



# Your Hometown

## Your Choice, Your Hospice

Volume 7

“Discover the Difference”

SPRING 2016

Richmond County Hospice, Inc. Hospice Haven, Anson Community Hospice



## A NIGHT OF HEROES

### Honoring our Volunteers at the 2016 Volunteer Banquet

On April 12, 2016, Richmond County Hospice recognized those individuals who volunteered between March 2015 and February 2016 with an appreciation banquet. The event was held at Outreach for Jesus church, and we thanked them for their generosity and their hospitality. The theme was “A Night of Heroes,” and the setting was a New York city street with the emblems of four Superheroes shining brightly from the back, warding off all villains. What makes a superhero super? Is it the cape or mask, the ability to leap tall buildings in a single bound, or extraordinary strength and power? These are all characteristics of superheroes. During this event, we honored those with different super powers—those who are ready at a moment’s notice to lend a helping hand and offer a listening ear and those who can tirelessly work offering assistance in and around the office and helping with special events. Volunteers have profound abilities to impact the world around them, making a difference in the lives of those whom they touch by offering comfort in a time of need and support in a season of stress and for that we are forever grateful.

Each volunteer was given the opportunity to represent their favorite superhero by sporting the superhero's attire. Fifty-five volunteers attended the event with a total attendance of ninety-one. The evening's meal was sponsored by Watson King Funeral Homes and Richmond County Memorial Park, and all guests were able to choose from four different food stations: Greek Food for Wonder Woman, Kansas Soul Food for Superman, Pizza for the Teenage Mutant Ninja Turtles, and All American Food for Captain America. The tasty food was prepared by Pattan's Downton Grille, SoPies, and El-Sherif's. Kaitlyn Johnson, a violin teacher at Saint John Paul II Catholic School, performed a medley of Celtic and Classical music as the entertainment. Also, Richmond County Hospice's Human Resources Director, Arturo De Aguilar, had volunteers dress up as different superheroes and act out a script. Following an introduction from Captain NuNu (AKA: Neal Watkins), our Keynote speaker for the evening was Lynn Clewis, a current volunteer who shared about her hospice experience and volunteering. Thank you, Lynn, for sharing such a heartfelt message. There were eighteen volunteers who were recognized for giving 40+ hours during the last year. Closing the event, ten awards were presented in nine different categories: Outreach for Jesus, Church Group of the Year; Milton Washington, Non-Clinical Volunteer of the Year; Linda Hatcher, Special Events Volunteer of the Year; Kayla Hernandez, Teen Volunteer of the Year; Sanchez Pinestraw, Business of the Year; Marie Todd, Patient Care Volunteer of the Year; Robert Singletary, Rookie Volunteer of the Year; Nathan Black, Chaplain Volunteer of the Year; Brian Baucom and Bob McLester Board of Directors Volunteers of the Year; and last, but certainly not least, Emily Wescott received our top award for the evening—the Mary Heavner Volunteer of the Year award, an award named after the Wonderwoman of the hospice world, Mary Heavner. We would like to thank Nic Wilkes, Kayla Hernandez, and all the committee members who helped make this concept come to life. Richmond County Hospice is truly blessed with a great group of volunteers, and we thank them for all they do for our patients and staff. If anyone is interested in sharing your superpowers, contact Lisa O'Neal, Volunteer Coordinator with Richmond County Hospice.

## Meet Our Hospice Family

### HOSPICE AIDES

Tammy Bull, CHPNA  
Hospice Aide Coordinator

Tina Blake, Hospice Aide

Teresa Graham, Hospice Aide

Sharna Quick, Hospice Aide

Sinatra Slater, Hospice Aide

Stephanie Baldwin, Hospice Aide

Annalisa Thompson, Hospice Aide

Esmeralda Rodriguez, Hospice Aide

Sybil Oxendine, Hospice Aide

Jenny Cowick, Hospice Aide-PRN

Nicole Wilkes, Hospice Aide-PRN

Kelly Williams, Hospice Aide-PRN

Robert Wilkerson, Hospice Aide-PRN

Patricia Mical, Hospice Aide-PRN

LaToya Ratliff, Patient Care Technician

Kay Brewington, Patient Care Technician

Victoria Brown, Patient Care Technician

JoeAnn Smith, Patient Care Technician

Audrey Martin, Patient Care Technician

Kathy Taylor, Patient Care Technician

### HOSPICE NURSES

Tammy Driggers, RN/CHPN Case Mgr.

Lisa Pope, RN/CHPN Case Mgr.

Lori Jenkins, RN/Case Mgr.

Cayce M. Terry, RN/Case Mgr.

Peggy Gatewood, RN/Case Mgr.

Michelle Rogers, RN/Case Mgr.

Natalie Barbour, RN/Case Mgr.

Kathleen Camp, RN/CHPN  
Inpatient Case Mgr.

Karen Geiger, RN/Inpatient Case Mgr.

Ann Elise Taylor, RN/Inpatient Case Mgr.

Teresa Balzer, RN,CHPN Inpatient Case Mgr.

Lacey Hogan, RN/Inpatient Case Mgr.

Shonda Crump, LPN/Floater

Malinda J. Thomas, RN-PRN

Patricia Wheeler, RN-PRN

Christine Norton, RN-PRN

Regina Sizemore, RN-PRN

### ON CALL NURSES

Johanna Poole, RN/On Call Nurse

Sylvia Webb, RN/ On Call Nurse

### FAMILY SERVICES

Christopher Thornton, CPC-Chaplain

Kenneth Lyerly, MDIV. Chaplain-PRN

Lisa O'Neal, AAS  
Volunteer Coordinator

Sandy Black, BSW  
Bereavement Coordinator

Shannon Huff, BA  
Social Worker

Mary Martha Warnock, BSW  
Social Worker

### SUPPORT STAFF

Jane Burnette, Billing/Account Specialist

Faith Jones, Clinical Office Coordinator

Linda Russell, Secretary/Receptionist

Jewel Mabe/PT Medical Coder

Rosa G. English/PT Housekeeping/Admin.

Patricia Hogan/Housekeeping/Haven

Eddie Edwards, Maintenance Technician

### ADMISSIONS & MARKETING

Heather Monroe, RN,CHPN  
Clinical Specialist

Teri Cowan, LPN  
Referral Intake Liaison

David Jenkins, RRT  
Marketing/Medical Community  
Coordinator

### MANAGERS & DIRECTORS

Kristina Leyden, MSW- LCSW  
Chief Executive Officer

Steven Strobel, MD  
Chief Medical Officer

Marvin Taylor, BS  
Director of Finances

Julie Woody, RN,CHPN  
Director of Compliance

Arturo De Aguilar, MA, MDIV.  
Director of Human Resources

Hollie Smith, RN, CHPN  
Inpatient Nurse Manager

Stephanie Thornton, BA  
Inpatient Care Assistant Manager

Jenny Mabe, RN, CHPN  
Home Care Nurse Manager

Jessica Mims, BSW  
Family Services Manager

### BOARD OF DIRECTORS

Neal Watkins, Chairman

Ronnie Hawks

Linda Bayless

Brian Baucom

Sharon Hutchinson

James McLester

Carlotta Griffin-Knotts

Donnie Richardson

Michelle Parrish

Patti Jenkins

Gerald Witherspoon

Dennis Quick

Allisson Farrah

Vickie Cox

All of our volunteers who are part of our Richmond County Hospice Family Their gift of time and dedication makes our organization the best "Home Town Hospice" around!



The Affordable Health Care Act requires hospice organizations to undergo a survey every three years. This audit process is an intense and thorough review of all of a hospice's procedures and practices, with the goal of assuring that the best possible care is provided by that hospice. At Richmond County Hospice, we decided four years ago to not only meet the state and federal regulations for hospice care, but also partner with an accreditation company that will go beyond and set the standards for excellence. For this reason, Richmond County Hospice chose CHAP as our accreditation organization.

CHAP stands for Community Health Accreditation Partner. Our initial accreditation with CHAP was in April 2013. In February of this year, we underwent a reaccreditation survey and were successfully accredited for an additional three years.

Here is a Press Release from CHAP:

Richmond County Hospice, Inc. was Awarded CHAP Accreditation in Richmond County today on April 8, 2016. Community Health Accreditation Program, Inc., (CHAP) announced today that Richmond County Hospice, Inc. has been awarded CHAP accreditation under the Hospice Standards of Excellence, and we are very pleased that Richmond County Hospice, Inc., meets the industry's highest nationally recognized standards. This is the fourth year CHAP accreditation has been awarded to Richmond County Hospice, Inc. CHAP accreditation demonstrates that Richmond County Hospice, Inc., completed a rigorous evaluation by CHAP which focuses on structure and function, quality of services and products, human and financial resources, and long term viability. 'Through CHAP accreditation, Richmond County Hospice, Inc. is also certified as a Medicare provider. Richmond County Hospice, Inc. chose CHAP accreditation,' said Terry A. Duncombe, CHAP President and CEO. 'Voluntarily selecting to achieve CHAP accreditation and meeting our high standards of excellence demonstrates Richmond County Hospice's commitment to quality. CHAP is delighted to work with their entire team through the ongoing process of quality improvement.' Richmond County Hospice, Inc., provides a variety of hospice services to patients and their families in Richmond County and surrounding areas.

CHAP is an independent, not-for-profit, accrediting body for community-based health care organizations. Created in 1965, CHAP was the first to recognize the need and value for accreditation in community-based care. CHAP is the oldest national, community-based accrediting body with more than 5,000 agencies currently accredited nationwide. Through 'deeming authority' granted by the Centers for Medicare and Medicaid Services (CMS), CHAP has the regulatory authority to survey agencies providing home health, hospice, and home medical equipment services, to determine if they meet the Medicare Conditions of Participation and CMS Quality Standards. CHAP's purpose is to define and advance the highest standards of community-based care.

We are blessed to have greatly talented, compassionate, and dedicated employees. Each team member is an integral part in making this a successful survey. CHAP assists us in maintaining our core values which are customer service and excellent hospice care for our community.





(continued from front cover)

# VOLUNTEER BANQUET









# CAMP HAVEN



Richmond County Hospice held their annual grief camp, CAMP HAVEN, on April 20, from 8-3pm.

Campers began the day by watching the Disney Pixar movie, *INSIDE OUT*, in the "Hospice Cinema". The movie's main character is Riley, an 11 year old girl. The movie focuses on Riley and her five emotions (Anger, Sadness, Joy, Disgust, and Fear) as she grieves over a family move across the country.

After the movie, the children, along with Richmond County Staff and Volunteers, spent the day participating in stations and outdoor activities geared toward understanding these emotions for their own personal grief. The day ended with a balloon send-off. By releasing the balloons into the air, the child could envision sending a message to their loved ones and releasing feelings of emotions related to the grief.

Thirty-eight children attended Camp Haven along with eighty-five volunteers. This day would not be possible without the support of many volunteers and businesses in our community.

We are extremely thankful and grateful to the School Counselors, School Social Workers, and RSHS National Honor Society members along with individual volunteers who assisted us by helping in the healing process for our children.

We also thank: our set up committee, staff members and our teen volunteers, including Sanchez Pinestraw for helping us put up our large tent, and Outreach for Jesus for the in-kind donation of tables and chairs. We are thankful for our bright and colorful T-Shirts from Jeff's Trophies, and our sponsors Biscuitville, Monroe Avenue Elementary School, Aaron's, Church of God of Prophecy in Hamlet, Hidden Treasures, Farm Bureau, and Subway.

Camp Haven is a part of our Bereavement program for grief support for our community. We are privileged and thankful to provide these services to anyone in need. If you or someone you know need assistance with grief and loss, please contact our Bereavement Coordinator, Sandy Black, at 910-997-4464.









The first US hospice organization opened in 1974 in Connecticut and was associated with Yale University and the National Cancer Institute. Since then, hospice centers have opened nationwide and now number over 6000, with an estimated 1.6 million patients served annually. The vast majority of this care is provided in the patient's home, and over two thirds of the patients are older than 75. Just over a third of the patients have a diagnosis of malignancy, meaning that almost 2/3 of patients receiving hospice care are dealing with other medical end of life diagnoses. Additionally, less than 15% of patients nationally are enrolled in hospice at the time of their death. Historically, "hospice" has been a forbidden word for many families. However, earlier referral to hospice care can allow the hospice team to make patients more comfortable, improving their quality of life and providing support for family members.

Hospice is defined as an organized system of care for patients approaching death, and it is a philosophy in which personal and medical goals are constantly monitored, evaluated, and prioritized with the end-of-life in view. Palliative care is defined as the recognition and treatment of a patient's severe or life-threatening illness that is no longer geared to curing that illness. Hospice organizations provide palliative care for those patients whose life expectancy is less than 6 months. Therefore, hospice and palliative care differ in that hospice care implies a limited life span and palliative care does not. A common and pervasive misconception is that patients and their families should only consider hospice when diagnosed with incurable cancer or when upon the cusp of death. Instead, patient's with end-stage medical processes, such as cardiac disease, COPD, Alzheimer's, or stroke with debility, for example, may be appropriate hospice referrals when a decision has been made to approach their disease process with a palliative goal.

If a decision to consult for hospice services has been made by a patient and/or family, two physicians will be consulted to review the patient's need for hospice care. This would typically be the patient's primary physician and the hospice physician. The goal of the medical care would be focusing on comfort and symptom management, while forgoing curative medical therapies. The patient need not have pain or otherwise be suffering. There is no requirement to decline resuscitative efforts, though this is commonly in place as a patient's condition may decline. Hospice Physicians approach the practice of palliative medicine as a way to improve the quality of a patient's life, not simply a way to extend it.

About 18 months ago, Richmond County Hospice began a new approach to the physician role within our organization, as a decision was made to hire a full-time Medical Director. This resulted in my hiring in the fall of 2014. Prior to that, medical direction was provided by a variety of contracted part-time local physicians and nurse practitioners. Since November 1, 2014, I have been working as the full-time Medical Director and assisting your local physicians in the care of their hospice patients. In my role as the Hospice Medical Director, I work directly with the entire hospice team in caring for our patients. A uniqueness to hospice care is that I am available for house calls for our patients and their families, providing me with the luxury of knowing all of my patients personally. In addition, if patients come to Hospice Haven I am involved with their care. Patients and their families have described the individualized attention provided by our team has a welcome change to their medical care. As some patient's conditions progress and their functional status declines, it is simply no longer feasible for them to leave their home and be evaluated by a nurse or physician. We address this need by evaluating the patients in their home, and communicate any changes or needs with their private physician. I also closely monitor prescribed and over-the-counter medications to ensure that all are appropriate and productive as written. I feel that my primary responsibility to our hospice patients is to be completely honest in discussing their current disease state and prognosis, and to provide guidance for end-of-life decisions. Hospice is both a philosophy and a system of care that attends to the physical, psychosocial, and spiritual needs to patients and their families. I am honored to be a part of the hospice team in helping patients in their time of need.

Dr. Steven Strobel  
Chief Medical Officer, Richmond County Hospice





## **COMMUNITY EDUCATION:**

In addition to the Hospice care service that Richmond County Hospice provides, we also offer a Speaker Bureau.

Richmond County Hospice professionals are available to the community for presentations of information on topics related to Hospice services and their professional specialties.

Some of the topics available for presentation are:

- Advance Care Planning
- End-of-Life Spiritual Needs
- Stages of Grief
- Children and Grief
- Workplace Satisfaction
- Cultural Diversity
- Workplace Harassment
- Caregiver Burnout
- General Inpatient Care
- Dispelling Hospice Myths
- Hospice Care
- Ways to Give Back
- Volunteer Opportunities

If you don't see a topic that meets your needs or if you would like to schedule a presentation, please feel free to call Richmond County Hospice - David Jenkins at 910-997-4464 or e-mail [djenkins@rchospice.com](mailto:djenkins@rchospice.com)



## **The Human Resources Department**

When people ask me what I do for a living and I tell them I do Human Resources, the first thing you hear is “Oh, you fire people!” I always tell them: “No, people fire themselves; I just make it official.” That’s how many people describe the function of the HR department, and to me, that is a bit sad. It’s the last thing a Human Resources director wants or enjoys doing.

Some of the major responsibilities of the HR department are: recruiting the right workforce; screening, interviewing, and placing the right person on the right job; handling employee relations, issues such as satisfaction surveys, discipline, and any conflict that may arise day-to-day; benefits, such as cafeteria plans, medical, dental, vision, and any other supplemental plans; 401-k, vacation, FMLA, and sick time. Training, succession planning, and advancement are other functions of the HR department. Also ensuring that as a company, we comply with any and all State and Federal regulations when it comes to employment laws is a must.

Many companies outsource their Human Resources needs to a contractor who oversees these functions, but I firmly believe that you always need a person on site to be there for the employees and the company when needed, such as in case of an occupational accident or for questions an employee may have regarding benefits or wages. In a small company such as ours, many of those functions can, without difficulty, be handled by one person and won’t take generally too much time so the position can be complemented or combined with others. For example, here in Richmond County Hospice, the Director of Human resources also handles the contracting management.

In conjunction with the CEO and other managers, the Human Resources Director is also responsible for negotiating contracts with vendors, such as DME companies, facilities, hospitals, therapists, and any other business partners. As a requirement of the Federal and State governments, as well as Medicare and Medicaid, in order to perform our Hospice functions we need to have active written contracts with any company or individual with whom we have dealings, to ensure they are also in compliance with the relevant regulations.

Also as a bonus, the HR Department oversees one of the smallest departments we have here-maintenance. We have only one person who takes care of this function, and it’s my job to work with him. We make sure that the facilities are maintained in working order, and anything that breaks, fails, or is needed is fixed and works properly. Many times it requires “hands on” which is something I enjoy because it gives me the opportunity to get “dirty” (literally).

But the part I enjoy the most of the HR functions here is working with the wonderful team of great individuals who make our hospice family: our Hospice Aides, our nurses, and our managers. We are really blessed to have the people we have who always go the extra mile, giving not eight hours of work but a chunk of their lives to our patients and to our company. Knowing that, it makes it rewarding to work for a company like this, where our human capital is measured not by productivity, but by the heart that everyone of us leaves behind everyday with our patients and their families.

Arturo de Aguilar  
Human Resources Director



# Giving Back

## Hospice Staff Makes a Difference in Our Community

Not only does our staff care for the patients but they also care for our community as well. Our Hospice staff is always looking for opportunities to help those in need.

Over the past year, we have participated in a variety of community outreach activities.

### Soup Kitchen

Monthly, our staff donates the supplies for the meal served at the Hamlet Soup Kitchen.



### Blood Mobile

Our employees are always willing to donate at the annual blood drive hosted by Richmond County Hospice.



### DSS Family

Around the Holidays, our employees sponsor a DSS Foster family in effort to provide a very Merry Christmas.



### United Way Campaign

In 2015, Richmond County Hospice employees joined the United Way Campaign to promote local social service agencies.



### Toys for Tots

Annually, our staff donates to the Marine Corp's Toys for Tots for their Toy Drive.



### Relay for Life

Richmond County Hospice employees are always eager to participate in the local Relay for Life event. As a team, we sell t-shirts and plates of food, then donate the money to the American Cancer Society.



## HEALTHCARE DECISION MAKING DAY



Most people would agree that putting their wishes for end-of-life care in writing is important. In fact, according to statistics from the Carolina Center, 82% of individuals agree that they should put their wishes in writing while only 23% actually did so. April 16 is designated as National Healthcare Decisions Day. This day has been dedicated to making your end-of-life wishes known to your family members and healthcare providers.

Emphasis is also given to completing advance directives to ensure that your wishes are honored and to ease the burden of such decisions being placed upon your loved ones. There are various forms of advance directives. This article will address several advance directives and provide basic information on how to complete them.

**North Carolina Advance Directives Packet:** This document contains both a Healthcare Power of Attorney (HCPA) form as well as a Living Will. The HCPA forms name the individual whom you choose to make your healthcare decisions for you when you are deemed no longer competent to do so. A Living Will stipulates your wishes regarding life sustaining treatments such as artificial nutrition, hydration, and ventilator support. Executing these documents requires that the individual be alert and oriented and able to understand the decisions which they are making. It also requires that two witnesses, not related by blood or marriage, witness the individual's signing of the document. A notary public is also present during the signing of these documents. Individuals also need to ensure that these documents are provided to healthcare providers and the appropriate family members to ensure that their wishes are honored.

**Five Wishes:** This document addresses five key areas concerning end-of-life medical care:

- Who do I want to make my medical decisions for me if I no longer can do so?
- What kind of treatment do I desire?
- How comfortable do I wish to be?
- How would I like other to treat me?
- What would I want my loved ones to know?

This document also requires a notary public be present along with two witnesses. Again, it is necessary to ensure that healthcare providers and appropriate family members are provided with a copy of this form.

**Medical Orders for Scope of Treatment (MOST) form:** Recently, this form has become increasingly recognized by our state. The MOST form addresses several areas, including resuscitation status, antibiotics, and medically administered fluids and nutrition. This document requires a physician's signature, as well as that of the individual. The MOST form must be reviewed with a physician, at least annually.

**Do Not Resuscitation (DNR) form:** This form is appropriate for individuals who do not wish to undergo Cardiopulmonary Resuscitation or CPR. In order to be valid, the original "goldenrod" colored form must be present to prevent CPR from being administered by first responders. This form requires a physician's signature and is typically completed by the individual's primary care doctor. As with other documents, it is important to ensure that healthcare providers and family members are informed of the DNR status for the individual.

Discussing such topics with your loved ones can be difficult. However, it is one of the most important conversations that you can have. Make today your health care decision day and take the necessary steps to ensure that your family is aware of your wishes. Should you desire additional information or if you would like to consider executing such documents for yourself, please contact Jessica Mims at Richmond County Hospice at (910) 997-4464. As your hometown hospice, we are honored to assist you with this important endeavor.



## NATIONAL SOCIAL WORK MONTH

March is designated as National Social Work Month. Nationwide, there are more than 600,000 social workers. According to the National Association of Social Workers, this profession has continued to develop means to address social problems within our nation. Jane Addams is credited for the establishment of social work based upon her creation of settlement houses for immigrants in Chicago in 1900. Since then, many progressive and compassionate individuals have joined the social work profession and continue to help others. At Richmond County Hospice, Inc. we are proud of our social workers. They are committed to providing peace, comfort, and dignity to terminally ill patients. They serve as a vital part of the interdisciplinary team, and we wish them all a very happy Social Work month.



Photo (left to right-back row) Mary Martha Warnock, Home Care Social Worker; Kristina Leyden, CEO; Sandy Black, Bereavement Coordinator; (front row) Shannon Huff, Home Care Social Worker; Stephanie Thornton, Inpatient Care Assistance Manager; and Jessica Mims, Family Services Manager.

# Chaplain's Corner



First of all, I would like to take this time to thank all of the churches that have participated in our Church Outreach program and have allowed me the privilege of speaking to their congregations about Richmond County Hospice and the services we offer.

All of these churches have been a blessing and have treated me with the love of Christ! I pray that someone has been reached in each service. I am looking forward to having the opportunity of speaking to many more churches around our community. If I have not yet been to your church, please call me here at the office, and I will be more than happy to schedule a time to speak with your congregation. It will be my honor to come and not only educate but also share what God is doing at Richmond County Hospice!

I would also like to take this opportunity to discuss with you the On Call Chaplain program. This program is continuing to grow and is open to any pastor who would like to be involved with God's work within hospice. This program provides pastors with an opportunity to step in at critical moments when a patient or family member could be facing a great spiritual need. I would like to thank all those who are already assisting in this great need.

Lastly, I would like to give a friendly reminder that in November 2016, we will be celebrating our annual recognition of Hospice Sabbath. Please mark this on your calendar as we would like to increase the number of churches that participate in our annual celebration. As November approaches, I will have more information regarding this celebration.

Yours in Christ,  
Rev. Chris Thornton, Chaplain  
Richmond County Hospice







**Richmond  
County  
Hospice, Inc.**

Hospice Haven & Anson Community Hospice

FOR IMMEDIATE RELEASE—May 13, 2016

Contact:  
Kristina Leyden, MSW, LCSW CEO  
Richmond County Hospice Inc.  
910-997-4464  
kmleyden@rchospice.com

**HOSPICE**  
**HONORS**

## **Richmond County Hospice, Inc. Named a 2016 HOSPICE HONORS Recipient**

Rockingham, NC on May 13, 2016 — Richmond County Hospice, Inc. has been named a 2016 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 Bobby Robertson, President and CEO of [HEALTHCAREfirst](#). “I am extremely proud of Richmond County Hospice, Inc. 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 April through September 2015. In order to receive the award, hospices must have partnered with Deyta Analytics, a division of [HEALTHCAREfirst](#), as their survey partner and must have had at least one completed survey returned in each quarter of the evaluation period. Award recipients were identified by evaluating hospices' performance on a set of 24 quality indicator measures. Individual hospice performance scores were aggregated from all surveys with a final survey status of complete for the evaluation period and were compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in Deyta Analytics' Hospice CAHPS database.

Richmond County Hospice, Inc., Kristina Leyden, LCSW, Chief Executive Officer credits our employees, volunteers and board of directors for the care and compassion shown to our community through our hospice care. She said, "We are honored in providing care for patients and their families who allow us to be a part of their lives. Each and everyone associated with Richmond County Hospice strive to provide excellence in care and services to our patients and their families. We are thankful that our services have touched the lives of so many, and we have the utmost gratitude toward our patients/and their families for recognizing us with this prestigious award-Hospice Honors”

### **About Richmond County Hospice, Inc.**

Richmond County Hospice is a rural non-profit Hospice that has been providing compassion and care to our community regardless of a person's ability to pay for the past 31 years. Richmond County Hospice is a leading provider for end-of-life care in our communities. As an integral part of the healthcare system, we lead in the innovative planning and provision of quality care to terminally ill patients.

Our mission at Richmond County Hospice is to comfort the body and heal the heart through compassionate, quality care during end-of-life experiences, so patients and families may live each day with peace, comfort, and dignity.

### **About [HEALTHCAREfirst](#)**

[HEALTHCAREfirst](#) provides cloud based technologies and services to improve business and clinical operations for over four thousand home health and hospice providers across the United States. Based in Springfield, MO and one of the fastest growing providers of its kind, the company provides agency and clinical management software, outsourced revenue cycle management services (billing, coding and chart audits), and cloud based “Deyta” analytics and program management solutions, in any combination. [HEALTHCAREfirst](#)'s breadth of solutions offers agencies a single source to improve patient care, create operational efficiencies, increase profitability and simplify CMS compliance. With [HEALTHCAREfirst](#), agencies can focus on patients instead of paperwork. For more information call 800.841.6095 or visit the company's website at [www.healthcarefirst.com](http://www.healthcarefirst.com).

# What's Happening

## Richmond County Hospice Showing Our Panther Pride!!



Richmond County Hospice had a booth at the Tri-County Veteran's Cold Weather Give Away and Job Fair on January 28th. It was nice to be able to interact with our area veterans, let them know how much we appreciate their service, and inform them of our annual veteran's event each November.



Our golf team, Chris Thornton, Chaplain; Marvin Taylor, Director of Finance; David Jenkins, Marketing and Outreach; and Dr. Steven Strobel, Chief Medical Officer, represented us at the Anson County Chamber Golf Tournament held at the Twin Valley Golf Club in Wadesboro, NC.

## PRAYER SHAWL MINISTRIES

On February 25, 2016, we at Richmond County Hospice-Hospice Haven Inpatient Center were blessed to receive 12 prayer shawls from the Prayer Shawl Ministries at Ellerbe United Methodist Church. The Prayer Shawl Ministries has given over 300 prayer shawls out around the United States. This ministry meets every Tuesday night with 3-10 members, ages ranging from 9-87 years of age to make the prayer shawls. While doing so, they pray over each of them. Pastor Elizabeth Pope blessed all 12 of these Prayer Shawls for our patients and their families at Hospice Haven. We are thankful for their ministry to Richmond County Hospice.

In Photo From Left to Right: Ken Lyerly (Hospice Volunteer and Prayer Shawl Ministry Member), Betty Lyerly (Prayer Shawl Ministry Member), Hollie Smith (Inpatient Nurse Manager), Kristina Leyden (CEO), Tammy Medlin (Prayer Shawl Ministry Member), and Barbara Moton (Prayer Shawl Ministry Member).





# What's Happening

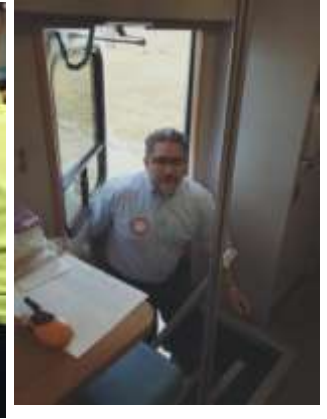
We thank the volunteers who have completed our volunteer training program and appreciate your willingness to serve our patients and families.

Pictured are back row left to right: T.J. Barfield, Susan Eason, Kaitlin Brown, Megan Tender, and Myah Hogan; front row left to right: Myra Leak and Wanda Coble



## GIVE THE GIFT OF LIFE

Richmond County Hospice hosted an American Red Cross Blood Drive on Tuesday March 1, 2016, on our campus located at 1119 N US Highway 1, Rockingham, NC. Our dedicated staff members participated in giving the gift of blood. We want to thank all families and friends of our employees who came out to donate. Thank you Tammy Bull for organizing our blood drive.



LJ Bell Elementary School recently held an appreciation luncheon for their Growing Readers volunteers. We are proud of our own David Jenkins, who has been volunteering with this program for the last seven years. He goes every Wednesday morning and helps second graders improve their reading skills. We are thankful our staff enjoys giving back to our community







## *What has my Internship at Richmond County Hospice meant to me?*

Hospice, to me, is about caring, compassion, dedication, patience, love, family, friends, strangers, the elderly, the unfortunate, and everyone and everything in between.

Hospice is an idea not a place. The idea is that if someone you love has an incurable illness and treatment to prolong life and keep the illness under control no longer works, there is still something that medical science can do. Even if life cannot be prolonged, comfort can always be provided effectively. This has truly been an eye opening experience for me. It has meant supporting persons and families who may be confused, stressed, fearful, and/or sad in this life situation. It means being respectful of the stage where patient and family are in the process of grief, even if it means that they have not gotten past the stage of anger. I, too, have known this pain and depression; I can empathize with some of the emotions they may be experiencing. I have been blessed to be a part of an extraordinary team who finds working in Hospice is their life's work. If the subject arises in conversation, I can be reassuring to the patient without trying to convince him/her. Hospice is about the patient, not me. It is reflective listening and being a loving presence in the patient's life. Of all the volunteer work I could be doing, I would choose Hospice again in order to make a difference. Thank you seems so inadequate for this beautiful opportunity.

Wendy K. Lee, RMA



## **“DISCOVER THE DIFFERENCE”**

Staff Training with Motivational Speaker,  
Bryan Williams, D.M.

The Richmond County Hospice staff were enlightened and energized by nationally renowned motivational speaker, Brian Williams, as he provided us with tools and practices to use in our customer service campaign, “Discover the Difference.”







# Forever Tree

Our loved ones touch our lives and they forever remain in our hearts. Richmond County Hospice, Inc., would like to invite you to share in the beauty of this joyous holiday season while providing you with the opportunity to share the memory of your loved one on our “Forever Tree.”

Our Forever Tree will be illuminated by bright white lights representing memorial and honorarium contributions for individuals as given by their family and friends. Individuals can have their loved one remembered by making a \$10 donation to Richmond County Hospice for each light they would like to have named for their loved one.

On **Tuesday, December 6, 2016 at 6:00pm**, we will conduct a lighting ceremony at Richmond County Hospice, Inc. located at 1119 N US Highway 1, Rockingham, NC. The names of those being remembered or honored will be placed on a light, and all of the names will be read during the ceremony. To be recognized during the ceremony, donations must be received by **Tuesday, November 22, 2016**.

If you decide to place a light on the Forever Tree in memory or in honor of your loved one, please complete the attached form and send it along with your contribution of \$10 per light to Richmond County Hospice Inc. 1119 N US Hwy 1, Rockingham, NC 28379. Acknowledgements will be mailed beginning **November 22<sup>th</sup>** unless otherwise requested.

As with all contributions to Richmond County Hospice Inc., these donations are tax-deductible; and the funds received from the “Forever Tree” help support our mission of providing grief support and bereavement programs to our families and our community.



Place \_\_\_ light(s) on the Forever Tree in Honor of : 1. \_\_\_\_\_

Place \_\_\_ light(s) on the Forever Tree in Honor of: 2. \_\_\_\_\_

Place \_\_\_ light(s) on the Forever Tree in Honor of: 3. \_\_\_\_\_

Name and Address of individual(s) to send acknowledgement to:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Place \_\_\_ light(s) on the Forever Tree in Memory of: \_\_\_\_\_

Place \_\_\_ light(s) on the Forever Tree in Memory of: \_\_\_\_\_

Place \_\_\_ light(s) on the Forever Tree in Memory of : \_\_\_\_\_

Name and Address of the donor to send thank you note to:

\_\_\_\_\_ Phone: \_\_\_\_\_

I plan to attend the Forever Tree Lighting Ceremony \_\_\_ Yes \_\_\_ No; Number of guests attending: \_\_\_

## How To Donate To Hospice

There are several ways to contribute to your hometown hospice. You can donate your time by visiting patients, helping around the offices, helping during special events, in-kind gifts from our Wish List, or sending monetary contributions. Monetary donations may be given in the following ways:

1. Send a check with your donation by mail to our main address
2. Call directly to our office and make a credit card contribution
3. Visit our web site: <http://mpweb.org/hospice>, under the tab GIVE.

You may donate on behalf of someone, in memory, or in honor of a loved one, friend, neighbor, member of your church, or an employee. You may also contribute out of the goodness of your heart.

*Contributions are welcomed towards special projects such as our **BRICK FUNDRAISING** by buying bricks to help build our “Walk to Remember” and the “Veterans Wall.” More information on this project may be found on our web site. All the funds collected through these projects are used directly and exclusively to benefit current and future patients under our care.*



## In-Kind Donations

Richmond County Hospice and the Hospice Haven are very fortunate to be surrounded by a compassionate community who supports our not-for-profit hospice agency. We are honored to care for patients and families during their end-of-life journey. With support of our faith community, business community, private clubs, civic organizations, and individuals, we are able to provide various items to our patients. Below is a list of “wish” items that are continually needed and will help our patients in their homes or in our inpatient center, the Hospice Haven.

Reminiscence Items: journals, pens, greeting cards, stationery; Laundry Supplies: laundry detergents, fabric softeners; Food and Basic Staples: applesauce (individual cups), bread, cake mixes and frostings, cereal, cereal bars, can sodas (sprite, diet coke and coke), cookies (snack size packages), crackers, (individual snack packs), Easy Mac, flavored creamers, frozen dinners, fruits, granola bars, individual ice cream, individual yogurts, jelly, juices, microwave popcorn, peanut butter, pudding cups, snacks; Kitchen supplies: aluminum foil, paper plates, napkins, plastic cutlery, Ziploc bags; Personal Supplies: chap stick, conditioner, shampoo, dental floss, Kleenex, lotion, soap, toothbrushes, toothpaste; Gift cards and Certificates: gas stations, Lowes, and Wal-mart.



Supporting Richmond County Hospice is as easy as shopping on-line. The Amazon Smile Foundation and the ebay Giving Works are programs where a donation of 0.5% of your purchase price will be given to YOUR charitable organization. Please go to your Amazon Account and ebay Giving Works and choose Richmond County Hospice as YOUR organization!

<http://smile.amazon.com/ch/58-1678217>



Help Richmond County Hospice, Inc., raise more funds by adding them as your favorite charity on eBay.

<http://givingworks.ebay.com/charity-auctions/charity/richmond-county-hospice-inc/77770/>



## Culinary Comforts Cookbook



Richmond County Hospice has cookbooks available for a \$20 donation. With your donation you will receive a Richmond County Hospice 30 year anniversary Cookbook, Culinary Comforts from Your Hometown Hospice since 1985. This cookbook contains over 300 recipes, a message from our CEO and a timeline of our first 30 years. All proceeds from the sale of this cookbook will go to our Benevolent Care Fund. Cookbooks may be purchased at Richmond County Hospice Administrative Office at 1119 US HWY 1 North, Rockingham, NC 28379 or by

## Upcoming Events

**Monthly Support Group:** Richmond Memorial Park and Richmond County Hospice, Inc. co-facilitate a Monthly Support Group. The meeting is held on the first Saturday of each month. Scheduled dates are August 6, Sept. 10, Oct. 1, Nov. 5 and Dec. 3. Located at Richmond County Hospice Campus in our Hospice Haven (2nd building in the Solarium) (910) 997-4464.

**Volunteer Training:** June 7,9,14 and 16th from 5:30 pm - 8:30 pm.

**Grief Support Group:** Sponsored by the Richmond County Hospice and the East Rockingham Senior Center and is held the second Tuesday of every month at 2:00 pm at East Rockingham Senior Center, Rockingham, NC: If you have cared for or lost a loved one, you are not alone. Each person's journey is different, but together, we can help each other through it. Please join us. The 2016 dates are: June 14, July 12, August 9, Sept. 13, Oct. 11, Nov. 8 and Dec. 13. Light refreshments will be served.

**"Taste of the Sandhills":** Sept. 17, 2016 – Showcasing Dancing with the Stars. Richmond County Hospice will be hosting our First Annual Taste of the Sandhills featuring Dancing with the Stars. The event will have local restaurants showcase a sampling of their most popular menu items and a friendly dance competition featuring local stars and their partners competing for the infamous mirror ball trophy. Please spread the word bring your friends and join us for this night of delectable food selections, fun entertainment and fellowship all while supporting your hometown hospice. Ticket price is \$50/person or \$75/couple. For more information or to reserve your tickets please call 910-997-4464 (tickets are limited).

**Fifth Annual Salute to Veterans:** November 4, 2016 beginning at 10:30 am until 2:00pm at Richmond County Hospice, Inc. Rockingham, NC.

**Hospice Sabbath:** November 20, 2016: Hospice Sabbath represents a celebration to honor those individuals throughout the community who have passed within the last year. Churches who participate in Hospice Sabbath receive a white rose to place in the sanctuary and bulletins to offer support and encouragement. We would like to invite any church in the community who would like to be a part of this special day to contact me, Chris Thornton, Richmond County Hospice (910) 997-4464.

## Our Contributors enable us to provide Excellence In End-of-life Care

We would like to take this opportunity to recognize these individuals and publicly acknowledge our appreciation for all they've done. With your continued support, we will be able to provide quality compassionate care to individuals in our community in the future.

### **Memorials:**

#### **Diane Dutch Hardee Kitchens**

Tommy & Rebecca Richardson

#### **Ella Hascall**

Joann Bennett

#### **Barbara Parker Upright**

Ronnie & Brenda Oehler

Mary S. Webb

Rob & Susan Veerman

#### **Floyd Capps**

Jean Capps

#### **Randy Peek**

Keith & Doris Dennis

#### **Sherie Llewellyn**

Jackie & Dale Buckner

#### **Rev. Dr. Algie Flake Martin**

Cassie Williamson

Mr. & Mrs. Hubert Peele

Sandhills Baptist Association

Sandra Martin

Rev. Dr. Timothy D. Lipp & Family

Essie Byrd

Shirley Caddell

Margaret Williams

Jay & Dot Moss

Pairs & Spares Sunday School Class

Hamlet Tree & Beautification

Syble Holliday

Teresa Phillips

Brenda Martin

#### **Carl Riggan**

Mayne Collins

Dave & Susan Davis

#### **Charles Cox**

Ricky Smith

Don & Barbara Foreman

Steven Cates

#### **Bobbie Irwin**

Amy Archer

#### **Tim Tunstall**

Betty Williams

#### **Beth Peek**

Betty Warnock

Care & Share Nightingales

#### **Henrietta Bryant**

William Bryman

#### **Richard Norwood**

Brian Crook

Zurn Industries, LLC

#### **Claudia Ann Lyerly**

Joseph Lyerly

#### **Peggy Nichols**

Donna Kelly

Betty Evans

Shelby Barber

#### **Bonnie Arnette**

Mr. & Mrs. Vernie R. Hodges

#### **Howard Brigman**

Priscilla Smith

#### **Betty Haywood**

Care & Share Nightingales

#### **Shirley Hildreth**

Ann Wallace

Sherpa LLC

Ellen Goodwin

#### **Nina McDuffie**

Deborah Jones

Jack & Pat Swink

Terry Andrews

Circle 9 First United Methodist Church-Rockingham

Teddie Nicholson

Douglas Spencer

#### **Dillard Richardson**

Linda Russell

#### **Kevin Verhaeghe**

Melinda Verhaeghe

#### **Peggy Nichols**

Carol Thompson

Charles & Martha Hughes

Longworth Industries, Inc.

Lynne Thompson

#### **Betty Pratt**

Virginia Hawks

#### **Brenda Johnson**

Kay Huneycutt

#### **Ella Hascall**

Gerry & Kathy Brown

#### **Wayne Thompson**

Buy Sod, Inc.

Virginia Johnson

#### **Roy Shepard**

Dianne Jarrell

Ralph & Lucinda Baldwin

#### **AC Godwin**

Dianne Jarrell

Harry & Betty Byrd

Jude & Elizabeth Sommerfeld

#### **Lois Adrianse**

Kimberly Brown

#### **Terrell Greene**

Sam & Ann Ballard

Danny & Sherry Bynum

#### **Elizabeth Hall**

Kathryn Field

#### **Betty Stogner**

Pattie Woodard

#### **Bernie Jordan**

Betty Lyles

Winona Gibson

ODSU CRNA's

#### **Geneva Quick**



Delores Cox

**Greg Warnock**

Kim Grant

Joel & Lynda Eller

Danny & Glenda McInnis

Frances Shepard

Martin's Heating & Cooling

Clyde & Ann Brown

Martha Hughes

Bruce & Nancy Akins

Sam & Ann Ballard

FirstHealth of the Carolinas

Pat Peppers

Bob & Barbara Taber

**Alice Sargent**

Carolyn Hakola

**Bill Overstreet**

Care & Share Nightingales

**Lydia Cox**

John Purser

Judge Maurice Braswell

Donna Juarez

Robert Godfrey

Frank Best

**Burrell Compton**

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Graves Body Shop

Barnes Motor & Part Co.

Teresa Gardner

The Grooms Family

Angela Correll

**Althea Brown**

Dan & Nancy Barber

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Mary Helen Flowers

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Sally Stewart

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**Jesse Sheppard**

Steven & Michelle Parrish

Iron Horse Auction Co., Inc.

**Monnie Nuttall**

Frankie Koss

**Nathaniel "Nat" Campbell Sr.**

Judy Ormsby

**In Honor:**

**Mary Benson Cook**

Mrs. James Ray Albright

**Dr. Steven Strobel**

James & Linda Leviner

**Contributions**

Murtis Boan

Circle 8 First Methodist Church-Rockingham

Janice Clay

Vickie Clark

Mrs. Charles Diggs

First Presbyterian Church of Ellerbe

UMW First United Methodist Church

Glenda Hughes

John Hutchinson

Mt. Calvary Rock of Ages Church

NAACP Richmond County Branch

Richmond County Farm Bureau, Inc.

Sherry Sargent

Deborah Thomas

Longworth Industries, Inc

**In-Kind Donations**

Ronald Adrianse

Sherri Alfeo

Mark Christie

Community Church Ladies Aid

Linda Compton

Cordova Baptist Church

Covenant Presbyterian Church

Ellerbe United Methodist Church

First Baptist Church of Rockingham

Freedom Baptist Church Missionary Team

Debbie Fucci

The Godwin Family

Miriam Haire

Brenda Martin

Mike & Jenny Kelly

Marston Baptist Church

Ralph & Valerie Morgan

The Nassef Family

Vickie Panzer

Peggy Rankin

Bonnilee Rhodes

Richmond Early College

Senior Group Cobb Memorial Baptist Church

South Side Free Will Baptist Church of Ellerbe

Mitchell & Pat Steele

Freeman Thomas

Olive Turner

The Warnock Family

West Rockingham Church of God

Cee Cee Zeigler

\* All donations listed are received  
from January 2016 through  
April 30th 2016



# Richmond County Hospice, Inc.

Hospice Haven & Anson Community Hospice  
1119 US Highway 1 North  
Rockingham, North Carolina 28379

Non Profit  
Organization  
US Postage Paid  
Permit: 58  
Rockingham, NC

## Spring 2016

Donation \_\_\_\_\_

Please send information on Volunteer Training.

Please remove me from mailing list.

I prefer to receive newsletter via email.

Email: \_\_\_\_\_

### Return to:

Richmond County Hospice  
1119 US Highway 1 North  
Rockingham, North Carolina 28379

## Your Gifts Make a Difference!

Enclosed is my check in support of Richmond County  
Hospice, Inc.  
(All contributions are tax deductible)

Donor Name \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

In Memory Of: \_\_\_\_\_

In Honor Of: \_\_\_\_\_

To Celebrate or Commemorate: \_\_\_\_\_

Send Note To: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

How do you wish to have note signed? \_\_\_\_\_



or visit our website at  
[richmondcountyhospice.com](http://richmondcountyhospice.com)