the community.

“Every day is different. I never know what to expect. It’s emotionally challenging, but I have great coworkers and wonderful volunteers. My work brings me great satisfaction. At times, my clients move beyond their illness and I learn what is important to them. I welcome their conversations —

how they met their spouse, their children and grandchildren, what careers and hobbies they loved. Those are the times I feel as if I am making a difference.”

Rose Arbor is the only licensed hospice residence in the greater Kalamazoo area and was the first freestanding hospice residence in the state of Michigan. After 18 years, Rose Arbor is still beautiful, welcoming clients, families, and friends into a place of peace and comfort. The team at Rose Arbor makes sure that clients are receiving the best pain and symptom management possible, 24 hours a day.

That round-the-clock care means that family members can spend meaningful time with their loved one. They know that he or she is receiving special care, even when family or friends can’t be there. Rose Arbor also offers music, massage,

and pet therapy. Volunteers can often be found in the great room playing the piano, while exotic birds flutter and chirp in the aviary.

Jeff has seen many extraordinary moments at Rose Arbor—a wedding in the great room and holiday parties in the family rooms down either hallway. He treats every client for whom he cares like one of his own family. He considers it a great honor to be involved with the care of the family as well as the client.

Our staff could work in almost any area of healthcare, yet many great professionals like Jeff Bell choose to work at Hospice Care of Southwest Michigan and Rose Arbor. It is a comfort to know that at the end of life there is a Rose Arbor and that it is a good place to be.



“It is very difficult to single out a few clients who stand out in my memory. There are just too many. It’s an honor to have served so many wonderful and amazing people and their families.”

Left, Jeff Bell comforts Ronald Blanke, a client at Rose Arbor.

*Hospice has a firm policy of keeping all information about clients, including their names, in the strictest confidence. However, the clients pictured in this edition have given permission to share their names and photos.*

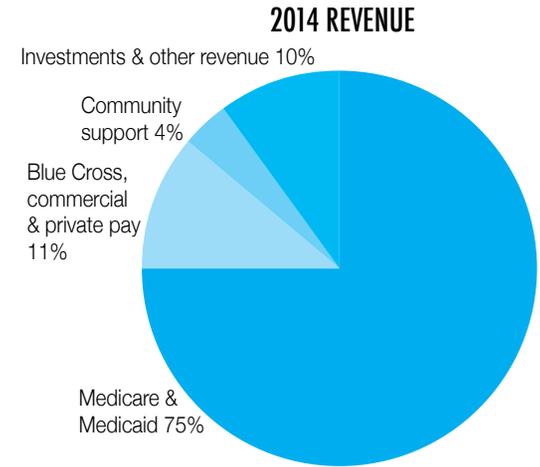
## Through wind, rain and darkest night our Rose Arbor staff shines bright

On September 5, 2014, a storm slammed through the west side of Kalamazoo. Straight line winds hit Rose Arbor Hospice Residence especially hard. Windows were broken, trees were uprooted, but thanks to our staff, no one was hurt. The Chief Executive Officer and Director of Rose Arbor arrived from home as soon as they heard about the damage. Our Facilities and Grounds Coordinator quickly organized the immediate needs for securing the building and roping off dangerous areas. Nurses, hospice aides and social workers were calm and steady and made sure that everyone was safe. Our Medical Director was on site and helped reassure clients and families. Volunteers made coffee and helped in any way they could. One client even graciously offered to share her room with another whose room had been damaged.

All in all, everyone showed how professional and prepared we are in all situations— one more example of why Rose Arbor is a special place.



Peace, respect, Dignity,  
taking away the fear.



# good stewards

Jean Maile, CEO,  
Hospice Care of Southwest Michigan  
jean.maile@hospiceswmi.org

Providing compassionate, high-quality hospice services throughout southwest Michigan remains at the heart of our mission, even as we are seeing significant changes in health care across the country. Challenges and opportunities come with those changes.

In 2014, we received an unprecedented number of new rules and guidelines from the Centers for Medicare and Medicaid Services that required us to revise our practices and provide additional education for the entire staff. In response, we created the position of Quality and Compliance Coordinator to address the frequent regulatory changes and increased audits.

Stagnant reimbursement rates, increases in the cost of medications and a sustained decrease in daily census created financial hardships for the agency last year. However, by reorganizing and reprioritizing, we were able to avoid staff layoffs and continue the high level of service that our clients, families, and the community have come to expect.

Despite these challenges, we remained true to our mission of care for all and provided \$213,148 in financial assistance to 70 clients in 2014.

## Stepping up

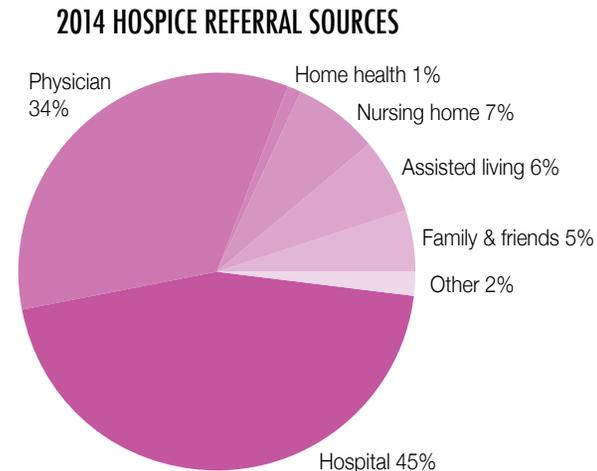
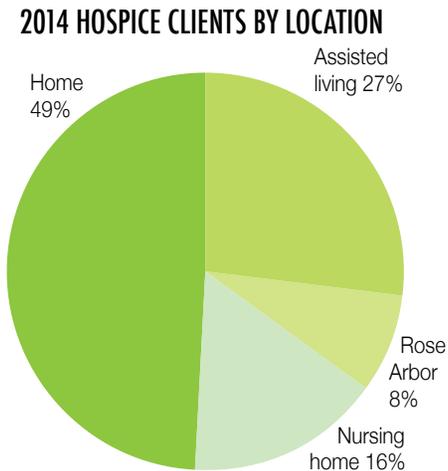
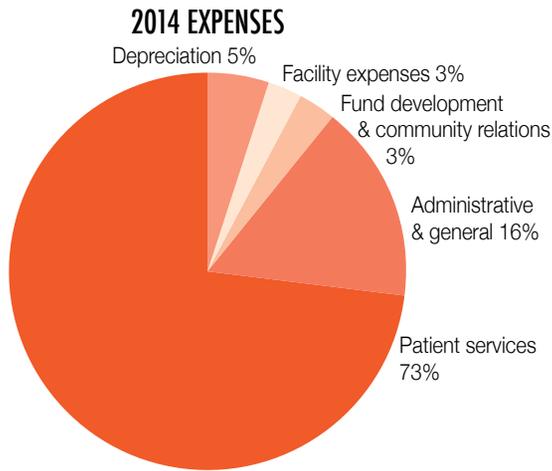
After another adult day program in the county suddenly closed last summer, their guests were quickly offered a new “home” at Oakland Centre. Staff ensured that the twenty-three new guests felt welcome and received the appropriate care with minimum disruption for them and their caregivers.

Rose Arbor staff kept clients and families safe and calm while responding to a major fall storm that resulted in more than \$24,000 in damage to the building and grounds.

## Reaching out

Our Medical Director, Dr. Michael Raphelson, assumed the additional role of Palliative Care Coordinator and Adjunct Faculty for the Western Michigan University Homer Stryker MD School of Medicine. Dr. Raphelson will continue his strong leadership in palliative care in the coming year. He also





Hospice Care of Southwest Michigan provided **\$213,148** in financial assistance to **70** clients in 2014.

In 2014, we added **36** new volunteers to total **176** serving hospice clients and Adult Day Services.



worked one day a week at the Family Health Center, providing health care for uninsured and under insured people in our community.

We also recruited 36 new volunteers from our community. We now have a total 176 volunteers serving hospice clients and Adult Day Services guests.

### Digging Deep

In the spring of 2014, we began to participate in a national data collection effort that addresses key concerns for clients: timeliness of care, pain and symptom control, respecting personal choices, and providing emotional and spiritual support. Sharing our data will allow us to compare our quality outcomes with other providers. This information will be made available to the public by the federal government.

Rose Arbor was hit by a major fall storm in 2014 that resulted in more than **\$24,000** in damage to the building and grounds. Generous donations from the community helped restore it to its original beauty.



forward thinking, community minded and valued

# education



## Western Michigan University Resident Rotation

Every year, we host from 10-13 medical residents from the Western Michigan University Homer Stryker MD School of Medicine. The WMed Residents are typically focused on internal or family practice medicine. As they go through this two to four day rotation, they attend our interdisciplinary group meetings, where plans of care for our clients are discussed, and visit hospice clients with our medical directors, social workers and chaplains. They also work with Bronson and Borgess Hospitals for palliative care rounds. This unique experience allows WMed Residents to gain an early and important understanding of end-of-life care.

## Certification for Nurses and Aides

Our nurses and aides are among the most professional in hospice care. To ensure the highest skill level, the agency pays for certification in hospice and palliative care. In 2014, four aides and eleven nurses achieved certification, which involves a testing process that validates and evaluates expertise in a specialty

area. After achieving a passing score, the individual is certified for a period of four years.

## Orientation and Preceptor Program

The orientation for new clinical employees at Hospice Care of Southwest Michigan is thorough and extensive. After orientation, every hospice nurse is assigned a preceptor for four to six weeks. Preceptors take four hours of training to be able to mentor the new nurse and enrich his or her experience of hospice care. It's a successful partnership for both of them and provides optimal care for our clients.

## Best Friends™

The Best Friends™ Approach was developed in the 1990s to redefine how professional and family caregivers can enhance the lives of individuals living with dementia. All of our hospice clinical staff, volunteers, and staff at Adult Day Services at Oakland Centre take this training. The Best Friends™ Approach provides an environment where persons with dementia can feel supported, safe, respected, and loved by a “best friend.” After the training, staff has a better knowledge of dementia, and can empathize with their clients and make their interactions with them more meaningful.

## Community Education

We are committed to taking our knowledge and skills out into the community. In addition to speaking to community groups, churches, and service organizations, we offer presentations to staff at nursing and assisted living facilities and hospitals on pain and symptom management, grief and loss, and other important topics.

Above left: Hospice Chaplain, Dianne Litynski, talks to second year WMed Resident, Amanda Springer, MD about spirituality at the end of life. Above right: Sue Wilson, Corporate Clinical Educator, coordinates and implements educational services to meet the professional needs of the clinical staff.

“By far, this orientation process has been the best of my nursing career. It was so thorough and full of educational opportunities. Everyone has been so kind and helpful.”

Hospice Care of Southwest Michigan Orienteer



To learn more about our educational programs or to view our employment opportunities, visit: [hospiceswmi.org](http://hospiceswmi.org).

# grief support

during one of the most difficult times in  
your life, Hospice Care of Southwest Michigan is there.

“Keep up the good work. I know it is needed for so many after losing their loved one. Knowing that you have someone you can contact and talk with is most helpful.” — a grief support client

“My kids feel normal here (at Journeys),  
with peers in similar situations.”  
— a Journeys parent.

Our special services for children continue to grow:

Journeys served 34 new families in 2014,  
with an overall average of **115** grieving  
children attending.

Grief 101, in partnership with Communities  
in Schools, provided **18** grief support  
groups to **96** Kalamazoo Public School  
students in 2014. Additionally, we offered  
a group to five participants in a foster  
care home.

Elyse is a Journeys participant who likes talking to other kids her age about losing someone they love.



Support for grieving adults, children, and teens is central to who we are as a hospice agency. We offer one-on-one counseling at Oakland Centre or in a client's home. For those who have lost a loved one, but did not use hospice services, our support groups and community educational activities can provide the encouragement and guidance they need to understand the process of grief and begin to heal. Our full grief support calendar, with dates, times and contacts, is available at [hospiceswmi.org](http://hospiceswmi.org), or by calling 269.345.0273.

**Grief Connection** for those who have recently experienced the death of a loved one.

**Grief Matters** for any adult who has experienced loss through death.

**Grief 101** school-based services for children and teens experiencing a significant loss.

**Grieving Parents** exclusively for those mourning the death of a child of any age beyond infancy.

**Journeys** for children and teens grieving the loss of a loved one.

**Parent Loss** for adults who are grieving the loss of a parent.

**Partner Loss** for men and women who have experienced the death of a spouse or significant other.

Ralph Fred Stafford and his lovely wife, Marsha, met 44 years ago at a bowling alley and have been together ever since.

Ralph and Marsha love to dance and travel. They have traveled to every state except Alaska, covering more than 300,000 miles.

During World War II, Ralph served in the U.S. Navy on a minesweeper at Pearl Harbor. After the war, Ralph worked for James River and was a foreman for most of his career. Ralph was also a master woodworker, building most of the furniture in their home. Marsha says, "It was a sad day when Ralph's dementia meant that he was no longer safe using his woodworking tools."

Besides dementia, Ralph also suffers from aortic stenosis and cancer. Since he started hospice care last August, Ralph has looked forward to visits from music therapist, Gretchen Ross. He was a talented musician in his earlier life, playing organ, piano, and mandolin. On the days when he is unable to speak, Ralph can still sing. Marsha says, "It gives him energy, comfort, and a real lift. He absolutely loves it (music therapy)."

Ralph's favorite songs are the hymn "In the Garden," Patsy Cline's hit "Crazy," and the Johnny Cash classic, "Ring of Fire." He sings along with many of the songs and Gretchen makes the sessions interactive by giving him different percussion instruments to try as well. A special iPad application allows Gretchen to set any key and nearly any instrument for him to play while she accompanies him on guitar. With the simple movement of his finger on the screen, Ralph can create his own music.

**"On the days he is unable to talk, Ralph can still sing."**

Music Therapy can relieve emotional symptoms such as depression and feelings of isolation, and alleviate physical symptoms by lowering blood pressure and reducing anxiety. For most clients, and especially for Ralph, musical memory survives long after other forms of memory have gone.

Hospice Care of Southwest Michigan has two music therapists on staff, Gretchen Ross and Carolyn Koebel. Between them, they have completed **1,562** music therapy visits in the last 15 months. They are an integral part of the

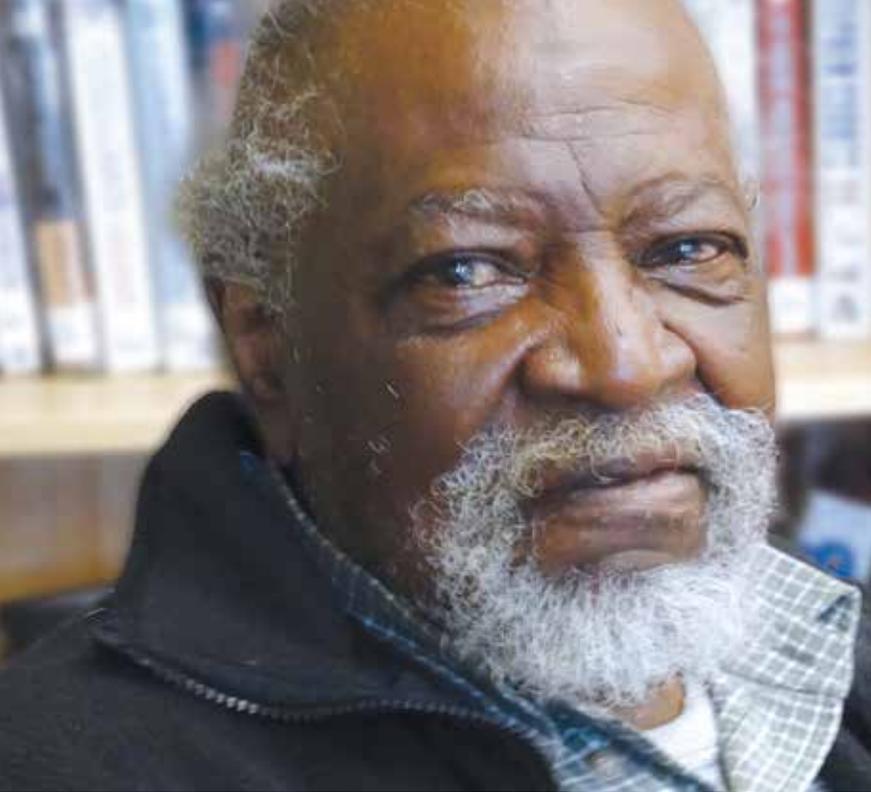
hospice team and visit home hospice care clients like Ralph, as well as clients residing at skilled nursing and assisted living facilities, and at Rose Arbor, our hospice residence. They often provide services for funerals, planning music with the clients and their families. Marsha has spoken with Gretchen about playing Ralph's favorite songs, including "In the Garden" at his funeral.

Carolyn and Gretchen also provide music therapy services for Adult Day Services at Oakland Centre, and for Journeys, our grief support for children and teens. This year marks the tenth year anniversary of our music therapy program.

# music to our clients' ears

Below: a music therapy session with Gretchen Ross (music therapist) on the guitar, Ralph Stafford, playing the African cabasa drum and Marsha Stafford singing along.





our continuum of care starts here.

# adult day

The total number of guest visits at Adult Day Services at Oakland Centre in 2014 was **5,532**.

The ratio of guest to program assistant is **6 to 1**.

Guests come to Adult Day Services and stay anywhere from **2 months to 2 years**.

In 2014, Adult Day Services had a **98%** enrollment rate after a guest's initial visit.

Take a tour. Call 269.373.3200 or email [dawn.vanderploeg@oaklandcentre.org](mailto:dawn.vanderploeg@oaklandcentre.org)



**“I don't have to come back, but I do.”** — guest

## The place for good days



At Adult Day Services, the healing power of art, music, and conversation keep our guests interested and engaged in life.

Staff work as a team to provide individualized care for guests and support for caregivers. A registered nurse, social worker, activity coordinator, music therapist, program assistants, and trained volunteers help create a better day for each of our guests.

Caregivers can find balance in their own lives when they know that their loved one is safe in a respectful and welcoming environment.

It is very important to us to know what our caregivers and guests think of our service, and so we ask them. The quote below came from a caregiver in our 2014 Caregiver Satisfaction Survey:

**“The Oakland Centre staff and the other guests give my mother a chance to share herself and to bloom again.”**

Above: Adult Day Services guests, Bobby and Dorothy, enjoy their days at Oakland Centre.

## Adult Day Services at



## OAKLAND CENTRE

*Here for Life*

A program of Hospice Care of Southwest Michigan

thank you  
for your generosity

# donors

## 2014 Friends

The following list of individuals, businesses and organizations represents those who have generously donated to Hospice Care of Southwest Michigan through our annual **2014 Friends Campaign** as of March 31, 2015.

We are also grateful to those who support our work through memorial gifts, United Way gifts, matching gifts, planned gifts, event sponsorships and participation. Thank you to all of our generous donors. Without you our work could not be done.

If you would like to make a donation, please call Laura Latiolais at 269.345.0273 or visit [hospiceswmi.org/donations.php](http://hospiceswmi.org/donations.php)



### Individuals

Bruce and Janet Abshagen  
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Maggie Anderson  
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Harry Arnold  
Joan Atwell  
Richard Atwell and  
Elizabeth King

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 & Machinery Club  
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 Paw Paw Lioness Club  
 Phillips Environmental  
 Consulting Services



Our commitment to care for everyone is only possible because of strong community support. Special services such as our extensive grief support program, music therapy, massage therapy, and help for families with room and board costs at Rose Arbor all rely on your gifts. **Again, thank you.** Laura Latiolais  
 Director of Community Relations and Development  
 laura.latiolais@hospiceswmi.org

Portage United Church of Christ  
 Sister Lakes Lady Lions  
 The George and Amy Monroe  
 Foundation  
 The Mike and Sharon Seelye  
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**we would love  
to share**

We welcome the opportunity to speak at your club, church, or service organization and share the many ways Hospice Care of Southwest Michigan can help when someone is coping with serious illness, with aging, or with the loss of a loved one. Speakers are available almost any time at no charge. For more information, **please contact Laura Latiolais at 269.345.0273.**

222 North Kalamazoo Mall, Suite 100  
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**HOSPICE  
CARE** *of*  
Southwest  
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# acts of kindness

## Volunteer

176 individuals logged 13,644 volunteer hours for our agency in 2014. Our volunteers are nothing less than extraordinary because they commit their time to helping clients live well. They volunteer in clients homes and nursing facilities, for our pet therapy program, at Rose Arbor Hospice Residence, with grief support for children and teens, and at Adult Day Services at Oakland Centre. Please volunteer at [volunteer.mail@hospiceswmi.org](mailto:volunteer.mail@hospiceswmi.org) or 269.345.0273.

## Sponsor

77 individuals and businesses sponsored our 2014 events, including **Golf fore Hospice, Hospice-On-Air, The Greatest Kazoo Duck Race** and **The Point 1K Spoof Run**. Find out how you can become a much appreciated sponsor in 2015 by contacting [sarah.kerry@hospiceswmi.org](mailto:sarah.kerry@hospiceswmi.org) or 269.345.0273.

## Participate

More than 705 individuals in our community participated in our 2014 events, including **Golf fore Hospice** (104 golfers) and **The Point 1K Spoof Run** (601 "runners"). Almost 3,000 \$5 raffle tickets were sold for **The Greatest Kazoo Duck Race**. We would love to see you at our events. Your participation means that we are able to provide hospice care and grief support for all who need it in our local communities. Contact [sarah.kerry@hospiceswmi.org](mailto:sarah.kerry@hospiceswmi.org) or 269.345.0273.

## Give

In 2014, 2,000 individuals and businesses supported programs such as grief support, room and board at Rose Arbor, music therapy, massage therapy and pet therapy. Every gift, no matter the size, makes our organization stronger and helps to ensure that compassionate care is there for all who need it. Donations may be made online at [hospiceswmi.org](http://hospiceswmi.org) or mailed to our main office at 222 North Kalamazoo Mall, Kalamazoo, MI 49007. For more information, contact Laura Latiolais at 269.345.0273.