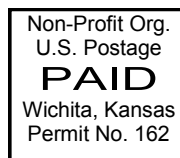




313 S. Market St.
Wichita, KS 67202-3805

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Volunteer Voice

www.hynesmemorial.org

January/February 2012



Hospice Industry Updates

Looking in the Crystal Ball

A couple of years ago we were fortunate to have Renee Farha Hahn, the Chief Financial Officer for Harry Hynes Memorial Hospice, talk to us during Volunteer Enrichment Day. At that time she mentioned that reimbursement and regulatory changes would be coming for the hospice industry.

These changes are beginning in earnest with the purpose of guaranteeing quality hospice care while decreasing the cost that Medicare spends on hospice.



Quality measures go into effect for Medicare effective October 1, 2012. The first set of measures include pain controlled within 48 hours of admission. We have been collecting this information for several years, as you who are patient/family volunteers know, and are prepared for this and other quality measures required by Medicare.

Medicare has been watching the increasing cost of hospice care for several years. They have put into place several potential reductions in reimbursement and increased regulatory requirements for patient certification and recertification for terminal illness.

The net effect of this activity is that we are facing less reimbursement while we are experiencing an increase in cost of care. As an agency we are continuously looking at ways to reduce cost while maintaining or improving patient/family outcomes.

In the Volunteer arena, we are looking at cost reduction efforts for 2012—efforts such as, number of meetings per area per year, number of hours of training, and secure electronic methods for charting. Our costs are primarily in volunteer staff salaries, mileage and postage. Greta, Aquila and Anita will visit with you at one of the January volunteer meetings and get your input, answer (or at least gather) your questions, and make plans for 2012. Please plan to attend a meeting in your area. (See meeting schedule on page 3.)

Send Us Your Ideas



The date has not been set, but it is time to begin thinking about Volunteer Enrichment Day 2012. We know by your attendance and your comments that this is an important day to you. We want this day to be filled with information that you want to hear about. Please contact your volunteer coordinator with your ideas for content for our 2012 Volunteer Enrichment Day!

Meeting Cancellation Policy



Winter is now officially upon us and with it can sometimes come difficult driving conditions. In order to clear up any confusion, here is our weather policy for volunteer meetings:

In both Southeast Kansas and Center if the public schools in your area are cancelled for the

day, so are the volunteer meetings. If the weather changes in your area after school is in session and the students are being sent home early, please call the volunteer coordinator in your area and give her that information. Calls can then be made to let people know the meeting is cancelled.

Income Tax Time...

...and if you are looking for deductions, don't forget the mileage that you donate to Harry Hynes Memorial Hospice. Just call Greta, Anita or Aquila and they will provide a report on the number of miles you drove while volunteering. Every little bit helps and you have earned it!

Are you on Facebook???

We are too! You can follow Harry Hynes Memorial Hospice by...

- 1) Go to your facebook page
- 2) In "Search" at top of page, type in Harry Hynes Memorial Hospice
- 3) Click on our logo (heart)
- 4) Welcome to the Harry Hynes Memorial Hospice facebook page!

You can "friend" us and/or just follow us on this facebook page that is routinely updated.

Logo Wear

Occasionally you ask about where you can get shirts, jackets, hoodies, etc. with the Harry Hynes Memorial Hospice logo. We have a website that has all kinds of clothing that you can order with the Harry Hynes Memorial Hospice logo on it. Just go to:

www.companycasuals.com/harryhynesonline
Let us know if you have any questions. We love our logo-wear!



Cookie Days Recap

December is a month filled with traditions and for Harry Hynes Memorial Hospice staff and volunteers, that means Cookie Day!

Thanks to cookie and candy donations from staff and volunteers, our patients and families were able to enjoy some wonderful homemade Christmas cookies and treats!

Monday December 5 the SEK West staff and volunteers came together at the Coffeyville office to create 53 beautiful cookie plates to take to patients and families.

December 6 at the Wichita office, the group known as "The Cookie Ladies" worked in Conference Room A and in two hours made up 181 beautiful plates for staff to take to patients. We thank:

- ♦ The Cookie Ladies: Carol Harrington, Dorothy Burmeier, Janet Ade, Sue Decker, Holly Anderson and Judy Beal for putting together all the cookies and candies assembled into gorgeous Christmas plates.



- ♦ Judy Schmidt, Rene Pauls, Shirley Ade, Evelyn Tubbs and the McPherson County bakers.
- ♦ All Harry Hynes Memorial Staff and volunteers who baked and delivered cookies to the Wichita office.

December 12 in Pittsburg cookie plates were assembled with our Pittsburg partners at Pittsco. A total of 79 cookie plates were assembled for patients and families. We thank Pittsco Company, our staff and volunteers for making this tradition possible once again.



Janice Klein, Maxine Scott,
Lance Stoner, Juanita Shepard.

New Training Opportunities

Comfort Crossing Training

Comfort Crossing is a specialized patient/family volunteer service we provide when the patient is actively dying. These volunteers are scheduled to stay with a patient in a long term care facility or private home so that the patient does not die alone.

Comfort Crossing volunteers are not given much notice when they are assigned. In addition, they are asked to cover hours that we normally do not cover: late evening and over night. The pre-requisite for Comfort Crossing training is completion of the volunteer patient/family training.

Many of you have inquired about the next training in Wichita for Comfort Crossing volunteers. To accommodate our patient/family volunteers who work during the weekday, we will have a Saturday morning class on January 21 beginning at 10 a.m. in the Wichita office at Market and Waterman. Anyone interested in learning more about this training is invited to attend or to call Greta or Anita.

For those of you in the outlying areas who are interested in Comfort Crossing training, talk to Aquila, Greta or Anita at the January volunteer meeting. The Newton meeting on January 23 at the Breadbasket will include a Comfort Crossing review.

Grief Companion Training

Grief Companions are specially trained patient/family volunteers who visit with a bereaved for several months to a year following the death of their loved one. These volunteers accomplish this visit either with telephone calls or with face-to-face visits.

Nadine Reimer-Penner, the Director of Bereavement Services, conducts the training for this specialized service. The pre-requisite, again, is completion of the volunteer patient/family training.

We know of several volunteers who are interested in this training. If you have not let us know of your interest, please let us know during January. We will then set up a class that meets the scheduling needs of those who are interested.

Wichita Volunteer Meeting

All Sedgwick County volunteers are invited to a luncheon meeting on Thursday January 26 at 11:30 a.m. in Conference Room A. Lunch will be provided. We will have a topic of interest to all volunteers for discussion over lunch.

Harry Hynes Memorial Hospice Wish List

Throughout the year people ask about the needs we have as an agency. We dedicate a portion of our newsletter to provide you with the information so that you can share with civic organizations, sororities, church groups, and local businesses that are looking for a non-profit organization to support. Thank you for all you do to support the agency.

Hospice Center at St. Francis

- Frozen cookie dough
- Long distance calling cards
- Individual microwavable meals
- Shower gels, shampoo and body lotions for men and women
- Snack crackers
- Men's t-shirts (all sizes and colors)
- Colored terry cloth kitchen towels
- Plastic bags (small and large, zip lock type)
- Recent magazines
- New toys, puzzles, games
- Bath towels and wash clothes

Southeast Kansas

- Twin size fitted T-shirt sheets

Wichita/surrounding areas

For activity blankets and other sewing projects:

- Fleece, satin, corduroy, cotton fabric
- Satin ribbon
- Items for each pocket: marbles, small plastic animals, wooden clothespins, bells, squeakers, plastic lids, etc.
- Velcro



Meetings and Get-Togethers

JANUARY

- 6 Butler County Volunteers: 10 a.m. Jeanne McDaniel's home in Augusta
- 9 McPherson County Volunteers: 2 p.m. First Christian Church, McPherson
- 10 Crawford County Volunteers: 2 p.m. Pittsburg Public Library
- 12 Winfield Volunteers: 10 a.m. Winfield office
- 16 Chautauqua/Elk/Greenwood County Volunteers: 1:30 p.m., Senior Center, Howard
- 18 Prayer Shawls: 2p.m., Coffeyville office
- 19 Wilson/Woodson County Volunteers: 5 p.m. 300 North 7th, Neodesha
- Marion County Volunteers: 3 p.m. Marion Senior Center
- 20 Wichita monthly mailing: 9 a.m. Conference Room A, Wichita office
- 21 Comfort Crossing Training: 10 a.m. Wichita office
- 23 Newton Volunteers: Noon, Breadbasket
- 26 Sedgwick County Volunteers: **11:30 a.m. Wichita office; lunch provided**
- 27 Conway Springs Volunteers: 10 a.m. Methodist Church

FEBRUARY

- 17 Wichita monthly mailing: 9 a.m. Conference Room A, Wichita office

VOLUNTEER MEETING NOTES...

You do not see the routine meetings listed in February for several reasons:

1) For Southeast Kansas volunteers, Aquila will meet with you as scheduled in January. She will then have back surgery hopefully at the end of January and will be out of the office for several months. At this time, we do not plan to have Southeast Kansas Volunteer meetings while she is out.

2) For Center volunteers, Greta and Anita will visit with each of your groups as scheduled during January and determine with you how often to meet.

3) Please see the article on page one regarding hospice regulation and payment realities. This will have an effect on how the volunteer coordinators prioritize their time and we are anticipating that having fewer meetings may be an outcome.

Again, we will talk with you as we make decisions about meetings. We do plan to have Volunteer Appreciation Friday April 27 beginning at 10 a.m. at the Wichita Botanical Gardens and Volunteer Enrichment Day in September.