Hospice News You Can Use
Employee Newsletter March 2015

In This Issue:

Page 2 – Letter from CEO
Page 3: ABC Award & Wellness
Page 4 – Stay Up-to-Date!
Page 5 – Spotlights
Page 6 – JCAHO Moment & Butterfly Release
Page 7 – Hand Hygiene
Page 9 – Happenings

Annual Volunteer Appreciation Lunch

Hospice of the Upstate’s volunteers are one of a kind and do so much for us! On Thursday, February 12, we hosted our Annual Volunteer Appreciation Luncheon at the Bleckley Inn. Our volunteers enjoyed a Valentine’s Day themed luncheon with a delicious catered meal and laughs from a magic show by Jack Roper. This was just a small token of our appreciation for all the special work they do. From sitting with a patient, working in the garden, filling the bird feeders or administrative work we are blessed for their selfless dedication.

So THANK YOU volunteers for helping us make Hospice of the Upstate the place that it is today!
Hospice of the Upstate has been surveyed three times in the last month, DHEC Licensure, Fire and Safety and Medicare Certification. Our staff have done an exceptional job of responding to the surveyors requests. We scored 100% on the DHEC Licensure and Fire and Safety surveys. Congratulations on a job well done! The Medicare Certification survey was more in depth, the surveyor was here for 4 days so there was more opportunity to uncover problem areas. The areas that we will be working on will be:

- Hand washing according to guidelines
- Being more specific with the home health aide care plans and documentation
- Ensuring the orders for visits meet regulations for all clinical staff.

Our findings are not different from what other hospices are experiencing when they receive a Medicare Survey. A plan is in place to provide additional education.

Also, during the Medicare Certification Survey we were advised that due to certain regulations, we will no longer be able to provide home hospice care to patients residing in Georgia. We will be able to continue admitting Georgia patients to the Hospice House. The patients who were on our program in Georgia have been transferred to other hospices. We will evaluate the regulations to see if we can resume those services in the future.

Hospices are going through incredible change. We have asked for more oversight to improve the quality of care to patients and more frequent surveys are part of that oversight. Our job at Hospice of the Upstate is to continue providing excellent care while assuring that our documentation reflects that care. It would be easy to become fearful during a time of change and that is normal – it will get better and we will continue to respond. Remember we have been preparing to cross this “Bridge to the Future”. The surveys are one part of that journey, we have an incredible team on “The Bus”, and let’s enjoy the ride, bumps and all.

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From the desk of

CEO Pam Melbourne

New Employees!

Tomeka Payton
Nurse Practitioner

Baylee Palmer
RHH CNA

Nivea Walker
Homecare CNA

Nikki Creamer
Admission Specialist
ABC Awards

This month the ABC Award goes to Dr. Hunter Woodall, Amy Mattison and Walter Dacus!! Congratulations!!

Dr. Woodall has gone Above and Beyond Care now for several months, covering patients in the Hospice House and Home Care. His schedule is very tight to say the least but recently when he was rushed to get out of town for a meeting a request was made that he go to an Assisted Living Facility to assess a patient so the patient would not require a visit to her physician in Greenville. Dr. Woodall willingly made room in his schedule for this patient and family. Thanks to Dr. Woodall for being the “Face of Hospice of the Upstate” with your flexibility and expertise in end of life care.

Amy Mattison appears to do everything well and she demonstrated her ability to go Above and Beyond Care when she worked with the Medicare Surveyor to review charts and make visits to families. Amy was accountable as she demonstrated the friendly “Face of Hospice of the Upstate” in a stressful situation and demonstrated competency and knowledge in communicating our documentation and processes.

Walter Dacus demonstrated the FACE of Hospice of the Upstate when he volunteered to stay overnight during the ice storm. Walter went ABOVE & BEYOND to make sure the front desk was covered and Hospice of the Upstate patients and families were still taken care of! Thank you, Walter for demonstrating the FACE of Hospice with your flexibility and commitment to our patients and their families.

6 Ways to Detox Every Day

**Drink hot water with lemon**: Make a cup of hot water with fresh lemon juice part of your morning ritual. As you hydrate with H2O, the lemon works to balance your body's pH and aid in healthy digestion.

**Sweat it out**: Beyond weight-loss goals, a quick cardio session at the gym builds sweat, which helps your body eliminate toxins. If you have access to a sauna or steam room at the gym, even better! A little extra time in these facilities after a solid workout will help you sweat, detox, and purify your body double time.

**Eat more produce**: Keeping your diet consistently clean and full of natural, unprocessed foods is one of the most effective ways to detox every day - and a clean diet is full of fresh veggies and fruits. Be sure to incorporate detoxifying produce that supports healthy liver and kidney function like cabbage, beets, and leafy greens.

**Try yoga twists**: Twists just get things moving. Your digestive system and all your internal organs reap benefits from twisting postures that put your body in positions it's not used to. Build your own internal heat with a detoxifying yoga sequence full of twists and strength-building postures.

**Cook at home**: Eating out at restaurants should be an occasional treat - not an everyday occurrence. Cook at home to have complete control of the healthy ingredients going into your meal. You never know what restaurants toss into the mix with flavor - not health - in mind. Check out these detox recipes for kitchen inspiration.

**Sip on green tea**: Over-stimulating with loads of coffee can leave you feeling anxious and unfocused, so swap out your second cup of joe for antioxidant-rich green tea. It's high in catechins, which speed up liver activity and increase the production of detoxification enzymes.
Stay Up-to-Date in March!

Staff Meeting
March 11
Sadler Center
at 8:00am

Faces ‘Round the Table
March 18
Lyons Conf Room
at 11:30 am
Invitation Only

Birthdays
3/03– Debbie Whitman
3/08– Nikki Creamer
3/08– DiAnne Selman
3/11– Ashla Anderson
3/17– Monica Isbell
3/18– Kaci Argo
3/22– Angie Barnett
3/26– Sheree Swinger
3/29– Katie Tillman
3/30– Tommy Lollis
3/30– Laurie Todd

Anniversaries
One Year
Darlene Rutledge
Ten Years
Terri Martin
Five Years
Rhonda Cole
Eleven Years
Monica Dickerson
Nita Ham

Invitation Only

Join us in welcoming DiAnne Selman as the Interim Volunteer Coordinator while Sunny Wells is out on maternity leave. DiAnne has volunteered for 4 years as Ambassador, helping with Special Projects, and patients’ haircuts. DiAnne is a people person and has a heart for hospice. Welcome DiAnne!

Hospice of the Upstate
“Building a bridge to the future.”

Pillars of Focus
Accountability
Competency
Communication
WE are the FACES of Hospice of the Upstate!
Volunteer Spotlight

Missy Oglesby
Admissions Specialist

How long have you been volunteering at Hospice of the Upstate?
Since 2003

Where are you from?
I'm from Starr, SC but now live in Anderson, SC.

Spouse, Kids, Grandkids, Pets?
My husband is deceased now but we had 4 children, tons of grandchildren and a few great grandchildren.

What was the best vacation you ever went on?
We spent 2 weeks traveling and camping around Canada. It was an amazing trip.

What would you do with a million dollars?
I would probably share it with my family, church and others in the community!

Employee Spotlight

Iris Davis

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

What is your favorite thing about working here?
It is a very rewarding role. The patient and families often bless me & touch my life far beyond anything I could possibly do for them.

What were you doing before you started working here?
I was a night shift ER Supervisor at GHS.

Where were you born?
Belton, SC

What do you like to do on your time off?
I enjoy spending time with my family. We enjoy fishing, church and movies.

Spouse, Kids, Grandkids, Pets?
Husband, Jimmy of 20 years this April, 5 kids, 3 stepsons, and 4 grandchildren. We have an assortment of animals including a Golden Retriever service dog named Benson.

What is your favorite meal?
Chicken cooked on the grill with a fresh salad.

What was the best vacation you ever went on?
Our last trip—to adopt our youngest son. It was to China. It was an awesome journey and the whole family was able to go together.

Where would you most like to visit?
I would love to visit Hawaii.

What would you do with a million dollars?
I would be debt free & all my children would have college funds established. Next, I would start a grant fund for others desiring adoption, but swayed from it due to the costs. Last, I would establish a local non-profit autism program so kids in the area could have access to the best, up-to-date services.
Maintain and communicate accurate patient medication information

There is evidence that medication discrepancies can affect patient outcomes. Medication reconciliation is intended to identify and resolve discrepancies – it is process of comparing the medications a patient is taking (and should be taking) with newly ordered/discontinued medications. The comparison addresses duplications, omissions, and interactions, and the need to continue current medications. The types of information that clinicians use to reconcile medications include (among others) medication name, dose, frequency, route, and purpose.

This process, in coordination with the physician and pharmacist review, helps us safely prescribe medications in the future for our patients.

JCAHO Requirement:

Standard – NPSG.03.06.01

- The organization obtains the patient’s medication information during the first contact. The information is then updated when the patient’s medications change and no less frequently than every 7 days.
- Current medications include those taken at scheduled times, those taken on an as-needed basis, and those taken over the counter.
- Instruct (and document said instruction) on each medication – name, dose, route, frequency, and purpose on initial contact and on each new medication ordered.

We understand that it is often difficult to obtain complete information on current medications from a patient or family (as well as referral sources). A good faith effort to obtain this information will be considered as meeting the intent of the element of performance.

As we start on our JCAHO accreditation journey please keep in mind our purpose – to show to our partners and the community we serve our level of commitment to quality hospice care. At any point in this process feel free to ask questions or request additional education. I am committed to everyone’s growth as a professional and believe each person is more than capable of doing the work ahead of us.

Each of us can relate to the life of a butterfly – our life journey takes us through many different changes and challenges. When we embrace these changes, what seemed impossible can be transformed into beauty.

Our 7th Annual Butterfly and Dove Release celebrates the lives of our family and friends. Use this unique opportunity to reserve a Painted Lady Butterfly or White Dove in honor of someone special. No prior hospice affiliation is necessary to participate.

Join us on Sunday, May 17th at 2:00pm for a mass release of over 400 butterflies in the Hospice Meditation Gardens followed by a flight of beautiful white doves.

To reserve a butterfly or dove, go online at www.hospiceoftheupstate.com or see Carol Kreson or Ashla Anderson.
How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDBRUB

Duration of the entire procedure: 40-60 seconds

0. Wet hands with water;
1. Apply enough soap to cover all hand surfaces;
2. Rub hands palm to palm;
3. Right palm over left dorsum with interlaced fingers and vice versa;
4. Palm to palm with fingers interlaced;
5. Backs of fingers to opposing palms with fingers interlocked;
6. Rotational rubbing of left thumb clasped in right palm and vice versa;
7. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;
8. Rinse hands with water;
9. Dry hands thoroughly with a single use towel;
10. Use towel to turn off faucet;
11. Your hands are now safe.

World Health Organization
Patient Safety
A World Alliance for Safer Healthcare
SAVE LIVES
Clean Your Hands

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How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds

1a. Apply a palmful of the product in a cupped hand, covering all surfaces;

1b. Rub hands palm to palm;

2. Right palm over left dorsum with interlaced fingers and vice versa;

3. Palm to palm with fingers interlaced;

4. Backs of fingers to opposing palms with fingers interlocked;

5. Rotational rubbing of left thumb clasped in right palm and vice versa;

6. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

7. Once dry, your hands are safe.

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WHO acknowledges the valuable work of the Geneva INUs, in particular the inventors of the Infection Control Programme, for their active participation in developing this material.
Happenings at Hospice of the Upstate

We are glad that all of our winter weather is over, but we have to admit it made the campus look a like winter wonderland. The ice covered trees are gorgeous.

Our longtime volunteer, George Campbell was presented with a Quilt of Valor last month. George’s quilt was cut, sewn and quilted by Tommy Forrest of Anderson, SC and was originally presented by our very own Tom Van Becelaere. The quilt is to honor and recognize Veterans in our community. Congratulations George! Hospice of the Upstate is so proud of your accomplishment!

The talented Rob Gentry from Pendleton, SC has started working on Ellen’s Meadow, our second clay tile wall. We are so excited to start this beautiful piece of artwork!

February 6th was World Cancer Day. Elizabeth Meister, Gail Apaloo, Jamie Winn, and Walter Dacus show their support by “kissing cancer goodbye!”