



Hospice News You Can Use

Employee Newsletter December 2014

HOSPICE
OF THE UPSTATE, INC.

Excellence since 1988

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Out and About for National Hospice Month

On November 12, for National Hospice Month, Linda McConnell, Pam Melbourne, Darlene Rutledge, and our student volunteer Trevor visited with Mayor Terence Roberts. They shared Hospice of the Upstate's goals for the future, some of the challenges we face, and how we plan to overcome these challenges. Mayor Roberts read and signed the Mayor's Proclamation of November being Hospice Month. It also was a great afternoon discussing with Mayor Roberts the importance of Advanced Directives and our initiatives to increase the community's awareness!



Mayor Roberts reading the Mayor's Proclamation.



Linda McConnell, Pam Melbourne, Darlene Rutledge, and Trevor along side Mayor Roberts signing the Proclamation.



From the desk of CEO Pam Melbourne

As we reach the end of 2014, it is time to reflect on the progress we have made in building “The Bridge to the Future.” How are we progressing toward our pillars of success: **Competency, Accountability and Communication** under the umbrella of a “**Culture of Caring?**” Undergoing a culture change is never easy. We have been challenged. Challenge precedes great growth and success. Please join me in celebrating some of our accomplishments.

- *FACES Round the Table* has been such a success. The feedback received at these monthly luncheons helped us improve benefits to employees such as implementing weekend differential, improved lighting in the parking lot, our ability to meet and talk with Board members, and suggestions for improving orientation and education.
- Implementing a uniform program has increased **professionalism** and our effort to better present the ‘*face of Hospice of the Upstate*’ inside and outside our facility. Everyone looks great in the colors chosen by staff.
- Our **communication** program has shown vast improvement with e-mail addresses for all employees, a new telephone system, upgraded computers, and phasing in smart phones. Additionally, our employee newsletter has had a face lift and we have added employee recognition (*ABC Awards, Grateful Families*) to our monthly communications and staff meetings and we are about to launch a new website that will include the intranet to increase our ability to communicate information.
- A new employee handbook, job descriptions and performance evaluation forms has increased **accountability, professionalism and competency**.
- Patient satisfaction surveys are above the National Average resulting in a Quality Award to employees.
- Opening a new work station in our staffers in Easley.
- 100% certification of our CNA’s.
- Expansion of Admissions and Business Development area which is resulting in increased census and visibility in Greenville and other areas in our market.
- Improvements to recruiting and interviewing to hire the ‘best and the brightest’ to increase the competency level of our operation.
- Bringing a closer focus to Hospice of the Upstate’s mission and vision, patient care, and fiscal responsibility.
- We had several banner donor events, including one that honored Hospice of the Upstate’s benefactors by renaming The Sadler Center, our Annual Regatta was the most successful yet and we continue to enjoy tremendous community support.
- Leadership and staffing enhancements to provide more **competence, accountability and fiscal responsibility** and to prepare for JCHAO accreditation.
- Increased visibility in our market by providing education and support with seminars, workshops, presentations at annual conferences and quicker response to referrals.

“The Bridge to the Future” is on a strong foundation. Our commitment is showing results. Hospice of the Upstate is in an **excellent** position to serve our community for the next 25 years and beyond.

Enjoy your holiday time!
Pam

Welcome New Employees!



Laura Howell
Homecare CNA

Holiday Shopping.... Made EASY!!



Can you believe only 3 Fridays left until Christmas?! Get a head start on your holiday shopping all while donating to Hospice of the Upstate! With AmazonSmile, a program from Amazon, you are able to support any charitable organization every time you shop.

AmazonSmile offers customers the exact same shopping experience as on Amazon. You will enjoy the same low prices, fast shipping, and vast selection of products just with the added bonus that Amazon will donate 0.05% of the purchase price to Hospice of the Upstate! How COOL is that ???!

To get started all you have to do is visit smile.amazon.com. You'll then be asked to select your favorite charitable organization (Hospice of the Upstate, of course) and that's it! See how it easy this is?? Such an easy and simple way to finish up your holiday shopping and to donate to Hospice of the Upstate. Happy Shopping!!



Stay Up-to-Date in December!

Anniversaries

One Year
Kaci Argo

Ten Years
Ashley Fields
Robert Plott

Four Years
Renee Bostick
Donna Poore

Eleven Years
Lora Payton
Chamblee

Eight Years
Mary Starks

Twenty Years
Betty Apaloo

Staff Meeting &
Holiday Breakfast
December 10th

8:00 am

Rose Hall Dining Room



Birthdays

12/03– Mary Fortunato
12/06– Shante Galloway
12/10– Lakeisha Smith
12/13– Michael McCaulley
12/15– Donna Poore
12/16– Nancy Morgan
12/19– Stephanie Straup
12/19– Michelle Todd
12/24– Holly Hanna
12/28– Kathy Kelly



Healthy Holiday Tips

- Before a Christmas Party, drink a glass of water. If you have time, eat before you go!
- At a party or gathering, don't hang out in the room where the food is being served
- Enjoy a brisk walk or your favorite exercise at least 3 times a week.. it will help to decrease holiday stress and manage extra calories!
- To feel "good" in your outfit, think about dressing in monochrome...say, all black or brown and add a splash of color with a sweater or shawl
- Try to get 7-8 hours of sleep each night
- Drink water throughout the day, cut out all soft drinks and tea
- Wear your seat belt at all times!



ABC Awards



This month the ABC Award goes to all the staffers who quietly demonstrated the *FACE of Hospice of the Upstate* and were not noticed or recognized.

This goes to staffers who provided competent and compassionate care to patients in **homes** where care is difficult to manage due to lack of resources. It goes to staffers who provided **compassionate** support to families in the **Hospice House**. It goes to staffers who are welcoming to families as they come through the door and staffers who are compassionate and understanding when they **communicate** to patients and families.

Housekeeping, maintenance and **dietary** staff who are behind the scenes making sure our facility is clean and beds are in good working order and patients are fed. **Development** for raising funds to help with our mission of providing care to those without insurance. Our **billing department** for making sure that we are paid to continue our mission. **Pharmacy** that provides timely medication so that our patients can receive comfort. It goes to our **Leadership Team** and **Board of Directors** who care so much for our mission and the staff that serve our patients.

We couldn't do the work that we do without all of us working together. We are all **accountable** for providing the best of care, no matter the circumstances. As we approach the end of the year, take time to thank your co-workers, your leaders, our patients and families. None of us would be here if we were not able to work as a **team** for the families we have the privilege to serve.

Volunteer Spotlight

How long have you been volunteering at Hospice of the Upstate?

9 Years!

Where are you from?

I am from Florida!

Spouse, Kids, Grandkids, Pets?

I have 2 sons & 2 daughter-in-laws, 2 grandchildren, and 1 great grandson.

How long have you lived in Anderson?

I've been here 57 years.

What was the best vacation you ever went on?

The ones when my husband and I were together!

What would you do with a million dollars?

I can't even imagine!! I know I would do the usual—help my children, family, and the needy!



Alice Greenway

Employee Spotlight

How long have you been working at Hospice of the Upstate?

10 years

What is your favorite thing about working here?

Our teamwork and getting to meet and know the different families.

What were you doing before you started working here?

I worked in a nursing home.

Where were you born?

Anderson, SC

What do you like to do on your time off?

I love to spend time with my family, read and watch TV.

Spouse, Kids, Grandkids, Pets?

I am married to Samuel, we have 5 kids, one of which (Demetrius) who is in the Air Force, 8 grandkids, and my husband has a bunch of fish!!

What is your favorite meal?

I LOVE pinto beans and cornbread!

What was the best vacation you ever went on?

To Panama City, Florida

Where would you most like to visit?

Paris

What would you do with a million dollars?

Well, first we need to wait and see if the lord blesses me with the money!



Patricia Wakefield
Homecare CNA

Preparing for Winter Weather and Preventing Slips, Trips, and Falls



“My iPod has a special playlist for days like this: The Heat Is On, Light My Fire, Hot Hot Hot, Warmth of the Sun, Disco Inferno...”

What Causes People to fall?

- Friction
- Momentum
- Gravity

Slips

There are several potential causes of slips:

- Loss of balance caused by too little friction
- Wet surfaces
- Thresholds (change in floor surfaces)
- Spills
- Weather hazards
- Loose or unanchored rugs/mats

What can we do to prevent slips?

- Practice safe walking skills.
- Use designated, marked walkways.
- If you have to walk on a wet floor:
 - Slow down;
 - Point your toes out slightly; and
 - Made wide turns.
- When walking in rain or slush:
 - Wears shoes that provide added traction.
 - Carry work shoes and change in the office.
- Clean up spills or leaks as soon as you notice them, especially around entrances and exits.
- Designate safe storage areas for chemicals, tools and equipment.
- Keep potentially hazardous items in storage when not in use.
- Be cautious on smooth surfaces.
- Use appropriate footwear.

When outdoors:

- Maintain designated walkways in parking lots.
- Keep well lit.
- Fix potholes and uneven walking surfaces.

Trips

How does a trip occur?

- Worker’s foot hits an object
- Balance is thrown off
- Creates momentum to fall

What are some of the potential causes of a trip?

- Cluttered work areas
- Poor lighting
- Change in floor surfaces (carpet to tile)
- Worker is in a hurry
- Worker in inattentive
- Wrinkled carpeting
- Uncovered cables
- Uneven walking surfaces

How can we attempt to prevent a trip?

- Take extra care when walking from carpeted to smooth, hard surfaces.
- Take your time and watch where you are going.
- Never leave file cabinet drawers open.
- Secure loose carpeting and cut loose threads.
- Never run power cords under carpet.
- Ensure adequate lighting.
- Keep work areas free of clutter/litter.
- Keep furniture out of walkways/traffic areas.
- Tape down extension cords/keep out of walkways.
- Eliminate loose footing on stairs, steps, floors
- Mopping or sweeping debris from floors.

Falls

A fall is the potential end result of slipping or tripping. Injuries from a fall can be extremely serious, even fatal, and range from bumps and bruises to broken fingers, arms, hips, backs and fractured skulls.

- What are some causes of a fall?
- Person moves too far away from center of balance
- Makeshift ladders
- Misuse of ladders
- Poor climbing habits
- Improper scaffolding use

Happenings at Hospice of the Upstate



Employees enjoyed a delicious Thanksgiving lunch prepared by our AWESOME Dietary Team last month. It was a great time to enjoy food and fellowship!



Be sure to check out our GORGEOUS Christmas Tree in the Rose Hall Dining Room. A huge thanks to Nancy Deal for decorating this beautiful tree!



Carol Kreson made the Rainey Hospice House a new quilt. Isn't it beautiful? Thank you for all your hard work and time that was put into this quilt!



November 11th, Hospice of the Upstate hosted a beautiful Veteran's Day Service that honored past and present veterans for their service and commitment to our country. The TL Hanna Color Guard presented the Colors and Damion Hutchins was our Master of Ceremonies. Thank you to everyone who helped and to Ashley Howard who organized the moving service.