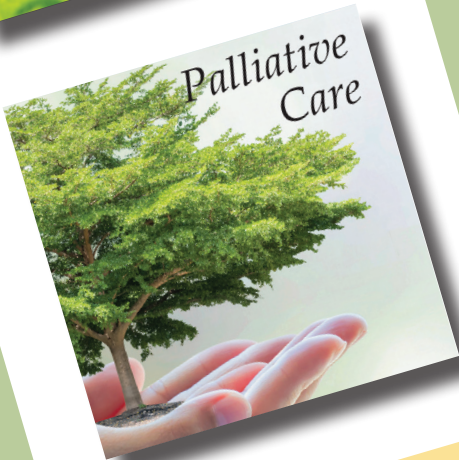


Compassionate Connections

Fall 2020 Edition




**Mary Washington
Healthcare**
Hospice, Palliative & Grief
Support Services

Hospice.intake@mwhc.com
540.741.3580
Hospice.mwhc.com



William R. Anderson, Jr., MD, HMDC

Dear Readers:

Hospice is a special kind of care for anyone dealing with a life-limiting illness offering hope and support beyond traditional care. Mary Washington Healthcare Hospice Services is a certified, not-for-profit medical hospice, delivering high quality patient and family care to the Fredericksburg region for more than 25 years.

Making the choice to begin hospice care is a personal one. The earlier hospice care begins, the more meaningful and beneficial the support can be for patients and families. For absolute comfort and convenience, hospice care is received right where patients live. Our team works closely with patients' physician and family to better understand and establish goals of care.

The goal of this newsletter is to share our services with you and answer questions about hospice, palliative care, grief support, and advance care planning. Please feel free to contact us at 540.741.3580 with any questions you may have, or if we can assist you in any way.

With best regards,

William R. Anderson, Jr., MD, HMDC
Medical Director, Hospice and Palliative Care Services
Mary Washington Healthcare

“You matter because of who you are. You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die.”

*— Dame Cicely Saunders,
founder of the first
modern hospice*

Mary Washington
Hospice, Palliative &
Grief Support Services

We are **COVID-19**
prepared.

Mary Washington Hospice, Palliative & Grief Support Services is committed to providing up-to-date COVID-19 information to the community, along with Mary Washington Healthcare's response. We hope answers to these questions provide information about the protocols we have implemented to continue caring for and keeping patients, families, and staff safe during the COVID-19 pandemic.

We are admitting hospice patients during COVID-19 pandemic.

Mary Washington Hospice continues to admit eligible patients to hospice care through the outbreak and are monitoring and adapting to the ever-changing situation.

We are conducting hospice patient in-home and facility visits.

We are continuing patient visits while closely following the information and recommendations from the **CDC and the Virginia Department of Health**, ensuring the best quality of care. We are utilizing **telemedicine visits** as well as providing phone and other forms of audio / visual support. We are available 24 hours a day, 7 days a week. Our visit frequencies and methods of visits may be altered, depending on the mandates and protocols by which we are abiding.



We are providing hospice care for COVID-19 infected patients.

Our teams are trained and prepared to provide care during the COVID-19 pandemic. Mary Washington Hospice supports our hospice-eligible patients regardless of diagnosis, acuity, or other circumstance. The safety of our patients and staff is extremely important to us.

We are conducting hospice in-person visits in long term care facilities.

We are conducting these visits in person wherever possible. Updated CMS guidance and their end-of-life exception enables Mary Washington Hospice Associates to visit and care for our patients in long-term care facilities. We are working with our facility partners to abide by their individual visitation requirements.

We are performing chaplain, grief counselor and social worker hospice virtual visits.

Mary Washington Hospice social workers, chaplains, and grief counselors are available during the pandemic. We are conducting virtual counseling sessions using various apps and phone calls to meet the needs of our patients and families.

Hospice Patient and Clinical Team Safety

Safety is our priority. In partnership with our healthcare organization, the CDC, and National Hospice and Palliative Care Organization (NHPCO) guidelines, we are assessing both Associates and patients with travel and symptom screening questionnaires. Telemedicine options are considered for visits, and all the necessary PPE is supplied for our Associates. We are committed to keeping our patients, families, and Associates safe.

Hospice Patient In-home Caregiver guidelines

During this time of increased uncertainty caregivers should follow the CDC recommended protocols for personal and patient hygiene:

- Wash your hands often with soap and water for at least 20 seconds, especially after interacting with the patients.
- Avoid touching your eyes, nose, and mouth.
- Avoid having unnecessary visitors in the home.
- Stay informed.
- Take care of yourself. Try to eat healthy meals and maintain a regular sleep routine.
- Make time for yourself, when possible and find opportunities to relax.
- Stay connected to loved ones.

Volunteering for Mary Washington Hospice During COVID-19

For our current volunteers, we have ways to serve from the comfort of their home. For new volunteers, we ask that you visit **Hospice.mwhc.com** and go to the Volunteer Opportunities and Ways to Give to complete an application.

Grief Support Services During the COVID-19 Outbreak

Mary Washington Hospice is providing individual bereavement counseling via phone during the crisis. If a patient needs grief services, please have them contact 540.741.1874.

Mary Washington Healthcare holds the safety of our patients, their families, our staff and our volunteers as a top priority. We closely follow information and recommendations from the CDC and the Virginia Department of Health to ensure we offer the best quality of care to the people we serve during this unprecedented time.



Mary Washington Healthcare

Hospice, Palliative & Grief Support Services

Hospice.mwhc.com



Please reach out to Mary Washington Hospice, Palliative & Grief Support Services at **540.741.3580** with questions or concerns.

Volunteer Highlights



Captain Bob Quinn,
U.S. Navy (Retired),
Volunteer, Mary
Washington Healthcare
Hospice Services

Bob Quinn served twenty-three years in the U.S. Navy with worldwide responsibilities including aviation squadron command and as the Navigator of an aircraft carrier, the USS NIMITZ.

His final military assignment was as the Chief of Policy at US Special Operations Command leading coordination of sensitive program directives for US Army Special Forces and US Navy SEALs.

Immediately following his military service Bob served several years as the Program Manager for a non-profit organization dedicated to the career development and professional education serving "at risk" youth. For the past twelve years Bob has worked with the FBI where he served in the Office of the Assistant Director of the FBI Critical Incident Response Group (CIRG).

Bob has been a volunteer with the Mary Washington Healthcare Hospice Services program for three years and feels privileged to support the "We Honor Veterans" program.



*Thank you to the Fredericksburg community
for your votes of confidence.*

Community Partnerships



In partnership with LifeCare Medical Transports

Reflections in the Rearview is a partnership between Mary Washington Healthcare Hospice Services and LifeCare Medical Transports providing enriching life experiences for our hospice patients. Fulfilling wishes is one way we help our patients and their families have more meaningful final days.

A Family Picnic in the Park

It was a warm July morning when members of the Mary Washington Hospice team met LifeCare Medical Transports and the family of our patient Jackie, at Harmony Assisted Living in Stafford, Virginia. Cathy Wadsworth and Allyson Gaffigan, Mary Washington Hospice Case Manager and Social Worker, along with LifeCare Medical Transports assisted Jackie for a family fun day at Curtis Memorial Park in Fredericksburg.

As an avid hiker, Jackie liked to rock climb and enjoyed spending time with her family and visiting national parks. Jackie and her family chose a day in the park to picnic, play games, share memories, and enjoy the sunshine. While on the outing, Father

Folmar administered the sacrament of Anointing of the Sick to Jackie. It was a truly special morning.





Cathy, Jackie's case manager, provided her family "keep sake stones" to remember the special day.

Mary Washington Hospice helps our patients live comfortably, allowing the patient and family to have more meaningful days. The earlier hospice care begins, the more meaningful and beneficial support can be for patients, their loved ones, and caregivers.

“The grief support writing group is a place where I could travel my grief journey with companions, rather than alone.”

—MWHC Grief Support Writing Group attendee

Mary Washington Healthcare Grief Support Groups 2020

A grief support group can offer those who are coping with the loss of a loved one information about the grief process, education on ways to cope with grief, support for sharing grief and memories and opportunities to be with others grieving the death of a loved one. There is no fee to participate in any programming, but registration is required for groups. Please contact Grief Support Services at 540.741.1874 or griefsupport@mwhc.com to register.

Individual and Family Grief Counseling

Mary Washington Healthcare Hospice Services grief counselors offer bereavement counseling – call 540.741.3580 and ask to speak with a grief counselor.

Mary Washington Healthcare Hospice Services Support Groups

Our support groups are available during the day and evening. They are open to hospice families and the community at no charge. Call 540.741.1874 for additional information or visit griefsupport.mwhc.com.

Healing through Support

Grief support for parents who have lost a child through miscarriage or infant death. Call Tammy Ruiz, RN, Perinatal Bereavement Coordinator, Mary Washington Hospital 540.741.3268.

Hospice Services in Long Term Care Settings

Advantages of Early Election of Hospice Benefits in Assisted Living and Skilled Nursing

For many, hospice care is associated with care received in the home. When provided early enough for residents in assisted living facilities and nursing homes, however, hospice care can provide important benefits for the resident and facility operator alike.

Hospice care, which is covered by Medicare and most private health insurance plans, eases pain and alleviates discomfort when a resident's illness no longer is responding to treatment.

In fact, about one-third of assisted living residents receive end-of-life care at the community they have made their home. When residents become terminally ill, however, operators must provide care that may go beyond their capabilities.

When this happens, residents may be better served in a hospital or nursing



home setting, but frequently it's in the best interests of the resident to remain in the assisted living community. This is largely because residents have grown accustomed to the people and environment and feel the most at home.

When an assisted living community resident opts for hospice care, he or she also may be able to remain in the facility during the last months of life. This is best achieved when the assisted living community operator partners with an outside hospice provider. In this situation, it's

important for both organizations to work closely together to provide the best possible care for the resident.

Whether the hospice care is being provided in an assisted living community or nursing home, good communication between the family, staff, hospice staff and caregivers is important. Equally critical for success is early adoption of hospice care.

Early adoption of hospice makes all the difference

When adopted early, hospice care offers significant benefits for residents and families. Significantly, hospice healthcare specialists help residents and their families prioritize wishes and goals, creating a greater sense of ease and comfort.

Team-oriented hospice healthcare specialists work with the staff members of the assisted living community or nursing home to coordinate and plan care. Here's a look at the five most important advantages of early election of hospice care for residents, families and facilities striving to meet the needs of these individuals:

Family support. Early involvement of an interdisciplinary team of hospice specialists helps families on many fronts: teaching family members how to care for the person who is ill, providing support and counseling to family and friends, offering education about the care process.

The hospice team also is there to help families clarify patient wishes, establish physician and patient relationships and balance family dynamics during this stressful time. Bottom line: hospice provides a way for residents to have a diverse group of committed professionals advocating for their needs.

Care goals. Hospice gives families the time they need to discuss goals of care, including an advance directive, a legal document that spells out end-of-life care ahead of time. The hospice team — including doctors, nurses, therapists, healthcare aides, clergy and social workers —



addresses every aspect of a resident's illness, with emphasis on controlling and reducing pain and discomfort. Team members provide symptom management and pain relief, increase quality of life and relieve patient suffering.

Family counseling. Guidance and support are a crucial feature of hospice, helping families deal with the range of emotions that surround this difficult time, offering guidance from social workers and chaplains. Hospice also offers bereavement and grief counseling after a loved one has passed, and it helps with some of the after-death tasks that need to be completed. Ultimately, choosing hospice care early makes end-of-life a calming and successful experience during a difficult time.

Dignity for the resident. Hospice offers the resident a chance to die with dignity. Hospice patients are not hooked up to loud machines, their vital signs are not constantly checked by medical personnel and they do not undergo invasive procedures to prolong life. It's about respecting patient wishes.

By making arrangement to provide hospice care, operators of assisted living communities and nursing homes can make it possible for residents and families to focus on spending time with their loved one and not dealing with the red tape and medical procedures associated with hospital care.

Source: Rhea Go-Coloma, LMSW,
mcknightsseniorliving.com

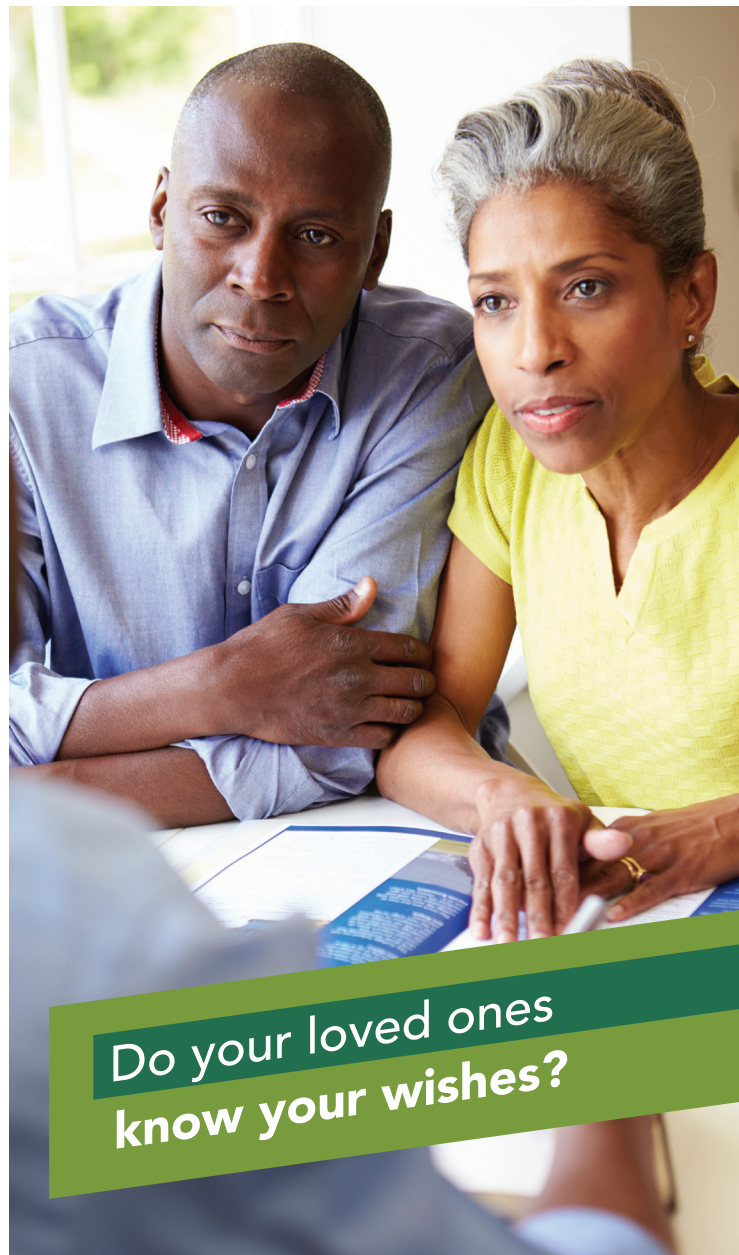
Advance Care Planning

Advance Care Planning

Advance Care Planning is making decisions about the healthcare you would want to receive if you're facing a medical crisis and preparing for the unexpected while you are well and able to make difficult decisions for yourself. Advance Care Planning includes:

- Getting information on the types of life-sustaining treatments that are available.
- Deciding what types of treatment you would or would not want should you be diagnosed with a life-limiting illness.
- Sharing your personal wishes with your loved ones.
- Documenting in writing what types of treatment you would or would not want – and who you chose to speak for you, should you be unable to speak for yourself.

82% of people say it's important to put their wishes in writing, but only **23%** have done it.



**Do your loved ones
know your wishes?**

Action Steps

1. Create a Living Will and Medical Power of Attorney.
2. Store documents in a safe but accessible place.
3. Discuss your wishes with your doctor and with loved ones.
4. Give a copy of your Advance Directives to your doctor.
5. Review documents periodically in case your wishes change.

Questions?

Please call Mary Washington Healthcare Patient Relations Department at **540.741.3955**.

For more information, please visit **mwhc.com** and search Advance Care Planning.

Affirming Life Through Compassionate Care

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LIGHT UP A LIFE ILLUMINATION

An evening of light and love

November 12, 2020

6:00 p.m. - 7:00 p.m.

Facebook Virtual Event

The Fredericksburg Amateur in Memory of Julie Hurst – Title Sponsor

Each holiday season, we gather with friends and family. We bring life to our memories while making new ones. We recall those who have walked this journey with us, and the impact they have had on our lives.

Celebrate the ones who brought light and love into your life by purchasing a luminary in memory of a friend or loved one. Proceeds from this illumination benefit **Mary Washington Healthcare Hospice Services**.

This year, we encourage you to join us virtually on Facebook where all honored loved ones' names will be read aloud. You are also invited to drive by our Bereavement Center, Harbor House, to view some of the displayed luminaries.

For every luminary purchase (\$25.00 each):

- A light will shine in honor of your loved one at the illumination.
- You will have the option of picking up a keepsake luminary prior to the night of the Facebook virtual event.
- You can join us that evening and shine your keepsake luminary simultaneously from home.
- The name of your loved one(s) will be displayed at the Spotsylvania Towne Centre.



Facebook Virtual Event

MWHC Grief Support Services Bereavement Center
(Harbor House)
2103 Washington Avenue | Fredericksburg, VA 22401

Luminaries are \$25.00 each and can be purchased online at **LightUpALife.mwhc.com** or with credit card by calling **540.741.3580**.



Mary Washington Healthcare

Hospice, Palliative & Grief Support Services

LightUpALife.mwhc.com



Our work is made possible by the dedication of community volunteers. A portion of proceeds will benefit the Mary Washington Hospital Auxiliary.



Grief and Loss in the Time of Coronavirus

Even under the best circumstances, coping with grief and loss after the death of a loved one is difficult. The world shatters around us and the things we thought we knew about life are called into question. During the time of a raging pandemic, such as the one we're experiencing now with the coronavirus, everything we thought we knew about grief is called into question. How can you properly grieve the loss of a loved one when they were alone in their final moments and you weren't allowed to be by their side? How can you find closure when there are no more funerals?

Grieving Your Loss Apart from Your Loved One

Due to the infectious nature of the coronavirus and its accompanying disease, COVID-19, loved ones are being kept out of hospital rooms. The tradition of keeping a bedside vigil while our loved one is fighting the disease has been replaced by anxious waiting at home, as hospitals have even closed their waiting rooms in an effort to prevent the spread of the disease.

In our loved one's final moments, instead of holding their hand as they transition, and providing comforting words as they pass, people are left alone in their hospital rooms. If they're lucky, they may get a phone held to the side of their head as they breathe their last breaths.



These disturbing scenes are happening around the world today due to the coronavirus outbreak. Loved ones are being kept apart from one another for public health reasons, while their emotional and psychological needs are forced to take a back seat. Grieving is secondary to preventing the spread of the disease.

Managing Grief Apart

Many will feel the stages of grief compressed, or perhaps become focused on the anger stage, as the person is forced to be apart from their dying friend or family member. It's alright to feel angry. You were not given the time to be with your loved one that you thought you would. It's unfair.

It also hurts like hell to imagine them alone in the hospital room, perhaps even intubated and unable to talk. Experience those feelings and let them wash over you, like a tide approaching the shore. In a safe place, let that anger out. Yell at all the unfairness. Curse at the inhumanity of the situation. Hit something soft to release all of that energy you hold.

This is not a time to be yourself, because you're not. That's what grief does to most people — it changes you. It's a process that will take time. Give yourself permission to take that time. And give yourself permission to feel angry when you were denied access to comfort your loved one in their last moments. Remember, too, healthcare workers can't help you with this. They too are overwhelmed caring for the sick and dying. They know you are going through the unimaginable right now. But please don't take your anger out on them.

Grieving When There's No Funeral

Funerals are a commonplace component of many cultures' death and burial rites. It gives loved ones one final chance to say goodbye, and to support your friends and family in their time of grief. With the outbreak, however, such gatherings have been banned or strongly discouraged. In most states, viewings have been disallowed, as has the traditional funeral and mass (or other religious ceremony) done in a decedent's honor. At most, a service now often involves a funeral director saying a few words while people observe from afar, sitting in their cars.

Family and friends aren't allowed to say those final words of farewell, they aren't allowed to physically and emotionally comfort one another in each other's presence. This is heartbreaking to many and devastating to others.

Managing Death Without a Funeral

There's no one right way to manage all the conflicting feelings you're likely feeling when told a funeral just isn't possible in

a time of social distancing orders. The anger and sense of unfairness may raise their heads again, but you'll likely feel better if you focus on what **is possible**, not on what isn't. You'll need to be patient. With so many people dying at once, it means the systems designed to handle death are temporarily overwhelmed. Instead of burying your dead taking a week or less, it may take two or more weeks now.

During this trying time, it's important to find another way to engage in a shared social experience. The technologies we have available to most of us today allow this to occur fairly easily. Some ideas for managing a loved one's death without a physical funeral:

- Consider a virtual gathering on a day you would've held the viewing or funeral. Again, using a video conferencing app like Google Hangouts, Zoom, or the like, give people a time and place to be with you socially online. While perhaps nothing can replace the physical comfort of being in the same room as someone you're trying to comfort, it's an available option to consider during a trying time. It also can help start you down the path of healing. This can be used to supplement whatever meager services you may have been able to do in person.
- Consider setting up a temporary social networking group, such as a Facebook Group so everyone can share their memories and thoughts together in a safe space. Facebook allows anyone to create a group on any topic. Make sure you set the group to Closed or Private, and then send out invites through the group to only invite friends and family of your loved one. Start a new post every day on a different topic related to your loved one. For instance, "Share your fondest memory of John Smith" or "Share the funniest story of a time you were with John Smith." Through shared experiences, we can begin the process of healing.



To all our nation's Veterans, thank you.

Mary Washington Healthcare Hospice Services has achieved Level II designation with We Honor Veterans, an innovative program developed by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs. This recognition includes collaborative efforts ensuring excellent care at the end of life is available for our nation's Veterans and their families.

If you know a Veteran who is facing a serious or life-limiting illness, please reach out and help them learn more about the services that hospice and palliative care can provide.

Contact Mary Washington Hospice at 540.741.3580 to learn more about the ways we support our nation's heroes.



Grief and Loss in the Time of Coronavirus. Continued

- Postpone a funeral or a social gathering until the pandemic has run its course. While most people prefer to honor their loved ones with their physical body, there's no reason you can't still honor them without their corporeal presence. This probably makes more sense if most of the person's loved ones are older, or folks don't have access to or are not comfortable with technology.

Don't forget the techno-phobic people in your group, or those without access to technology. Have a family member visit their home (taking the usual health precautions, including wearing a mask and washing hands regularly) with a laptop to share in the online experience, whatever it may be.

These are most unusual times we are all doing the best we can with. Please try and do the best you can with what you have to work with, given the limitations placed on all of us by the pandemic. While nothing can make the feelings of loss dissipate faster, focusing on navigating — and accepting — your own conflicted feelings during this stressful time may be helpful.

by John M. Grohol, Psy.D.,
Founder & Editor-in-Chief,
PsychCentral.com

Meet the Team

Camille Danieli, RN, BSN, CHPN,
Director, Mary Washington Healthcare Hospice,
Palliative, and Grief Support Services



We are excited to welcome Camille Danieli, RN, BSN, CHPN, to the role of Director for Mary Washington Healthcare Hospice, Palliative, & Grief Support Services. Camille joined the department a little over a year ago as the Clinical Manager. During that time, she has partnered with the providers and other leadership members to support the community hospice care, despite and amid the COVID pandemic. Camille is an RN with a 12-year history in both emergency room and home care nursing experience. Her goal is to lead our team, as we continue to provide excellent, quality hospice care for our entire community.

Camille lost her mom a little over nine years ago, and that experience has always held a special place in her heart. She considers it a privilege to care for each patient and engage with the family members, caregivers, associates, and volunteers who support end of life care.

When she is not working for the Hospice, Palliative, and Grief Support Services teams, you can find her cooking for her husband and little boy or walking her two dogs. She finds the most joy in a toddler laugh, a new recipe, and a long conversation with a good friend.



**Mary Washington
Healthcare**

Hospice, Palliative & Grief
Support Services

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*Mary Washington Healthcare exists to improve the
health of the people in the communities we serve.*

