

Celebrating Life's Stories[®]

A NEWSLETTER FOR OUR FRIENDS

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A Message From Dr. Maurer

Dear Friends and Supporters,

Since 1982, Hospice of Central Ohio has been honored to provide superior care and superior services to the patients and families we have the privilege of serving. Throughout the years, we've overcome countless challenges, together. Thanks to your support and the ingenuity of our staff and care teams, we continue to innovate and develop evidence-based care.

In recent weeks, we've been challenged by the novel coronavirus (COVID-19). Like every other healthcare organization in America, we have had to adapt to a

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different way of doing just about everything. While we have continued to follow our long-established infection control guidelines to ensure the safety and well-being of our patients and staff, we've done so while following the constantly changing guidance.

Our goal is to provide personalized,

compassionate care and support with empathy and passion. To do so safely in today's environment, we're doing so from behind face shields, masks and gowns.

During normal times, we place orders for supplies, and they arrive a few days or weeks later. Today, to safely protect patients and the staff who serve them, we are searching the globe for personal protective equipment (PPE). Our use of PPE has grown exponentially as we follow guidance from state and federal organizations.

When we locate viable sources of PPE, we buy it despite the skyrocketing costs for these items to assure that our team always has appropriate PPE available for their service to continue. We've been moved

by community members who have helped us locate untapped supplies of PPE and others who have been willing to sit behind a sewing machine to create face mask covers to help to extend the life of our PPE. It's been beyond humbling to watch our care teams, clinicians, support teammates and the community spring to action.

We remain dedicated to our mission of delivering superior care and superior services in addition to keeping our patients, families and staff safe and cared for regardless of the circumstances or the disease. I'm honored to lead a talented and committed group of clinical and support teams as we navigate these uncharted waters. We thank you for your unwavering support and commitment to our mission.

Grateful for your support,



Dr. Lisa Maurer, D.O., HMDC
Medical Director, Hospice of Central Ohio



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A Conversation with a Hospice of Central Ohio Program Director at The Ohio State University Wexner Medical Center



Mariann Day is the program director for the inpatient hospice unit located within The Ohio State University Wexner Medical Center. The 12-bed unit, a service of Hospice of Central Ohio, has been serving patients and families for more than a year. Since the opening of the unit, Hospice of Central Ohio has served more than 400 patients. Sitting down with Mariann, it's clear to see that the fundamentals of care at Hospice of Central Ohio are compassion and collaboration.

Q: How would you describe the work and your role at the inpatient unit?

A: Our team works to provide the best possible end-of-life experience to every patient and family. Our approach is interdisciplinary, with the goal of meeting the physical, emotional, and spiritual needs of those we serve. The nurses, patient care specialists, physicians,

social workers, chaplains, and volunteers work closely together to ensure that exceptional care is provided.

Q: What qualities does it take to provide inpatient hospice care?

A: Compassion, communication skills, teamwork, flexibility, a positive attitude, the ability to multitask, patience, and a commitment to providing extraordinary care each and every shift are some of the qualities that lead to success on our unit. While knowledge and expertise in end-of life care are very important, the addition of “softer” skills is necessary in order to create a truly exceptional hospice experience for our patients and families.

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Q: What is unique about Hospice of Central Ohio's presence at The Ohio State University Wexner Medical Center?

A: We are only one of four hospice units in the nation that is housed within a teaching hospital. A teaching hospital adds another layer of collaboration between the disciplines. We've worked closely with the rest of the hospital to build trust, communicate, and educate about the importance of our care. Everyone is doing their part to continuously learn from one another.

Communication is key in all aspects of this work, especially with the patient's family. Many times,

patients are sent from another part of the hospital directly to our unit, and they are still processing the difficult news. We work as an interdisciplinary team to get the patient and family settled, show compassion, manage symptoms, and do all that we can to let them know they are in the best possible hands.

Donations made to Hospice of Central Ohio help us meet the needs of our patients at assisted living facilities, extended care facilities, The Ohio State University Wexner Medical Center, or wherever they call home. You make it possible for us to provide superior care and superior services to our patients and their families. For more information, please call 740.788.1503.

Thanks To Our Keys Of Life Sponsors

Thank you to all who attended our second Keys of Life event on Feb. 21, with proceeds supporting patient and family care at Hospice of Central Ohio. It was a fantastic night. Thank you for the support from our sponsors!

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Grief During Isolation

For the past 22 years, Hospice of Central Ohio has hosted Camp HOCO, an annual Kids' Grief camp to help children feel less isolated and connect with others going through the same process. The weeklong day camp focuses on teaching children coping skills, common emotions experienced during grief, and ways to reach out for support. This camp is provided and funded by donations and volunteers from the local community. Due to COVID-19, Camp HOCO has been canceled for this year.

The bereavement specialists at Hospice of Central Ohio are responding in new and broader ways to keep our grieving children and families supported. While face-to-face meetings and support groups are currently not possible, we have increased the number of opportunities to connect. Our licensed therapists are working closely with both adults and children, helping them to find the words, communicate their feelings effectively, and work through emotions of anger, sadness, loneliness, shame, fear and guilt.

Ways to help your grieving loved one:

- Make frequent phone calls just to listen.
- Use video chat services like FaceTime.
- Send notes. Everyone likes to receive mail and handwritten thoughts provide a connection.
- Meet for walks (at a safe distance) to allow the aggrieved to emote naturally.

This support continues to be possible, at no cost, due to the generous donations made by our local community and business members like you. We will continue to offer this support during this difficult time and explore new ways to better meet the needs of the people we serve. We ask for you to help in any way you can. For questions about our grief counseling services please contact Maria Johnson, manager of Patient and Family Services at MJohnson@HospiceofCentralOhio.org.

Ways to Help: Make a Donation

While we are privileged to serve the most vulnerable patients in our communities, delivering care during the COVID-19 pandemic adds a greater risk for our patients and our staff serving them. Our mission is to provide superior care and superior services to our patients and their loved ones during one of the most uncertain times in their lives.

Many in the community have reached out offering support and asking how they can help. As we work to nurture and care for those in need, your financial contribution helps meet those needs. Please visit our website for more information about our organization and what we are doing to serve during this outbreak of COVID-19.

Individual taxpayers who do not itemize their deductions can claim a deduction of up to \$300 for gifts of cash made to public charities such as Hospice of Central Ohio. The deduction is ONLY for gifts of cash made in calendar year 2020 and does not cover other types of gifts or contributions made to donor-advised funds or private foundations. Taxpayers will claim the deduction on their 2020 income tax return filed in 2021.

For more information on how to support our mission, please visit us online at:
www.HospiceofCentralOhio.org/Donate/Donate-Now/