Providing a Quarter-Century of Quality Care

Carroll Hospice has seen significant changes from its grassroots start 25 years ago, but its mission to provide comfort at the end of life for terminally ill patients and their families has remained the focus throughout its history.

The idea of starting a county program began in 1985 with a group of concerned individuals who believed strongly in hospice care. From there, the idea gained momentum. With an executive board in place and $15,000 in seed money from Northeast Social Action Program (NESAP), in August 1986 Carroll Hospice’s first coordinator was hired and operations began in downtown Westminster’s Ascension Episcopal Church.

By December 1986, 30 volunteers had been trained, eager to provide the much-needed care to the community. Eight months later, 56 families had used Carroll Hospice’s services. Due to community support and need, in 1988 the program moved from the church to an office on Carroll Street. By this time, 200 families had been cared for.

In 1990, Carroll Hospice was licensed by the state and, in 1991, Julie Flaherty was hired as the first executive director. In 1992, Carroll Hospice became certified by Medicare, allowing the organization to become more of a medical care volunteer partnership, and 105 families were served that year.

Throughout the 1990s, the program continued to grow as Carroll Hospice partnered and affiliated with Carroll County Health Services, Carroll Hospital Center and Carroll Home Care.

The concept of hospice has evolved since the organization was founded, with many of the changes occurring in the last five to eight years, explained (continued on page 3)
A Letter from the Executive Director:

We celebrate many milestones—birthdays, wedding anniversaries and school reunions, to name a few—but the 25th anniversary has always been a special milestone. I am so proud to be part of Carroll Hospice’s 25th year of service to Carroll County.

In that time, Carroll Hospice has journeyed through many challenges. Started as an all-volunteer organization in 1986 and led by a group of visionary community members, it has grown to serve more than 840 patients each year. Carroll Hospice now employs a medical director, five associate medical directors, a pharmacist consultant, physical therapist, child life specialist and 47 associates, including nurses, hospice aides, social workers, chaplains, bereavement counselors and administrative support staff. We are also blessed with more than 150 volunteers. This amazing team of individuals is dedicated to serving the needs of our terminal patients in Carroll, Frederick and Baltimore counties.

Our milestones have included the 2007 opening of Dove House, our inpatient care center in Westminster, and the 2010 partnership with Carroll Home Care for our CARES program, specially designed for pediatric palliative care. We also are very proud of our excellent scores in the patient family satisfaction survey administered by the National Hospice and Palliative Care Organization; we have ranked above 90 percent satisfaction in all areas over the past two years.

What will the future hold for Carroll Hospice? I wish I had a crystal ball that would show us the path to travel. Health care reform, from Medicare payment restructuring to increased regulations, will have an impact on hospice, and Carroll Hospice has already had to implement many changes in our processes to meet the demands. We are looking at the role of complementary medicine in symptom management for our hospice patients; the need to better communicate across the health care continuum to ensure all information is shared with all providers; the increased need for palliative care outside of hospice; telecommunications’ impact on health care and implementing the latest technology to increase our efficiency; and always balancing the needs of our patients and families with quality care and financial responsibility.

Please be assured that our board of trustees, leadership team and talented staff at Carroll Hospice are being proactive with the needed changes and will continue to make Carroll Hospice the best hospice for our community. And thank you—our patients, our families, our community donors, our referral sources, our community providers—for supporting Carroll Hospice over the past 25 years. We are looking forward to the future and being here for our community.

Sincerely,

Diane Link, R.N.
Executive Director, Carroll Home Care & Carroll Hospice
Providing a Quarter-Century of Quality Care

(continued from page 1)

Flavio Kruter, M.D., Carroll Hospice’s medical director. “People used to think that hospice was for someone in the last 24 to 48 hours of their life, and was just there to help them die,” he said. “That concept has totally changed. Hospice is seen as palliative support for patients diagnosed with a terminal condition.”

Hospice is available for patients while they remain active, he said, to help them physically, emotionally and socially.

In 2007, Dove House opened in response to a need for an inpatient facility in the county. “For people at the end of life, it is a place to be with family,” Dr. Kruter said. “As medical director, it’s been a wonderful experience, and I know the hospice staff and families feel the same way. We have had only excellent feedback from families about how satisfied they’ve been.”

Meeting community needs is an important part of Carroll Hospice’s mission, and bereavement services have seen the most growth in the past 25 years. The bereavement center has responded to the needs of hospice and non-hospice families in the community who have experienced a loss by offering counseling services and support groups. In 2010, more than 10 support groups were offered throughout the year, and bereavement counselors saw 301 individual community members for counseling. In all, Carroll Hospice provided 1,800 community members with bereavement services.

The introduction of the CARES program in January 2011, in collaboration with Carroll Home Care, is reaching another population in need. CARES, or Children’s Advanced Relief, Encouragement and Support, is a pediatric palliative care program designed to provide comfort and support to children with chronic conditions or terminal illnesses in their home while they receive treatment.

Looking toward the future of hospice care, Carroll Hospice Executive Director Diane Link, R.N., predicts telecommunications will be used more. Through this technology, nurses, physicians and family members will check in remotely with hospice patients. And, as complementary medicine becomes more popular and the benefits become better known, it will play a bigger role in hospice care, she said.

In the changing world of health care, Carroll Hospice faces both new and perpetual challenges as it maintains its high standard of quality care. While Carroll Hospice receives financial support from generous community members and businesses, fundraising is integral to its operations, said Mark Blacksten, chairman of the Carroll Hospice Board of Trustees. “Medicare will reimburse for some of the expenses associated with hospice care, but there’s a fairly sizable gap between what’s covered and what isn’t,” he said.

The financial worries associated with health care reform are always a concern, Link said. Insurance companies and governmental insurance programs are making it harder for individuals to utilize hospice services, and there’s always the fear that funding will be cut.

Ongoing responsibilities in hospice care include education and advocacy—teaching the public about the services provided, reminding health care workers that it is an option and informing legislators that hospice funding can’t be compromised, as it is an important piece in the continuum of care, said Blacksten.

Educating the community about the benefits of hospice so that terminally ill patients utilize hospice’s services sooner is key.

“It’s a time for patients to fulfill last wishes and get closure themselves before they pass,” Link said of hospice. “When it’s less than 30 days, it doesn’t give you enough time. But it’s hard for people to say I’m not going to do this treatment anymore.”

Carroll Hospice: By the Numbers

- The percentage of all terminally ill patients in Carroll County served by hospice: 43
- The average age of a person in hospice care in 1990: 65
- The average age of a person in hospice care in 2011: 80
- The percentage of patients that die within one week of starting hospice care: 51
- The percentage of patients that die within two weeks of starting hospice care: 69
- Number of patients served by Carroll Hospice in 2010: 824
- Number of patients served by Carroll Hospice through July 2011: 7,946
- Number of community members served by the Bereavement Center in 2011: 1,838

Carroll Hospice’s First Executive Board, 1986

The Rev. Albert K. Lane III
Weley United Methodist Church, Hampstead

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Home Care Background

Susan Goodwin
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Carroll County
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Dave Pyle
NESAP Coordinator

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Taste for a Good Cause

More than $113,000 was raised for Carroll Hospice programs and services on May 9 during the 2011 Taste of Carroll. This delectable charity event, now in its 12th year, featured 37 of the area’s finest restaurants and wineries, more than 500 guests and a new location—Gerstell Academy in Finksburg.

Live and silent auctions included a variety of items and excursions, such as a trip to the ESPY awards in Los Angeles, a Caribbean cruise, jewelry, Grand Prix tickets, spa packages, artwork and more.

Gerstell Academy graciously opened its doors for the first time to an outside organization, providing more space overall for the event, especially for the vendors and the silent auction display.

This year’s VIP Reception was held in Gerstell Academy’s Robert E. Smith Hall. It was a pleasure to have Gerstell’s president, Dr. Fred Smith, welcome attendees to the event and to the school. Mark Blacksten, chairman of the Carroll Hospice Board of Trustees, thanked the group for their sponsorship and participation, and highlighted BB&T for its continued support as the event’s presenting sponsor each year.

Olympic gymnast Alicia Sacramone greeted the group and thanked them for having her as the VIP guest. She was a member of the Silver Medal-winning U.S. Olympic team in 2008 and has won nine career World Championship medals—three Gold, four Silver and two Bronze—the highest career tally in U.S. history. Most recently, she competed in the 2010 Olympics, winning the Silver Medal for team competition and the Gold Medal for vault.

Special thanks are in order to all of the event’s participating vendors and sponsors; to event chair, Robert Zimmer; to the gracious hosts at Gerstell Academy; and to presenting sponsor, BB&T.

Save the Date

Plans are already being made for next year’s event recognizing Carroll Hospice’s 25th anniversary!

Please save the date for May 7, 2012.
Top left photo: Taste of Carroll Committee Chair Robert Zimmer and his wife, Kate, stop for a photo with VIP guest and Olympic gymnast Alicia Sacramone (center)

Middle left photo: Attendees browse the silent auction

Bottom left photo: Dr. Flavio Kruter and Dr. Khalil Freiji converse with Delegate Susan Krebs

Right photo: Hospice Heroes Diane Bowen, L.P.N., and Helen Davis, nominated for their outstanding work with Carroll Hospice
Camp Helps Children with Grief

Grieving children found solace in an annual summer camp offered by Carroll Hospice.

Camp T.R., a free overnight weekend camp for children ages 7 to 15, intersperses traditional camp events with more intense grief-related activities, said Kathy Bare, one of Carroll Hospice's bereavement team leaders. Each of the 25 campers had an adult buddy during camp as a direct support person.

At Camp T.R., education is a major component. Staffed by professional bereavement counselors and volunteers, the children learned how the grief process works and how to cope with their grief.

Many opportunities were available for the children to share their emotions and to remember their loved one in both words and actions. Events included campfires, swimming, scavenger hunts, drummers from Earth Rhythms and a butterfly release.

A strong sense of community was fostered at the camp. “It's amazing to see these children arrive with their families, apprehensive, and by the time they're ready to leave, they're just a part of a very loving and supportive group,” said Bare.

Bare is touched by the volunteers’ willingness to give up a weekend to help children cope with their grief. Some of the volunteers empathize, having lost someone close to them during their childhood.

One camp buddy reflected on her experience at camp.

“Camp T.R. was incredible, and I am so thankful for the experience. I felt like a supporter to my camper and also supported by my camper.”

Below: Camp T.R.’s 2011 adult buddies serve as a direct support person for their campers.
Bricks Commemorate Loved Ones

Loved ones memorialized in Carroll Hospice’s brick garden were honored July 13 during a reception at Carroll Hospice.

More than 40 friends and family members gathered at the Kirkner Memorial Garden and viewed the brick pathway winding around Dove House that features personalized bricks commemorating those who have passed away.

Speakers at the reception included Diane Link, R.N., Carroll Home Care and Carroll Hospice executive director, who welcomed the attendees; Jessica Roschen, M.S., bereavement counselor, who read a poem and spoke words of encouragement; and Chaplain Mindy Coates, who said a prayer and blessed the bricks.

This special event takes place once a year and is open to all who have purchased a brick in honor of a loved one. Commemorative bricks are available for all community members regardless of hospice affiliation. For more information about purchasing a commemorative brick, call 410-871-7220 or visit www.CarrollHospice.org.

Hospice’s Annual Memorial Service

Family members and friends who have lost loved ones were remembered at the annual Hospice and Sharing Memorial Service on October 3 at St. John Catholic Church in Westminster.

The interfaith service included prayers, scripture readings and a candle lighting ceremony, and attendees were invited to place a picture or memento honoring their loved one on a sharing table for all to see. Fellowship followed at St. John’s Portico.
Join us in celebrating loved ones at our annual Season to Remember event, benefiting Carroll Hospice and the Carroll Hospital Center Auxiliary.

A Season to Remember combines Carroll Hospice’s Festival of Trees and Memorial Tree Ceremony with the lighting of the Carroll Hospital Center Auxiliary Tree of Lights. Last year’s event raised more than $18,000 to support Carroll Hospice.

For Carroll Hospice families and friends, this year’s A Season to Remember events include:

- **Memorial Tree Ceremony**  
  Monday, December 5 at 7 p.m.  
  Honor a loved one by purchasing an ornament, inscribed with his or her name, to be placed on the Carroll Hospice Memorial Tree. Ornaments memorializing pets are also available for our Pet Tree. A special Memorial Tree Ceremony will take place on Monday, December 5 at 7 p.m. at Carroll Hospice’s Dove House. Memorial ornaments purchased will be available for pick up following the ceremony and until January 31.

- **Festival of Trees Display and Silent Auction**  
  Monday, November 28 – Monday, December 5  
  See our stunning display of holiday trees creatively decorated by community members and organizations. Trees will be displayed and up for bid all week in the hospital’s lobby. Bids close Monday, December 5 at 6 p.m., and winners will be notified Tuesday, December 6.

Sponsorship packages for A Season to Remember are also available. For more information, please visit www.CarrollHospice.org or call 410-871-7220.
2011 Carroll Hospice Memorial Trees Order Form

Personalized Memorial Tree Ornaments

☐ Ball $10 each  ☐ Dove $25 each

I want to purchase an ornament in memory of the following loved one(s):

Please print. If more space is needed, please attach a separate sheet of paper.

Name 1: ________________________________________________________________________________________

First                                             Last

Please notify the following person that an ornament was purchased in memory of a loved one:

Name 1: ________________________________________________________________________________________

First                                             Last

Address: _________________________________________________________________________________________

___________________________________________________________________________________________________

Personalized Pet Tree Ornaments

Ornaments are $10 each.

☐ I want to purchase an ornament in memory of my pet:

Name of pet: ______________________________________________________________________________________

My pet is a: ☐ Dog  ☐ Cat  ☐ Other: ______________________________________________________________

Note: If purchasing more ornaments, please attach name(s) on a separate sheet of paper.

Payment Information

Purchase your ornaments online at www.CarrollHospice.org, fax your order to 410-871-6210 or mail this form
(along with payment) to:
A Season to Remember—Carroll Hospice
292 Stoner Avenue
Westminster, MD 21157

Total $_________________

(Checks made payable to Carroll Hospice)

Name: ___________________________________________________________________________________________

Address: _________________________________________________________________________________________

City: __________________________________ State: ___________________ Zip: _________________

Email: ___________________________________________________________________________________________

Phone: __________________________________________________________________________________________

☐ Visa  ☐ MasterCard  Credit Card Number: __________________________________________________________________

CID: ___________________________________ Exp. Date: ______________________

(from the back of your card)

Signature: _______________________________________________________________________________________
Carroll Hospice relies on support from the community to continue to provide services to those in a time of need. In 2010, more than 4,000 individuals and businesses made charitable donations supporting Carroll Hospice totaling $895,754. Private support played a significant role in helping hospice meet the needs of many families. Donors listed in the following pages represent cash gifts made in support of Carroll Hospice of $250 to $999 for individuals and businesses that made gifts of $250 to $2,499 between January 1, 2010 and December 31, 2010. (Please note: Associate, Brick, DASH and Founders Circle donors are listed separately.)

Every effort has been made to ensure the accuracy of the list of donors. If we have inadvertently misspelled or omitted your name, please accept our apologies and contact the Hospice Development office at 410-871-7220 so we may correct our records.

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Annual Report of
Carroll Hospice 2010 Donors

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Carroll Hospice relies on support from the community to continue to provide services to those in a time of need. In 2010, more than 4,000 individuals and businesses made charitable donations supporting Carroll Hospice totaling $895,754. Private support played a significant role in helping hospice meet the needs of many families.

**Founders Circle Members**

Represented on this list are individuals who contributed $1,000 or more and businesses/organizations that contributed $2,500 or more to Carroll Hospice between January 1, 2010 and December 31, 2010.

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- Community Foundation of Carroll County
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For a complete list of donors, visit www.CarrollHospice.org.
Memorial Walk Bricks

Through our commemorative brick program, Carroll Hospice offers a lasting way to memorialize your loved ones or pay tribute to a caregiver. Each inscribed brick is placed outside of the main entrance to the Dove House. Following is a list of donors who purchased bricks from January 1, 2010 to December 31, 2010.

Appalachian Outreach Mission Store
Angel on Earth, Charlene Gillis

Mrs. June E. Atkins
Charles Atkins, Loving Husband, Father, Grandfather & Great-Grandfather

Mr. Paul M. Bell
Bobby Bradford, GB Neighbor, Paul & Jason Bell

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Together We'll Make A Brighter Rainbow, Joseph & Norma Depaola, Sr.

Ms. Mari Jo Boynton
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In Loving Memory of Our Dear Friend Nina Lorenz

Mr. Sterling Bryan
In Memory of Richard C. Ely, 4/1929 11/2010

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In Memory of James E. Buchler, Loving Husband

Carroll Hospice Associates
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In Memory of Vestal Leatherman, Loving Husband, Father & PopPop

Mrs. Diane Dell
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We Love You Dad-Poppy, Your Children

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In Memory of Lori Metzger, We Love You

Ms. Charlotte Gyory
Love is All That Matters

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To My Wife, in Loving Memory Beverlee Hamlett

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Clotene Hiebert, Beloved Mother and Grandmother

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In Memory of Our Mom Carrie, John & Shirley

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Ms. Romaine M. Johnson
Memory of My Son, John A Johnson, Jr. 8-22-64 to 5-31-10

Mr. & Mrs. Robert J. Krebs, Jr.
Patrick & Georgia Lockhart, 1923-2010

Mr. & Mrs. Robert J. Landsman
In Memory of Doris A. Craig, 1917-2009

Mr. Carmelo P. Latella
In Memory of Dolores Latella, you are my strength, I Love You Forever, Husband Paul

Ms. Gladys A. Lewis
In Memory of E. Ann Wooden, 8-3-22 to 5-20-10

Ms. Jeanne Faye Lindley
In Loving Memory of Bettie Lou Engel, 1998

Mr. Thomas C. Lorenz
Nina, I Miss You, Love Tom

Mrs. Susan M. Marshall
In Memory of Ken Marshall, Sr. 7/13/50-7/01/10

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I Love You Sonny, Raymond Husband, Best Friend Debbie

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Ms. Mary Lee Yingling
In Loving Memory of My Son Thomas Naubaun Yingling

Ms. Lea L. Yox
In Loving Memory, Dennis Guy Lipscomb, 9-10-55 to 2-8-2008, We Miss & Love You!
Carroll Hospice Wish List

The following items are needed for Carroll Hospice patients and families:

- Boxes of cake, cookie and brownie mix
- Dove® chocolate candy
- Individually packaged snacks (chips, popcorn, crackers, pudding)
- Single-serving sized cans of fruits and vegetables
- Dove® liquid soap and lotions (small size)
- Yarn for Prayer Shawl Ministry (red, white, blue and yellow especially needed)
- New soft and cuddly teddy bears (10-12 inches tall)
- Fleece blankets (any color, especially yellow)
- Coloring books
- Crayons (8 count)

If you wish to donate any of these items, please call 410-871-7528.