JOURNEYS
A newsletter for friends and families of Hospice of the North Country
Fall/Winter 2017

Hospice Honors

Hospice of the North Country has been named a 2017 Hospice Honors recipient by Deyta Analytics, a division of HEALTHCAREfirst, the leading provider of Web-based home health and hospice software, outsourced billing and coding services, and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view. “Hospice Honors is a landmark compilation of hospices that provide the best patient and caregiver experiences,” said J. Kevin Porter of HEALTHCAREfirst. “I am extremely proud of Hospice of the North Country for achieving this highest of honors and I congratulate them on their success.”

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2015 through September 2016. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all partnering hospices contained in the Deyta Analytics’ Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the Deyta Analytics National Performance Score on 20 of the evaluated questions. Deyta Analytics holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the Deyta Analytics National Performance Score on all 24 of the evaluated questions. Hospice of the North Country, Executive Director, Natalie Whitehurst, credits the organization’s commitment to consistently providing exceptional care and upholding quality standards. “We are honored to receive this national recognition,” said Whitehurst. “Our staff is passionate about ensuring each and every patient and their caregivers experience the end-of-life journey with dignity, comfort, and acceptance.”

We are honored!
Hospice of the North Country staff attending one of its Staff Development Days held six times annually at the American Legion Post 1623 in Lyon Mountain. BACK ROW: Sr. Mary Ann Gour, Spiritual Care Coordinator, Heather Burnell, Payroll and Accounts Payable, Shelley Gibbons, RN, Case Manager, Susan McDonnell, BSW, Family Services Coordinator, Lisa Wilson, Clinical Administrative Assistant, Diane Roberts, Accounts Receivable; Rosa Gansziewski, Social Worker, LMSW, Jackie Cobb, Clinical Administrative Assistant, Tammy Corra, RN, Patient Care Coordinator. FRONT ROW: Rebecca Columbe, Social Worker, LMSW, Lauren Tyler, Chief Financial Officer, Dawn Norcross, MSN, RN, CHPN, Agency Advancement Coordinator, Katie LePage, RN, CHPN, Case Manager, Tracey Tavano, MSN, RN, CHPN, Director of Patient Services, Natalie Whitehurst, Executive Director, Julie Rowe, Training & Operations Administrator/Director of Volunteers, Becky Dominy, RN, CHPN, Case Manager, Joan Berthiaume, RN, CHPN, Agency Advancement Coordinator. NOT SHOWN: Jill Battinelli, RN, Case Manager, Rebekah Blow, RN, CHPN, Patient Care Coordinator, Melissa Clark, Nurse Practitioner, Charity Hayes, RN, On-Call, Cathlyn Lamitie, Director of Development and Communications, Dr. Deborah Lang, Medical Director, Steven Murphy, RN Dr. William Pace, Assistant Medical Director, Michelle Rabideau, LPN

5K!
10.7.17

We invite you to visit us on the web at hospicenc.org and facebook
It's never too early. Talk to your family. Talk to your burden and as a result ease your hesitance you are lessening your families’ may begin to feel less anxious knowing one’s end-of-life wishes are under your own health care wishes today, you able to speak for yourself. Difficult decisions when you are un When unexpected health issues arise planning but having these discussions with your loved ones. If you are in an accident or have an illness that leaves you unable to talk about your wishes, who will speak for you? You can tell your family, friends and healthcare providers through advance care planning what your wishes are and personal beliefs are about continuing or withdrawing medical treatments at the end of life. Advance care planning includes: • Getting information on the types of life-sustaining treatments that are available. • Deciding what types of treatment you would or would not want should you be diagnosed with a life-limiting illness. • Sharing your personal values with your loved ones. • Completing advance directives to put into writing what types of treatment you would or would not want should you be unable to speak for yourself.

Now talk to your doctor. After you’ve had end-of-life conversations with your loved ones, the next step is talking to your health care provider or nurse about your wishes. Don’t wait for a medical crisis; talking with your doctor or nurse now makes it easier to make medical decisions when the time comes.

The Conversation Project is dedicated to helping people talk about their wishes for end-of-life care. Scan code with your smartphone for a step-by-step guide to talking to your doctor. Sources: National Hospice and Palliative Care Organisation & The Conversation Project and the Institute for Healthcare Improvement

Grief During the Holidays: how to cope

The winter holidays are generally perceived as “the most wonderful time of the year.” But for those who are grieving the holidays may be a time of pain and sadness. Even those for whom grief is not as fresh, the holidays may serve as a reminder of the loss—not only of that person, but of tradition and celebration.

Be Willing to Change Traditions. Holidays often center on certain traditions and rituals. For some, continuing these traditions without a loved one may be an important way to continue sharing their memory. For others, it may be more comforting to develop new rituals to help lessen the pain and immediacy of the loss.

Help Reduce Stress. The holidays can be filled with pressure and stress because of additional tasks such as shopping, baking and decorating. Grieving people should be encouraged to prioritize what needs to be done, and focus on those projects that may bring them pleasure. The gift list can be pared down, cards need not be sent out, or another family member can cook the family dinner this year.

Remember those Who Have Died. The holidays can bring opportunities to remember the person who has died in a way that is meaningful. Some families choose to participate in community holiday events. Others may choose to share special family stories over a meal. Some may find that making a donation to a special charity or volunteering time to help others in need may be a comforting way to honor their loved one.

It’s important to remember those who are grieving should do what’s most comfortable for him or her during this time. Source: National Hospice and Palliative Care Organization - nhpco.org

A Caring Community

A Ride for Hospice

The Adirondack Riders Motorcycle Club (ARMC) held its 23rd Annual George & Doris Gebo Run for Hospice of the North Country, raising $1,681. The event attracted more than 100 area motorcyclists for a 78-mile ride on May 21. We are grateful to the Adirondack Riders Motorcycle Club for the many years of support they have given our organization, said Cathlyn Lamitie, Hospice Development/Communications Director. “Our staff had a great time participating in this year’s event.”

The ARMC, founded in 1930, is one of the oldest Motorcycle Clubs in the region. George Gebo and his wife Doris owned a Harley Davidson shop in Plattsburgh and sponsored the ARMC in American Motorcycle Association races. The ARMC has honored the memory of the Gebo’s by sponsoring a benefit ride for Hospice of the North Country for the past 23 years. “We are grateful to Hospice of the North Country for the important work they do in our communities,” said Phil Sanzone, ARMC member. “We are happy to support this amazing organization.”

We have a Winner!

Hospice of the North Country congratulates Melissa Fellion, winner of a 2016 Jeep Renegade raffle. The Malcolm car dealership, Warner Chrysler Dodge Ram Jeep, donated the Jeep to Hospice of the North Country for the purpose of holding a fundraising raffle. The raffle netted just over $28,500. “We were overwhelmed by this extraordinary opportunity for raise funds for our organization,” said Natalie Whitehurst, Hospice Executive Director. “We are so appreciative of Lowell Warner’s generosity and commend his commitment to support our community.” The raffle tickets were sold over the past several months with the support of live broadcasts by Wild Country 96.5 at Maplefields and Robert Sports Center of Malone. Mr. Warner determined he wanted to donate the vehicle to an area organization and solicited feedback from his employees. Colleen Mannix, Warner Finance Manager, suggested Hospice of the North Country as the recipient. “We thank Melissa and everyone who supported this raffle,” said Cathlyn Lamitie, Hospice Director of Development/Communications. “Melissa’s thoughtfulness will have a significant impact for those under our care today and tomorrow.” Lowell Warner, Owner of Warner Chrysler Dodge Ram Jeep hands the keys to Melissa Fellion, winner of a 2016 Jeep Renegade Hospice of the North Country raffle.

Thank You to the generous businesses, organizations, and individuals that raised funds on our behalf! Adirondack Riders Motorcycle Club

Golf Tournament a Success

Terry Davio, Cindy West, Jean Davio, and Mike Davio enjoyed a beautiful day at the Malone Golf Club for the 12th Annual Frank Davio Golf Tournament! We are grateful to the generous sponsors and contributors for their strong support. When you stayed, sponsored, donated, or volunteered, you helped us raise nearly $9,500.

A Caring Community

A Ride for Hospice

ARMC members relax at their clubhouse after completing a 78 mile ride to benefit Hospice of the North Country. Front Left: Tom Fredette, Front Right: Mike Cuicco/Second Row from Left: Walt Sears, Mike Thompson, Travis Downey, Scott Langlois, Steve Osborn, Ray Brokos, Eric Eaglefeather; Third Row from Left: Reggie Vassar, Kevin Morrow, Mark Anderson, Jeff Scinkle, Phil Sanzone, Keith Place; Back: Fred Nelson