



 **LOURDES**  
*Hospice*

2009 ANNUAL REPORT

## A MESSAGE FROM THE DIRECTOR:

Debra Hicks, RN, BSN, MS

When I reflect back on 2009, Lourdes Hospice has been blessed once again with a great year! We had 1,019 referrals with 776 new admissions and served a total of 863 patients and their families/caregivers in Broome, Tioga and parts of Chenango and Delaware Counties. This year we experienced the most growth in Tioga County thanks to the Friends of Hospice and the commitment of our active Hospice Advisory Board Committee. With great community support and the wonderful care given by our West team, we had a 30% growth in referrals since the prior year. In April we also relocated our Hospice West office to a new location at 231 Main Street, Owego where we can now accommodate the Friends of Hospice meetings which is where they first started to meet 10 years ago! This new location is also beneficial to our providing Bereavement services.

Our bereavement program expanded this year with the addition of several new services. Hope for Families is a new support group that consists of a group for parents and a group for children which then combine at the end of the program. We have received wonderful feedback on this new support for grieving families. Celebration of Life is the new name for the memorial service held each spring and fall. A unique feature of this celebration is that family members can write about their loved one and the Hospice staff read these remembrances at the service. Camp Hope is a bereavement support camp for children ages 6–14 where they deal with loss through healing circles and learn healthy grieving and hopeful living. The camp cares for 40 children each year. We celebrated our third year with a reunion on the

last day for past campers to reunite with friends made through the camp experience.

Inpatient services have traditionally been offered at Our Lady of Lourdes, Wilson Memorial and Binghamton General Hospitals. Through collaboration with Susquehanna Nursing and Rehabilitation Center, we can now offer inpatient services, general inpatient and respite care, there as well. Susquehanna dedicated a very special area in their facility for our Hospice patients. A full day training session occurred dedicated to education, process design, and building a wonderful relationship between the Hospice and Nursing Home staffs. The nursing home team members attend our Interdisciplinary Meetings when our shared patients are being discussed which creates a more comprehensive careplan shared by both staff.

At Our Lady of Lourdes Hospital, the One West unit has been refurbished to provide a state of the art nursing unit, designed to accommodate the special needs of End of Life patients and their families/caregivers. The unit includes private patient rooms, private sitting rooms, family kitchenette, attached sitting rooms to two private patient rooms, conference space for larger gatherings and space for a family member to stay in a room with their loved one. The décor is comforting to all who enters.

Lourdes Hospice is always honored to have had the opportunity to serve those patients and their families/caregivers who chose to allow us into their homes at this most vulnerable time in their life. I can say from my heart that the hospice staff receives as much from our patients as they give to them.



## WHAT IS HOSPICE

Since 1980, Lourdes Hospice has helped individuals with a terminal illness live life to its fullest, up to the final moment. Hospice care is about receiving comfort and care when a cure is no longer possible. The Hospice program was certified by Medicare and Medicaid in 1984 and is accredited by The Joint Commission. Hospice is primarily a home care focused program that also provides care in nursing homes. Hospice supports the family in caring for the patient, enabling the patient to live at home as long as possible. When additional care is needed, our Hospice Inpatient Program can provide relief for the patient and family.

Lourdes Hospice aims to improve the quality of life of the patient and family by providing physical comfort, pain management and emotional and spiritual support. Expert and comprehensive care is delivered by our specialty-trained team including: physicians, nurses, social workers, volunteers, bereavement counselors, and spiritual care counselors.

### Advisory Board

The Hospice Advisory Board acts in an advisory capacity on matters affecting and of interest to Hospice. The Board is made up of 21 community members dedicated to serving as liaisons between community and Hospice.

## HOSPICE STATISTICS 2009

Patients Referred . . . . .	1019
New Patients Admitted . . . . .	776
Total Patients Served (Unduplicated) . . . . .	863
Total Patient Days . . . . .	38,821
Average Length of Stay (Days) . . . . .	52.9
Value of Volunteer Hours Donated . . . . .	\$225,000

### We have seen a positive change in the length of stay:

- 52.9 Days in January 2009
- 59 Days in December 2009
- Median Length of Stay: 14 Days

### Average Daily Census:

- 100 in January 2009
- 95.68 in December 2009

Number of patients that died within 30 days: 64%

*We are focusing our attention on quality, positive patient outcomes, building strong relationships with referral sources, staff recruitment and retention, assessing our referral and intake process, paperwork and flow efficiencies, and a strong emphasis on patient/family satisfaction.*

## FAMILY SATISFACTION 2009 SURVEY RESULTS:

399 families responded to the National Hospice and Palliative Care Organization's Family Satisfaction Survey regarding Lourdes Hospice. A few of the results are listed below:

- 98% stated they were always treated with respect by the hospice team.
- 97.8% stated they had enough instruction to do what was needed.
- 100% stated they would recommend hospice services to others.
- 98.4% stated they received the right amount of pain medicine.
- 98% stated Hospice Team clearly explained plan of care.
- 100% stated they were helped with feelings of anxiety and sadness.
- 97.1% stated they received information about symptoms.
- 98.6% stated they received information on the dying process.

## PROGRAM HIGHLIGHTS

**An interdisciplinary team of compassionate health care professionals and volunteers provide a planned program of care and support for the patient and family. Using a comprehensive case management approach, the goal of Hospice care is to provide an alert, pain-free life and to manage other symptoms so that patients can live as fully as possible.**

### Medical

The Hospice Medical Director is a physician who participates in the admission and ongoing care of our patients. The patient's attending physician remains an integral member of the Hospice Team in planning for the patient's care.

### Nursing

Hospice nurses work very closely with the patient's physician to keep the patient at the patient's assessed comfort level. They also teach the family members how to provide care and educate them on what to expect as the patient's condition changes. Our nursing team is available 24 hours a day, 7 days a week. Our new laptop technology allows us to have the most up-to-date patient information at our fingertips.

Hospice Aides provide personal care and support to patients working under the supervision of Hospice Nurses.

### Social Work

Hospice Clinical Social Workers (MSWs) provide counseling services and guidance to support our patients and their families. Social Workers help with coping strategies, personal "Life Review", assessment of depression and anxiety and assist the nurse case manager in planning for appropriate patient care needs.

Social Work services are available to our patients, not only during regular business hours, but as needed through our on-call MSW services. This service is provided to our Hospice families 24 hours a day, 7 days a week.

The social work department provides bereavement services through our bereavement counselor.

### Spiritual Care

With the approach of death there commonly occurs an inward journey to consider the questions of human existence and the meaning of life and death. Persons of all beliefs may need assistance in addressing spiritual issues at end-of-life. The Hospice interdisciplinary team is trained to identify patient needs in the area of spirituality. The Hospice Chaplain and his team is available, when needed, for our hospice patients and their families to provide spiritual guidance and counseling. Follow-up support is given when necessary or linked with community affiliations when desired. The Hospice Chaplain and his spiritual care team play an integral part on the Hospice Care Team.

### Volunteers

Hospice volunteers donated a total of over 9,415 hours and drove over 50,000 miles in the year 2009. Hospice volunteers complete a comprehensive training and person

enrichment course of 30 hours. This provides an overview of Hospice philosophy and brief history, the team concept and holistic approach to care, the emotional, spiritual and cultural issues related to death and dying, effective listening and communication skill, how to care for yourself while caring for others, coping with grief and bereavement and so much more. Volunteers provide a wonderful service of helping others in need during a difficult and challenging time in patients' lives. They provide patient and family support, bereavement support, office assistance and deliveries. Volunteers choose assignments that best suit their time and availability, skills and interests.

There is also training for hand aroma therapy using essential oils for relaxation for the patient. Volunteers made more than 900 Baskets of Love for patients' birthday, anniversaries, holidays and inpatient stays at Lourdes Hospital, Wilson Medical Center and Binghamton General.

The Sacred Watch program is in its second year and serves to ensure that no one dies alone by providing patients who are in their final stages of life with a compassionate companion to sit by their bedside. They provide a reassuring presence and comfort to patients who otherwise might be alone. Sometimes the family of a dying patient needs respite or time for themselves when coping with a long term illness. The volunteers sit with the patient until the family returns. The volunteer has available baskets which include a CD player and relaxing music. They also proudly wear the "Sacred Watch" pin which identifies their ministry.

"Assisting the terminally ill patient through Hospice is not about dying but about living," state the Hospice volunteers.

If you possess respect and reverence for life, a positive outlook, sensitivity, compassion, empathy, flexibility, a sense of humor and a willingness to help others...then, our Hospice patients need you!

## **Bereavement**

Family members receive counseling and grief education benefits throughout the first thirteen months of bereavement. Support is offered to the bereaved through phone calls, support groups, bereavement buddies, short term individual counseling and referrals are made to local agencies for long-term individual counseling as needed for up to 13 months.

- Approximately 700 hospice family members as well as over 200 community family members benefitted from bereavement follow-up services in 2009.
- Trained bereavement volunteers made routine bereavement phone calls to the bereaved at least every three months
- Trained bereavement volunteers made high risk bereavement phone calls to those bereaved with additional needs at a frequency of once a week to once a month
- Several Bereavement support groups were offered: eight week educational groups, monthly drop-in groups in the Vestal and Owego offices, Men's only drop-in groups, Getting through the Holidays groups, Hope for Families and Widows only drop-in groups.
- Trained bereavement volunteers, called "Bereavement Buddies" offered additional support to the bereaved through increased phone calls and face to face meetings.
- The third annual, Camp Hope for Kids, a special project by Lourdes Hospice and Broome Oncology was held from August 25-27, 2009. Thirty-two children and adolescents ages 6-14 years who experienced the loss of a loved one attended.
- Community Grief education was offered at several local schools, agencies and organizations.
- Two Celebration of Life Services were held for our bereaved families. The spring service in Owego, NY and the fall service in Binghamton, NY.

## **Nursing Homes**

Hospice serves patients in all of the 9 nursing homes in Broome and Tioga Counties.

*In the year 2009:*

- Hospice provided care for 187 nursing home patients
- Hospice provided 20 educational sessions to Nursing Home staff.

## **Hospice Inpatient Program**

The Hospice Inpatient Program which includes respite care is located on the first floor of Lourdes Hospital. Our rooms are designed for comfort, privacy and home-like atmosphere. We have designated an inpatient team consisting of RN, MSW, spiritual care and volunteers to provide consistency in overseeing the care of our patient's in this setting. Having this team on site daily allows for a more timely response to answer questions or provide support. It also enhances relationships with the inpatient staff. The same services are also offered at Binghamton General Hospital, Wilson Medical Center, and Susquehanna Nursing and Rehabilitation Center.

*Continued on page 5.*

## PROGRAM HIGHLIGHTS

Continued from page 4.

### Additional Services

Our hospice program offers other comprehensive services including management of medications, home care supplies and equipment. We also provide consultations with dietary, physiotherapy, speech therapy, occupational therapy and respiratory therapy professionals.

### Community and Professional Education

Lourdes Hospice is committed to promoting and providing education regarding end-of-life care. Hospice provided educational experiences to medical students, nursing students, high school students and other healthcare professionals. Hospice also participated in many community and media events. Hospice staff have presented the topic of Hospice and death and dying for classes at Binghamton University and Broome Community College.

In 2009, the Hospice Educator presented the ELNEC (End of Life Nursing Education Consortium) together with Palliative Care, to nurses, social workers and nursing students to improve end-of-life care in the community.

Lourdes Hospices' educational commitment extends to the community and we welcome opportunities to speak to community groups.

### Quality

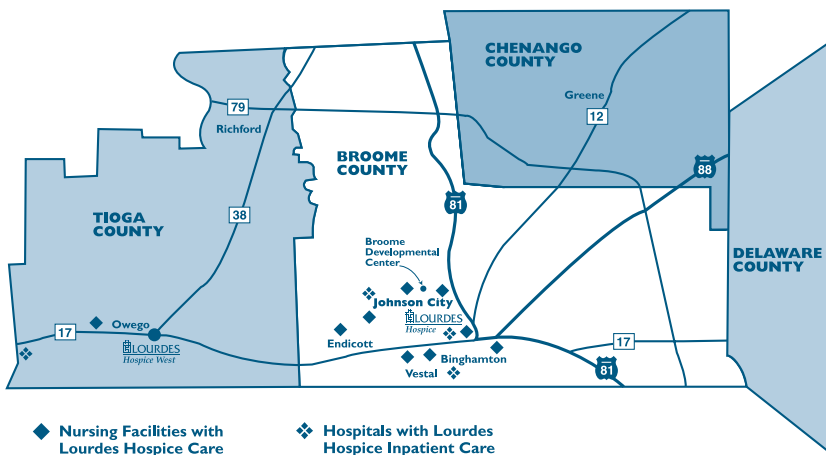
Lourdes Hospice operates under the Performance Improvement and Patient safety Plan through Lourdes Hospital. Lourdes Hospice defines the quality assessment performance improvement (QAPI) as required by the Medicare Hospice Conditions of Participation. The QAPI model is intended to give the Hospice department a comprehensive, 360 degree self-assessment of the services provided to hospice patients. The review process encompasses all aspects of Hospice performance, including service utilization, financial measures, admission/referral activity, intake outreach activities, discharge summary, clinical/QI performance measures, infection control, volunteer utilization, human resources, Family Evaluation of Hospice and bereavement care, Associate Engagement Survey, and Nursing Satisfaction Survey. The compiled data is used to create a monthly dashboard report, which is reviewed by the HQIC Committee for the purpose of recommending and implementing quality improvement decisions and identifying educational needs of the department staff. The QAPI Committee initiates Performance Improvement Projects (PIP) form the review of data collected, defines who will complete the PIP, what role each person will have, and establishes a timeline for completion. The HQIC committee reviews the overall effectiveness of PIPs.

### Foundation

Lourdes Foundation accepts the generous donations received from our patient's loved ones and friends as well as the community. This generosity allows Hospice to give back to other patients who are in need.

## AREAS SERVED BY HOSPICE

Lourdes Hospice provides care for patients residing within Broome and Tioga Counties and parts of adjoining counties of Chenango, and Delaware.



## SPECIAL EVENTS

### **Tioga County's Annual Tree of Lights**

The annual Tree of Lights event held in December was once again successful for Tioga County's "Friends of Hospice." Proceeds from this event are used to support Hospice West families.

### **Lourdes Hospice "Angel Girl" 2009**

Hospice offered the beautiful line of collectible hand-crafted keepsake ornaments again in 2009.

The "Angel Girl" was designed to be given as a gift to cherished friends or family or to be used as a remembrance of a special loved one. The ornaments were offered in November during National Hospice Awareness Month and again in December to support Hospice and to continue to bring the message of hope to patients and their families.

It was created by Nancy Jeanne Designs, Poulsbo, Wa., a two-generation family business whose core philosophy reflects the same issues of care, compassion and support that mark the health care community that it serves. Owners, Bill Dransfeldt and his wife, Leeanna, a professional nurse, have worked closely with many hospitals and hospices to create other keepsake ornaments.

It is our hope to continue offering a new keepsake ornament from this collection each year.



## FAMILY COMMENTS

*"The volunteer was exceptional. She brought cookies, flowers, gave support to my mom and just went above and beyond."*

*"The team were angels. Not only taking care of my mother, but also my family and myself. Even bringing cat food for my mother's cat because I somehow overlooked that. Thank you so much."*

*"The staff was knowledgeable, compassionate and caring from beginning to end and beyond. The bereavement group I attended has been very helpful."*

*"The team which cared for my father was amazing! Sr. Fredrica brought my father peace. I love them all for what was done for him. God Bless"*

*"I would not have been able to continue to work full-time without the help and guidance of the Hospice team, especially our aide, Mary C. She became part of the family."*

# **LOURDES** *Hospice*

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