



Executive Director Greg LaGoy, ND, MBA

## Executive Director's Corner

It was just over three years ago that I received my MBA in health care administration. It had been a major undertaking, involving periodic trips to Denver during the two years of full-time study. It was an intense and illuminating experience, and in fact I graduated first in my class of physicians and experienced healthcare administrators. But since so little of it seemed relevant to running a hospice program, or any small healthcare organization like ours, I did wonder in what way that education would accrue to the benefit of Hospice Maui, and thus to this community.

As most people know, there is a difference between education and training. Training is about learning specific skills, while education is about broadening one's horizons relative to a particular subject area. One of the first and most important things that I learned was that I was already doing most everything right. The holistic and humane approach I had taken for so many years in managing this organization, often against a tide of opposition from more traditional managers, was now being espoused as "cutting edge." Another thing that I found was that I would probably never apply the vast majority of the information that I would be getting in these studies.

It has taken me quite a bit of time to understand the pragmatic value of having my "horizons broadened" at my own significant expense. That value is essentially that I have a much better understanding of the implications and consequences of my day-to-day decisions. And it comes from having a more detailed understanding of the context of the health care system in which we operate, a much firmer grasp of the world of economics and finance, and a more detailed knowledge of the nuts and bolts of business in general.

We are facing or will soon face a number of challenges: increased regulation (new Medicare rules have just been adopted for the first time in 25 years), potential competition (an aggressive hospice organization has just received a CON to begin operations in Honolulu and intends to go statewide eventually), and tighter money (Medicare, and thus all insurers, are decreasing payments to hospices over the next three years, and the current economy will likely affect our donation income). It is my hope, and the expectation of our staff and board, that the blend of experience and education that I have will serve this community through Hospice Maui's ability to navigate these many challenges.

*"We are facing or will soon face a number of challenges: increased regulation... potential competition... tighter money"*



*... to make comfortable*

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

News from Hospice Maui

FALL 2008

# Lifeblood

As we put this newsletter together, various world financial markets are fluctuating as much as 10% in a day. And as we all know, most of the time it's been going down and not up.

Maui's economy is largely based on tourism, and many of those who travel here on vacation will only do so if two conditions are met: they have some discretionary funds to spend on the vacation, and they don't expect that their own economic situation will deteriorate in the foreseeable future. That means that even if someone's personal income and bank account are intact, the uncertainty about the current economy makes them far less likely to spend discretionary funds on a vacation. This translates into a very real loss of dollars for this tourism-dependent community.

Those nonprofit organizations that are dependent upon contributions for the continuation of their programs are the most vulnerable in times like this. For many donors, their ability and will-

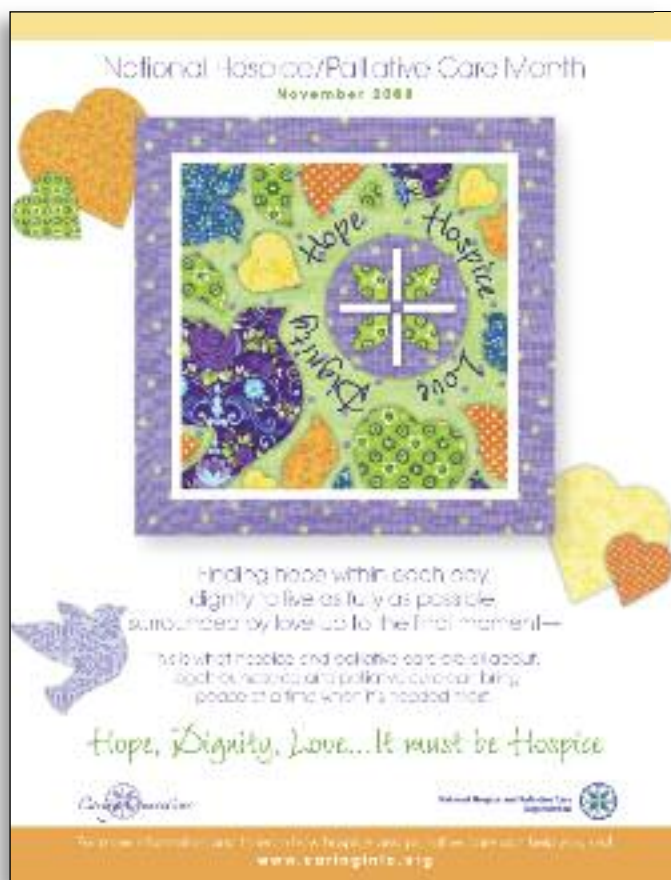
ingness to contribute depends upon their having some discretionary money, just like those contemplating a vacation. And when times get tight, those expenditures are likely to be among the first to be cut out.

Our Maui community is particularly vulnerable to the effects of economic upheaval. (Is there a word "downheaval"?) The programs that suffer are often of significant value to the community so that even relatively minor economic downturns can have a significant impact upon our quality of life. Many nonprofits respond to this squeeze with increasing efforts at capturing as much of that dwindling contribution base as possible. And those increasing efforts typically imply increasing costs. The implication here is that even if they are successful in maintaining their contribution base, there is still less money available for their programs.

Twenty percent of our budget comes from donations from the community. So the current economic situation will



be having an impact upon us just like so many others. Our response to this situation, as evidenced elsewhere in this newsletter, will not be an aggressive, competitive one. We will try to find a way to balance these economic liabilities with our particular assets: capitalizing on recent investments in technology to streamline the cost of our operation, continuing to encourage people to put us in their will, even in some small way, and being creative in adapting our routine fundraising efforts to the needs of the times. This community will continue to need good hospice care, and we are committed to continue to provide it.



## Don't wait to talk about hospice

It's an all too common situation. A family is at the bedside of a loved one who is seriously ill and nearing the end of life. Each member of the family has a different idea of what should be done and what the patient wants.

Far too many people wait until they are in the midst of a health care crisis before thinking about what options are available or what care they or their loved ones want. Hospice professionals deal with these challenging situations every day – that's what they are trained to do.

When a family is coping with a

serious illness and a cure is no longer possible, hospice provides the type of care most people say they want at the end of life: comfort and dignity. Considered to be the model for high-quality, compassionate care for people with a life-limiting illness, hospice care includes expert medical care, pain management, and emotional and spiritual support. Care is provided by an inter-disciplinary team of professionals and trained volunteers. The wishes of the patient and the family are

**TALK ABOUT HOSPICE**  
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## FINE ITEMS AT HOLIDAY SALE

Contribute just **one fine, "like-new item"** to the Hospice Maui Holiday Sale, and event income could go a long way towards helping us continue to provide hospice services during this downturn in the economy. It's relatively painless and a great way for Mauians to find reasonably-priced holiday gifts, and for your own gift-giving as well!

The fun-filled, unique event will be held in our meeting rooms and parking area on Saturday, December 13, 2008, from 8 a.m. to 1 p.m. We are anticipating a "Hospice Maui Holiday Gift Shop" chock full of everything from artwork to furniture to jewelry to home décor to toys ... and much more – but with all "like-new" items. We've all received gifts or purchased things that just don't fit in with our home decorating or we can't use them so they get stuck in a draw-

er, a box or a closet. This is the kind of item that could see the light of day once again and help out Hospice Maui!

Donations can be brought to our office at 400 Mahalani Street in Wailuku from 1pm to 5pm on Saturday, December 6 and from 8am to 3pm, Monday through Thursday, December 8-11.

Remember, just one fine "like-new" item per donor. This rummage sale will be uniquely missing mounds of clothing and rows and rows of white elephants. Lovely, interesting, unusual, very, very gently used items can be a treasure trove for all your (re)gifting needs this Holiday Season.

Of course our Hospice Maui Women's Logo T-Shirts will be a part of the sale, but remember that these can be purchased at our office any weekday, 8:30am to 3:30pm for just \$20.00 each.

Hospice Maui Holiday Gift Shop  
Saturday, December 13, 2008  
8:00 a.m. to 1:00 p.m.

# Holidays, Grief, & The Art of Coping

A workshop designed to provide comfort, support and practical suggestions for persons dealing with grief during the holidays will be presented by Hospice Maui on Saturday, December 6, 2008. The program will run from 8:30am to 12:30pm in Hospice Maui's meeting rooms at 400 Mahalani Street in Wailuku.

The workshop will feature general sessions on "Perspectives of Grief" and "Traditions, Holidays, and Coping." Small group discussions will be held and participants will have the opportunity to discuss personal experiences of loss and bereavement, and share ideas on how to better cope throughout the holiday season. Participants are asked to bring a photo or color copy of their loved one who has died, as well as a holiday memento that reminds them of their loved one.

Workshop presenters are Hospice Maui staff members Nalani Archibeque, PhD, Merlyn Hanada, LSW/MSW and Layla McCann, LSW/MSW. Staff member Anne Rowehl, RN, and volunteer Iona Briley, RN, MEd. will help facilitate the program.

Registration is \$10.00 per person which



will help cover workshop materials and refreshments, however, scholarships are available. Registration can be done by mail or by calling the Hospice Maui at 244-5555.

## Grief & the Holidays

TIPS FROM THE HOSPICE FOUNDATION OF AMERICA

- Plan and be prepared for the approaching holidays and be aware that this might be a difficult time. It's not uncommon to feel out of sorts with the celebratory tone of the season. The additional stress may affect the grieving person emotionally, cognitively, and physically; this is a normal reaction.
- Recognize that holidays won't be the same. Trying to keep everything as it was will only lead to disappointment. Doing things a bit differently can acknowledge the change while preserving continuity with the past. Different menus, changing decorations, attending a different service, or even celebrating in a different location may provide that slight but significant shift. However, be aware that the feelings will still be there. If change is the plan, be careful to avoid isolation.
- The holidays may affect other family members. Talk over plans. Respect the choices and needs of others, and compromise if necessary. Everyone should participate in ways that are comfortable.
- Avoid additional stress. Decide what is really wanted, and what can be avoided. Perhaps cards don't need to be sent, or shopping can be done by phone, the internet or catalog.
- Do the right thing: not what others think is right, but what you need and want to do.



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# REMEMBERING

# Barbara Fisher

August 22, 1938 – September 22, 2007

It would be impossible to put in a newsletter article all of the feelings and memories of Barbara Fisher's team of family, friends, and medical professionals. However, the Fisher "team" wanted to share the positive experience we had with Hospice Maui during a very difficult period of time.

Barbara Fisher was diagnosed with stage 3-C ovarian cancer early November, 2005. Her journey was a very optimistic, contemplative and determined process. Over a 21 month period between November 2005 and August 2007 she received conventional and alternative treatments on Maui and the Mainland, and enjoyed some good health. In August of 2007, Dr. Kwon (her treasured primary care doctor) admitted Barbara to Maui Memorial for a blocked intestine. During this nine-day hospital stay, it was determined her condition was terminal and that palliative care would be needed. Palliative (a transitive verb) is defined: 1. 'to reduce the violence of (a disease); to ease ("symptoms) without curing the underlying disease; 3. to moderate the intensity of.'

A very caring palliative care nurse from Maui Memorial and Hospice Maui social Merlyn Hanada met Barb, her three sons and extended

family in her hospital room to discuss Barb's options. This was a very difficult decision for her to make...whether to stay in the hospital or to go home with hospice care. At the beginning Barb was hesitant to think about being at her home and not being well enough to perform her usual duties. The other part of the decision was the unknown factor of what hospice care would actually be like, however, she had treasured Hospice Maui's involvement in 1993 when her mother, Ruth Perry, was terminal.

Jeanette, Barb's sister, was willing to take on the position of primary caregiver. Barb's three sons, Mike, Pat and Scott and their wives and her eight grandchildren each agreed to support and assist Jeanette in Barb's care. On her birthday, August 22, she was carefully brought to her home in Kula via ambulance with her wide-eyed, curious grandson Satya riding along with his Tutu. Hospice had prearranged to have a hospital bed delivered to her living room and had other necessary equipment ready for her use when she arrived home. The hospital staff gave Jeanette instruction, experience and confidence in changing bandages and tube care.

A Hospice Maui representative arrived very shortly after Barb was brought home, and gave counsel about medicines and patient care. They assured the family that hospice was just a phone call away, 24-hours a day. Barb received support and love not only from hospice, but from her family and friends also. Her grandchildren made sure her room was filled with their artwork and put together creative artwork booklets that told her about her influence on their lives. A visitor sign-in book was lovingly created with a unique feather pen.

In order to conserve her energy and have order with visits from family and friends, Barb requested set daily visiting hours. She treasured these precious people in her life. They gave her consolation and reflection through memories, and concern for her by listening to her. Often family and friends surrounded her bedside playing ukuleles and guitars and singing her favorite songs. Kanaka Wai Wai was one of the most often played Hawaiian songs by son Patrick when he would arrive from the Big Island with his ukulele and lots of songbooks.

Hospice nurses Gitti and Monika



**FISHER TEAM.** Surrounded by love and the loves of her life, Barb is shown with her family team members including Mike Fisher and his wife and children, Kela, Mehana, Ilima and Kanai; Pat Fisher and wife and children, Tobi, Chas, Emalia and Zach; Scott Fisher and wife and children, Sherry, Satya and Nandi, and sister and brother-in-law Jeanette and Dick Egan.



**Barb and three of her absolute delights** trying on some of her wigs. Left to right, Chas Fisher, Ilima Fisher and Emalia Fisher.

were perfect for her emotional and medical support. The nurse and Barb would have private heart-to-heart talks. These one-on-one private sharings gave her peace. The nurses were deeply caring and knowledgeable about the emotional needs of a patient at this time in their life, and gave instructions and confidence to her "team." One evening when the "team" had been in frequent communication with hospice about a medical problem, Sandy Vilorio, the on-call nurse, promptly said she would be there as quickly as she could drive to Barbara's Kula home. The family was so relieved to have this willingness to help on a moment's notice.

Dr. Ron Kwon would make home visits, confer with Gitti and Monika, and have intimate conversations with Barb's sons. He answered their many questions and concerns and they were so appreciative of his dedication to his patients.

The "team's" primary goal was that she be comfortable. Barb only had to request something specific

once such as for juice, her favorite yogurt, a special gum or a softer mattress, and each item would lovingly appear. Team members would take turns sleeping nights in the dining room adjacent to Barb's living room bed so she would know someone was just a word away and to reassure her that she was not alone. The harmony among family members was heartwarming to visitors.

Often Barb would request her favorite inspirational CDs be played and they were placed in order of her preference. However, one night about midnight the music system somehow "inadvertently" turned on to the hymn "He Touched Me". Her sister was with her that evening and both were touched at this inspirational happening. There were many awesome things that happened to family members during this month of homecare. Barb's faith was the basis of her life at this time as it had always been.

As Barb's condition deteriorated, Gitti and Monika kept the "team" informed of what was occurring dur-

ing this final process. It was a very beautiful time to be with Barb. After she died, Gitti arrived to be with the Fisher family and their friends at a time where words just would not come. She assisted with mortuary arrangements while the family struggled with the finality of Barbara's death.

Gitti asked if the family would like to bathe Barbara and dress her in clothing of their choice. Barb's sister, the daughters-in-law and grandchildren eagerly decided this was something they would like to do since Barb loved to dress up. The room was filled with the scent of her favorite body wash and lotion. The precious little ones and family members chose even the undergarments, a dressy dress, shoes, and makeup and a hair style that was typical of Barb. Gitti was also there to support the family as they lit a special candle. Although some grieving families realize they could not handle this type of situation, the Fisher family felt this was the beginning of the healing process.

It has been a little more than a year since her death. The Fisher "team" considers the Hospice Maui "team" an integral part of this very special time of caring for their loved one, and for their grief process. Each month after her death hospice has sent a newsletter sharing experiences of other grieving families. The newsletters seem to arrive at a time when reassuring words are needed and comforting.

The dedicated Hospice Maui team is an integral part of the care and grief process for patients and for their families during this important final transition. All of Barb's ohana was most grateful for Hospice Maui and welcome questions from anyone who is considering their care.

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**TALK ABOUT HOSPICE**  
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always at the center of care.

Hospice care is provided in the home – where the majority of Americans have said they would want to be at this time. The major health care insurers in Hawaii, including HMSA, Medicare, Kaiser and Medicaid, all cover hospice services. But we provide hospice care to all those who are eligible

regardless of whether they have insurance or whether they have the ability to pay. The National Hospice and Palliative Care Organization reports that more than 1.4 million people received care from our nation's hospices last year.

Hospice providers can help with information about care options and choices and ensure you live as fully as possible throughout your entire life. They will make sure your loved ones receive support as well.

One of the best ways to make sure you and your loved ones benefit fully from hospice, should you ever need this care, is to talk about it before it becomes an issue.

For more information, contact Hospice Maui at 244-5555, or visit our website at [www.hospicemaui.org](http://www.hospicemaui.org).

This information is provided by the National Hospice and Palliative Care Organization and Hospice Maui in conjunction with National Hospice Month in November.

# Leave a Legacy

“Gift Planning” is the most powerful way to ensure we can provide services well into the future. This Leave a Legacy column is the third of four devoted to specific means by which a person can leave a charitable gift to Hospice Maui.

## Giving through Charitable Remainder Trusts

### How it Works

A Charitable Remainder Trust is a deferred giving arrangement under which you are able to transfer property such as securities, real estate or cash, to a trustee. You will retain the right to income from the trust for the remainder of your life, or for a specified number of years. Whatever remains in the trust after the specified terms (or after the death of the last beneficiary if included in the original arrangement) – will go to the charity.

The establishment of a Charitable Remainder Trust provides a charitable donation receipt to the donor for the present value of the future gift (the charitable remainder) which the charity will receive when the trust terminates. That value is calculated based on actuarial tables. It takes into account the value of the property transferred to the trust, interest rates, the age of each beneficiary or the term of the trust when it is set for a specific number of years.

An Irrevocable Charitable Remainder Trust means you can't change your mind once the trust has been established. You will receive a tax receipt now for the present value of the remainder interest. However, if you

decide on a Revocable Trust, your estate will receive the tax receipt when the charity receives the assets.

Review the tax implications with your accountant and/or estate planner. Drafting a trust document can be complicated and requires a lawyer's assistance to setup a trust specific to your own circumstances.

### Benefits to You

- You receive an immediate tax receipt for the present value of residual interest.
- You have the benefit of income from your assets throughout your lifetime.
- Your trust will be professionally managed.
- You can avoid taxes on a portion of – and possibly all – capital gain.



LEAVE A LEGACY™

– LEAVE A LEGACY™ MAUI –  
*a promise made by one generation to  
succeeding generations that valued  
institutions will be there for them.*

# VOLUNTEER CORNER



Retirement must be confusing to many of us at Hospice Maui because we just keep coming back. Some of the hospice staff have accused me of just enjoying the retirement parties so much that I start working again so I can look forward to another one! Retirement was fun for about a year, but now I am so very happy to be back in the Hospice Maui fold and especially to be working with all the wonderful volunteers once again.



Anne Rowehl

A casual get-together will be held for volunteers in our large meeting room on Thursday, November 20 beginning at 4pm. We'll plan to socialize with old friends as well as meet members of the 2008 Volunteer Class. Volunteers who have been with patients this past year will “talk story,” sharing stories without any names or other identification in order to maintain confidentiality. Also, we'll show “Solace” once again for those who wish to stay to view this 84-minute video. Of course, great refreshments will be served!

Patient volunteer hours must be totaled annually and we'll be doing it once again at the end of this year. Hospice is the only organization mandated by Medicare to fill at least five percent of patient care hours with volunteers. Thanks to the loyal and dedicated volunteer corps at Hospice Maui, we have typically provided ten percent or more patient care hours per year.

I'm so looking forward to seeing you on November 20. Please give us a ring at 244-5555 to RSVP.

Aloha, Anne Rowehl



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