



LEADERS IN HOSPICE AND
PALLIATIVE CARE
A caring not-for-profit partnership of Bellin Health,
St. Mary's and St. Vincent Hospitals

**Unity Community
Development Council**

- Mike Blaney
- Julie Blank
- Kay Ferguson
- Ginger Micksch
- Wayne Micksch, Chair
- Dane Radecki
- JoAnn Reimer
- Ann Renard
- Bill Schneider, MD
- Mike Vogel
- Sue Watts

**Unity Management
Committee**

- Bob Bartingale, St. Vincent Hospital
- Tom Bayer, St. Vincent Hospital
- Betsy Benz, St. Mary's Hospital
Medical Center
- James Dietsche, Bellin Health, Chair
- Laura Hieb, Bellin Health
- Amy James, MD, Bellin Health
- James McGovern, MD
- Sue Watts, St. Vincent Hospital
- Helen Wellens, Bellin Health

Messages is published annually by Unity. The information contained in this publication is intended for informational purposes only.

Unity Limited Partnership
2366 Oak Ridge Circle
De Pere, WI 54115

New Resources Support the Community

Patients and loved ones, community members and medical professionals can access a variety of new and enhanced resources from Unity's website www.unityhospice.org. Expanded as part of Unity's mission to provide access to education, support and quality holistic care, the website provides information and support whenever needed.

Visit www.unityhospice.org to ...

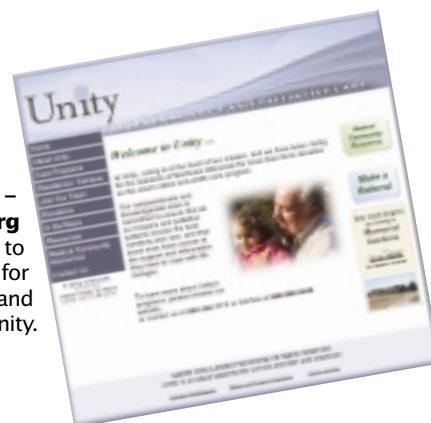
- Learn about care options during times of serious illness.
- Tour Unity's hospice residence.
- Get information about caregiving.
- Find comfort during times of grief.
- Honor or remember a loved one.
- Make a donation.
- Access resources for medical professionals.
- Discover how Unity has been providing leading care for 30+ years.
- Download an employee or volunteer application.
- View or download any of Unity's literature.

Unity's expanded website is full of information and links to resources. For questions or suggestions, or to request more information, please call 920-338-1111 or 800-990-9249.



Literature on Unity's care programs and the Jack and Engrid Meng Residence (pictured above) is available on www.unityhospice.org or by calling Unity.

Unity's website – www.unityhospice.org has been expanded to include more resources for patients, families and the community.



NON PROFIT ORG
US POSTAGE
PAID
PERMIT 460
GREEN BAY WI

Messages is a
publication of Unity

800-990-9249
www.unityhospice.org

Serving Northeast Wisconsin
Since 1977



Palliative Program Offers In-home Support and Coordinated Health Care

For people who are living with a serious illness or condition, it can be a struggle to manage day-to-day wellness. Diagnoses such as heart or lung disease, cancer, renal failure, Parkinson's/ALS, Alzheimer's or multiple sclerosis, to name a few, present challenges for both the person diagnosed and the family.

Palliative care is a relatively new long-term care program that supports those who are facing a serious illness. With one consistent care plan across all health providers, palliative care gives people in-home symptom management and helps them coordinate medical appointments, curative treatments, medications, related financial responsibilities and other health matters.

Palliative care also helps people to remain independent and comfortable living in their own home by addressing the whole health picture – the physical symptoms and the emotional, social and spiritual concerns. This lets people focus on living and achieving personal goals.

An increasing number of



Regular in-home nursing visits are part of the comprehensive palliative care program.

individuals have turned to Unity's palliative program since it began serving Northeast Wisconsin in 2002. Just over the past year, the program has grown by 64%.

"Palliative care fills in some of the gaps that aren't realized in traditional medicine," said Rance Hafner, MD, Unity's Medical Director and Chair of the Wisconsin Cancer Council.

"It's about living and finding strength and comfort through life's changes."

Continued on page 2

What's inside...

Response Strong to Area's First Hospice Residence	2	Advocating for Patients and Families	5
Bringing Together Residents and Families through Volunteer Involvement	3	Caregivers Need Care Too	6
Memorial Gardens Take Shape on Unity's Campus	4	Special Ways to Remember	7
		New Resources Support the Community	8

"It's about caring for the whole person and having skilled and knowledgeable people there to answer questions and provide support throughout the experience."

A team that includes a nurse, certified nursing assistant, social worker, chaplain, counselor and volunteer, along with the individual's physician(s) and Unity's medical director, cares for both the individual and family. Care provided includes:

- Regular, in-home nursing visits
- Communication across health providers
- Symptom and medication management
- Personal cares and/or bathing assistance
- Emotional and spiritual support
- Assistance with community resources

Additionally, volunteers provide transportation, light housekeeping, companionship and other support, as desired, as well as respite care to give caregivers some time away from their responsibilities.

Palliative care serves people of any age and diagnosis, does not require them to be homebound and provides support for as long as needed. Some private health insurances cover the costs of palliative care, and, at Unity, a sliding fee scale and community support ensure that no one is denied care due to financial circumstances.

It's about living and finding strength and comfort through life's changes.

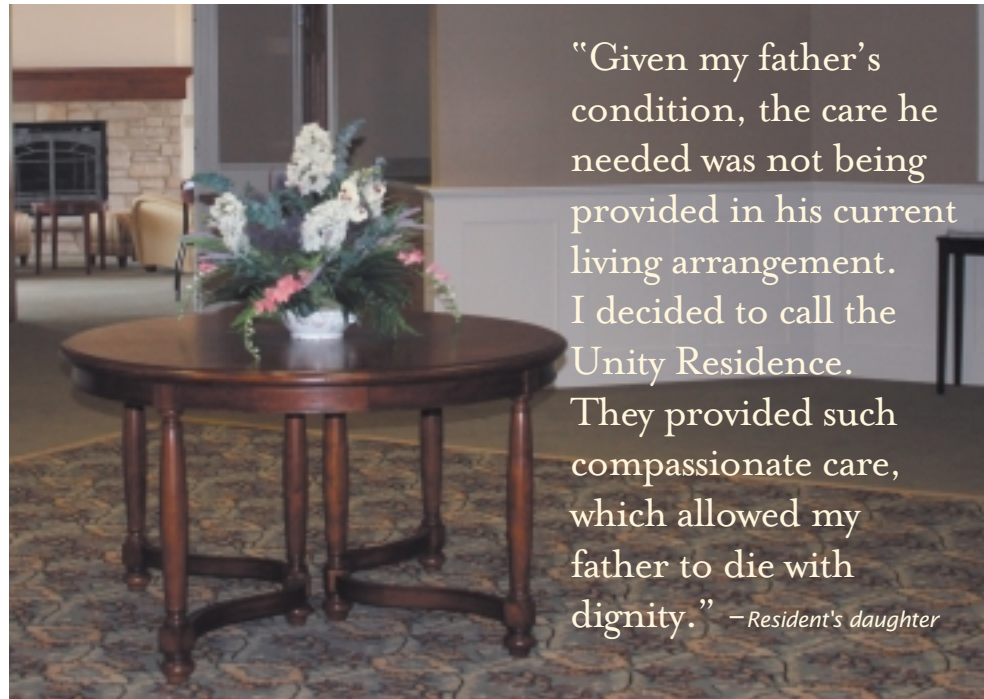
More information on palliative care is available by calling Unity or visiting www.unityhospice.org. *

Response Strong to Area's First Hospice Residence

The community's response to Unity's Jack and Engrid Meng Residence has been strong and overwhelmingly positive. Since the area's first hospice residence opened in Ledgeview on July 19, 2007, the staff of end-of-life care specialists has cared for over 125 people.

Residents and their families have found the Jack and Engrid Meng Residence to be a peaceful, professional, cost-effective care choice. The Residence, designed as a short-term care facility, offers 12 private rooms in a home-like environment to people within their last few weeks of life. Family and friends are welcome 24 hours a day, 7 days a week. Private patient rooms accommodate overnight stays by a family member.

For more information about the Jack and Engrid Meng Residence and to take a photo tour, visit www.unityhospice.org.*



"Given my father's condition, the care he needed was not being provided in his current living arrangement. I decided to call the Unity Residence. They provided such compassionate care, which allowed my father to die with dignity." *— Resident's daughter*

Unity's Patient Care Pledge

Unity has a long-standing commitment to providing access to hospice and palliative care to anyone regardless of ability to pay. **On May 1, 2008, Unity furthered its commitment to hospice patients with a pledge to cover the costs for the following:**

- **Services related to a hospice patient's primary diagnosis.** These services include medication, durable medical equipment, lab work, outpatient treatments, supplies, and occupational and other therapies.
- **Room and board at the Jack and Engrid Meng Residence.** Two community-care beds are available for hospice patients unable to pay the full daily rate.

Bringing Together Residents and Families through Volunteer Involvement

At Unity, volunteers make a difference each day, in so many ways. Since the opening of the Jack and Engrid Meng Residence last summer, volunteers have been sharing their talents in new ways and helping residents and their families create lasting memories.

On major holidays, Unity volunteers bring the festivities of home to the Meng Residence by hosting special meals. With laughter and conversation mixed with food that fills the stomach and warms the heart, the holiday meals are like those shared by families throughout the area. Past meals have included ham and turkey dinners on Thanksgiving and Christmas, hors d'oeuvre receptions on Christmas Eve and New Year's Eve, and a sub sandwich buffet on Labor Day.

Residents and families have also enjoyed the entertainment shared by volunteers at these holiday occasions. At last year's Christmas meal, a string trio provided musical entertainment and Santa Claus himself made an appearance with treats for young visitors.

Acknowledging that interaction among family members is just as important throughout the year as it is on holidays, the Meng Residence offered its first evening social this spring. Now these volunteer-coordinated events have become weekly opportunities for residents and family members to connect with one another, whether playing cards and board games or joining in an ice cream social.

On the first social night, volunteer Tom Conard



Volunteers prepare a fish boil for a recent Friday evening social.



facilitated a game of bingo in a resident's room and created an atmosphere of play for the whole family to enjoy. As Tom recalls, "The patient even won a few games. The family was very appreciative since this was Mom's favorite game and it made

her evening normal and homelike."

That same evening, Tom's wife, Bobbie, joined a resident's wife in playing cards. As in Bobbie's case, sometimes the impact is

"We enjoyed the break from routine as much as the families and the residents."

seen most in the faces of family members. "We enjoyed the break from routine as much as the families and the residents," the Conards share.

In addition to volunteer support, generous donations from community

organizations and area restaurants, caterers and grocery stores have helped make these events a success. Unity continues to seek support from the community to add special touches of warmth to the lives of the residents at the Jack and Engrid Meng Residence and their families, whether as a volunteer, musical performer or community donor.

Contact Unity at 920-338-1111 or 800-990-9249 to learn how to get involved. Additional information on volunteer opportunities throughout Unity's 12-county service region can be found at www.unityhospice.org.*



Remember a loved one ...

Pay tribute to a friend or special occasion ...

Create a place of beauty ...

Memorial Gardens Take Shape on Unity's Campus

Fountain in Meadow Pond at the Jack and Engrid Meng Residence.

On June 23, 2008, Unity broke ground and began development of the Memorial Gardens at its De Pere campus. As sponsorships are secured for the remaining garden elements and areas, the gardens will continue to enhance the serene surroundings of the Jack and Engrid Meng Residence and offer a space for reflection, healing and remembering for patients, families and the community. Sponsorships and general donations to the Garden Fund will also support Unity's patient care programs, helping to ensure their viability today and for years to come.

Visitors to the Gardens will notice that all infrastructure work is now complete, including the installation of the electrical and irrigation lines and the asphaltting of the walking paths. Additionally, cobble stone of varying sizes now defines and connects Meadow Pond, Hillside Pond and Stone Creek. The first of two fountains has been installed in Meadow Pond, viewable by residents and families from the Meng Residence patio. Also, the first order of inscribed benches and bricks has been

placed throughout the gardens, beginning an ongoing opportunity for loved ones and the community to share special messages of tribute and memory.

Design work will continue this winter for each of the six themed gardens, enabling planting when sponsorship is secured. The butterfly, a metaphor for transformation and hope, will be the inspiration for Unity's first garden. The Butterfly Garden will take the insect's shape and attract the beautiful winged creatures to rest on its colorful blooms.

Support of Unity's Memorial Gardens impacts the lives of others in the community and provides a space for all to find peace and hope. Sponsorships have been set to accommodate various levels of giving and include the elements highlighted at right. To learn more, visit www.unityhospice.org or call 920-338-1111 or 800-990-9249. *

Sponsorship Opportunities

FEATURED GARDENS

Children's Garden

Interactive Features:

- Floating Sphere
- Floral Kaleidoscope
- Water Bell
- Wind Sculpture

Landscaping:

- "Air" Garden
- "Fire" Garden
- "Water" Garden

Flower Cutting Garden

Meditation Garden

Rose Garden

Sensory Garden

GARDEN ELEMENTS

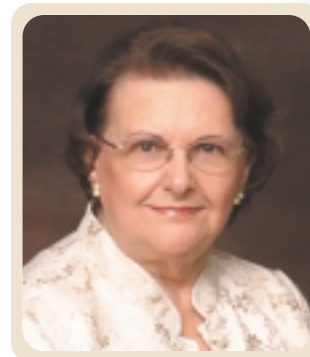
Benches

Bricks

Pergolas

Reflection Deck

Water Fountains



Melanie G. Ramey
Executive Director, HOPE



Advocating for Patients and Families

Hospice and palliative care are important options in our health care system. Not only do they help people to live with comfort and dignity, but also, the hospice program has been shown to save our government money and reduce inpatient stays at hospitals. These programs bring quality, all-encompassing care right to people's homes, where it can be of the most benefit. The Hospice Organization and Palliative Experts (HOPE) of Wisconsin recognizes the value of hospice and palliative care and is committed to advocating for patients and families who use or may eventually need these programs.

The National Hospice and Palliative Care Organization (NHPCO), HOPE and individual hospices work with local, state and

national representatives on issues impacting patients and families, such as Medicare reimbursement rates. During an election year, this outreach includes educating new members of the legislature and ensuring that regulation activities are working in the best interests of the patients, families and the health care system.

At HOPE, the mission is to help ensure that people continue to have access to the many good things that the hospice benefit and palliative care provide. We represent and speak for groups who cannot speak for themselves for various reasons (most commonly, time or location) both on the state and national level.

In the past, HOPE has advocated on behalf of hospice nurses so that they may provide needed support to families in advance of a physician's arrival. Currently, HOPE is working to make communication of patients' wishes for resuscitation or life-sustaining treatments, should those ever be necessary, consistent across care settings, health professionals and the state. In pursuing these issues, the goal is to serve Wisconsinites better with the quality care they deserve.

We expect there to be a lot of activity in the legislature in the months ahead, and, as always, we will seek the collaboration of other individuals and groups who may have an interest or concern about hospice and palliative care issues. Individuals and community groups, hospice staff members and volunteers are vital to any legislative effort. Your help will be needed. I hope we can count on you. *

What Can YOU Do?

- **Share your feedback**, ideas or concerns with HOPE, or join us in addressing hospice and palliative care issues through legislation.
- **Participate** in the Legislative Day in Madison held each spring. This special opportunity enables us to voice input and educate members of the legislature about hospice and palliative care and relevant legislation. Call Unity to express your interest in joining them at the Legislative Day.
- **Send a letter or email** to the legislative representatives from your district. To learn who represents your district in the Wisconsin State Legislature and U.S. Congress, visit <http://waml.legis.state.wi.us>.

Melanie G. Ramey, Executive Director of The HOPE of Wisconsin, www.wisconsinhospice.org, is a strong advocate on the state, national and international level for hospice and palliative care. She presents frequently on these topics and others. She is the current president of the League of Women Voters of Wisconsin, an executive committee member of the Community Health Charities of Wisconsin, treasurer of the Wisconsin Caregiving Alliance and active on other committees and in other organizations.

Caregivers Need Care Too



The pace of the world today is more hectic than ever before. Aside from long lists of tasks and errands, job pressures and the like, one thing remains the same regardless of the pace of the rest of the world: people need other people to help care for them as they age or experience serious illness. According to AgingCare, a website and online forum for family caregivers, an estimated 34 million people in the U.S. care for other family members, with 3 out of 5 caregivers working outside of the home.

The role of caregiver naturally causes the caregiver to act with someone else's health and happiness in mind. Caregiving may take a toll on many aspects of a caregiver's life. Financially, many caregivers do not have a plan as to how they will pay for the cost of caring for a family member and how this may then impact their own financial future. Emotionally, a strong sense of responsibility for another person's well-being and the possible guilt for feelings of "not doing enough" weigh heavily and can often result in depression. Physically, caregivers impact their ability and availability to care for someone else if

they do not take care of themselves.

While this depiction of the role of caregivers and the potential impact on caregivers may seem bleak and stressful, caregivers can and do receive immense satisfaction from caring for their family members. The key to caring for someone else is for caregivers to remember to take care of themselves. Friends, neighbors and

other family members of a caregiver may consider lending a hand by offering to companion-sit with the person they are assisting, run errands, make a meal or do light housekeeping. The respite provided to the caregiver by giving much-needed time away will help brighten their day and make the person helping feel good in the process. *

Tips for Caregivers

- **Gain support.** Support can come from family, friends, neighbors or professional agencies.
- **Take time for yourself.** Find options for respite care and other services through local aging and health specialty organizations.
- **Ask for help.** Inform family and friends that you welcome their help and accept it when offered.
- **Tap into support networks.** Support may come from spiritual, religious or other community support groups.
- **Be honest with the person receiving care.** Explain your need to take care of yourself too while being sensitive to the person's feelings.
- **Lean on friends.** Seek emotional support, advice or help.
- **Take care of your health.** Eat properly, exercise and rejuvenate with adequate rest.



"Unity's Bereavement Program keeps alive the memories of those gone but not forgotten through moments in time and symbols of love."

Special Ways to Remember ...

Unity recognizes the need to keep alive the memory of loved ones who have passed away. Through multiple programs, offered both to families of Unity patients and the general community, individuals are honored and remembered while friends and family gain an understanding of how to move forward in their absence.

Memorial services hosted in towns throughout Northeast Wisconsin provide a way to shine a special light on the patients served by Unity. Conversation shared over food at the Men's or Women's Luncheons or during a meeting with professional staff, and art projects created by children during Special Days for Young People ensure that the voices of loved ones live on. Commemorative porcelain ornaments

made available by Unity—Remembrance Rose, featuring a rose at full bloom; Gentle Landings, with a butterfly taking flight; and One of a Kind with a sparkling snowflake as unique as the individual it remembers—provide touching points of reflection in homes close and afar. Quilts, displayed in public spaces throughout the community, represent the lives of Unity patients remembered by family and friends through individually-designed fabric squares.

Unity's Bereavement Program keeps alive the memories of those gone but not forgotten through moments in time and symbols of love. Additional information and a calendar of remembrance events are available by calling Unity or visiting www.unityhospice.org.