



Hō'ohi'ohi

...to make comfortable

- Comfort and dignity for the seriously ill
- Assistance and peace of mind for their families
- Enhanced quality of life when quantity of life is limited



Trusted by Physicians and Families on Maui for Over 30 Years



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SCOTT CROCKFORD
Board President

Hale Ho'olu'olu has been a project close to my heart since I joined Hospice Maui's Board of Directors in 2008. Seeing the Hale now in the construction phase is fulfilling my vision for Hospice Maui as well as Maui community's needs.

I am grateful to those in our community who shared this vision and made contributions to our capital campaign. My call to be involved with Hospice Maui came after my mother's experience as a patient years after being diagnosed with Chronic Lymphocytic Leukemia. Beginning with her first visit with hospice workers she felt safe. She was able to relax and take what comes knowing that she was in caring hands.

"We believe each patient and each family matters. We believe no one should live in fear or in pain, or die feeling alone."



The 5-bed hospice hale, which will be available to all residents of Maui County, will be a place where patients in their last days or weeks of life will receive our specialized care to meet their medical, social, emotional, and spiritual needs.



GREG LAGOY, ND, MBA
Chief Executive Director,
with Kimokea Kapahulehua

I was recently inspired by something T.S. Eliot wrote,

**“Except for the point,
the still point,
there would
be no Dance.
And there is
only the Dance.”**

This reminds me of our organization and our work.

On a tangible level, **our still point is Hospice Maui’s one-pointed focus on providing the very best care for our patients and families.** And in the midst of that unchanging commitment, our daily dance unfolds unceasingly. As always, *the dance* has so many levels: our Medical Director, driving to a home visit, stops in Kahului in the heat of the day to pick up an extra oxygen hose; the accounting manager studies a billing report while on a twenty-minute hold, hoping to get approval for a room and board benefit; our Development Associate puts aside a stack of address corrections to ask a special donor for funds for a simple cremation; a Hospice Volunteer walks into a patient’s room while trying to calm herself from the dog that lunged to the end of its chain at her as she stepped through the gate; earth-moving equipment, with surprising gentleness, prepares the ground for the foundation of our long-awaited Hospice Hale; on a beautiful and bright Tuesday morning, fifty of us, a-buzz with greetings and stories, and with so many smiles, converge for the monthly staff meeting.

Nothing is exceptional about any of this, and everything is exceptional about all of this. **This is the dance of Hospice Maui.**

Mahalo

ありがとう

Arigatō

Thank You

Salamat Po

谢谢

Xie Xie

Malo’ aupito

Fa’ afetai

Kinisow

Gracias

Kommel

Dios ti Agngina

Abrigado

Community support is what allows us the freedom to slow down to the speed of nature when it is most needed

Mahalo
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Thank You
Arigato
谢谢
Xie Xie
Malo'auipito
Fa'afetai
Kinimow
Abrigado
Dios ti Agngina
Gracias



NANCY LONG, MD
Medical Director

In reflecting on what to include in this first *Gratitude Report*, I realize that **the most precious gift that the Maui community provides to those we serve is the *Gift of Time*.**

TIME:

A nurse spending an extra hour or two at a patient's bedside, taking extra time to explain a difficult situation to a family, or visiting a second time on a difficult day.

A hospice aide having the time to give a patient a haircut or a manicure.

A social worker creating a letter board so that a patient with speech difficulties can communicate clearly.

A spiritual care counselor delivering reiki treatments not just to a patient but to his wife or caregiver.

Lately our Hospice Maui team has been reaching further into the Maui landscape, deeper into places of need that are off the beaten path. I am so very proud of what I have seen them do, in places without traditional housing, running water, or other resources. Time is what allows us to be there as well.

A hospice chaplain once told me, **“Dying occurs at the speed of nature. We need to slow down to the speed of nature to be in the presence of the dying.”**

Trying to do that while “managing workloads” in a time of limited resources is tremendously challenging. Community support is what allows us the freedom to slow down to the speed of nature when it is most needed.

Time is precious to us all, but most especially precious to the dying and their families. *Thank you, Maui, for giving us the Gift of Time.*



CLARE HIGGINS, RN
Clinical Director

“I definitely recommend Hospice Maui.
The staff is understanding, patient,
responsible, caring, and always available.
Thank you for helping us understand and
be a part of the Hospice philosophy.”

Patient family member

As I look out my window, I can see our Hospice Hale coming to life, and it has me reflecting on my first full year at Hospice Maui. I have so much gratitude for the richness that this year has brought, even in the midst of the adventures that always go hand-in-hand with moving to a new place and taking on a new job.

I want to share some of my experience here in view of all that I have seen in my 18 years in hospice as a nurse, a manager, and a consultant. Specifically, I have been so heartened by the unusual level of professional excellence that is the hallmark of Hospice Maui, and which seems to be a beacon to attract those who aspire to this level. Not only is **Hospice Maui** not the tiny, unsophisticated rural program that one might expect, but it possesses “mana” in abundance, and **provides a level of quality care that I have rarely seen anywhere.**

We served well over 400 patients this past fiscal year, and continue to thrive, as the power of this land speaks through the care we provide, through the hands of our highly skilled staff and our dedicated volunteers, and through hundreds of generous community members.

In closing, I again am so grateful to be not only witnessing the daily expression of Hospice Maui’s commitment to excellence, but also to be able to help steer its course, held high by the values in which it is so deeply rooted.

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Xie Xie
Malo'au'pito
Fa'afetai
Abrigado
Dios ti Agungina
Gracias
Arigato
Kohunui



Compassionate Hospice Care

We believe that at the end of our lives we are entitled to care that relieves pain and symptoms.

We each deserve to be cared for by those who understand the emotional and spiritual needs of the dying. We deserve the opportunity to express our hopes and fears, and to be heard, honored and supported. And we are each entitled to live our last months and weeks in the setting of our choice, treated according to our beliefs and values.



Bereavement Support

The H.E.A.L. (Helping Ease a Loss) grief support group provides an opportunity to share experiences and feelings regarding the death of your loved one and to listen to and learn from others. We all grieve differently. Our bereavement program includes weekly support groups, individualized cards and letters, a monthly newsletter, an annual Memorial Day service, and our annual holiday workshop.

Community Life

Hospice Maui enriches Maui Community

- by investing in relationships with other healthcare professionals and organizations to better serve those who are seriously ill.
- by providing education and in-service training on topics surrounding caregiver resources, healthcare decision making, grief and loss, and end-of-life care issues.
- by engaging community members at our information booths at health fairs and other community events.



Thank you for your interest and support!

Your generosity makes it possible for Hospice Maui to enrich our community by helping people discover the gifts that preparing for death can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth.

Although insurance payments cover basic hospice services, Hospice Maui invests more into our care at the bedside than is paid for by insurance. Revenue from events and donations helps us to maintain our exceptional hospice care program.

We are so grateful that throughout our history we have enjoyed tremendous community support!



Mahalo to

- Each and every individual DONOR – Many of you give year after year!
- Our PATIENTS' FAMILIES & FRIENDS – Often you give in tribute to your loved ones
- FOUNDATIONS – For your generous donations towards our Hale Ho'olu'olu and other projects
- BUSINESSES – For those of you who have stepped up to help us with financial donations, discounted services or in kind gifts
- ORGANIZATIONS – For your collaboration in educating the community, service projects, and speech engagements
- VOLUNTEERS – For your time, expertise, and endless commitment



Hospice Maui's staff is grateful for your support of our patients and families!



Many gifts we receive arrive with stories of gratitude



“I wanted to make a tribute to not only my parents but to YOU, Hospice Maui. May 14th, 2002 changed not only my life but the rest of my family as well. My mom, Cecilia Delos Santos, 66 years old, died on my dad’s birthday. With God’s grace and the recommendation of the hospital to contact Hospice Maui, my mom was able to die at

home without pain surrounded by loved ones. My siblings along with our families moved home and we bonded like never before. We ate, played music, and danced hula. Friends and extended family got to spend time with her and us. To this day we are closer than

ever. We were able to do all this with the help of Hospice Maui. You allowed us to give her the respect that she deserved by giving us the time we needed. Our worries were put to ease. Now, our family has grown bigger but remain closer than ever before. Not having her here on earth still brings sadness but smiles at the same time. Thank you, Hospice Maui, for everything you did for our family and continue to do for our community.

MAHALO NUI LOA from our entire family:

Delos Santos, Smith, Forsberg, Kaneshiro, Higa, Acain ‘Ohana.”

“Thank you for the outstanding services that you provide to patients facing end of life, and to their families.

This is such a difficult time. Hospice Maui provided us with well-trained, gentle, and loving care providers. They made a wonderful,



positive difference in how we were able to deal with the death of our loved one and provided comfort to our son, Darwin R. “Darby” Drewyer benefited from Hospice Maui care for several weeks before he died on June 5 after a 15 month battle with brain cancer. We had the good fortune that Hospice Maui nurse aid, Lori, came every weekday to care for Darby in a loving, gentle and efficient way and to teach us the best possible care. Darby loved Lori, as we did. Lori was positive, strong and loving, treating Darby as though he was her most important patient. We are also impressed by and grateful for each of Pom’s (Hospice Maui nurse) visits. **She was so comforting, kind, informative and able to explain many important elements about a dying patient, giving us peace of mind.** We won’t forget either of our “angels”, or the wonderful work of Hospice Maui.”

Darb and Kay Drewyer

“When we were told by the doctors that my dad would probably not make it through the weekend, we brought my dad home under Hospice Maui care. With their help, time spent with my dad at our family home was priceless. Friends and family flew in. My mom and I were able to sleep by his side for two months. **Hospice Maui was there every step of the way and whenever we needed them for advice or to assist us with his care they were very responsive, caring and compassionate.**

When our emotions got the best of us they provided counseling to help us get thru the difficult times. On February 4, 2012 we celebrated my dad’s 69th birthday with approximately 100 close family and friends by his side. At 3 am, I called the hospice nurse to let her know that my dad had been breathing heavily and I was afraid. Without hesitation she came right over. After my dad was stabilized and comfortable I put my head down to take a short nap. The following morning my dad took his last breath with my mom and me by his side. It was such a peaceful moment and I will never forget the smile he had on his face.



Three years later as I reflect on that time in my life I am so grateful to Hospice Maui for making it possible to bring my dad home and allow us to spend quality time with him.”

Cassie Akina-Ancog

“Our family is grateful to Hospice Maui for the compassionate hospice care provided to my late Grandmother, Yoneko Shimada, in the last few weeks of her life. In her loving memory and in honor of many loved ones who’ve received hospice care and with the support and encouragement of my husband, Keith Regan, I decided to become a Hospice Maui volunteer.

Becoming a trained Hospice Maui volunteer has dramatically changed my outlook on life and the dying process, and has been very rewarding. I enjoy visiting with people and hearing about their lives. Hopefully, I can bring a little sunshine into their lives and make them a little more comfortable with their situation.

Mahalo to Hospice Maui for giving me the opportunity to serve as both a volunteer and a new member of its board. **Our community is truly blessed to have such a great organization that helps patients and their families through medical services, emotional support, and spiritual resources.”**

Lynn Araki-Regan



We provide our service in a way that exceeds the highest standards of hospice care. As a result, our care costs more than the insurance coverage we receive.

We are a 501c(3) charitable organization, and your gifts are fully tax deductible as permitted by law

Please go to **HospiceMaui.org** for more information and a convenient way to support our mission

Ways to Give

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Hospice Maui is grateful for the many ways our community generously supports us through:



Annual Fund Gift

Yearly appeal for contributions to support the services Hospice Maui provides.

Memorial Gift

Touching tribute to friends and relatives who have died. These gifts are an important part of our ongoing support.

Legacy Gift — Planned Giving

Hospice Maui has established a Legacy Circle to honor those who have included our organization in their estate plan. Naming Hospice Maui in your will—even in a small way that does not substantially affect your heirs—can be a wonderful way to leave a legacy and will help to ensure access to compassionate hospice care for all residents in need. If you have included Hospice Maui in your will, please contact us at 808-244-5555.

Hale Ho'olu'olu Fund

Support for our 5-bed Hospice Hale, where patients in their last days or weeks of life will receive our specialized care to meet their medical, social, emotional, and spiritual needs.

Wish List

Support for programs and items that we would love to have but don't have the means to purchase.

Caregiving Fund

Extra assistance to serve the needs of those patients and families who require additional assistance with care giving that are not funded by the reimbursement system of Medicare, Medicaid, Medical or third party payments.





DINE OUT

35 participating restaurants, island-wide, will nourish our community by donating a portion of the proceeds from your meal to Hospice Maui. With enthusiasm, we ask the residents of Maui to “Dine Out” and support this community-spirited fund and friend raising event. Your participation in the Dine Out for Hospice Maui will help to ensure that hospice care is available to all Maui residents in need. Dine Out for Hospice Maui is an all-inclusive and community-spirited fundraising event on Maui.

Tuesday, November 10

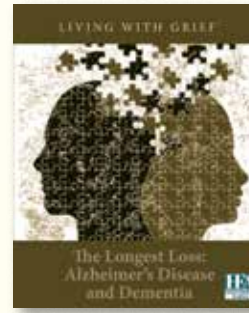
see complete list @ hospicemaui.org/news-and-events/dine-out



HOLIDAY OPEN HOUSE

An annual event to support those who are grieving this holiday season. You are invited to join us for a free, family centered grief support program designed to help families and children who are grieving a loss. The event will provide opportunities to connect with others, practical information around grief and art projects focused on the expression of grief and/or remembering those we lost.

Saturday, November 14
10am to 1pm
at Hospice Maui



ALZHEIMERS CONFERENCE

HFA's Annual *Living with Grief* Teleconference, Hospice Maui presents a free candid and compelling discussion by nationally recognized experts about how to best help patients and families cope with the loss and grief associated with these progressive illnesses. Grieving starts with the diagnosis and can be complicated by the very nature of a lengthy disease process. Continuing education credits available.

For more information contact
Joyce Lechuga
joyce.hospicemaui@gmail.com
or 244-5555.

Thursday, November 5
8am to 11am
at UH Maui College,
Ka'aike Bldg., Rm 105BCD

PLEASE GO TO
HospiceMaui.org
for more information
and a convenient way to
support us

EMAIL US AT
hospice4@maui.net
if you wish to be
contacted by email only



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OUR MISSION

At Hospice Maui



we see ourselves as stewards of an essential truth that is both disquieting and little-known: that death has the power to enrich our lives and our communities more profoundly than any other single experience. We see it as incumbent upon us in our leadership role to re-educate our community about this.

OUR WORK is providing physical comfort and emotional and spiritual support for people who are terminally ill, and supporting and assisting their families, before the death and while they are grieving.

OUR PURPOSE is to enrich our community by helping people discover the gifts that preparing for the death of a loved one can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth.