

The Light

Hospice of the Ozarks Newsletter

Spring 2011

IN THIS ISSUE

Pat Steger Awards
Volunteer Month
About the Board
Bereavement Corner
Donations, Memorials & Gifts
Giving Spotlight

Pat Steger Award Winners

Each year Hospice of the Ozarks recognizes two employees who have been nominated by their peers to receive the Pat Steger Award. The winners of the awards for 2010 were Kim Henderson, RN, and Linda Zimmerman, CNA.



Kim Henderson

Kim Henderson has been a nurse with Hospice for the past 3 years working in home care services. Kim's co-workers describe her as "a role model with a care-free spirit, sense of humor, and a smile", all of which are evident in her interactions with staff and patients. Kim is always willing to help out a co-worker and consistently shows genuine concern for her patients and their families. She is recognized for an upbeat attitude and dedication. **Thank you Kim!**



Linda Zimmerman

Linda Zimmerman works as a night-shift nursing assistant at Hospice House. Linda's co-workers recognized her for "being a self-starter and hard worker. She is dedicated to Hospice and is willing to pitch in and work whenever needed, even on short notice." Linda is best described as being energetic, a good communicator, and having a positive attitude. The pride she takes in her work is evident by the level of care she provides her patients and the meticulous job she does keeping the facility looking beautiful. **Thank you Linda!**

April Is Volunteer Month

Kathy Weaver, Volunteer Coordinator

April is the month we pause to recognize our tremendous volunteers. They are the key ingredient to our continued success. Our excellent patient care is a direct reflection of their time, commitment and giving spirit. They gave over 11,681 hours and traveled 54,972 miles in 2010. We are blessed to have several volunteers with the program over 15 years and counting.

**Please join us in saying
"Thank you" to our
outstanding volunteers!**

FROM FAMILY MEMBERS OF A HOSPICE PATIENT:

"Words cannot express the gratitude our family has for the caring attitude you and your staff showed our loved one. She was a strong, special lady who always said there were other people worse off than her. I thank God for the extra time I had with her. I will miss her until I join her with our Lord and Savior. It is a great work you do."

*Hospice
of the Ozarks*

About the Board: Marilyn Wheat



The Board Member being honored this month is Marilyn Wheat who has served Hospice of the Ozarks since 1990 in various capacities. Marilyn joined the Friends of Hospice fundraising group in 1988 and served as their President from 1990 - 1991. She has also served several terms as Secretary of the Hospice Board of Directors, including most recently from 2009-2010.

Marilyn Wheat and her husband George moved from

Houston to Mountain Home in 1986. He retired from Texaco at that time. She and George also lived in Korea for three years during an assignment he had there.

Marilyn studied business at Oklahoma State University and worked at Amoco Production Company for a number of years. She enjoys several hobbies, including gardening, line dancing, reading, and antiquing.

In addition to hospice, Marilyn has been active in several other organizations, including the First Presbyterian Church and their bell choir. She is also active in P.E.O., a philanthropic educational organization of women supporting women in educational advancement. She is also a member of

DAR and Colonial Dames XVII Century.

Marilyn is an exceptional person who has a giving heart and is ready to help in whatever capacity, from Board member to volunteer. Her pleasant demeanor is an asset to Hospice of the Ozarks and she is a remarkable representative.

FROM FAMILY MEMBERS OF A HOSPICE PATIENT:

“What a blessing you have been to a bewildered family! We wish to thank you for your gentle care and your healing professionalism in the time you cared for our loved one. Though we never met you, we have felt your touch and been inspired by your dedication.” (sent by the extended family of a patient from out of state)

BEREAVEMENT CORNER

Grief work is like the changing of the seasons. When the snow melts, one is able to see the young flowers that are the beginning of spring. For the bereaved person, this is not always a time to look forward to what needs to be done for the home. It is difficult to reflect and think of doing these things for the first time without your loved one.

A new reflection leads to things looking different because the world around us has changed. Since the inside has changed, it will now be necessary to look at the outside. The bereaved must adjust their environment to reflect the new inside perspective of the loss.

One of the lessons for the Growing through Grief Support Group is “Remembering: Past, Present, and Future”. In the book *Understanding Your Grief: Ten Essential Touchstones for Finding Hope and Healing Your Heart* it contends that it is of utmost importance to know that grief is a powerful experience, and so is our ability to help in our own healing. In our willingness to mourn openly and honestly, a person demonstrates the commitment and setting the intention to re-invest in life while never forgetting their loved one.

As spring approaches, reflect on your loss, but also look toward the future as you make a different life for yourself. Grief support is available through Hospice of the Ozarks. Hospice also provides two

Growing through Grief Support Groups to the community. Hospice of the Ozarks also has three licensed social workers: Samantha Acklin, LSW, Misty Cullipher, LSW, and Charlotte Repp, LSW. **The support groups meet Mondays 1:00-3:00 p.m. and Tuesday evenings from 6:00-8:00 p.m. at the Hospice office. Call the Hospice office at (870) 508-1771 with any questions or concerns. Charlotte S. Repp, LSW, MCJ**

FROM FAMILY MEMBERS OF A HOSPICE PATIENT:

“I want to thank you all for your help and support given during the care of my mother. You are providing a great service to the community and I want you to know how much I appreciate it.”



MEDICAL DIRECTOR'S COLUMN

Dr. Mark Williams
Hospice of the Ozarks Medical Director

During my first six months as your medical director in early 2010, it had become obvious to me that so many patients didn't have their "ducks in a row". Some had no living will, estate plans, funeral arrangements, or financial planning. So many hadn't either wanted to take care of these important matters, or possibly didn't know they should. Regardless of the reason, it is so important to address these important issues, as many of us have seen the stress involved with having to take care of matters at the end of life, when being sick is hard enough as it is. It puts untimely strain on not only the patient, but their family and caregivers as well.

Both I and the staff were often approached by patients and family members with specific questions about wills, estate plans, etc., questions which were often out of our areas of expertise. Mr. Lane Strother of Strother Law Firm, and also a member of the Hospice of the Ozarks Board of Directors, graciously agreed to present information about living wills to the staff at one of our Hospice staff meetings. The questions from the staff were enough to make me realize we had to get this information out to the general public and educate them on advance care planning and the importance of "getting our ducks in a row".

We now have the Life Care Planning Team to help educate the community about advanced care planning. This includes wills, estate planning, financial planning, end of life care planning, and medical planning. Basically, it encourages one to seek the appropriate professionals to help get their affairs in order.

The Team consists of Phil Thompson, Lori Day-Howe, Randall Drake, Lane and Judy Strother, Jan Schmeski, and me. We held meetings to organize the team, and last week held our first Life Care Planning meeting at a local church luncheon. The response and feedback was excellent. A special thanks to the team members who are so willing to share their time and knowledge.

A 90 plus year old female was dying in the Hospice House from overwhelming lung disease, but mentally was very sharp. Upon examining her, I held her hand and had a very nice (but loud...she was very hard of hearing) conversation. In her shaky, elderly voice she told me loudly and with a grin, "I've got my ducks in a row, so don't worry about me".

Each of us needs to ask ourselves, "are my ducks in a row?"



Be sure to check out our new website at

www.HospiceOfTheOzarks.org

FROM THE DIRECTOR'S CORNER

Phil Thompson
Executive Director, Hospice of the Ozarks

Most health care organizations are in the process of, or have already implemented, electronic medical records (EMR). The goal of having electronic patient files is to allow the practitioner immediate access to medical information which would improve the care of the patient.

Baxter Regional Medical Center began the EMR process two years ago and continues to make improvements to the system. Hospice started implementing the Cerner EMR program last summer and will upgrade the operations again this year.

The Hospice of the Ozarks staff and volunteers have been very receptive to the training needed to make the transition to EMR. When the system is fully implemented, the nurses and social workers will have more patient information available to help them when they are on call and are called out in the evenings and on weekends to assist patients.

Although there have been some challenges, as there are with implementing any new computer program, the entire hospice program will benefit from having an EMR system. It is our goal to streamline the forms and paperwork required so we can provide as much time as needed during visits with the hospice patients and family members.

Hospice of the Ozarks
**“Growing
 Through Grief”**
 Bereavement Support Groups

Monday Group
 Meets from 1:00 to 3:00 p.m.
 or
Tuesday Group
 Meets from 6:00 to 8:00 p.m.

Held at Hospice of the
 Ozarks Office
 701 Burnett Drive
 Mountain Home, Arkansas
 For information call:
 (870) 508-1771

Hospice of the Ozarks
 BOARD OF DIRECTORS

Art Stone
President

Elton Kirby
Vice President

Noel Morris
Secretary

Phil Thompson
Executive Director

Dr. Mark Williams
Medical Director

Pat Ballard

Joe Berfanger

Steve Hall

Patsy Johnson

George Johoske

Don Ott

Mary Rhoades

Trieneke Self

Lane Strother

Dr. Fred Taylor

Marilyn Wheat

Hospice Program Donations, Memorials & Gifts

10/1/10 through 12/31/10

All contributions are appreciated and acknowledged. We regret that due to limited space, only those donations of \$50 or more are listed. *Indicates donations of \$1,000 or more.

IN MEMORY OF

Velma Adams
 Kenneth and Glenna Greer
 Michael and Laura Preston
 David Schenk
 R. G., Jr. and Dana Sledge
 Carl and Paula Stevens

Pearl Albers
 Sidney and Barbara Edelbrock

Carol Alexander
 BRMC
 BRMC Human Resources Department
 Helen Donoho
 Richard and Susan Noel

Leo Allen
 *Wayne Allen
 Mtn. Home Baptist Sunday School
 Class #4

Daniel Altier
 *Patricia Dingle

Phyllis Bailey
 Paul Pettit

Jim Baldrige
 Theresa Baldrige
 Marty Bucks
 Robert and Cindy Hegerman
 Carol Wulf
 Yellville Area Food Closet

Harold Barnett
 The Jewel Chest, Inc.
 The Willard Girls

Gene Beckman
 Jeff Burnett
 Gayle McCormick
 Dave and Sarah Eddy
 John and Trina Gizel
 Morton Salt/K&S IT Services

Clara Bell Bettis
 *Dan Bettis
 *Vickie and Michael Perrie

Donna Borzick
 Robert and Doris Borzick

Calvin Bourland
 Dave and Sherry Bourland
 Men & Women of Missile Defense
 Agency

Earl and Nancy Rinker

Mary Louise Ciero
 Jill Gaston
 John Novak

Luna Cornell
 R. and J. Rigdon
 Forrest and Nina Wood

Jack Defenbaugh
 Mr. and Mrs. Roy Mjelde
 Mr. and Mrs. Jim Stummeier

Eva Louise Dorff
 Josephine Gombar

Cecelia Dunn
 Bob Henderson

Ira Lee Elliott
 Faye Elliott

Gayetta Ewbank
 FedEx Employees

Allen Ferrell
 Mtn. Home Duplicate Bridge Club at the
 Senior Center

Betty Foster
 Ronald and Lois Jean May

David Fulton
 Deanna Evans
 Betsy Zurkowski

Dorothy Garrison
 Mark and Carol Mestemacher

Catherine Gesme
 Donald Gesme

Ed Gilbert
 Bobby and Dyana Crawford
 Lynn and Sue Jenkins
 McClain Farms, Inc.
 Jack and Patricia McCoy
 Kenneth and Mary Frances Russell
 Kay Sims
 Rich, Helen and David Todd

Erma Gilliland
 Allen and Barbara Mallett

Nina Green
 The Jewel Chest, Inc.
 Norman and Margaret Mason
 Kenny and Melva Speak
 Mark and Mary Wallace

Michael Grey
 Carl and Karen Evans
 Anita Hayden
 Jeffrey Maillie

Marie Grimm
 Janice Anderson

JoAnne Gumm
 Jim and Sabrina Howry
 Susan Howry

Joyce Hadel
 *William Hadel

William Hardin
 *Tony and Cora Hardin



DONATIONS, MEMORIALS AND GIFTS TO HOSPICE OF THE OZARKS (CONTINUED)

Willie Heine
Janet Heine
Frank Heisck Sr.
Warren and Mildred Redick
Bernard Helgesen
James and Margie Braden
Walter Helm
*Dawn Knight
Michael Holcer
Anita Hayden
Dee Jablonski
Paul and Elaine Rehwoldt
Barbara Kain
Dr. Mark and Jequitta Molot
Elizabeth Kessler
Carl and Marion Hemphill
*David Kessler
Marguerite Keuchel
Fred and Marilyn Johnson
Lisa Kirby
Brooks-Jeffrey Marketing, Inc.
Sam and Mary Rhoades
Fred and Genevieve Koehn
*Kenneth and Margaret Koehn
Elsie Lansdown
ASUMH Adult Education Center
The England Family
Walter Law
Wayne Cunnigham
Charles Lowery
Jack and Vivan Lowery
Lowetta Lowery
Shirley McNutt
Louise Donnelly
Janet Heine
Lloyd Misiowiec
Cynthia Kirksey
Dr. Joe and Paulette Misiowiec
*Leda Misiowiec
Tom Mosbey
James and Norma Hartzer
Richard and Sarah Owens
Lois Noah
Bolingbrook High School Science
Department
Edward Oliver
Earl and June Olsen
Edith Palmer
Julianne Wojtas
Lois Peters
James and Jeanette Anderson
Barbara Petersen
David Petersen
Donnie Porter
*R. Danette Stewart
Don Redmon
Margaret Park
Robert Rhoads, Jr.



Geneva Ruth Reese
Mtn. Home Baptist Sunday School Class #4
Jimmy and Bobbie Reach
Roberta Reisch
James and Andrea Baes
Jack and Bonnie Mitchell
Ole Chi Mill Inc.
Lawrence and Gail Randa
Jack Riggle
Sandy Blanchard
Jim Ryan
Marlene Ryan
Charles Scheel
Gloria Fody
Helen Naughton
W. R. and Ruth Scheel
Francis Schroeter
Donald and Paula Tucker
Norma Fay Seabaugh
Lawrence and Sharon Carrico
John and Velma Crites
Joe and Sheila Davis
William and Jane Rae DeGroot
Kimberly Distefano
Chuck and Joan Grant and Family
Marilyn Grant
Mike and Ginger Lee
JoAnne Mallonee
Jan Massarella
Glen and Donna Mulkey
Jack and Beverly Piepenbrok
RGA Reinsurance Company
R. and J. Ridgon
W. J. and Jeanne Roth
*Michael Seabaugh
Thomas and Kimberly Steska
Beverly and Leo Walter
Erich and Barbara Mae Wolf
Peggy Shipley
J. Leroy and Marjorie Shipley
Marciana Stammer
*Nancy Kerns
Walter Alarm Services
Pat Steger
*Lynn Hudson
Dorothy Storck
Herbert and Katherina Vogel
Marvin Trimble
William and Rosemary Peabody
Donna Trimble
Mark and Janine Trimble
Nellie Uchtman
Wapsi Friends
Arthur Vanderstek
Elton and Mary Kirby
Sharron Warner
Tom and Deborah Knox
Ruth Wytural
Bobby and Dyana Crawford

Evelyn Yarbrough
The John Ezell Family
*Eva Hurst
Janet York
Ken and Jana York
COMMITTEE OF 100
Inge Marler
M. R. and Yvonne Qualls
Richard and Marie Stewart
DONATIONS
Baxter Babes
Butler Furniture
*Paul and Lois Cannedy
Chili's
Lucretia Coulter
Edith Cunningham
First Christian Church
Clark and Janice Fletcher
Thomas and Ellen Franklin
Joseph and Gertrud Gies
Edna Hanfeld Trust
Marilyn Hill
Huckaba Law Firm, P. A.
Richard and Ethel Lamzik
Beatryce Lewis
*Maudie Mae Marsh Trust
Dr. M.K and Lynn McAlister
Herbert and Sandra Mischo
Noel and Elaine Morris
G. K and S. M. Moye
*Luther D. Ott
Margaret Park
Retired Railroad Club of the Twin
Lakes Area
Sears
Betty Siebrandt
Ramona Spencer
Antoinette Swederskas
Iona Weeks
Wisconsin Club
IN HONOR OF
Joe and Sharon Berfanger
Frank and Joy Huckaba
Joe Berfanger
Carol Whitaker
Dorothy Duwall
Tabitha Blodgett
Bill and Lorene Fuerst/Joel Warner
Tom and Deborah Knox
Mary McCleary
Judy McCleary
Dave Obedin and Clare Davis
Eva Hurst
Ozark Mountain Express
Twin Lakes Welcome Club
Phil Thompson
Thomas Thompson
* indicates donations of \$1,000
or more





701 Burnett Drive
Mountain Home, AR 72653

NON PROFIT
U.S. POSTAGE
PAID
MTN. HOME, AR
PERMIT NO. 90

RETURN SERVICE REQUESTED

Hospice of the Ozarks, a non-profit organization originally established in 1979, has been affiliated with Baxter Regional Medical Center since 1986.

Giving Spotlight



Deborah Lively and Bearded Collie, HaTeya "Sam," have been volunteering as a pet therapy team at Hospice of the Ozarks since March 2010. In addition to completing the volunteer training program, Debby and Sam completed twenty-seven hours of visitation and observation hours as a part of the national certification process with Therapy Dog Incorporated. Debby and Sam have logged one hundred and fifty-seven hours of visitation between Hospice House and Good Samaritan since becoming

certified as a Therapy Dog team on April 12, 2010.

Debby and Sam visit at Hospice House at least three days a week and will go every day when needed. They are always available and welcome a call when a visit is requested. Sam knows that Barbara keeps dog cookies in her desk drawer and that Rosemary and Bev can't refuse his sweet, funny face. While Sam is often motivated by food, he is gentle with patients and friendly with their friends and family. He will sit in the chair so patients can pet him easily or jump on the couch and sit with a family member.

Debby feels that whenever she and Sam visit a care facility or make

a public appearance, they are representing Hospice of the Ozarks. Debby, an author and artist, attends area book signings and art & craft shows. She openly talks about their volunteer work with Hospice of the Ozarks and the fact that "Sam brings a smile to everyone he meets. And I am happy we can bring a little bit of joy to the people we visit."

Thank you to Debby and Sam for sharing both of your TIME and TALENTS with Hospice of the Ozarks.



Supporting Hospice of the Ozarks Has Never Been Easier

Go to www.HospiceOfTheOzarks.org - click on the Donate Now button, fill out the form, then click on the BRMC Donate button...

MANY THANKS!