

# Hospice

# Reflections



*bringing care above all to your home*

## Home is Where OUR Heart Is

*By Kristy Husen and Brenda Hansen*



*Kristen Husen, PT,  
CCH, Home Care &  
Hospice Director*



*Brenda Hansen, RN  
Coordinator of  
Hospice Services*

It has been said that “home is where the heart is.” This year has been a year of significant change for our agency which has resulted in our staff now serving patients and families, wherever it is that they call home, all across the heart of Central Minnesota.

Earlier this year, CentraCare Health made a decision to close the home health/hospice agency in Sauk Centre with the intention to continue to provide services in that area through CentraCare’s St. Cloud-based agency. The Sauk Centre agency officially closed on April 30. As a result, eight staff joined our team — Team TEAL. All patients were safely transitioned to another agency, with almost all of them choosing to remain with CentraCare Health.

This significant expansion created an opportunity to provide home care and hospice services to an additional 900 square miles in West Central Minnesota and means we now cover the majority of CentraCare Health’s entire footprint. Although we’ve greatly expanded our service area, patients and families have no need to worry about a timely response to their needs. Our visit clinical staff live in the communities that they serve and raise their families there. They are active members of their communities, so there is familiarity and comfort when serving clients in those areas. Having staff living in or near the communities that they serve also results in optimal timely response to patient needs.

*Story continued inside...*



Cover story continued...

Having visiting staff living in communities across Central Minnesota challenges us to find ways to keep our clinicians as mobile as possible to ensure timely response to the needs of our patients. A smart phone program has been implemented for visiting staff, and this fall, we introduced a program to get patient supplies out to their homes as quickly as possible.

In addition to these changes, we also have increased access to specialized services in the new territories we serve. These services include advanced wound care, infusion therapy, pediatric care and access to physical, occupational and speech therapies. The cumulative result of our work has helped us realize a 10 percent increase in the number of patients admitted to our services and 11 percent more home visits being made.

As always, we are eager to find ways to provide a superior patient and family experience and deliver the highest quality of care to our patients and their families. We will not cease in our quest for continued improvement. If you have questions about our services, please give us a call. We look forward to hearing from you.

## Nurses Achieve Advanced Certification



Debra Ritter, RN and Tami Unger, RN

CentraCare Health Hospice nurses, Tami Unger, RN and Debra Ritter, RN, have achieved advanced certification as Hospice and Palliative Care (HPCC) nurses. Achieving certification demonstrates a commitment to the specialties of hospice and palliative care, and certifies their competence and knowledge in the field. CentraCare Health Hospice Coordinator Brenda Hansen states, “Tami and Deb take great pride in their work and are committed to providing the highest quality of care to their patients and families. Achieving HPCC certification recognizes this commitment and we couldn’t be more proud to congratulate them.” Tami and Deb join Darlene Schoenberg, RN, HPCC, who previously achieved her Hospice and Palliative Care certification.

*Holly Ball*  
presents  
The Nutcracker  
“A Timeless Affair”  
December 3, 2016  
River’s Edge Convention Center  
6 p.m. – 12:30 a.m.

Holly Ball is a gala event to raise money for CentraCare Health Hospice and Coborn Cancer Center Greatest Needs Funds.

Enjoy grand hors d’oeuvres and desserts, a silent auction and entertainment by Boogie Wonderland and NEW Celebrity Video DJ “Rage” from Orlando, FL, and special guest appearances.

All Holly Ball tickets must be purchased online at:  
[centracare.com/foundation/events/holly-ball](http://centracare.com/foundation/events/holly-ball)

Like St. Cloud Holly Ball on Facebook

**CENTRACARE** Health Foundation

*There is no way we could have coped with our situation without the loving care, advice and tremendous help of Hospice. Hospice nurses were especially wonderful through it all, including preparing our loved one for his last journey home. Words can’t express how much Hospice meant to us. May God bless you all.*



## Hospice volunteering — a rich and rewarding experience

CentraCare Health Hospice volunteers are a compassionate and caring group who get their greatest satisfaction from supporting those facing the end-of-life. More than 80 volunteers bring caring companionship to patients by lending an ear, playing games, reading, sharing stories or just being a calm, reassuring presence. Caregivers also can benefit from hospice volunteers who can enjoy time with patients while caregivers run errands, go to appointments or benefit from much needed rest. Several members of the hospice volunteer team were recognized for exemplary service with a 2016 Volunteer of the Month award from CentraCare Health. Those receiving the award were: Patti Yocum, May 2016; Tom Klecker, June 2016; and Kathleen Bruemmer, September 2016.



Hospice Volunteer Specialist Sherry Rausch said, “If you’re looking for a rich and rewarding experience, hospice volunteering might be for you. It’s a wonderful gift you can give to others.”

For more information on joining the CentraCare Health Hospice volunteer team, call Sherry at 320-240-3276.



## CentraCare Health Home Care & Hospice participates in Harmon Killebrew Hospice Day

CentraCare Health Home Care & Hospice participated in Harmon Killebrew Hospice Day at Target Field on Saturday, Aug. 13. Hospice is considered the model for quality compassionate care for people facing a life-limiting illness. Hospice provides expert medical care, pain management, and emotional and spiritual support, expressly tailored to the patient’s needs and wishes. Support is provided to the patient’s loved ones as well. Hospice focuses on caring, not curing. The fourth annual Harmon Killebrew Hospice Day event brought this message of hospice to a larger audience.

Thanks to sponsorship by J-Berd Mechanical Contractors, Trobec’s Bus Service, Clearwater Travel Plaza and Bee Line Service Center, hospice patients, families, volunteers and staff members enjoyed a Tailgate Party at Clearwater Travel Plaza, a comfortable motor coach bus ride and a winning Minnesota Twins versus the Kansas City Royals baseball game at Target Field.

*The care, patience, generosity and love you provided were awesome! Talk about making a huge difference in others' lives! The nurses, music therapist, social workers, chaplain, office staff and all others did an amazing job...and it was so nice to enable our mom to remain in her home through the end. Your compassion for our mom, family and all families using your service is greatly appreciated. The BIGGEST THANKS POSSIBLE!!*



## Pet Therapy offers a helping paw



L to R: Tricia S. and Coda, Laurie T. and Miles, Patty M. and Diesel

Wagging tails, soft coats and tender paws join the ranks as the newest members of the hospice volunteer team. Coda, Diesel and Miles enthusiastically bring their expertise and reassuring presence to the end-of-life journey. Hospice patients who enjoy animals can now enjoy cuddling with and petting a certified therapy dog. Therapy animals offer benefits such as lowered blood pressure, reduced anxiety and improved mental health at end-of-life. For more information on our new Pet Therapy program, call us at 320-240-3276.



## Events [centracare.com](http://centracare.com)

**Memory Screening Day - A piece of pie for a piece of mind.**

Date: Nov. 2

Time: 2-5 p.m. Complimentary Pie & Coffee, Memory Screenings and Community Resources  
3-4 p.m. Basic Approaches to Alzheimer's Disease and Caregiver Stress

To reserve a Memory Screening appointment: 320-654-2355

**Health care decisions. Who will speak for you?**

Health Care Directive Information Sessions:

Date: Nov. 7

Time: 1:30-3:30 p.m.

Location: Hoppe Auditorium – St. Cloud Hospital

Cost: Free

Register by calling: 320-259-9375

**How will I get through the holidays seminar?**

CentraCare Health Hospice Grief Support

Date: Nov. 10

Time: 1 p.m.

Location: Windfeldt Room – CentraCare Health Plaza

Cost: Free

Preregistration necessary: 320-259-9375

**Health care decisions. Who will speak for you?**

Date: Nov. 10

Time: 5:30-7 p.m.

Location: Windfeldt Room – CentraCare Health Plaza

Cost: Free

Register by calling: 320-259-9375

**How will I get through the holidays seminar?**

CentraCare Health Hospice Grief Support

Date: Nov. 21

Time: 6 p.m.

Location: Windfeldt Room – CentraCare Health Plaza

Cost: Free

Preregistration necessary: 320-259-9375

**CentraCare Health Monticello Remembrance Tree Lighting**

Date: Dec. 6

Time: 6:30 p.m.

Location: St. Benedict's Senior Community - Monticello

RSVP: 763-271-2485

**CentraCare Health Hospice Holiday Memorial Service**

Date: Dec. 13

Time: 7 p.m.

Contact CentraCare Health Grief Support for more information

**CentraCare Health Hospice Holiday Memorial Service**

Date: Dec. 14

Time: 7 p.m.

Location: CentraCare Health Sauk Centre

Contact CentraCare Health Grief Support for more information

**Ongoing Grief Support Groups**

2nd Tues. of every month, 6-7 p.m.

3rd Mon. of every month, 1:30-2:30 p.m.

Call 320-259-9375 for more information and location.

*mark your calendar*

# Hospice Chaplains — caring for patient and families

The role of a hospice chaplain is to provide emotional and spiritual support to patients and their families going through an end-of-life experience. Upon request, our chaplain staff support individuals, offering guidance and presence in the search for meaning, comfort, strength and hope.

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*“Chaplains are important members of the interdisciplinary care team and often provide direct spiritual support and comfort for patients and families.”*

**—Nicole and Kenzie, Chaplains**

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The term “spiritual care” differs from person to person. Spirituality can include our religious or church life, but it’s also bigger than that — it includes our connection with those important to us, a connection to something bigger than ourselves, the meaning of our lives, what brings meaning to our lives and how we connect with that. Oftentimes it’s felt in what brings us joy or when we feel most “grounded” in ourselves. Chaplains respect the spiritual beliefs, faith traditions and practices of all individuals. For example, some patients find solace in

their faith; others may need to evaluate the meaning of their life and relationships or come to terms with important issues. Chaplains work with the care team to ensure that each patient’s spiritual well-being is cared for and supported while receiving hospice care.

As members of the hospice team, chaplains are available to offer individuals and their loved ones the opportunity to reflect on personal beliefs, relationships and life. At the request of patients and families, chaplains also will offer prayer and counseling with patients and loved ones, explore unresolved issues and concerns related to spirituality, offer help in coping with common feelings such as loneliness, anger, fear, and the nature of the unknown. Lastly, chaplains can help in the facilitation of receiving church sacraments. Chaplains, along with Grief Coordinators, offer memorial services throughout the year for families and friends of those who have received hospice care.

For more information on the Chaplain services, contact us at 320-259-9375.







*CentraCare Health Home Care  
and Hospice is Team Teal.*

*Together  
Exceptionally  
Affecting  
Lives*

## Our Team

**Medical Director** – Paula Lindhorst, MD

**Associate Medical Director** – Nicholas Reuter, MD

**Physician member of the hospice interdisciplinary group** –  
George Schoephoerster, MD

**Hospice Nurse Practitioner** – Karen Then, DNP, GNP-BC

**Hospice Physician Volunteer** – Terry Pladson, MD

**Director of Transitional Care** – Gail Olson, MBA, ACHCE

**Director of Home Care and Hospice** – Kristen Husen, PT, COS-C  
**Coordinator, Hospice Services** – Brenda Hansen, RN, BSN

**Community Outreach** – Nola Varilek

**Clinical Specialist RN** – Mary Kay Miller, RN

**Volunteer Specialist** – Sherry Rausch

**Spiritual Care** – Nicole Reuter, BCC; Kenzie Wilson, M.Div.

**Grief Support Coordinators** – Anika Athman, MS, LPC; Jackie Cvancara, LSW  
**Intake** – Becky Olson, RN

**Hospital Liaison** – Marla Diederich, RN

**Registered Nurses** – Tami Unger, Deb Ritter, Steve Bairett, Jim Loch, Jill Loch,  
Darlene Schoenberg, Wanda Borchardt, Pam Mumm, Diane Young, Laurie Bisila,  
Molly Dunn, Janice Haskamp, Angela Jessen, Jenny Joslin, Angie Pilarski,  
Tracy Blaine, Hannah Harren

**Licensed Social Workers** – Tracy Ketzeback, Tammy Studenski, Jan Johnson, Cathy  
Jenniges, Laura Colon

**Home Health Aides** – Pat Scherping, Cathie Hoover, Rose Batty, Jeannine Owen-  
Block, Lori Euteneuer, Cynthia Garvin, Rachel Klaphake, Denise Rieland, Cindy  
Fuchs, Anna Haley

**Team Assistant** – Laura Wood

**Music Therapists** – Trisha Garvin, MT-BC, Rachel Amberson, MT-BC

**Massage Therapists** – Dana Peterson, MS-MT; Syndie Studanski, CMMT;  
Brenda Carrow, CMMT

*“We could never begin to thank you enough for all you have meant and cared for us.  
We were extremely blessed to have the amazing CentraCare Hospice team.”*