

Circles of Care

Spring 2017 Newsletter Vol. 24 No. 1

HARBOR
HOSPICE

Your Journey. Your Terms. Our Expertise.



Just about a year ago, Tom Torrey, Sr. kissed his beloved wife, Lois, for the last time. They were a close couple. She was a *lady*, he is quick to say. And they had been together for almost 58 years when Lois was diagnosed with COPD, a condition that makes it difficult to breathe.

"We learned about hospice care while Lois was still in the hospital, and the doctor recommended it," remembers Tom. "We were hesitant at first. I'm a do-it-yourselfer, and a little bullheaded. But Harbor Hospice helped right from the beginning."

A journey of love, loss, grief and healing

by Susan Newhof



The Harbor Hospice home care team rallied around the Torreys, working to make Lois comfortable and take some of the responsibility for her care off Tom's shoulders. They were comforting. They talked with Tom and Lois and helped them understand what to expect.

The couple spent most of their time together, and when Lois passed away at home 15 months later, there was a huge, silent emptiness in Tom's life. He was offered Harbor Hospice's grief counseling. Again, he hesitated.

"I didn't want to go to meetings and things like that," he recalls. "I'm kind of a private guy—my feelings are mine. I don't want to get up in front and say how I feel." So instead, bereavement coordinator Stephanie Weesies met with him at his house.

"We offer both group and individual counseling," says Stephanie, who has been helping people heal with Harbor Hospice bereavement care for nearly seven years. "I'm the shoulder they need, the listening ear. I help them mourn."

Harbor Hospice offers about 13 months of counseling, which takes people through the "firsts" without their loved one—the first birthday, first Christmas, first anniversary, and the other important events they would have celebrated together.

Stephanie doesn't expect the grieving process to be "over" in 13 months, but she looks for signs that family members

can continue healing on their own. If they need more help, she can continue services for a while, and will refer them to others who can help in the long term.

"Stephanie comes here and we talk," says Tom. "She listens, and she has helped a lot. I'd look over at that corner where Lois always sat, and it was empty. Stephanie helped represent having a female here in the house again, and it made Lois's absence easier."

Not long ago, Tom offered two of Lois's beautiful dresses to Stephanie, thinking they might fit her. But Stephanie had another idea. A volunteer from Harbor Hospice turned them into two pillows for Tom. He keeps the precious gifts on a special chair, next to a side table that holds a photo of Lois wearing one of the dresses at their son's wedding. They are a tangible link to the woman Tom loved so much and who was by his side nearly every day of their married life.

"These kinds of touchable things help bring forward the positive, happy memories of our loved ones, the good times," says Stephanie. "They help us let go of the pain but still feel connected."

"My advice?" says the self-described private guy who wasn't much for accepting help from others, "Go with it. Grief counseling helps. It makes you feel better. If it wasn't for my kids and Stephanie, I don't know how I would get through this."



Welcome to the incoming members of the Harbor Hospice Board of Directors



Lisa McMichael
President & CEO

Continuing Our Care, Expanding Our Reach

Like so many of you, I have experienced, first hand, the remarkable support of hospice care, so you can understand why I am honored and excited to join Harbor Hospice. I am grateful to step into its legacy of character and strength fostered by the passion and dedication of our staff and volunteers. Their commitment to our patients and to our mission "...to provide empathy, expertise and excellence to end of life caring" is evident from the expressions of gratitude we receive every day from patients and their families.

We know that hospice care is often viewed as a service that is called when a loved one is close to dying. Many postpone making that first call to us because they don't

realize that our greatest gift to each patient is helping them *live as they wish* during the last weeks and months of their life. I believe that everyone deserves to have a high quality of life at every stage, and that healthcare should include support for staying well and living better. My commitment to this community is to continue to educate and to share the sense of peace and life-enriching benefits that hospice and palliative care can bring to both a patient and a patient's family and friends.

Most of my career has been focused on delivery of senior services in the Grand Rapids area, from rehabilitation and living options to homecare and hospice care. I look forward to providing leadership for Harbor Hospice's five-county region so we can continue to meet and exceed the expectations of patients and families seeking compassionate, experienced end-of-life care.

Now and the *future*

Shortly after I joined Harbor Hospice, we completed a joint venture with Trinity Health at Home/Mercy Health Hospice. This tremendous opportunity brought two trusted, non-profit organizations together to provide hospice and palliative care services to residents in Mason, Muskegon, Newaygo, Ottawa, and Oceana Counties.

The joint venture creates a new organization that will continue to operate as Harbor Hospice and be based at the current Harbor Hospice office in Muskegon. With our larger geographic reach, we welcomed more than 30 new patients, plus 14 staff and several volunteers, all of whom are experienced and dedicated to providing excellent hospice care. The transition was smooth and accomplished while maintaining all patient services, and our new patients have been able to continue with the hospice caregivers they had already come to know. It has been a win-win for all!

We are very excited as we look to the future of Harbor Hospice and our new partnership with Mercy. We see new opportunities that make it possible for us to provide expanded services and broader outreach. With that growth comes greater sustainability as an organization, which is so vital in this ever-changing healthcare environment. Already, more families are learning about the availability of hospice care. Our healthcare partnerships are growing, and new doors are opening for palliative care services as well, offering the potential for us to extend our care to those with multiple chronic conditions and chronic pain issues.

Thank you for your support of Harbor Hospice. Thank you for your financial contributions, which make it possible for us to provide compassionate end-of-life care to all who need it, regardless of their ability to pay. And thank you for welcoming me to the team.

To read more about Lisa McMichael's background, please visit our website at HarborHospiceMI.org.



Susan Crain
Retired Executive Director
Disability Connection

"As a lifelong resident of our lakeshore, I have grown to recognize the importance of actively supporting the organizations and services that contribute to a healthy, vibrant community. I have a personally experienced the caring and excellent support provided by Harbor Hospice during the loss of my beloved mother-in-law and my husband Peter. I am excited to be a part of the leadership team that will steward the continued growth and development of Harbor Hospice."



Erin Denholm
President & CEO
Trinity Health At Home

"Eager. Excited. Hopeful. These are just a few of the responses I have when I think about the 'new' Harbor Hospice that was created by a joint venture between Harbor Hospice and Mercy VNS Hospice. I am certain this organization will build upon the legacy of each and bring about even more extraordinary care for this community."



Michael Soccio
VP of Clinical Operations
Trinity Health At Home

"What a great coming-together for this community. I am excited to collaborate with the Board members, allowing each of us to bring our own unique experience and skills that will best serve the patients and families in need of our care."



Karen Joyce
Executive Director West Region
Trinity Health At Home

"I've been in Michigan just a few months now, but I already adore the lakeshore community. I am excited for Harbor Hospice's growth in this community and look forward to our collective endeavors. There are so many great opportunities that have resulted from this milestone."



Welcome to our incoming members of the Harbor Hospice Foundation Board of Directors



Jen Bailey, MSN RN

Director of ACO/CIN Operations
Trinity Health

"Harbor Hospice truly lives its mission, providing empathy, expertise and excellence in their service to individuals, families and the community. As a nurse and advocate for high quality, well-coordinated health care, I consider it a privilege to serve on the Harbor Hospice Foundation Board."



Dwana Thompson

Affirmative Action &
Risk Management Director
City of Muskegon

"When Mary Anne approached me about joining a new Hospice venture she was working on; I was honored that she thought of me. I'm very grateful for the opportunity to serve our community, in a new way, as a member of the Harbor Hospice Foundation Board."



Steve Bliss

Owner
Trophy House/Jones Sports

"Many years ago I served a full six-year-term with Harbor Hospice and have always had great feeling for the mission and the staff that does so great at serving that mission. When Ammy asked me to serve again, but on this new Foundation Board, I didn't have any hesitation. Also, I have had personal contact with the organization and service, with my grandmother spending her final days at the Poppen Residence, and the care she and the family received was tremendous. That makes me want to give back to the organization in any way I can."

Charitable gifts to the Harbor Hospice Foundation support our mission in many ways, impacting our community, patients and family caregivers.

How does the Foundation support the mission of Harbor Hospice?

The Foundation builds relationships that foster philanthropy to support Harbor Hospice's operating and long term capital needs. For patients who are uninsured or underinsured, financial assistance with patient care costs, including room and board at the hospice residence, is offered. Volunteer and grief support program costs which are not covered by insurance are likewise funded by charitable giving to the Foundation.

What are the programs of Harbor Hospice?

Hospice Home Care—We provide hospice care wherever the patient calls home; i.e. a private residence, assisted living, adult foster home or nursing home.

The Leila & Cyrus Poppen Hospice Residence—Specialized inpatient care is provided by our trained staff 24/7 to manage pain and other symptoms. As with any home, funding for maintenance and capital improvements is needed.

Palliative Care—This program moves our expertise upstream to help patients and families have the best possible quality of life and understand their options and choices when dealing with any complex diagnosis. Clinical education is vital to the success of this program.

Advance Care Planning—Harbor Hospice believes everyone should voice and document their end of life wishes. Our Advance Care Planning initiatives offer clinical and community education with specific instructions on these difficult conversations and appropriate documentation.

Volunteer Services are at the heart of hospice care. Comprehensive basic and patient care training for community members wanting to give back is provided several times per year. Harbor Hospice is a national partner with the *We Honor Veterans* program and includes a pinning program for veteran patients and their families.

Bereavement Services—Our trained professionals offer resources to individuals and families on their journey through grief, and include individual, group and special programs such as our children's grief camp, Camp Courage.

What are the ways to give?

There are many ways to support the work of the Foundation.

Direct Donations from individuals, businesses, service and church groups.

A Planned Gift—The Legacy Circle acknowledges individuals who support through charitable gift provisions in their estate plans, trusts, IRAs, life insurance policies or appreciated stocks.

Memorial Giving—A meaningful way of honoring the memory of a loved one.

Honorary Giving—A special gift to thank someone who has touched your life in a special way.

Special Events—Raising awareness and funds through annual events including Ride to Remember and Harbor Hospice Regatta.

Corporate Partner—Business and organizations that financially support compassionate end-of-life care by Harbor Hospice.



Thank you 2017
Corporate
Partners



Corporate Partner Program

We are excited to introduce the new Harbor Hospice Foundation Corporate Partner Program, comprised of businesses and organizations that financially support compassionate end of life care in the region served by Harbor Hospice.

We welcome one-time gifts, annual pledges or regular installments—whatever works best for you.

Please contact Ammy Johnson at 231.720.3442 or visit HarborHospiceMI.org if you are interested in this philanthropic opportunity.

The program gives you 12 months of promotion through several channels, including:

- Your logo in the bi-annual Harbor Hospice *Circle of Care* newsletter
- Your organization's corporate website linked to the Harbor Hospice/ Harbor Hospice Foundation website
- Your organization listed as our partner in the Harbor Hospice/ Harbor Hospice Foundation Annual Report
- Your organization recognized for its support in multiple social media posts

For information on any of these upcoming events please call 231.728.3442 or 800.497.9559 or email us at info@HarborHospiceMI.org.

Ride To Remember

Saturday, May 27 | Ride starts at 11:00 am

Please join us and our sponsors for the 11th annual family-friendly Ride to Remember during the Fruitport Old Fashioned Days. This beautiful 15-mile bike ride around Spring Lake starts at Fruitport High School and ends at Pamona Park. Proceeds from this event will benefit the Poppen Hospice Residence, a program of Harbor Hospice.

Camp Courage

June 23-25

Pioneer Trails on Big Blue Lake, Muskegon County

Registration open now until May 31. This is a free camp for children ages 6–12 or teenagers 15–19 who are mourning the loss of someone. This is a very difficult process, especially for a child. Camp Courage shows children they are not alone in their grief. Tailored activities help children recall and preserve memories in a safe and secure environment.

The Event of Events

Friday, August 18 | 6:30 pm

Presenting *Summer in Paradise* on the first day of our two-day hospice fundraiser. This is an evening gala held at The Event Center at Fricano Place in Muskegon, catered by Harris Hospitality, and sponsored by many local businesses and individuals. This unique party includes an evening of amazing appetizers, cash bar, live entertainment by Black Circle Radio, silent and live auctions and raffle games. Join us to support the racers participating in the Regatta the next day!

Harbor Hospice Regatta

Saturday, August 19 | Registration opens 11:00 am

Celebrating its 10th year, this event features a sailing race. The public is welcome to come experience a fun and relaxing afternoon at the Muskegon Yacht Club, and join us for a picnic from 12:00–5:30pm. This hugely popular race is part of the National Hospice Regatta Alliance (HospiceRegatta.org) that has raised more than \$23 million for hospice services across the country. West Michigan sailors love this race, and in the past 10 years have helped raise over \$300,000 to support local hospice care.

Community Remembrance

Thursday, September 21 | 6:00 pm

This event is a program encompassing beautiful music, readings and bulb planting to help individuals and families in our community both mourn the death and honor the life of loved ones. This is the fourth annual Community Remembrance at the Heritage Memorial Garden, located in downtown Muskegon. Pam Babbitt developed the beautiful garden in honor of her late husband. It is now a haven located in downtown Muskegon and an incredible representation of the love that remains even after a person dies.



05|27|17
Ride to Remember



Camp Courage
06|23-25|17

Harbor Hospice Regatta
8|19|17





“Thank you for using me...
this work feeds my soul.”

-Harbor Hospice Volunteer



*“Bringing comfort to grievers
by means of individual
and group support. We
provide empathic listening,
compassionate counseling,
and promote growth through
hopeful living.”*

You might like to know...

Harbor Hospice grief services are free. In 2016, nearly 82% of the combined expenses of Harbor Hospice and the Harbor Hospice Foundation went to program services. Less than 2% went to fundraising; the balance was for management and infrastructure.

**BETH BOLTHOUSE, LPC,
Bereavement Counselor**

“One of the exciting outcomes of the Joint Venture is being able to combine two exceptional bereavement programs and utilize the professional expertise of our grief counselors along with the many resources of both agencies.”

**STEPHANIE WEESIES, LMSW,
Bereavement Coordinator**

“The joint venture allows us to unite in cooperation, rather than competition. With combined resources we can further our outreach to bring hope and healing to those who are grieving. I am thrilled to serve our community with such an expert team of colleagues.”

The Bob & Merle Scolnik
HEALING CENTER

Harbor Hospice

Losing a loved one can be devastating. Even though we will all likely experience the death of someone close someday, when it actually happens, the shock and sadness can leave us feeling angry, afraid, and completely alone. Grief can seem unbearably heavy, and often those around us who we might usually go to for solace are grieving, too.

That’s why Harbor Hospice offers 13 months of grief counseling for family members after a loved one dies. We walk alongside them through that first year of special times—holidays, birthdays and anniversaries—while they cope with the empty chair, the missing smile, and days and nights that are too quiet.

And we are proud to offer all Harbor Hospice grief services at no charge.

One of the wonderful benefits of our recent joint venture with Trinity Health at Home is that the Scolnik Healing Center in Muskegon now serves as the umbrella over all our Harbor Hospice grief services, including Camp Courage for children. This remarkable camp serves the needs of children from six to 12 years old who have each lost a loved one. Every summer, up to 40 kids gather at Pioneer Trails Camp on beautiful Big Blue Lake. For three days and two nights they enjoy traditional summer camp activities such as swimming, horseback riding and crafts, plus individual bereavement counseling and activities guided by counselors and specially trained volunteers, so each child can learn how to navigate his or her feelings of loss and grief in a healthy way.

The cost of each child’s camp experience is about \$500, which is out of reach for many families. So each camper pays only \$10 to register, which we waive if needed, and we fund the program through grants and donations.

This spring, please consider making a donation to the Harbor Hospice Foundation. Help us reach out to those whose lives have been turned upside down by the death of someone close. Help us equip them with the tools and resources and compassionate care that will make a difference. Help us help them.

With your donation, you will be there with us, at the side of every Harbor Hospice family member and friend who needs an ear and a shoulder and a path out of the scary darkness of grief. And together, we’ll be there when ever we’re needed.

Thank you.



Fall 2017 Volunteer Trainings

Basic Orientation Training

Nov 2) 9:00 am
to
4:00 pm

Patient Care Training

Nov 16) 9:00 am
to
3:00 pm

(In order to attend Patient Care Training, you will need to have completed the Basic Orientation Training)

There are several steps prior to basic orientation so please contact us for more information at 231.728.3442 or 800.497.9559, email info@HarborHospiceMI.org or visit our website at HarborHospiceMI.org

HarborHospiceMI.org



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HARBOR HOSPICE

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The Harbor Hospice Simulation Lab (SIM Lab) serves as a centralized hub in the training of our hospice and palliative care professionals, with the ultimate goal of improving quality and safety of care. The SIM lab brings together individuals, groups and teams for hands-on learning experiences that reflect home-like settings.

"The SIM Lab provides clinicians and caregivers with a setting to gain skills and confidence in caring for patients," said Jennifer Bailey, Harbor Hospice Foundation Board of Directors. "The simulations provide highly realistic, hands-on experiences that help the team learn and practice to ensure the care that patients receive is the highest quality. The SIM Lab at Harbor Hospice is another example of the team's innovation and dedication to quality."

Aristotle's description of repetition and learning: "It is frequent repetition that produces a natural tendency,"¹. A Simulation Lab (SIM Lab) is a place to repeat procedures and communication tools until the skills become natural. Our lab is used with staff to teach and implement evidenced practices. At the end of each session, positive feedback is given, as well as in areas to improve the next time they go through the SIM Lab. Sessions are meant to build on one another, creating a higher level of learning and mastering of skills. "Having a controlled clinical practice setting sets learners up to succeed, as the environment can be strategically manipulated to create all kinds of scenarios," said Cheri Montambo, RN, CHPN, Harbor Hospice Clinical Education Coordinator. *The American Journal of Nursing (AJN)* July 2016, Vol 116, No 7, has an article titled "Strategies for Successful Clinical Teaching." This article stresses the importance of having

a controlled clinical setting to promote successful learning in a safe environment. The article states, "Students grow by being permitted to make mistakes in such a controlled setting"².

Real life situations in hospice care frequently have high emotional needs from both the patient and/or family and friends. New and well-seasoned staff need opportunities to practice their communication skills, enabling them to provide high quality emotional support, just as much as the need to be proficient in procedures. The SIM Lab offers all of these opportunities including real life role-playing sessions as well as sessions with a medical mannequin.

"Harbor Hospice staff members are often involved in difficult conversations and situations with our patients and their families," said Kim Holton, RN, BSN, CHPN, Director of Clinical Services. "The SIM lab provides a safe environment for the staff to prepare for these times. It is a place where they can rehearse for situations they may encounter, or they can re-enact an encounter they've already experienced and receive support and feedback for how they could approach that circumstance differently in the future. The SIM lab, along with the skills of our Clinical Education Coordinator, is a valuable tool for educating and supporting our clinical staff at Harbor Hospice."

¹Aristotle, & Ross, W. D. (Eds.). (1908). *Metaphysica*. Oxford: Clarendon Press.
²Koharchik, L. & Redding, S. (2016). *American Journal of Nursing*. Strategies for Successful Clinical Training, 116(7), 62-65



A setting to gain skills and confidence in caring for patients