New Graphic Identity Better Reflects HPCG’s Story

Welcome to Hospice and Palliative Care of Greensboro’s (HPCG) redesigned Newslines newsletter, featuring our new graphic identity that was revealed to staff and volunteers on June 5th.

As we reported in our last issue, we conducted focus group and market research over the past year as part of HPCG’s strategic planning process. The results demonstrated that HPCG’s visual identity, including its logo, no longer accurately reflected the role that HPCG plays in the community or in the lives of those served.

This new identity fully embraces our strengths, our story and the profound impact that HPCG can have on patients and families. “The identity is not just about a logo, colors, brochures and a website but represents a new way of talking about hospice care and about our care,” said Paul Russ, vice president of marketing and development. “It is a reflection of our actions.”

Continued on page 3

Two HPCG Clinicians Are “Forever Changed” by an Educational Opportunity of a Lifetime

Social Worker Holly Bessey has been through a metamorphosis.

“I feel very different,” said Bessey, “I have a heightened sense of awareness about the needs of dying patients globally, and I am very proud to be an American, living and working in Greensboro.”

Bessey’s renewed spirit for end-of-life care was prompted by the educational opportunity of a lifetime – an intensive study program at St. Christopher’s Hospice in London, England. Bessey and Beacon Place Nurse Heather Parrish were selected last fall to represent Hospice and Palliative Care of Greensboro (HPCG) at the five-day educational workshop, hosted by the program known as the birthplace of the hospice movement.

Ask any hospice staff member about St. Christopher’s and he or she will speak the name of Dame Cicely Saunders, founder of the hospice movement that spread around the world. In fact, her visionary story is so significant that President and CEO Pat Soenksen shares it with every new employee on their first day of orientation at HPCG.

Continued on page 4
A Message from President and CEO Pat Soenksen

As you can see from our cover story, we are very excited to share HPCG’s new graphic identity with you, our loyal supporters. You may ask “why does HPCG need to do this?” It might surprise you to learn there are still people in Guilford County who do not know what hospice is or how to access our care.

Nationwide 42 percent of all deaths are served by hospice. Yet, in Guilford County that percentage is lower -- 36.96 percent. And by comparison in nearby counties, the percentage of deaths served by hospice is greater than in Guilford County (Forsyth 41 percent; Alamance 48 percent). We need to continue to be proactive and visible through our outreach and communication about the value and availability of hospice in our community.

On June 5 we “rolled out” the new HPCG graphic “look” to HPCG employees and volunteers at our bi-monthly staff meeting. The excitement in the air was palpable and electric as staff and volunteers got their first look at our new logo on name badges, new brochures and banners used at health fairs. Everyone celebrated our new, fresh, colorful and modern look.

I would like to express sincere “thanks” to two of our Board members, Mr. David Marker and Ms. Ross Harris for their invaluable contributions of time, talent and advice as we embarked on this change. Fortunately for HPCG, both Marker and Harris have work experience and expertise in marketing and advertising, including logo changes. They were our “sounding board” and expert resources during the development and design phases.

Our Board of Directors has been involved in this change from the beginning including when we first identified the need to improve access to hospice care as a key priority in our Strategic Plan in 2010. When the new logo was presented to the Board for review and approval, Board member Mary Magrinat remarked that she really liked the different colors, finding them “calming.” Board member Susan Shumaker praised the new look as ‘fresh” and “up-to-date.”

We hope you also like our new “look” and communication as we seek to increase access to hospice care in our community!

Our Mission

Hospice and Palliative Care of Greensboro enhances quality of life by providing expert interdisciplinary care, consultation, support and education for those affected by serious illness, death or grief.
Feedback on the new graphic identity has been overwhelmingly positive. Many have shared how much they like the new direction and colors. One community physician said the logo looked like a big hug for the patient. A long-time volunteer remarked that the new materials are current and crisp but also comforting and colorful.

One staff member shared that she regularly frequents a nearby restaurant where she takes advantage of the discount the restaurant offers to HPCG employees. For years she has shown the cashier her name badge to receive her discount. She ate lunch there shortly after receiving her new name badge and the cashier said, “I didn’t realize you worked for hospice.” She had never noticed the company name on her badge before! Then the cashier proceeded to ask several questions about hospice services. What a great experience!

HPCG’s care is about enabling patients to live more fully. We work together with our patients and their families to help them discover life’s most important moments. We are not just a provider of services, but together we capture moments that really matter.

The use of color and movement enhance our story, representing how we ‘surround’ the patient and caregiver with expertise, compassion, resources and solutions. Our new color palette is bright and hopeful, yet solid and strong. It offers a view of the outcomes our patients want, a moment that is being lived, a memory that is being forged. A ribbon weaving throughout our materials represents our ability to intertwine the different aspects of hope, compassion, care and comfort that blend together to honor and protect our patients as individuals.

When we talk about providing the kind of care that enables our patients to live more fully, it means helping them live their way. It’s what we call ‘patient-focused care’. So we begin our relationship with our patients and their families by asking them, “What do you want?” This way we discover what is important to them and then tailor their care to support their goals and wishes.

“Blowing bubbles with grandpa, Sunday conversations with dad, seeing mom smile,” said Russ, “are all images that reflect the power of life’s special moments, and what it means to live them. They are images from our patients’ perspectives.”

While there has been cost associated with the change, our Board, our leadership and our consultants are confident that this change is necessary in our current market.

“The change is the cost of doing business in our competitive environment,” said Pat Soenksen, CEO, “HPCG had to invest in its future.” Our Finance Committee and full Board reviewed and approved these expenditures as part of the budget process, and total expenditures have been expensed over three years. Knowing this was coming, also allowed orders of supplies to be postponed to minimize any waste.

In some cases, the changes have actually allowed for cost-savings. In fact, our new Newslines newsletter is going to cost nearly $1,000 less per issue in its new four-color, magazine format.

Most importantly, we are confident these changes will help enhance visibility and access to hospice care for people in our community.
An Educational Opportunity of a Lifetime  continued from page 1

Saunders once said, “You matter because you are you, and you matter to the last moment of your life” – a lesson taken to heart by Parrish. “This experience has caused me to step back and look at how important it is to meet every patient where they are,” said Parrish. “We need to remember that everyone is different, and we have to tailor our approach and the plan of care to meet each patient’s unique needs.”

The course, called the “Multi-Professional Week in End of Life Care for Advanced Practitioners,” was attended by 28 end-of-life professionals from 12 different countries. The week offered experienced healthcare professionals the opportunity to work as a group and to explore key principles, current issues and evidenced-based research related to the practice of palliative care.

“You matter because you are you, and you matter to the last moment of your life”
-Dame Cicely Saunders

“Most of our days were eight and ten hours long,” said Parrish. “But I was never ready for the day to end. Speakers and instructors had the ability to put everyone at ease and engage our group unlike anything I had ever experienced.”

Parrish says she has a renewed sense of the privilege it is to do this work. “Our patients at Beacon Place generally have weeks to days to live, so every moment is precious. Each of our patients has his or her own unique situations, so it critical that I use all my senses to learn about his or her wishes and concerns,” she said.

Bessey echoed Parrish’s remarks and added that she has a renewed commitment to serve as a mentor to others, especially newer HPCG staff. “I would not be the person or the social worker I am today, if it weren’t for the encouragement and gentle teaching moments offered to me by HPCG medical director, Dr. John Lusk.” Dr. Lusk, who died in 2010, is still teaching, as it was his endowment that created Bessey’s scholarship.

“Keep it simple and let Dame Cicely’s words guide you to find what is at the center of your organization’s core values,” has become a mantra of sorts for Bessey. These words have inspired her to reshape the way she makes her visits with patients, as well as her interactions with fellow team members.

“Life is messy and there can be many layers of issues to navigate in a short period of time,” said Bessey. “Clearly, it helps to be able to cut through the maze and get to the most important part.” Saunders believed that “to face death is to face life and to come to terms with one is to learn much about the other.”
"Giving," Dr. Lusk once said, “is not about money; it is about investing in the future of the people who make up our community.” Thanks to Dr. Lusk’s thoughtfulness, his generous and caring spirit lives on to support educational opportunities for HPCG’s clinical staff.

This past May, through the John A. Lusk, III Endowment Fund for Hospice and Palliative Care Education, Holly Bessey attended a week-long educational workshop at St. Christopher’s Hospice in London, England – the birthplace of the hospice movement. It was an opportunity of a lifetime to learn about palliative and end-of-life care services.

The Fund was established in 2003 to commemorate Dr. Lusk’s semi-retirement and recognition as Medical Director Emeritus. Dr. Lusk and his wife Barbara grew the Fund through annual contributions and through a bequest from Dr. Lusk’s estate.

Remembering HPCG in your estate planning is an effective way to support and preserve the activities and services that you value most. For Dr. Lusk, a life-long learner, it was continuing education.

Would you like to help preserve our services for the future? Our planned giving specialist can help you create a lasting legacy that will support the next generation of patients and care-giving professionals.

For more information, contact Planned Giving Specialist Kathleen McNally at 336.621.2500, ext. 2354 or kmcnally@hospicegso.org.

Dr. John Alexander Lusk, III died peacefully on June 9, 2010, surrounded by his family. He was 87 years young and lived a very full and giving life.

Last May 2012, he sent HPCG Social Worker Holly Bessey on the trip of a lifetime.

Greensboro Historical Museum Helps Educate HPCG Staff and Volunteers About Veteran Experiences

In June, Hospice and Palliative Care of Greensboro (HPCG) partnered with the Greensboro Historical Museum (GHM) to host a presentation for volunteers, administrative and clinical staff entitled, What It Was Like to be a Soldier. The presentation was given by Matthew Young, assistant director at GHM and coincides with the museum’s oral history project, Service and Sacrifice.

“Young’s presentation painted a very real picture of what our veterans went through during active duty and peace time,” stated Lynn Duffy, social worker. “Currently, I see a growing number of veterans in the long-term care communities. Providing the veterans with certificates of recognition and American flags is a meaningful way to celebrate a patient’s life. It is a privilege to express appreciation to these men and women for serving our country.”

It surprises many Americans to learn that 25 percent of all deaths in the US are veterans. That’s 1,800 people a day and more than 680,000 veteran deaths every year. As the nation continues to honor these American heroes for their military service, it is important to remember that they also deserve recognition and compassionate care at the end of life’s journey.

HPCG is helping healthcare professionals honor veterans by recognizing the unique needs of these men and women who are facing an end-of-life illness. It has joined more than 1,000 hospice organizations across the country in support of the We Honor Veterans initiative by increasing its skills and capacity for serving veterans.

As HPCG makes strides to reach Level Three status by late fall, increasing organizational capacity to serve veterans is a top priority. “In-service trainings for administrative and clinical staff like the one presented by the museum increase sensitivity and awareness about veterans”, remarked Meghan Davis, director of long-term care. Over the next several months, HPCG will continue to increase community education, organizational policies and hospice-veteran partnerships.

We Honor Veterans

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Honorariums
2012 Graduates
All who make hospice a refuge &
source of strength
Beacon Place Staff
Doyle J. Berryman
Karen Buxton
Patricia Campbell
Tracy Carpenter
Jim & Jonni Catlett
Robert Chase
Bill Clark
Linda Cline
Jerry and Grace Dawson
Emily Dickens
Ruth Dotger
Rose Gaiser
Bill Guilt and Milton Shaw
Risa Hanau
Austin & Lee Healy
Hospice Staff and Volunteers
HPCG Staff
Kate Hubbard
Tracie Hunt and Henry Brooks’
Marriage
Beverly Isley-Landreth
Diane Joyner
Karen Kaplan
Molly Lyle
Marina Mails
Coak May
Mother of Todd Moore
Lea K. Preis on Mother’s Day
Mary Susan Ross
Paul Russ
Becky Sage
Donna Sams
Pat Soenksen
Staff and Clients of Kids Path
Lynn Stevens
John Tate’s 90th Birthday
Marcia Patterson Vanard
Helen S. Whitesell

Memorials
Robert Bertrand Ahrens
Scott Alan Albright
Ainsley Aldrich
All Our Loved Ones
Sandra Whiteside Allard
Pamela Anne Allen
Lucille Dick Allred
Kristi K. Amend
Alvin “Andy” Philip Anderson
Fredda Ozment Andrews
Joyce Owens Andrews
Carl Ange
Sheridan “Dan” David Artz
Jaenn C. Bailey
Murray “Carson” Bain
Linda Firestone Baiza
Elizabeth Dix Baker
Dana Freeman Bamford
Mother of Andee Barbee
Linda Faye Taylor Bare
Helen M. Barron
Gordon Bartels
Mother of Wilma Bates
Beryl S. Wade Beal
Hazel Mae Nicewander Beasley
Hazel Owens Bell
Margaret M. Ardrey Bell
Magdalene Collins Bennett
Ruth Fenell Benton
Jeanette Marie LeClercq Bessler
Alice Demming Beyer
Phiis Ann Bird
William Houston Black, Sr.
Benjamin “Benjie” Lee Blankenship
Doris Ferguson Blue
Annette Boehm
Nancy Milloway Boyette
Erskine Miller Bradley
Katherine Elizabeth Smith Brande
Louise R. Brandl
Henry K. “Sonny” Brannon
Henry Lee Bray
Bertis Leonard Brewer
Judith Bald Briggs
Robert Brower
Margaret Yates Brown
Ansley Giddens Brown, Jr.
Lynda M. Buenzle
Mother of Carolyne Burgman
Mary Ann K. Bush
Henry “Frank” Butler
Harry F. Bynum, Jr.
Mother of Peggy Byrd
Constance “Connie” Turner
Campbell
Betty Gibson Cannon
Inez C. Carter
Rufus “Stan” Champion
Barbara M. Chance-Figaro
Charlie Chapman
Shannon Chapman, Jr.
Virginia Lee Chauncey
Barbara Parriss Clapp
Martha Lee “Marshie” Mitchell
Clark
Velma Clark
Jack Hunter “Duck” Clemmons, Sr.
John K. Cobb
Pearlie M. Cobb
Jack L. Coble
Leonard Garth “Bud” Coble
Eleanor Drake Coffman
Betty A. Coleman
Edward Otto “Robert” Coleman, Jr.
Mother of Lisa Coleman
Edith Odom Colvin
Bettie Mae Collins
Doris Marie Gilliam Collins
Violet Maurice Collins
James C. Coltrane, Sr.
Dorothy “Dottie” Cooper
Susan Elaine Cosper
Marie Aida Briscuso Costello
Robert Leo Costello
Rachel S. Crabtree
Brenda Carol Kiser Crane
Margaret Shelton Creed
James B. Curl, Jr.
Stanley S. Czahor
Nita Pauline Ingram Dalton
Sarah B. Davidson
Joan D. Davis
Jessie Louise Houston Dawson
Eyon Welch Dean
Sardaben C. Desai
Common Myths About Hospice

**Myth: Families/patients must wait for their physician to suggest hospice care.**

**Fact:** Hospice and Palliative Care of Greensboro (HPCG) encourages people to be advocates and explore all of their healthcare choices. Anyone may call our Referral Center at 336.621.7575. A referral specialist will answer your questions and make suggestions. HPCG will contact the patient’s physician for referral orders if appropriate.

**Myth: Hospice is about dying.**

**Fact:** Hospice is about living. When pain and symptoms are managed properly, patients make the most of the time they have left. They are able to spend time with friends and family in the comfort of their home while being in control of the care they are receiving. Choosing hospice does not mean the patient is giving up hope or that death is coming soon. Patients can improve and some are discharged.
On National Flag Day, Thursday, June 14, staff attended a ceremony to dedicate a new flag to be flown on our Summit Campus.
Gifts to HPCG April 2012 - June 2012

William “Bill” Elmer Ray, Jr.
James “Jim” R. Rees
Carol Johnson Reid
Elaine Cole Rice
Gloria Ann Forrester Richardson
Dorothy Jean Edwards Riddick
Curtis “Curt” Earl Robbins
Ludmilla “Lydia” Roberson
Vernon L. Roberson
Joe Robinson
Harry H. Robinson
Fredric “Fred” J. Romm
Patrick Joseph Rooney
Catherine Beatrice Zagrodnik Rose
Syreta “Rita” Hodges Rothrock
Vivian Nadine Nichols Rouse
Harry Lee Rowden, Sr.
Berman Eugene Royal
Harry Samet
Harvey V. Sams
Cosimo Santillo
Marie Melas Sapourn
Virginia Billings Satterfield
Anna Savoia
Marshall Franklin Scales, Sr.
Marie Schwendner
Dorothy “Dot” Jane Henderson Scott
Melvin C. Scott
Maddox Everett Seegull
Gene Peace Semmler
Christopher C. Shaffer
Stanley Shavitz
Robert G. Shaw, Jr.
Carl Edward Sheets
Betty J. Sheppard
Jerry Glenn Shields
Mother of Brucie Shook
Sonnies M. Simpson
Margaret Woodard Sims
Richard “Dick” Sirianna
Cecil Eugene Sligh, Sr.
Frances G. Small
Charlotte Smith
Josephine R. Smith

Kenneth John “KJ” Smith
Marilyn S. Smith
Marshall David Smith
Patricia Ann “Pat” Smith
Richard Wayne Smith
William Davis “Bill” Snider
Grace Soenksen
Darrell Martin “Marty” Southard
Martin Thomas Southard, Sr.
Julie Spencer
Harold Spiegel
Jennifer Ann Sproles
John Stanick
Helen Coble Steele
Paul William Stephanz
Janis Noah Stephens
Elmer Stevens, Jr.
Samuel Chester Stevenson, Jr.
Millard Stewart
Rachel G. Stewart
Robert Lee “Bob” Stewart
Sherman and Myrtle Stewart
Tracey Jean Stewart
David Lee Stillings
Alice Newnam Stone
Fairy Davis Strader
Wallace A. Strickler
Margaret Heath Sullivan
Sybil Gillikin Koenig Smallwood
Sullivan
James A. Suttles
Billy Carlton Sutton
Virginia Ruth May Swaney
Mother of Mary Tedder
James M. “Jim” Terrell, Jr.
Joanne Thomas
Fannie Hughes Thompson
William L. Thompson
Dinks Pryor “D.P.” Thompson Jr.
Mary Etta Thrash
Bobby L. Threadgill
Hallie S. Tilley
Roger Lee Tilley
Ann Tippitt

Richard Tuggle
Betty H. Twilley
Bill Vernon
William “Bill” Vogelsang Jr.
Annie Mae Wagener
Elmo P. Waldron
Robert Lee “Tag” Walker
Thomas Oliver Wallace
James “Jim” P. Walsh
Beverly A. Ward
Frederick Cyril Waterhouse, Sr.
Anna Van Houten Weber
Mary Helen “Bess” Weber
Solveig S. Weinle
Josephine Q. Wicker
Robert “Bob” Carl Wilhelm
Alene T. Williams
Edna “Pat” Williams
Tyler David Williams
Evelyn Jean Cooper Wilson
Bobby “Bob” Frank Winfree
George Frank Winfrey
Linda Lou Epperly Wingler
Lillian E. Witkowski
Charles “Chuck” Woellner
Dewey L. Wolfe
Ollie Elizabeth Womble
Elvira J. Wood
Paula Jokinen Wood
Rex E. Wood
Mary A. Sanders Workman
Mary Waynick Worsham
Maxine Allen Wrenn
Mary Lou Kiser Wyrick
Catherine “Kay” Hunt Youngblood
Robert Alan “Bob” Yow

Every effort has been made to include and correctly list all the names of persons honored or remembered since our last issue of NewsLines. This list represents those tributes received between April 1 and June 30, 2012. If we have made an error, we hope you will give us an opportunity to correct our mistake in our next issue. Please call the Resource Development Department at 336.621.2500
HPCG’s Kids Path program hosted its annual CHAMP Camp at Haw River State Park in Brown Summit, NC. The overnight camp is held every spring and provides an opportunity for children between second and sixth grades to meet other children who are dealing with illness, grief or similar life changes. This year, 61 children – including 16 teenagers – attended the camp, which represents a 69 percent increase compared to the 36 children that attended in 2011.

“Camp allows children a chance to share memories, fears and triumphs as they relate to the grief process,” said Katie Wangelin, support services team manager. After attending camp, children feel less alone and return home with renewed spirits. “They feel less isolated by the end of camp and realize there is a community of children out there who are overcoming the same struggles as they are,” expressed Wangelin.

Kids Path launched a new component for middle and high school students at camp this year. The new feature, the Counselor in Training (CIT) program, is for bereaved middle and high school students who participate in activities and serve as mentors to the younger campers. While working through grief can be difficult for adolescents, the CIT program allows them the opportunity to be kids again and learn how to deal with their feelings.

“CHAMP Camp provides children opportunities for having fun, building trust, expressing feelings and strengthening individual support,” remarked Wangelin. This year’s camp encompassed a variety of expressive activities including music, led by local musician Will Ridenour, team building exercises designed and facilitated by volunteer consultants from UNCG’s Team Quest program and the Center for Creative Leadership, a photo scavenger hunt, drama and fishing. The success of CHAMP Camp relies heavily on volunteer and community support.

One highlight of the camp is the wish ceremony, during which campers create boats and decorate them with wishes for their loved ones. Creating an environment for kids to express their feelings is vital for this group activity, which culminates lakeside as campers launch their wish boats out into the water.

Looking for a Speaker?

Consider inviting a speaker from HPCG to talk to your church, garden club, civic, business, scout troop or book club.

Some available topics:

- Hospice 101 - an overview of HPCG services
- Advance Directives – conversations before a crisis
- Kids Path program
- Stress Management
- Caring for the Caregiver
- Volunteer Opportunities at HPCG
- Charitable Gift Planning
- Handling the holidays when you are grieving
- Anticipatory grief – when someone you love is seriously ill
- What do I say now? Difficult conversations on death and dying

To request a speaker, please contact the Counseling and Education Center at 336.621.5565 or e-mail Tammy Chaput at tchaput@hospicegso.org
Raising the Bar…Creating a Culture of Quality and Safety at Hospice and Palliative Care of Greensboro!

Quality is an organizational priority rooted in HPCG’s Strategic Plan. Our goal is to promote, support and demonstrate a “culture of quality” among all HPCG employees and volunteers. Improving health care quality is a team effort, and it is ongoing on many levels.

**QAPI - Quality Assessment and Performance Improvement** – consists of two different but related functions: assessing quality and improving performance.

- Quality assessment involves measuring and tracking indicators of quality in all aspects of operations to find out where HPCG is performing well and where there are opportunities for improvement.
- Performance improvement is the reaction to an opportunity to improve. When there is an opportunity to improve, we may conduct a Performance Improvement Project or “PIP”.
- PIPs are conducted by a team – different staff members (clinical and non-clinical) for each project. We all get to participate and have a role in performance improvement.
- PIPs are designed to investigate the reasons for the current level of performance, determine the best way to improve performance and measure improvements to assure they are sustained.
- Identifying Targets for PIPs are quality assessment data, survey deficiencies and staff suggestions, etc.
- Targets for PIPs
  1. Any area or function where we can improve performance effectiveness, efficiency and safety.
  2. Prioritize and focus on areas or functions that are high risk, high volume and problem prone.

Our QAPI program helps us to operate more effectively and efficiently by fostering continuous monitoring of our processes and outcomes. Change takes time. HPCG is looking at health care quality measures and reliable consistent data collection tools.

**Some PIP’s currently being worked on are:**

- **Do Not Resuscitate (DNR)** – this workgroup is looking at ways to ensure patients’ wishes are honored. Choosing to sign a DNR can be a difficult decision. For many, this decision will protect the patient from resuscitation efforts that can be traumatic and ultimately futile. Once a patient chooses this care option, their wishes are at risk for being overlooked, if their care providers are unaware that they have signed the order.
  This PIP focuses on making sure those patients who have DNR orders, but for some reason must go to the hospital, have the order with them when they are transported to the hospital.

- **Evening and Weekend On Call** – this workgroup is looking at ways to improve patient family satisfaction with HPCG’s on-call services during the evening and on weekends. The success of this PIP is measured through scores on our Family Evaluation of Hospice Care (FEHC) surveys. We hope to meet or exceed national levels of satisfaction.

- **Gracious Goodbye PIP** – this workgroup recognizes how meaningful relationships develop between patient families and the HPCG care team. We believe it is important to honor that relationship with a “gracious goodbye.” This PIP is working on ways to ensure that families of hospice patients receive a timely personal condolence call from at least one HPCG care team member after the death of their loved ones.

- **Kids Path (KP)** – this workgroup recognizes that reaching out for help can be difficult for many reasons. Often times, people call to set up consultations for children who are grieving, but then they do not keep their appointments. This PIP is working to decrease the “no-show” rate of assessment appointments for Kids Path consultations. We believe this will increase consultations and improve access to vital counseling services. Additionally, when staff schedule time for appointments and the person does not show, staff time has been wasted. This PIP will better utilize staff time.

“**As vice chair of the board of directors for HPCG, a member of the QAPI committee for HPCG and chair of the quality committee for the clinical integration network for Cone Health, I have had an ongoing interest in quality improvement for HPCG. The efforts described above have definitely raised the bar for quality at HPCG. Going forward, as I continue my board involvement, I plan to continue my efforts in advising HPCG on ways to enhance the quality program. It is my opinion that patient-centered quality improvement projects will not only help control the cost of healthcare, but also enhance the value of care our patients and their families receive from HPCG.**”

**Dr. Patrick Wright,**
**Vice Chair, HPCG Board of Directors**
**Light Up a Life Is Moving!**

Due to its increasing programming during the month of December, West Market Street United Methodist Church (WMUMC) is unable to host HPCG’s annual Light Up a Life service this year.

“WMUMC is a thriving faith community,” said Jane Gibson, public support coordinator. “All of us at HPCG are excited for its growth in holiday programs and appreciate all it has done for us.” WMUMC has hosted HPCG’s Light Up A Life Service since 1999.

This meaningful service is a time for remembering loved ones who have passed away as well as special people in our lives today. **First Baptist Church** has graciously offered to host the 28th Annual Light Up A Life service that will take place on Sunday, December 9 at 5 p.m. Please note that this is not only a new location, but the date has been changed from the first Sunday in December to the second Sunday of the month.

Watch for more details about the service in the November issue of Newslines.

**Ubiquity Garden Club**

On May 8 members of the **Ubiquity Garden Club** made their annual visit to HPCG. After spending the morning working to clean up the grounds, the group took a much deserved break to enjoy a boxed lunch and great conversation in the shade of the garden.

Additionally, the group shared a donation of $700, from the garden club, reflecting the organization’s year-end support of area organizations like HPCG. These funds will be used to enhance the Kids Path garden and to purchase tropical bromeliads to accent interior spaces at Beacon Place.

**Celebrating Mitzvah Day**

On Sunday, April 23, over 600 volunteers from the **Greensboro Jewish Community** celebrated Mitzvah Day, by coming together to serve others in need of support. HPCG was one of more than 30 agencies that benefitted from “mitzvah” … an act of kindness. Special thanks to the volunteers who lifted the spirits of HPCG patients, families and staff members by creating:

- “Courage” bracelets for children and teens grieving the loss of a loved one
- 100 ball caps hand-decorated for both boys and girls being served by Kids Path
- “Worry Jars” for a therapeutic grief support group activity at Kids Path
- Trays of homemade treats for family members visiting their loved ones at Beacon Place
- Containers of colorful candy flowers to brighten Beacon Place rooms

HPCG deeply appreciates being a Mitzvah Day project site for the past 17 years. Thank you for organizing projects that enrich the care and support HPCG provides.
Birthday Party Benefits Kids Path

When Hayden Wilson turned ten years old, he decided he wanted to celebrate his birthday in a different way - a way that would help other children in need of encouragement.

When guests received Wilson’s party invitation, they learned that he was requesting monetary donations for Kids Path, instead of presents. The event raised $100 that was donated to Kids Path for emergency needs that arise with families.

Wilson was inspired to help Kids Path because of his admiration of Tanner Smith, a recent Clemson graduate. In the fourth grade, Smith's teacher asked the students to write a story entitled, “If I Had Three Wishes...” One wish was for a dog, which Smith received later that year; the second wish was to play professional basketball, which is just about to happen, and the third wish was to find a way to bring cheer to teens and pre-teens hospitalized with cancer. That wish led Tanner to create and deliver more than 3,000 bags through Tanner’s Totes, a charity his family created.

As you can imagine both Wilson and Smith are hoping other fourth graders will become inspired by these stories and discover their own unique way to help others.

Kids Path Receives Crescent Rotary Club Grant

Kids Path received a $1,200 grant to pilot a project that will provide education and support for children and teens, who are chronically ill. These funds will allow Kids Path to purchase a therapeutic medical play doll and instructional accessories. Counselors and clinical staff will use these tools to share important information about procedures, as well as reduce children's fears and anxieties through medical play.

The other component of the grant will pilot a formalized program of support for chronically ill children and teens. The program will address specific unmet needs of this patient population – one that often finds children isolated and struggling to find new coping skills.

Special thanks to Charlie Finch, Kids Path volunteer and Crescent Rotary Club Member, for his advocacy.

Special Thanks...

- Students from Vandalia Christian School spent the afternoon of May 10 working on the grounds of Beacon Place. They worked in the gardens, swept Beacon Place patios and porches and wiped down all of the outdoor seating.
- Employees from United Health Care toured Kids Path on June 15 and spent the afternoon beautifying the gardens.
- Employees from Lorillard Tobacco Company treated Beacon Place residents and their visitors to ice cream sundaes on May 17.
- Employees from Electric Supply and Equipment Company toured HPCG and served ice cream to Beacon Place residents and their families on May 23.
- Employees from the corporate office of Tanger Outlet Mall toured Kids Path on April 13 and spent the afternoon working to enhance the HPCG gardens.
- Members of the Silver Connection from Mount Zion United Church of God provided gospel music and homemade treats to Beacon Place residents and their visitors on Sunday, June 3.
- Participants of the Human Race sponsored by The Volunteer Center raised $840 for HPCG’s Patient Family Emergency Fund.
All events are free and held at HPCG, located at 2500 Summit Avenue unless otherwise noted. Contact us at 336.621.5565 or thecenter@hospicegso.org for more information or to register.

**AUGUST**

**Journaling Through Grief**
A one-time workshop for adults to discover how writing can help you move through your grief.
*Tuesday, August 14, 6 – 8 p.m.*

**Creating Memories**
A one-time workshop for adults to learn how to place photos in a frame, scrapbook or collage can be healing. Bring photos and any other visual mementos.
*Tuesday, August 21, 6 – 7:30 p.m.*

**Laughing Matters**
A one-time workshop for adults to explore the benefits of humor, make laughter a part of your lives and provide the opportunity for participants to laugh.
*Tuesday, August 28, 6 – 7:30 p.m.*

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
*Thursday, August 2, 6 – 7 p.m.
Monday, August 6, 12 – 1 p.m.*

**SEPTEMBER**

**Loss of a Child**
A support group for parents who have experienced the death of a child of any age.
*Begins Monday, September 10, 6 – 7:30 p.m.*

**Loss Through Suicide**
A support group for adults who are grieving the suicide death of a loved one.
*Begins Tuesday, September 11, 6 – 7:30 p.m.*

**Loss of a Loved One**
A support group for adults who are grieving the suicide death of a loved one.
*Begins Tuesday, September 11, 6 – 7:30 p.m.*

**Loss of a Spouse**
A support group for adults who have experienced the death of their husbands or wives.
*Begins Wednesday, September 12, 1:30 – 3 p.m.*

**Loss of a Spouse or Constant Companion**
A support group for adults who have experienced the death of their spouse or life partner.
*Begins Thursday, September 13, 6 – 7:30 p.m.*

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
*Thursday, August 2, 6 – 7 p.m.
Thursday, August 6, 12 – 1 p.m.*

**OCTOBER**

**Finding Our New Normal: Helping Bereaved Spouses Reinvest in Life**
A support group for adults who have moved beyond the early stages of grief and are now focused on finding new activities and meaning.
*Begins Thursday, October 4, 1:30 – 3 p.m.*

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
*Monday, October 1, 12 – 1 p.m.
Thursday, October 4, 6 – 7 p.m.*

**NOVEMBER**

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
*Thursday, November 1, 6 – 7 p.m.
Monday, November 5, 12 – 1 p.m.*

**Handling the Holidays After a Loss**
A seminar for adults addressing grief and the holidays.
*Monday, November 12, 6 – 7 p.m.*

**What Do I Say? A Course in Talking About Death and Dying**
Friday, November 2, 8:30 a.m. – 4:30 p.m.
A seminar co-sponsored by the Greensboro Area Health Education Center and HPCG. The event will be held at Wesley Long Community Hospital located at 501 N. Elam Avenue, Greensboro, NC 27403. Lunch is included and there is a fee for this course. Register online at www.gahec.org or via telephone at 336.832.8025.
Kids Path Calendar of Events

All groups are open to the public and registration is required. Call 336.544.5437 to register for a workshop or to schedule an individual counseling session.

AUGUST

Make-a-Memory Bear Workshop
A creative workshop for children and teens (ages 5-18) coping with the death of a loved one. Participants will create a keepsake bear from an article of clothing or special fabric connected to a special person that died.

Thursday, August 16, 6-7:30 p.m.

RTime2B
Grieving teens (6-12 graders) are invited to join us around the campfire at Kids Path for a back-to-school celebration in the garden. S’mores are provided.

Tuesday, August 21, 6-7:30 p.m.

SEPTEMBER

RTime2B
Our monthly gathering for grieving teens (6-12 graders) coping with the illness or death of a loved one.

Tuesday, September 18, 5:30-7 p.m.

Connecting Rainbows
A support program for K-5 graders and their caregivers coping with the death of a loved one.

Tuesday, September 25, 6-7:30 p.m.

Thrive Support Group
A group designed for teens (6-12 graders) coping with their own chronic health conditions.

Thursday September 27, 6-7:30 p.m.

OCTOBER

Connecting Rainbows
A support program for K-5 graders and their caregivers coping with the death of a loved one. (Tuesdays)

October 2, 6-7:30 p.m. October 23, 6-7:30 p.m.
October 16, 6-7:30 p.m. October 30, 6-7:30 p.m.

Pathfinders Support Group
A grief support program for teens (6-12 graders) coping with the illness or death of a loved one. (Wednesdays)

October 3, 6-7:30 p.m. October 17, 6-7:30 p.m.
October 10, 6-7:30 p.m. October 24, 6-7:30 p.m.

Thrive Support Group
A group designed for teens (6-12 graders) coping with their own chronic health conditions.

October 4, 6-7:30 p.m. October 18, 6-7:30 p.m.
October 11, 6-7:30 p.m.

NOVEMBER

Connecting Rainbows
A support program for K-5 graders and their caregivers coping with the death of a loved one.

Tuesday November 6, 6-7:30 p.m.

Thrive Support Group
A group designed for teens (6-12 graders) coping with their own chronic health conditions.

Thursday, November 8, 6-7:30 p.m.

RTime2B
Our monthly gathering for grieving teens (6-12 graders) coping with the illness or death of a loved one.

Tuesday, November 13, 5:30-7 p.m.

Volunteer Services Calendar of Events

Are you interested in becoming a volunteer with HPCG? Please register to attend a volunteer information session. Contact Peggy Rich at 336.621.2500 or prich@hospicegso.org. Visit www.hospicegso.org for more information. All groups are held at HPCG, located at 2500 Summit Avenue, Greensboro, NC.

AUGUST

Volunteer Information Session
Monday, August 27, 6-8 p.m.

SEPTEMBER

Volunteer Information Session
Wednesday, September 19, 6-8 p.m.