



Executive Director Greg LaGoy

Executive Director's Corner

You may have read in this or in past newsletters little bits of news about one or more of our directors ("board members"), but you may wonder exactly what these generous and talented people do for our organization. To start with, the difference between a "non-profit" and "for-profit" corporation is not whether they can succeed in their line of business — they both must do that. While a "for profit" can do any legal activity in order to make money, the "non-profit" has a clearly defined mission, and whatever resources (money) it can generate from its activities or its fundraising must go in service of that mission.

The Board of Directors of a non-profit are volunteers (unpaid), and yet take on a personal responsibility to see that the organization is true to its mission, uses its resources in the efficient service of that mission, represents itself well and properly to the community, and stays financially sound. To do these things well, the group needs more skills than any one individual possesses, and in our organization, there can be up to fifteen directors bringing such skill and experience.

Our directors have experience and skills in the following areas: spiritual/pastoral care; hospice patient care; hospital administration; public health nursing; non-profit administration; corporate management; government/politics; Hawaiian culture; building construction; philanthropy; community networking; medicine; banking; accounting; investment management; law; and estate planning. In addition, they have a personal interest in the well being of our organization because they feel strongly in the importance of what we do.

The Board of Directors hires a single individual, the CEO or Executive Director (me), who is responsible for hiring all staff and managing the daily operations of the organization. The Board establishes the policies of the organization, and the Executive Director establishes the procedures. Periodically, the Board establishes a Long Range Plan, and in order to move the plan along and to make sure the organization functions as well as it can, they establish committees.

We have a Facilities Committee to look at our needs around buildings and grounds; a Finance and Investment Committee to review how our reserves are being looked after; a Development Committee to raise needed funds; a Human Resources Committee to oversee Personnel Policies and employment practices; a Patient Services Committee to oversee patient care; and a Public Education Committee to focus on our outreach activities, our image in the community, and our relationships in health care.

Our directors meet monthly and our committees usually meet quarterly. At monthly meetings, committees give their reports and recommendations, I give a report of significant activities and situations, and our accountant prepares financial statements for the prior month. Our Board of Directors uses this information to make decisions and take actions to make sure the we are always doing the best possible job of serving our community.

We at Hospice Maui are truly blessed and thankful for the talented and dedicated individuals who are and who have formerly been directors of this organization. We applaud each of you!



- Comfort and dignity for people who are terminally ill.
- Assistance and peace of mind for their families.



... to make comfortable.

News from Hospice Maui

SPRING 2007

Our Role in the Maui Community

Our "Deeper Purpose" of enriching our community begins to happen naturally when end-of-life care is taken out of large institutions and put back into the hands of loved ones, with the support of hospice care.



There are many misconceptions and fears around death, and these commonly become barriers preventing people from getting care that both maximizes comfort and dignity, and honors their beliefs and values. At Hospice

Hospice Maui has, over the past 25 years, worked hard to maximize the dignity and comfort of hundreds and hundreds of terminally ill individuals and their family members. During that time, by consistently excelling in providing compassionate and effective care of the physical, mental, emotional, and spiritual levels of our patients — their whole beings — we have also established ourselves as leaders in end-of-life care.

Because we are leaders in this arena, we have a larger responsibility than to merely perform our day-to-day hospice function. One of the roles of leadership is the task of educating. In doing our best to be competent leaders in this field, we train a variety of people with different needs: To start with, we make sure that those whom we employ receive ongoing "in-service" training from leaders in end-of-life care from around the world; we give occasional trainings to those health care professionals who on occasion find themselves caring for those who are dying; we train those volunteers who want to work along side us to serve dying people and their families in their homes; we train the leaders and the volunteers of smaller organizations who feel called to serve dying people within their own faith or cultural communities; and we educate the general public as to the physical, social, emotional, and spiritual needs of terminally ill persons.

Maui, we see ourselves as stewards of an essential truth that is 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. To help us do that, we have defined the difference between our "Work" and our "Deeper Purpose": 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 Deeper 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.

Our "Deeper Purpose" of enriching our community begins to happen naturally when end-of-life care is taken out of large institutions and put back in the hands of loved ones, with the support of hospice care. Those "gifts," those ways in which our community is enriched, may not be a frequent topic of conversation, but we are witness on a daily basis to their powerful unfolding in those whom we serve. To us, those gifts spring from the seeds of compassion sown by our clinical staff at the bedside, and it is our privilege to be allowed to participate.

It's Not Good-Bye...

Carolyn Richardson, Hospice Maui's Psychosocial Services Coordinator is "semi-retiring" in a month or so. With strong values, great insight, and an ability to stay centered, Carolyn is kind of the glue that keeps us all stuck together, so we're grateful that she will still be with us on an on-call basis. She will fill in when other social workers are on vacation, etc., or if our census is such that additional support is required. Carolyn's actual "semi-retirement" date will be determined after she and Merlyn Hanada have had sufficient opportunity to work with and orient new social worker, Maribeth Theisen (see related item in News Attitude).

Carolyn received her Masters Degree in Social Work from Case Western Reserve University in Cleveland, Ohio. Following graduation she worked at West Side Community House (an inner city neighborhood center), and at University Hospitals of Cleveland.

She and attorney husband, Bob, moved to Maui in 1989 and purchased a home in Kula. They have been active members of the Maui community throughout the years, and are strong supporters of the arts and many other nonprofit organizations. Carolyn began working for Hospice Maui in January, 1991. Bob passed the Hawaii bar exam and practiced in Maui at a private law firm, and also taught Business Law and Economics at Maui Community College.

The early '90s were exciting, interesting and changing times at Hospice Maui, and Carolyn has been an integral part of it all. She began shortly after the agency's only other executive director, Charlotte Kuwanoe, had left and Greg LaGoy took over. Not only was Carolyn the only social worker on staff for several years, but you'd see her smiling face helping during the Annual 4th of July Fireworks fundraiser, and other events, each year. She was on



staff when Hospice Maui became Medicare certified, when the agency was headquartered in the old Maui News' Quonset hut, and when, in 1993, we moved into our current home, a newly donated building at the top of the hill on Mahalani Street. Carolyn was named Psychosocial Services Coordinator in 2004.

Carolyn stated that hospice social work differs greatly from other social work. It provides a unique opportunity to get to know and learn from patients and families from all ethnic, cultural, religious and economic parts of the community in intimate, life-transforming

settings. She said that although there have been many staff changes throughout the years, the continuing quality of the staff is the major attribute at Hospice Maui.

In "semi-retirement," Carolyn plans to play more tennis, read more books, work in her garden, and play more with their cat, Poof. She and Bob will probably continue traveling some. We will miss her almost daily presence, her unflappable nature, calming energy, and quality of work that she brings to Hospice Maui. We say a fond, loving aloha, but will see you soon, Carolyn.

It's Just See You Later

A News Attitude

A warm Hospice Maui welcome to **Maribeth Theisen**, Social Worker, who joined our staff at the end of April. Maribeth has an extensive background in medical and psychiatric social work and is coming to us from Imua Family Services where she was Care Coordinator Supervisor. Welcome Maribeth! ...



**Social Worker
Maribeth Theisen**



**Office Manager and
Intake Coordinator
Cindy Garcia**

Congratulations to **Cindy Garcia** who, in addition to her many administrative duties as Office Manager, has assumed the mantle of Intake Coordinator for the agency. This dual role keeps her quite busy, but she's great at multi-tasking and never loses her genuine concern and wonderful attitude



**Hospice Nurse and
Metta Institute Attendee
Gitti Crespo**

Gitti has undertaken this six-month program that requires monthly sessions in the San Francisco Bay area, field work in the local community and faculty mentoring face to face or via electronic means, with the same tireless, compassionate, sensitive devotion that she now extends to her family, her job and the Maui community ...

A belated but very, very warm welcome (and mahalo!) to **Kitty Smith**, part-time receptionist. Kitty has been great in assisting Cindy Garcia while she's busy on the clinical side of business ...



**Part-time receptionist
Kitty Smith**

Volunteer Coordinator **Anne Rowehl** and hubby **Roger** (one of our most extraordinary volunteers) are just back from a fabulous trek through Down Under ...

And world traveler **Merlyn Hanada**, Social Worker, and son **Micah** spent two glorious weeks in March with daughter Marissa who currently lives in Fukuoka, Japan.



HOSPICE MAUI STAFF

EXECUTIVE DIRECTOR

Greg LaGoy, N.D.

OFFICE MANAGER & INTAKE COORDINATOR

Cindy Garcia

BOOKKEEPING & BILLING

Wiebke Nelson

CLINICAL DIRECTOR

Eve-Lynn Civerolo

DEVELOPMENT DIRECTOR

Kathy Reed-Kameda

HOSPICE NURSES

Luciana Hauen-Limkilde

Edy Salenger

Sandy Vioria

Gitti Crespo

Kate Ezaki

Mary Elkins

Donna Kroetsch

Monica Bechert

HOSPICE SOCIAL WORKERS

Prem Dawson

Merlyn Hanada

JoAnna King

Maribeth Theisen

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Joseph Kamaka, M.D.

ASSOCIATE MEDICAL DIRECTOR

William Adler, M.D.

RECEPTIONIST

Kathy Smith

SPIRITUAL CARE & BEREAVEMENT COORDINATOR & COUNSELOR

Prakash Mackay

VOLUNTEER COORDINATOR

Anne Rowehl

Remembering BEN TAKAYESU

It's hard to believe that at this time just one year ago Ben was still with us. Ben was my father-in-law, although he was more like my father, and had been living in the cottage next to our house for the last couple of years. He was an independent person and drove his little black Escort all over the island. He always had a busy schedule — meetings with friends, keeping appointments, and planting and working in his extensive garden. He'd visit friends in Honolulu about once a month, carrying gift boxes of flowers that he had grown. A charming, outgoing man, Ben cultivated many friends and was a prolific letter writer. He kept his mind busy and alert and was always thinking of and discussing new ideas. He read extensively, wrote profusely and was learning to use a computer.

Ben had two birthdays: One, according to his mother, February 12, 1915, and the date the birth was recorded legally, March 1, 1915. We celebrated his 90th birthday all year long in 2005. We'd go out and he'd have ribs, or bouillabaisse and the servers would sing "Happy Birthday Baby." Our daughters were away at college, but they would each get a letter every week from Grampa. In the summer they would help him with the massive garden project. We all had a lot of fun together. These were lovely, precious times that we will always treasure.

Last year it seemed that Ben suddenly just became tired and did not want to get out of bed. It took a lot of rallying by our daughter to get him up and drive him to the doctor. The news was not good. The prognosis was terminal cancer with possibly just a few months of life remaining. Ben had to spend some time in the hospital but all the while he kept doctors and



**Daughter-in-law Eileen
and son Edward with
Ben Takayesu (center).**

nurses entertained with his wisecracks. The transition for us seemed to come naturally, even as difficult as the news was. Ben became our focus: we became closer than ever; we spent many an hour at his bedside; the hospital became our home away from home. It was enriching to be with Ben, to watch out for him, to see him laugh and to see him enjoy simple pleasures like a milkshake.

Ben and all of us were so glad when his procedures were over at the hospital, and he could come home where he wanted to be. Hospice made this transition so much easier for us. Although there were many details to work out, the hospice staff gave us the confidence to feel comfortable in caring for Ben at home.

We are so grateful to have had Ben be able to live his last days at home and we now have a different feeling about life and death. It was one of the most enlightening times of my life. Ben and I became closer than ever, with silent communication (after a while he did not speak). My husband took care of his dad passionately, and I know he will always be grateful to have had the experience to express his love to and for his father. It was a privilege to experience this spiri-

tual end of such a well-lived life. There were some tough times and we would worry, but we always knew we could rely on hospice. If we needed to call for help at any time of day or night, the help would be there right away. I cannot say enough about the hospice experience. The dedicated staff of nurses, administrators, doctors and volunteers is just incredible. Hospice reaches out to families to help with every aspect of the dying experience. We had some very emotional times as a family while Ben was ill, but were given guidance, tender care and tools to try to mend our differences together. Hospice folks were like a band of angels watching out for us.

I will be forever grateful to Hospice Maui for giving us the opportunity to see the beauty, sincerity, and intimacy of death.

As I look out my window to the cottage, I DO wish the curtains would part and I'd see Ben's cute, smirking face.

— *Eileen Takayesu*





HOSPICE MAUI BOARD OF DIRECTORS

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Volunteers Corner

Hospice Maui is mandated by Medicare to supply at least five percent of patient care hours through the use of volunteer help. I am very happy to report that total volunteer hours in 2006 were 1,523, and 733 hours or 13.8% of patient care hours — well above the requirement — were provided by volunteers. Mahalo to all of you!

Additionally, bereavement volunteers worked with 16 family members, and four patients in Hale Makua received "Compassionate Care" visits, i.e. regular visits by Hospice Maui volunteers.

A really wonderful class of 20 attended our 2007 Volunteer Training Class in February. Some of these new volunteers have already received patient assignments and are out there doing

good work. We are planning a Bereavement Volunteer Training class for the near future inasmuch as many of the new volunteers expressed interest in this service. Also, in the next few weeks, additional training will be provided to volunteers who wish to learn more about "hands-on" patient care, with emphasis on safety for both the patient and the volunteer.

During one of the surveys and patient record inspections by Medicare, we were asked to provide proof of how we conduct volunteer recruitment. I could honestly tell her that we NEVER had to recruit — our wonderful volunteers find us!

However, we are still having a problem of receiving hours from all volunteers. Our 2006 Hours' total would probably have been greater if every-

Following is a breakdown of Hospice Maui's 2006 volunteer numbers.

733 Hours
Volunteers being with patients in their homes

168 Hours
Hours put in by volunteer Board members

622 Hours
Number of hours devoted to office work, special projects and events

one would submit hours on a timely basis. Remember, you can drop them off at our office (400 Mahalani Street, Wailuku), mail them in via snail mail or go to our web site (www.hospicemaui.org) and send them in. Mahalo!

— Anne Rowehl, Volunteer Coordinator

Mahalo nui loa karen dashielle

Karen Dashiell of Tacoma, Washington. She and husband Ron spend two months a year in Kihei every other year, and each Thursday and Friday afternoon Karen volunteers at Hospice Maui. Karen does general office work while she's here, and is always looking for additional things to accomplish if the phones are quiet and the filing is done. She's provided assistance in many areas of our work, and we are so grateful to her. This is nothing new to Karen, however, as she volunteers at hospice in Tacoma. She'll be leaving Maui in just a few days and we'll eagerly await her return in 2009!

dorothy mccoy

Dorothy McCoy of Kihei, who opened her beautiful home to Hospice Maui for a Staff Retreat. Following a session of sharing and learning, facilitated by Mitch Berman, staff members enjoyed fun and relaxation at various games, swimming and massages. Gitti Crespo was the Ping Pong Tournament winner, but we should have known the outcome when she asked if everyone brought their own paddle. Beating out our boss, Greg LaGoy, in the exciting, down to the last ball, Pool Tournament, was Cindy Garcia. We are so appreciative of having such a welcoming, comfortable, enchanting environment in which to enjoy the Retreat.



Who's on Board?

Home and family, church and spirituality, work and the community — this is the ever-smiling, indefatigable Charlotte Fusato in a nutshell. Her commitment to all these aspects of life is an innate part of her being, and you can sense it not only in the way she speaks and acts, but also by the sparkle in her eye.

Charlotte's parents were born on Maui but moved to Oahu where Charlotte was born and raised. This McKinley High School graduate has been back on Maui for the past 30 years. She attended Maui Community College and obtained her Bachelor of Science degree at the University of Hawaii through the school's outreach program. Charlotte also obtained her Master's in Nursing through this same program, of which she speaks very highly.

In the nursing field for 28 years, Charlotte worked first at Maui Memorial Medical Center Hospital, and then at Hale Makua Home Health. She has been a Public Health Nurse for the past 21 years, working in the Case Management Coordination Program for the elderly. This State program strives to help meet the health and social needs of the elderly and their caregivers so their clients can remain at home and be cared for appropriately. Charlotte and other Public Health Nurses focus on the emotional, psychological and physical assessment of each patient and then, along with the patient/family, come up with a care plan for them. CMCP personnel work with all the various agencies on Maui and/or the State such as the Maui County Office on Aging, Kaunoa Senior Center, Alzheimer's Associa-



Charlotte Fusato

tion, Adult Protective Services, Maui Memorial Medical Center Hospital, Hale Makua Home Health and Maui Adult Day Care — just to name a few — to ensure their clients obtain needed and desired services.

Charlotte is also a member of the Maui Interagency Group which, in conjunction with the State Interagency Group, are working on evacuation plans and developing emergency shelters for those with special needs. In the event of an emergency requiring evacuation of those on oxygen, dialysis or other treatments that could not be managed at home, appropriate facilities would need to be available.

Being able to really help is one of the reasons Charlotte likes her job so much. She also enjoys the challenge of the variety of situations she finds, and having to think on her feet. Charlotte likens aspects of her job to that of Hospice Maui. For example, the

Public Nurses are also trying to help improve end of life care and provide accessibility, and be advocates for those who might otherwise fall through the cracks. The freedom and independence are also factors that have kept Charlotte doing this job for so long and so well.

As a Hospice Maui Board member and Chairperson of the Patient Services Committee, Charlotte's highest priority is working towards a residential facility. This will help ensure that everyone can access hospice care, i.e. if not at home, then as an in-patient. Charlotte's mother died in a residential facility on Oahu so she has personal, first-hand knowledge of the importance of this type of environment. She is glad to see that the Board has also been working on the relaxation of criteria for patients now so that there might be a way for them to become hospice patients without having the "perfect" care giving system.

Charlotte and Roy Fusato have three children all on Maui — Ryan & Karen who are a physician and pharmacist respectively; Ross and Mindy who are both accountants, and Robbie, now a Junior at the University of Hawaii. Ryan & Karen's three daughters — Alyssa, Sarah and Emma — are, of course, the apples of the grandparents' eyes and no doubt have them wrapped around their little fingers! Church, serving God and helping others are major parts of the entire family's life, and they all attend the non-denominational Community Christian Church where Roy is a lay Pastor. We are all blessed by the fact that the Fusato's have made Maui their home.

NOTES FROM A PATIENT'S DAUGHTER ... AND NOW A VOLUNTEER

To the Hospice Maui Team:

In the summer of 1999 my strong, handsome, healthy father was diagnosed with liver cancer. He was told that it was quite advanced and he made the conscious decision to not seek any further treatment. He was living over five thousand miles away in Florida, and I went to be with him a couple of times in the last few months of his life. He was mentally alert throughout this time and tried valiantly to comfort us as he planned his funeral and completed unfinished business.

It was my first real experience with death and I felt awkward and unsure of what to say and how to be with him. This was greatly relieved when hospice came into my parents' home and gently educated us all on the process of death, what to expect and how to help. I went from being fearful to being knowledgeable. I went from feeling distant and helpless to understanding and awareness. It was my first exposure to hospice and I was so touched by their compassion and experience that I thought perhaps I would like to be a volunteer one day.

My mother's life changed with dad gone. Her health and her mental state deteriorated. In March of 2005 I moved her to Maui to an independent living facility so that I could be with her every day.

It was a rough year, starting with a diagnosis of brain tumors and a subsequent craniotomy. Over the next several months we had some great times together, but my mom's memory and cognitive abilities slipped further and further away. In April of 2006 she was back in the hospital, her brain tumors were back and she had lost the ability to walk or feed herself. She wanted desperately "to just go home."

My sister flew in from the mainland and together we decided to honor her wishes. With the support of my husband and son we called Hospice Maui in to help and we took her to my home where we could all be with her until the end. This was a daunting endeavor as she needed full-time care, but with hospice's encouragement and support, we just took it one day at a time. Mom was surrounded by caring hands and gentle people. We were fortunate to have her in our home for five months, and they were good months for her. Hospice was there for us all the way. When mom died on September 29, once again I thought that one day I would like to volunteer for hospice.

In December I got the call that training was approaching and I signed up not knowing at all what to expect. Sitting in a room with 27 strangers I recognized a bit of apprehension on all of our faces. Over the next few days we learned so much . . . About death and dying and about the process of grieving. We learned about our inner selves and each other. We learned about the value of being still and present, being attentive to our client's rhythms, leaving all our judgments and preconceived notions outside the door. We were given techniques to help us be with suffering, to find compassion, to gently offer an ear and words of comfort.

I was inspired and deeply touched by every one of my companions who devoted thirty hours of their time to this training. I would feel fortunate to have any one of them come into my life to support and accompany me and my family through the final journey.

Susan Conway Kean
March 2007



Hospice Maui 2007 Volunteer Training Class



Back Row, left to right: J.R. Crouch, Michele Phelps, Janelle Todd, Donna Kroetsch (Hospice Nurse), Anne Rowehl (Trainer), Michael Crall, Robbie Friedlander, Scott Holmes, Heather Parsons and Nancy Edelhertz.

Middle Row, left to right: Stanley Omuro, Kate Ezaki (Hospice Nurse), Kim Gregory, Joyce Lechuga, Judy Connor, Harriett Colopy, Daniel Arriston, Jennifer Bagoyo and Nalani Archibeque (Trainer).

Front Row, left to right: JoAnn Ho'opii, Cindy Rose, Summer Eglanel, Prakash Mackay (Trainer), Gina Liberman, Ken Kimura, Mary Elkins (Hospice Nurse), Eve-lynn Civerolo (Trainer) and Susan Conway Kean.

LEAVE A LEGACY™



“Gift Planning” is the most powerful way to ensure we can provide services well into the future. By leaving even a small percentage of an estate to Hospice Maui, or by naming us as an insurance beneficiary, you create a legacy of compassion, caring and lasting value that will provide for future generations of our families and friends.

Gifts may be in the form of money, property, investments, insurance or a portion of an estate. There are many different vehicles from which to choose in order to make a gift that best suits your current needs and provide for the future of Hospice Maui. Tax benefits may be derived from these gifts, and an attorney, accountant or financial advisor can help determine the right gift for each individual. Please call Greg LaGoy at 244-5555 if you would like to discuss “Gift Planning” now.

With foresight, dedication and a little planning, we can all continue to make a difference even after we are gone.



LEAVE A LEGACY™

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