



Executive Director Greg LaGoy, ND, MBA

Executive Director's Corner

I frequently give presentations on hospice care to community groups or healthcare workers. During these talks, people are often interested to hear something about the role of our "patient care volunteers." These are volunteers whom we have specifically trained to be able to spend time in the homes of patients and families who request them. They are compassionate, caring people who are committed to being as "fully present" as possible, and who are very happy doing ordinary things and being of service in whatever way they can.

Given that patients and families have typically faced one challenge after another, and have seen fear or denial or judgment or pity in the eyes of so many friends and acquaintances, the volunteer's non-judgmental, kind presence is a very special gift, indeed.

We live in an age of modern medicine where institutional settings separate those who are ill from their family members. This is done in the interest of effecting a cure or lengthening life. While we are all aware of the value of such settings in successfully treating various conditions, those of us who work in hospice also see what has been lost from nearly a century of our family and friends dying in institutional settings.

Up until maybe 75 years ago, for all of human history most every adult had in some way experienced or participated in the care of friends or family members who were dying. This is because most of the time it happened at home. But now there is hardly any living memory of a time when it was an unbroken chain of generations of "normal" experience to be with people who are dying at home. So if we in hospice are to be successful in helping shift the care of dying people from institutions back to families' homes, we will need to continue to train and support those volunteers who are once again bringing this sense of normalcy.

Here's a quick overview of our training. Through a number of carefully developed exercises given by hospice staff throughout several days of training, the volunteers gain insights into their own mortality; they explore that gray area between meeting the needs of others and meeting their own needs; they become familiar with some of the disease processes and medicines they may encounter; they meet and interact with experienced hospice volunteers and the professional staff that provide the hospice care on a daily basis; they learn about the dying process and about grief and bereavement; and they do various exercises that focus on communication: what messages are they sending — both intentionally and unintentionally — when they speak and when they listen. This training minimizes the use of information as a source of knowledge, and instead focuses the trainees upon their own inner resources and helps them cultivate an increased awareness of their own "presence" as their single most powerful tool in dealing both with themselves and with others.



News from Hospice Maui

SPRING 2009



Upcountry Gift Tag Ladies, from l to r: Molly Tokunaga, Natsue Kametani, Florence Yonemoto and Eleanor Yanagi. Missing from photo is Carolyn Hozaki. Long-time painter Anna Umehira recently moved to Oahu.

Our backbone

Volunteers are the physical, emotional and spiritual backbone of Hospice Maui. They are the dreamers from 30 years ago who dreamed of better ways to care for people with terminal illnesses. They are the visionaries who attended life-changing workshops with Dr. Elisabeth Kubler-Ross and saw a need for palliative care in Maui. They are regular, ordinary Maui citizens who wanted to find a way to provide comfort and care to people who had months, weeks or just days to live, and to provide support to their families. They are the ones who turned a dream and a vision into Hospice Maui.

They are the ones who do everything from patient care giving to bereavement calls with families; to helping with fundraising, mailings and at events; to assisting with office work; to cleaning meeting room windows and floors; to actively serving on the board of directors and providing the guidance needed to see the agency succeed now and in the future; to working at health fairs, folding t-shirts, painting gift tags...you get the picture. Volunteers are our backbone — they keep us standing straight and tall.

Charlotte Melrose, the late Margaret Cameron, and their planning committee will long be heralded as the ones who initiated the effort to provide hospice services on Maui. They would be the first to tell you that it never would have happened without the support and efforts of many, many people here on Maui, such as Art McCoy who provided the initial grant to get the agency started. And when the philosophy of hospice care transitioned into a "place," the initial staff was all volunteer under the auspices of Cameron Center.

Then there was Jim Worley who donated used furniture to the agency when it moved to the old nurses quarters above Maui Memorial Medical Hospital. Soon thereafter Jim began his 12-year stint as a member of the Board of Directors. There was former council member Rick Medina who also became a volunteer board member. There was Susan Brown who was on the planning committee and then served on the Board. Susan segued into a part-time staff member coordinating services and training volunteers back in the 80's, and has been for years, interestingly

enough, a volunteer counselor for the hospice staff.

Terrie Browning, Charlotte Flavin and Alice Borque were all members of the first Volunteer Training Class in 1982. Alice continued her volunteer work with us up until she was too ill to help, and she died in 2006. Terrie and Charlotte are still volunteers with Hospice Maui as well as many other non-profits. Lahaina lady Dee Walters was another early-on volunteer. She then became the agency's Volunteer Coordinator, a position she held for many years. Mychael Patrick, Monty Carpenter, Donna Rolens, Wendy Milovina, Roger Rowehl, Phillip Jarosz, Kathy Hamai, Robbie Friedlander, Bodhi B and Ray Ennis are just a few of the other long-time patient caregivers. Harriet Collopy, Patti Cook, Edie Kapiko and Ann Babson are newer to the hospice ohana but have already put in miles and miles and hours and hours in seeing to the comfort and care of hospice patients.

Some of the hardest — and longest — working volunteers are the lovely

Continued on page 2

Volunteer Coordinator Anne Rowehl along with Carol Bull and some of our West Maui Gift Tag Painters.



Carol Bull of Puamana "Our West Maui Lady of Gift Tags"

news attitude

A big Maui welcome to **Nancy Long, MD**, Hospice Maui's new fulltime Medical Director who fits in so well in her new hospice home (see page 3) ...

Mahalo plenty to so many of you who generously donated fine items for the Hospice Maui Holiday Sale last December, and to those who contributed so many gently-used treasures for the very recent Yard Sale on May 2. And big, big mahalos to all of you who purchased items at the sales which helps us continue to provide services to Maui's terminally ill patients and their families. Funds from the Spring Yard Sale are part of participants' pledges for the 31st Annual Maui Hotel & Lodging Association Charity Walk on May 16. These funds come back to us along with additional monies from this incredibly philanthropic Association of local resorts, hotels and businesses. Donations and grants are particularly important in today's economy, so mahalo pumehana to all who help ...



Layla McCann and Merlyn Hanada

Social workers **Merlyn Hanada** and **Layla McCann** recently attended a Hospice/Palliative Care Social Workers Peer Support Meeting on Oahu. It was a great opportunity for them to meet with social workers from around the State and help develop a supportive network. The ladies rounded out their day at a workshop by Doug Smith entitled "New Counseling Tools for the Dying." ...

Other educational forays include Clinical Director **Eve-lynn Civerolo** who recently attended the National Hospice and Palliative Care Organization's 24th annual Management and Leadership Conference in Washington, D.C. Eve-lynn is also continuing her studies on the practice of living with death and dying at the "School of Lost Borders." Hospice workers, nurses, doctors and other medical professionals from all over the country attend these sessions which all take place in natural settings such as deserts and other remote areas.

In January, Bookkeeping and Billings Clerk **Wiebke Nelson** sharpened her skills at a Ceridian Payroll Training Class in Oahu ...

Development Director **Kathy Reed-Kameda** got jazzed about fundraising in March at the 46th International Fundraising Conference in New Orleans, sponsored by the Association of Fundraising Professionals ... and that's the news!



HOSPICE MAUI STAFF

EXECUTIVE DIRECTOR

Greg LaGoy, ND, MBA

CLINICAL DIRECTOR

Eve-lynn Civerolo

MEDICAL DIRECTOR

Nancy Long, MD

HOSPICE NURSES

Luciana Baccarat

Monika Bechert

Gitti Crespo

Mary Elkins

Kate Ezaki

Donna Kroetsch

Joyce LeChuga

Sandy Vilorio

HOSPICE SOCIAL WORKERS

Prem Dawson

Merlyn Hanada

Layla Lyons McCann

Carolyn Richardson

INTAKE COORDINATOR

Cindy Garcia

VOLUNTEER COORDINATOR

Anne Rowehl

SPIRITUAL CARE COORDINATOR

Nalani Archibeque, PhD

BOOKKEEPING & BILLING

Wiebke Nelson

DEVELOPMENT DIRECTOR

Kathy Reed-Kameda

OFFICE MANAGER

Chelsea Tau'a

RECEPTIONIST

Kathy Smith

When you die
may not
be a choice;
how you **LIVE** is.

Our Backbone

continued from page one

ladies who hand-paint and distribute Hospice Maui gift tags. Way back in 1984, Peg Bracken, author of "The I Hate to Cook Book," was living in Lahaina and had a great, new duplicating machine that would reduce materials to a fraction of their size. Local artists allowed Bracken to copy original artwork on the machine and Peg included her own pen-and-ink sketches with the collection. She then organized a group of volunteers to paint these gift tags at the home of Eleanor and Ralph Whiting. Twenty-five years later, this beat goes on. Tags are being painted, distributed to and sold at various retail outlets, and provide a steady stream of income to Hospice Maui.

Two separate groups of ladies now work diligently on the gift tags – one group at Kaunoa Senior Center in Paia, and another group in Lahaina. Molly Tokunaga ensures that upcountry ladies always have sufficient supplies of the tags to paint, cut and bag, while Carol Bull has been overseeing West side operations for some time now.

Longtime Lahaina resident, Betty Johnson, now living in Oahu, and Dottie Miller and Marian Wright began the program on the West side. Residents at Puamana, where so many of the gift tag painters reside permanently or on a part-time basis, used to joke "Here comes Betty, let's move," knowing that she would have a little charitable project for them to work on. Betty brought in Carol Bull, another Puamana resident, and convinced her to cut sheets of Hospice Maui tags into individual tags, bag them, distribute and collect income from the retail outlets. Other Lahaina-side volunteers include or have included Janet Simons, Carol Mark, Kitty Wojcik, Hatsue Takasuka, Chris Brayton, Sandy Volk, Carol Hartmann, Ele Bloom, Pat Delucia and Glade Feike.

There are so many, many more who have helped us over the years. To all of our volunteers, past, present and future, no matter the amount of time you have spent, or task you have completed, you have our eternal gratitude and praise. Your dedication, genuine ability to care and to give, and commitment to a cause which is life-transforming keep us humble. Mahalo pumehana.

Do you want to LIVE:

Pain free?
Supported by loved ones?
At home?

Did you know most people die:

In pain?
Alone?
In a hospital or nursing home?

It's about how you **LIVE**

Learn

about your options
for end-of-life services
and care.

Implement

plans to ensure
your wishes
are honored.

Voice

your decisions to
family, friends and
health care providers.

Engage

in personal or community
efforts to improve
end-of-life care.

Caring Connections
a program of the
National Hospice and Palliative Care Organization

800/658-8898
www.caringinfo.org

Support for this resource was provided by a grant from The Robert Wood Johnson Foundation, Princeton, New Jersey.



Nancy Long, MD

New Full-time Medical Director at Hospice Maui

Nancy Long, MD, recently joined the Hospice Maui staff as full-time Medical Director, relocating to Maui for this position from Rhode Island. She was most recently the Medical Director of Hospice of Community Visiting Nursing Agency in Attleboro, Massachusetts, and the Associate Medical Director of Home and Hospice Care of Rhode Island.

As Medical Director, Dr. Long evaluates referred patients and assists in determining their eligibility for hospice services. She acts as a liaison between patients and their primary physicians, and assists their primary physicians with pain and symptom management. Dr. Long works closely with all members of the hospice team in providing individualized, compassionate care to hospice patients, including home visits when needed or requested. She also participates in the ongoing education of the hospice staff and volunteers.

Dr. Long stated "I am hoping that having a full-time physician at Hospice Maui will allow the hospice program and the excellent health care providers in the Maui community to reach more patients and



families with competent and caring services at a time in life when often they are needed most."

Long is Board certified by both the American Board of Family Practice and the American Board of Hospice and Palliative Medicine. She obtained her M.D. from the University of Massachusetts, and was appointed Chief Resident at the Brown University Family Medicine Residency Program in Rhode Island. Dr. Long is fully licensed to practice in Hawaii. She and her husband Don Morse reside in Pukalani.

"I am hoping that having a full-time physician at Hospice Maui will allow the hospice program and the excellent health care providers in the Maui community to reach more patients ..."

Wailuku internist, Joseph Kamaka, MD, has been the Medical Director for Hospice Maui on a part-time basis for the past 18 years. His support of nurses, social workers and the administrative staff for all these years has been an important factor in the agency's growth and reputation. He will continue to serve as a back-up hospice physician when needed. Hospice Maui is appreciative and grateful to Dr. Kamaka for his support and dedication over the years.

IN HER OWN WORDS

Mary Crockford

October 18, 1930 – March 27, 2009



I was diagnosed with Chronic Lymphocytic Leukemia in 1995. The leukemia did not affect my life for years. I was able to travel all over the world, conduct children's tours at a botanic garden, and have a busy, happy social life.

However, about three years ago I began to have serious health problems. I had a six-day stay in a hospital after lung surgery, and another five-day stay when I picked up a bacterial infection. For the first time, I needed six months of chemotherapy. The chemo knocked down the CLL temporarily but also left me with little energy.

Two years later I moved to Maui to be near my son, Scott. The leukemia had worsened and I needed monthly chemo treatments plus monthly blood transfusions, IVIG injections and shots. I did this for a year but, after much thought, I made the decision that I did not want to continue with the treatments.

I signed up with Hospice Maui. Beginning with my first visit with hospice workers I felt safe. My biggest fear had been that I would end up in a hospital, full of tubes, being kept alive artificially. Now I can relax and take

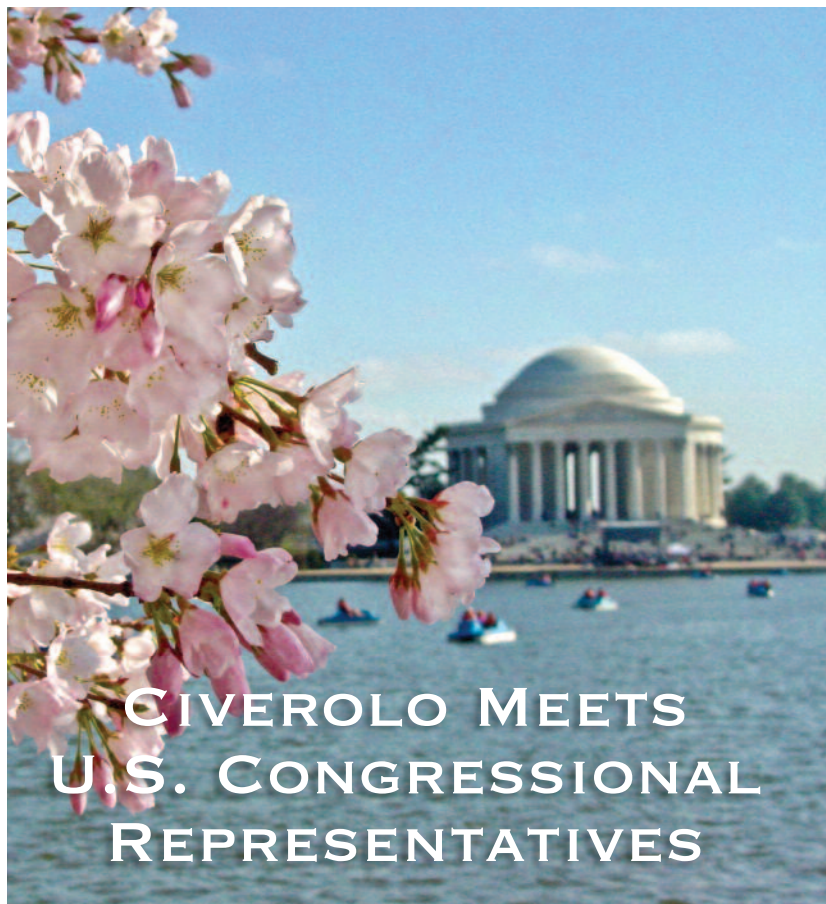
what comes knowing that I am in caring hands.

My oncologist told me that I did not have much time left so I asked my two sons on the mainland to visit me. When others heard of my situation, my granddaughter, sister, nephew and a close friend and her daughter also decided to come to Maui during a two-week period. I think I got an enormous adrenalin boost from all the excitement, and I felt and looked well the whole time. I was pleased that the last time many of the people I love saw me, I looked like my old self and not like a sick old lady.

One night, all of them were here at the same time along with Maui family and friends. We had a pizza picnic at Kamaole Beach Three. It was an amazing evening and I sometimes felt that I was attending my own funeral even though I was alive and able to hear all of the nice things that people were saying about me. It was incredibly heartwarming. I was also able to meet with individuals and small groups for lunches, dinners, conversations and much laughter. It was a joyous time and gave me an enormous sense of peace, happiness and completion.



Mary Crockford with her sons (left to right) Douglas, Andy and Scott.



While attending a conference in Washington, D.C., Hospice Maui's clinical director **Evelynn Civerolo**, along with other Hawaii hospice personnel, also paid a visit to the offices of Hawaii's Senators and Representatives at the U.S. Capitol.

The group went to the Capitol specifically to discuss their concerns about a proposed bill which would decrease Medicare payments to hospice agencies. Reimbursements from Medicare and other major insurance providers cover only a portion of patient care expense, so there is already a deficit in income. Plus, patients are accepted whether or not they have insurance or

the ability to pay. A further decrease in revenue from Medicare could have a significant effect on hospice services.

Along with Ken Zeri, R.N., M.S., President and CPO of Hospice Hawaii in Oahu, Colleen O'Sullivan, R.N., who is Clinical Administrator at North Hawaii Hospice in Kamuela, Hawaii, and Bill Musick of Oahu, Civerolo visited the offices of Senators Daniel Akaka and Daniel Inouye, and Representatives Mazie Hirono and Neil Abercrombie. The group was able to personally discuss their concerns with Abercrombie and Hirono, and discussed the matter with staff in the offices of Akaka and Inouye.



HOSPICE MAUI BOARD OF DIRECTORS

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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 Gift Annuities

How it Works

The charitable gift annuity is like a fruit tree in at least five respects. First, a tree keeps yielding fruit while remaining the same tree year after year. When you obtain a gift annuity, the "gift tree" stays planted in the charity's "orchard." Each year it provides "fruit" in the form of payments to the annuitant(s). Thus, a gift annuity is both "tree" and "fruit." You give the tree to charity, and the charity gives you the fruit from the tree for the rest of your life.

Second, a healthy tree requires care. Hospice Maui maintains a reserve fund and manages and cultivates each gift annuity tree with TLC. Payments (pickings) occur on time, and each piece of delicious fruit is delivered to the annuitant as previously scheduled.

Third, gift annuity trees can produce a "crop" several times during the year, depending on the donor's wishes at the time of planting. It can be monthly, quarterly or once a year. Most gift annuities produce a payment quarterly.

Fourth, gift annuity trees are especially resistant to disease and poor weather conditions. They are sturdy because they are planted in the good soil of Hospice Maui's overall financial assets. Economic storms may come and go, but the health and strength of charitable gift annuities remain a dependable source of "fruit."

Fifth, just as a juicy apple or peach is refreshing to the taste, gift annuities provide enjoyment as a source of dependable payments to the annuitant . . . and also as a source of future financial help to Hospice Maui that retains the gift assets for use in future years. Gift annuities provide philanthropic satisfaction both for the donor and for Hospice Maui.



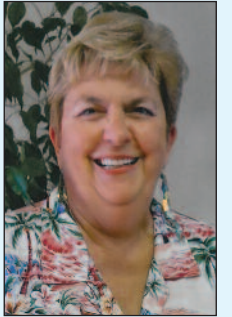
LEAVE A LEGACY™

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a promise made by one generation to succeeding generations that valued institutions will be there for them.

VOLUNTEER CORNER



Aloha Kakou and Happy Spring!



Anne Rowehl

We were happy to see many Hospice Maui volunteers among the 60 attendees at the 16th Annual National Bereavement Teleconference by the National Hospice Foundation on April 29. Mahalo to Maui Community College for once again allowing us to use their wonderful media facility.

It is a great pleasure to have Dr. Nancy Long on staff. Our patient census has been on the increase lately, and we certainly believe she is not only enhancing the quality of our services, but also influencing the uptick in the census. From her work with mainland hospices, she will soon be sharing ideas for volunteers with us.

We MAY offer a Volunteer Training Class in the fall of this year. If you are interested in the training, please call Chelsea at 244-5555 and leave your name and phone number. We currently have volunteers in just seven homes. The determination on whether or not to have a volunteer in a home is made strictly by the patient and their family.

Our Annual Memorial Day Service is on Monday, May 25 on the grounds of Keawala'i Church in Makena. In addition to short talks by ministers and priests, and other activities, five of our volunteers will read poems. Everyone is invited to attend this special event held in remembrance of those who have died.

Aloha, Anne Rowehl



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