

# Time to Make a *Difference* in Countless Lives

Hospice of Baltimore • Gilchrist Center for Hospice Care • Hospice of Howard County

*2007: A Year in Review*



## OUR MISSION

To profoundly enhance the end of life for individuals facing a life-limiting illness by:

Providing compassionate professional hospice care unique to each patient.

Educating families and others on how to expertly care for a loved one.

Respecting patient decisions about care.

Offering counseling to help families manage their grief and re-establish their lives.

*[A message from Robert Eads]*

In February, Jeanne, my wife and best friend for 58 years passed away. While I miss her, I'm deeply grateful Hospice was there for the last months of Jeanne's life. Hospice made both our lives easier and gave me the support I needed to lovingly and confidently care for her.

Placing a loved one in Hospice is a very difficult decision. My wife and I were reluctant at first because we feared our loss of privacy. But that never happened. From the first day, Hospice focused on Jeanne's comfort and well-being. Over time, we established a strong relationship with Hospice caregivers that made it easy to ask for advice. Simple things like suggesting a bent spoon to help Jeanne eat, installing a chairlift, and having volunteers come sit with her so I could run an errand made our lives more manageable. Hospice caregivers felt like family.



*[A message from Robert's daughter, Carol Ann Schexnayder]*


*I know Hospice improved both my parents' quality of life by making it possible for Mom to remain at home longer than would have been possible if Dad had cared for her without Hospice's help. Hospice gave my parents independence and control of their own decisions and lives.*

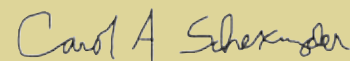
*When Mom entered the Gilchrist Center at the end of her life, the staff at Gilchrist was amazing. They attended to my Mom's every need and went out of their way to make Dad's stay as comfortable as possible. They let him help turn, bathe, and feed mom. They brought him extra food and provided daily encouragement and support. They cared about the well-being of both my parents. It's hard to imagine how we would have managed without Hospice. Seeking Hospice's help sooner was the right decision.*

As part of Hospice's extended family, we sincerely thank you for your generous support. Your contributions support patients without the financial means to pay for Hospice care and underwrite outreach efforts to better educate physicians, patients, and families about the benefits of Hospice and how an earlier admissions can enhance a patient's and family's quality of life—something our family experienced.

On behalf of Hospice, our family, and the countless patients and families it serves, thank you for your generous support of and enduring commitment to Hospice's life-affirming work.

Sincerely,

  
Robert Eads

  
Carol Ann Schexnayder

## There's no place like *home*

I may be 92 years old, but I'm still fiercely independent. I entered Hospice in 2003 because my physician recommended Hospice to my family and they, in turn, encouraged me to seek help. At the time, I was extremely ill [Mrs. Lanasa suffers from congestive heart failure] and it became clear that it would be very difficult for me to remain in my home—something I strongly desired—if I didn't get some kind of help. It was also extremely stressful for my son, who lives near me, and my other grown children, who constantly worried about my well-being and safety in my home. Looking back, the day Hospice began helping me was the luckiest day of my life. I never could have remained at home without the support and care Hospice has provided.

Before Hospice, I was struggling to live my life the way I wanted. Everything was an ordeal. Now, after four years, Hospice has made my life more comfortable and lessened my anxiety. If I have a problem with my medications or I'm concerned about fatigue or shortness of breath, I can pick up the

phone and talk to someone at Hospice immediately. Hospice has given me peace of mind. They've made sure I have everything I need—a walker, a wheelchair, oxygen, my heart medications—even little things that I didn't really think I needed. Hospice actually has improved my quality of life and given me more time.

Now my family doesn't have to worry about me all the time. Recently, I developed a bad case of bronchitis that was debilitating. Hospice was there, getting me a prescription for an antibiotic, sending a nurse regularly to monitor my symptoms, and keeping my family informed. I don't know what I would have done without Hospice. Because Hospice is watching over me, my family accepts my decision to continue being independent. And that's a blessing for everyone.



*My older brother died a number of years ago and Hospice took care of him. It was a tremendous help to my family. Several years ago, when my mother's congestive heart failure became more serious, the doctor recommended Hospice. We took his advice and never looked back.*

*It's nice to know Hospice is there for mom because she's proud and has a hard time asking for help. It puts her at ease to have the nurse check on her, talk to her about what's going on and how she's feeling. And she can call Hospice any time—day or night—to ask a question or get advice.*

*I know my mom would rather be in her own home. With Hospice, she can be independent knowing she's got someone to back her up. While she won't always listen to me, she'll listen to what the Hospice nurse tells her—and that is very reassuring.*

**MARCUS LANASA**  
*(son of Grace Lanasa)*



**MOST COMMON HOSPICE NONCANCER DIAGNOSES:** Cardiovascular disease and Neurodegenerative diseases such as dementia, end-stage Alzheimer's

## Putting the *pieces* back together

I'm a documentary film maker. Over the years, I developed a strong interest in the disabled. Two years ago, by a twist of fate, I became disabled—I was diagnosed with ALS [Lou Gehrig's disease]. Now I'm devoting my energies to producing a film about my own personal journey to change the way people think about ALS. In the process, I've come to the unsettling realization that when a loved one gets ALS, the whole family suffers as if they had the disease.

Before Hospice, my family was doing its best to deal with this earth-shattering illness. With my loss of motor functions, I had to depend on them for everything. The stress on my family manifested itself in unhappy moments. They constantly worried about whether they were doing the right thing. It was tearing us apart. Hospice helped put the pieces back together.

Hospice unburdened my family of the sheer demands of my care over the last several months. People take little things for granted. On a personal level, I simply

appreciate the fact that I get daily showers and shaves. Knowing there is an infrastructure of support in place has brought order to the chaos.

When my family first approached me about hospice, I said no way. I had a very negative image of Hospice in my mind. That image couldn't be further from the truth. I vividly remember the first time a Hospice nurse came to our home. That's when I realized someone actually knew what I needed. Up until then, my family had been winging it.

What I appreciate most about Hospice is that the help I receive has enabled me to preserve my energy for things that are truly important to me—making my film, working for my foundation, spending time with my family, and being around to see my first child who is due in November.

*Before Patrick entered hospice he lived with my sister. She has four small children and it became overwhelming to give Patrick the time and attention he needed. Something wonderful happened when Hospice began caring for Patrick.*

*Now he has the same home health aide every day and the same nurse—people who know how to care for someone with ALS and really care about Patrick.*

*Sometimes it feels like we're running a marathon, but Hospice is right there with us—helping us through the race by giving Patrick the care, friendship, and support he needs. Hospice has given Patrick hope because he's able to live a better life.*

WENDY GRADER-BECK  
(Patrick's sister)



## Being there for the *unexpected*

Shortly after 9/11, my dad was diagnosed with Lou Gehrig's disease at Bethesda Naval Hospital. Amazingly, he lived another six years, passing away in May. Throughout his ordeal, my mom was there—tending to his every need and raising his spirits. And Hospice of Howard County was there to help and support my mom for the last year.

It's impossible to describe how valuable Hospice was to my family. They came to our house to just listen to and talk to my dad. They helped my mom change my dad's sheets, bathe and feed him, and they talked to us about changes in his condition or care. They even took me to the grocery store or ran other personal errands—whatever we needed.

Most of all, Hospice gave my mom peace of mind—something she desperately needed because my dad's care was overwhelming at times. Hospice took the burden off my mom and gave her vital moral support and friendship. They were our friends, not just caregivers.

Then in February, my mom died unexpectedly. Hospice was there not only to help me care for my dad in those last couple of months, but to help me through the terrible grief of losing my mother so suddenly.

Throughout this ordeal, Hospice has been there for me and my entire family—24 hours a day/ 7 days a week. They made an impossible situation manageable and comfortable for both my parents during the last year of their lives—and Hospice continues to help me through this stressful time in my life.

*Hospice had been involved in Mr. Trieble's care for a year when Mrs. Trieble died unexpectedly so we had developed a strong relationship with the family.*

*Since Mrs. Trieble was the primary caregiver to her husband, who was bed-ridden with ALS, suddenly Chris was left to care for his father, the house, and cope with losing his mother.*

*Right away, our social worker and chaplain were there to support Chris. We also arranged for a home health aide to come to the house daily to care for Mr. Trieble. With so much on Chris' plate, we tried to break down the burden into small manageable tasks.*

*A month or two after his mom died, Chris also lost his grandmother and father. And we were there for everything. Time, patience, and trust made it possible for us to help Chris and his family—to be there for the unexpected.*

**DONNA FARABAUGH**  
*(Hospice nurse)*



IN A RECENT STUDY, families with patients in hospice for longer periods of time rated these services as most helpful: pain and symptom control; **REGULAR NURSING VISITS**, help with

## Putting *decisions* in the hands of patients and families

**T**wo years ago my wife Kathy was diagnosed with stage III colon cancer at age 56. After several unsuccessful rounds of chemotherapy and radiation, physicians encouraged us to call hospice. Kathy entered Hospice around Thanksgiving.

In the beginning, we clung to the hope that Kathy would get better—we weren't ready to give up. What I appreciated most was Hospice's flexibility. They let us remain hopeful and told us that if Kathy's situation changed, she could leave Hospice at any time. The last round of chemotherapy had dampened Kathy's spirits. But having the same nurse and aide come to our house every week to address Kathy's every need brought about a positive change in her attitude. She looked forward to their visits.

My sister-in-law is a nurse so she gave us a lot of advice about Kathy's care. Also, Kathy's mother Rose and sister Gloria were constant caregivers and companions. But whenever we had a question about Kathy's symptoms or pain, Hospice was only a phone call or visit away. We would say,

"Caroline [Kathy's nurse] is coming tomorrow so let's ask her." Eventually, Kathy's pain couldn't be managed at home: Hospice recommended she enter Gilchrist Center. By then, we knew Kathy was going to die so my main concern was her comfort and having a place where my daughter [Katie] two sons [Brian and Patrick], other relatives, and friends could visit and enjoy her company.

The staff and environment at Gilchrist Center made us feel at home visiting Kathy whenever we wanted. Hospice caregivers simply know what to do. At the same time, they never made us feel like decisions about her care and life were being taken out of our hands. They made us feel like we always had the last say.

My wife passed away this spring. While I haven't taken advantage of Hospice's bereavement counseling, I know this resource is there for me if I need it—just as Hospice's services were there for Kathy when she needed them.

*At home, my aunt, grandmother, and I provided a lot of the care, supported by Hospice. But when Mom entered Gilchrist for the last weeks of her life, we got to be a family again.*

*We could be together without worrying about who would care for my mom or what time she needed her next medication. We had time to talk to Mom and enjoy our time together.*

*At Gilchrist, Mom finally opened up and expressed her needs to the nurses in a way that had been difficult for her to do with us. They opened their hearts to her and wrapped their arms around all of us.*

**KATIE LOUIS**  
*(daughter of Kathy Johnson)*



# Hospice of Baltimore Important Facts

Provided over \$1.2 Million in uncompensated direct patient care and services.

Remains the largest not-for-profit hospice organization in the State of Maryland.

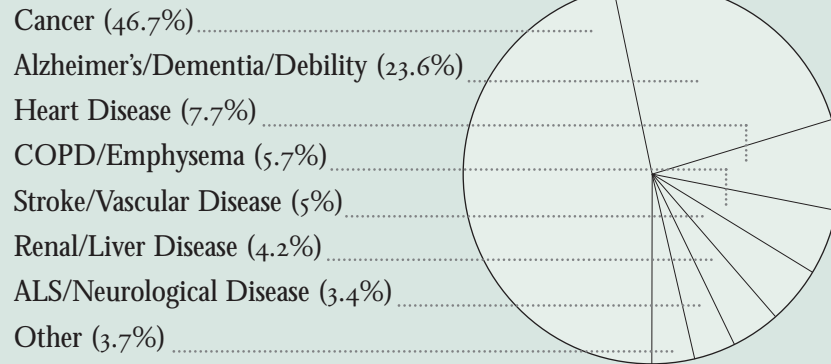
Experienced an increase of 52% over the last 5 years.

Managed to increase patients' average length of stay by more than 20% over the last 5 years.

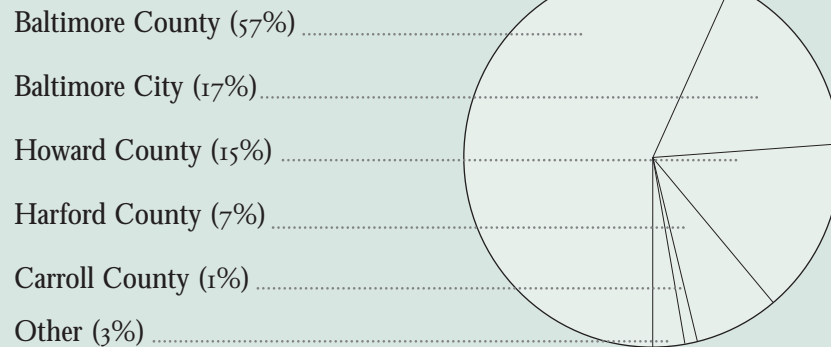
Directed the activities of 245 specially trained volunteers who provided over 16,200 hours of volunteer service.

Launched the Faith Community Outreach and Education Services to assist members of faith-based groups who may be facing end-of-life issues.

## ADMISSION BY DIAGNOSIS



## ADMISSION BY COUNTY



## The right time for *Hospice*

Families often tell me they wish they had called Hospice sooner. Our experience and national data show that with a longer stay—three weeks or more—hospice organizations can provide greater benefits to patients and families. Yet we recognize that the right time for a Hospice admission is when it's right for the patient. Whatever time a patient spends in Hospice, we can make a tremendous difference.

A poignant example is the case of a 46-year-old woman with end-stage breast cancer. The day she was admitted to Gilchrist Center, a friend had taken her to the emergency room where a physician called Hospice concerned that the woman was near death.

While the physician thought she might die that day, our caregivers were able to address specific symptoms and her admission to Gilchrist Center actually extended her life for two weeks—long enough to make an important life decision about the guardianship of her two teenage daughters. In that short time, she was able to make the necessary arrangements to ensure her daughters' future and fulfill her own wishes for them.

Perhaps she was a late referral, but it was the right time for this patient. In the end, we

helped give her time to resolve a very important matter. Facilitating these decisions for patients and families is something we do best. And with more time, we can do even more.



This past year, through our continued advocacy efforts, we have done more to increase patient access to our end-of-life care. We now care for almost 400 patients daily.

Recently, we have stepped up our efforts to educate caregivers and patients at nursing homes, partnering with nursing home staff through programs focused on teaching them best end-of-life care practices. We also are

conducting outreach to religious communities where many congregants seek spiritual and life advice. By reaching out to underserved African American congregations in Baltimore City, we have increased their awareness of and access to Hospice. The message about Hospice finally is getting out as more patients and families view us as a mainstream end-of-life care option.

While we continue to be challenged by decreasing public and private insurance reimbursements, your generous gifts and those of other donors provide the financial cushion imperative to our high standards of care. More than ever, your gifts strengthen patients' and families' access to Hospice and puts them in control of important care and life decisions. What could be more important?

Once again, thank you for your invaluable support and commitment to help us do more for patients and families in the precious time we have with them.

*Catherine Boyne*  
CATHERINE BOYNE  
President

## We ask you to give

So we can continue to touch the lives of others

*Cash*

*Appreciated Securities*

*Bequests and Other Planned Gifts*

*Real Estate, Life Insurance...*

For more information, please contact  
Lori Mulligan at 443-849-8214.

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[hospiceofbaltimore.org](http://hospiceofbaltimore.org)

TTY Maryland Relay Service: 1-800-735-2258

Hospice of Baltimore provides services without regard to race, color, creed, sex, sexual orientation, disability, ability to pay or national origin.

**HOSPICE**  
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