



Hospice of Cincinnati

Experience. Compassionate. Caring.SM

THE NATION'S
FOURTH OLDEST
HOSPICE

•
SPRING 2019



IN THIS ISSUE:

- 3 Conversations of a Lifetime[®] expands influence
- 4 Dr. Fries joins Board of Trustees
- 5 Grateful Giving: The power of one



Supporting Children & Families Through Grief
Fernside CLASSIC
 AN AFFILIATE OF HOSPICE OF CINCINNATI

Community, donors celebrate the life of William Krall, MD

Hospice of Cincinnati team members are experts in helping patients and their families travel the end-of-life journey in comfort and with dignity. Our medical directors guide this care with great compassion and knowledge. Hospice recently lost a beloved colleague and friend with the passing of former Hospice of Hamilton Medical Director William Krall, MD.



William Krall, MD, who served as Hospice of Hamilton Medical Director until his retirement in 2016, was beloved by his staff and the community.

Trained in internal medicine and pulmonary critical care, Dr. Krall was a practicing Mercy Health physician while serving as the Medical Director for Hospice of Hamilton. He served our hospice patients with skill and compassion until his retirement in 2016.

The February Celebration of Life held in his honor reflected the life he lived, according to former Hospice of Hamilton Account Executive Debbie Hauenstein, who worked with Dr. Krall for more than 20 years.

“It was a celebration rather than a wake,” she says. “Team members and community representatives spoke very fondly of him.”

Hospice of Cincinnati’s Director of Clinical Services Connie Kreyling, MSN, RN, CHPN, says everyone loved Dr. Krall, from the staff to the patients. “He was so kind and gentle,” she reflects.

Kreyling first met Dr. Krall more than 20 years ago when she started as a nurse manager on the Hamilton Home Care Team. “He was a wonderful teacher—always helping the staff

Continued on page 7

Join us!

Friday, May 10

Cooper Creek
Event Center
Dinner and
silent and live auctions

*Special presentation
on Fernside expressive
arts program*

Monday, May 13

Shaker Run Golf Club
18-hole scramble

Noon shotgun

See page 6

CEO Message: Commitment

DID YOU KNOW...



Leaving a bequest or naming a charity as a beneficiary in a will/trust is often misunderstood as a way for only the wealthy to give back. In truth, according to Giving USA 2017, bequest giving by small estates increased by 20 percent in one year. Donors of all means are naming a charity in their will/trust to see the good works they supported during their lifetimes continue as a legacy for future generations.

It really isn't the size of your estate that matters when choosing to leave a legacy. It's the size of your heart. Consider naming Hospice of Cincinnati as a beneficiary after providing for your loved ones in your estate plan.

For more information about leaving a bequest to Hospice of Cincinnati, contact Laura Kumler at 513-865-5219 or [Laura Kumler@TriHealth.com](mailto:Laura.Kumler@TriHealth.com).



I see something pretty amazing just about every day. I see it in the way Hospice of Cincinnati team members go above and beyond. I see it in our volunteers who help bring moments of joy into our patients' lives. It's visible in our donors as well, who consistently remember Hospice of Cincinnati when sharing their treasure.

I see commitment.

For so many involved with Hospice of Cincinnati, it's not just a job, a donation or a project. It's an embrace of commitment that stems from belief in our mission. A belief in compassionate, personalized end-of-life care. A belief in the authenticity and importance of each person's life story. A belief in the value of creating the best possible and most meaningful end-of-life experiences.

William Krall, MD, was highly respected for his commitment. (See page 1.) Serving as Hospice of Hamilton Medical Director for nearly 15 years, he helped make our care more accessible in his community. He inspired countless team members, volunteers and donors through his commitment to our mission.

Our Conversations of a Lifetime® team never stops in its dynamic work. (See page 3.) Whether a local campaign or national conference, this team works tirelessly to influence health care providers, communities, organizations and families on the value of early conversations regarding end-of-life care and preferences.

Volunteer and donor Bobbie Ford has embraced our mission with steadfast commitment for more than 25 years. (See page 5.) Her philosophy of "what just one person can do" has touched hundreds of families and will benefit countless families for years to come through her legacy gift.

We're grateful to all who believe in and remain committed to Hospice of Cincinnati's mission. Whether through employment, volunteerism or philanthropy, it all combines to strengthen our work of creating the best possible and most meaningful end-of-life experience for all who need care and support in our community.

Warm Regards,

Nancy Glorius, RN, BS, MEd
Acting President and CEO
Chief of Clinical Operations and System Development

OUR MISSION

Hospice of Cincinnati creates the best possible and most meaningful end-of-life experience for all who need care and support in our community.

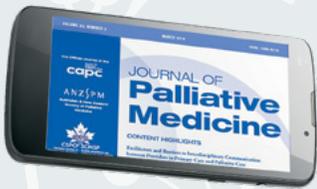
Conversations of a Lifetime[®] expands influence

Hospice of Cincinnati's community outreach initiative, Conversations of a Lifetime[®], continues to expand its leadership in promoting advance care planning (ACP) conversations among families and in coaching physicians to improve end-of-life care planning. By reaching out nationally and locally, Senior Program Administrator Barbara Rose, MPH, RN, and Project Specialist Stephanie Leung, MBA, are helping transform end-of-life care.

National reach

Coalition to Transform Advanced Care

Rose presented "Innovative Programs for Better End of Life" to more than 50 workshop attendees in Denver in October.



Journal of Palliative Medicine

The peer-reviewed Journal of Palliative Medicine published Rose and Leung's manuscript describing the success of advance care planning in primary care practices. Their article, "Initiating Advance Care Planning in Primary Care: A Model for Success," was published online in November and in the April 2019 print edition.

Respecting Choices[®] National Share the Experience Conference

Leung attended the conference in Minneapolis in October. Her presentation described combining Respecting Choices[®] Last Steps ACP/ MOLST (Medical Orders for Life-Sustaining Treatment) facilitator training and VitalTalk[®] physician coaching to train staff in implementing ACP in TriHealth primary care practices. Leung will also provide guidance for a curriculum update to Last Steps[®] (now known as Advanced Steps[®]).



Stephanie Leung, Conversations of a Lifetime Project Specialist, joins Stephanie Anderson DNP, RN, Executive Director of Respecting Choices, at the National Share the Experience Conference in October.

says. "Once the campaign launched, our numbers increased to more than 2,000 visits in November!"

Regional impact

ACP/MOLST Facilitator Training

Rose and Leung took the ACP/MOLST facilitator program on the road this winter, training 32 nurses and social workers from St. Elizabeth Physicians primary care offices. They're in talks to provide VitalTalk[®] physician coaching to another local health care system's primary care providers.

Honoring Wishes Task Force: SB 165

Rose is participating in the Ohio Honoring Wishes Task Force, making suggested improvements to the Ohio Do Not Resuscitate (DNR) form and discussing introduction of MOLST/POLST for end-of-life care orders.

Local impact

A focused digital campaign of bi-weekly articles and accompanying ads on Cincinnati.com began in October to support the launch of "The Talk," a campaign promoting face-to-face, heart-to-heart conversations with a loved one about end-of-life care issues. The results: A spike in Conversations of a Lifetime website visits. "We were averaging about 268 visitors a month prior to this," Leung



Conversations of a Lifetime launched in 2013 with funding from bi3, Bethesda Inc's grantmaking initiative to transform health, and CommonSpirit Health (formerly Catholic Health Initiatives).

New Volunteer Supervisor joins Hospice of Cincinnati

Melissa Su recently joined Hospice of Cincinnati as Supervisor of Volunteer Services. “I am honored to be able to carry on JoAnn [Ropp’s] work,” Su says. Ropp retired in November after serving as Manager of Volunteer Services for 14 years.

Reflecting on her tenure, Ropp is most proud of increasing the number of volunteers by 80 percent while enhancing the new-volunteer training experience—all with the support of the Volunteer Services team. While she says retirement suits her, she misses the wonderful volunteers and outstanding team members who are like close friends and family.

“Their dedicated service to patients and families is inspiring and heart-warming,” Ropp says.

Su most recently worked at Suncoast Hospice in Florida—also a nonprofit hospice in operation for more than 40 years. After working in various positions in the business world, a volunteer experience with the elderly led Su to the hospice field



*Melissa Su
Supervisor, Volunteer Services*

and a career change she says helped her find her calling in life.

“It really touched my heart being a part of an organization that provides care and support to patients on their final journey,” she says. “I knew I had found my place in life.”

Pat Brown, Manager of Support Services, says, “We are delighted Melissa has chosen to bring her experience to Hospice of Cincinnati, and we are forever grateful for JoAnn’s leadership, which has greatly enriched our support to patients and families.”

A Cincinnati native and Xavier University graduate, Su is glad to return home and to be close to her two daughters. “I was drawn to Hospice of Cincinnati because I believe in the mission. And I believe our volunteers are truly the heart of the organization.”

Erin Fries, MD, joins Board of Trustees

Erin Fries, MD, Chief Clinical Officer, Bon Secours Mercy Health Cincinnati, recently joined the Hospice of Cincinnati Board of Trustees. She is board-certified in family medicine.

A Cincinnati native, Dr. Fries chose family medicine because of her desire to care for patients across generations—from cradle to grave. She sees a compelling need to focus on hospice care for a variety of reasons.

“We need to get patients and providers comfortable talking about end-of-life issues,” she explains. “So many more patients would benefit from receiving hospice and palliative care, rather than having every treatment up to the end of their life.”

Looking at health care from a health system level, Dr. Fries is very interested in population health. “Hospice helps manage resources by focusing on patients getting the right level of care at the right place at the right time based on their clinical condition.”



Erin Fries, MD

Departing Hospice of Cincinnati President and CEO Sandra Lobert speaks highly of Dr. Fries and her background.

“Dr. Fries really understands the impact hospice care has, not only on a personal level to each patient and their family, but also on the health care system as a whole,” Lobert says. “She appreciates both the compassionate and the business value of improving end-of-life care.”

TIPS FOR COPING WITH LOSS

Grief is a normal reaction to losing a loved one. These tips may help you move toward a state of healing and acceptance.

Actively grieve and mourn. Grief is an inner sense of loss, sadness and emptiness. Mourning is how you express those feelings. Both are necessary for healing.

Acknowledge your pain. If you don’t face your grief, your wounds may never heal. Acknowledge your pain as part of moving through grief.

Seek support. Spending some time alone is fine, but isolation isn’t a healthy way to deal with grief. Reach out to others for support.

Don’t make major decisions. Grief clouds the ability to make decisions. If possible, postpone major life decisions, especially financial ones.

Take care of yourself. Grief is exhausting. Get adequate sleep, eat healthy, exercise and consider a medical checkup since grief can adversely affect your health.

Remember: Time helps, but it might not cure. Time can make feelings of loss less intense, but some feelings may linger. Be patient as you heal.

Tips provided by the Bereavement Counselors at The Goldstein Family Hospice of Cincinnati and Fernside Grief Center.

GRATEFUL GIVING

The power of one

“Two chocolate milkshakes coming up!” declares Bobbie Ford, a spiritual care volunteer at The Margret J. Thomas Inpatient Care Center in Blue Ash. In the room with her are two patients—husband and wife. The wife has been quiet and somewhat non-alert. But her eyes grow wide upon hearing Ford mention “milkshake.”

“I do whatever brings comfort to patients and families,” she explains. “It doesn’t have to be religious oriented. It’s all ministry.”

Whether prayers, conversation or milkshakes, Ford has a knack for knowing how to bring moments of joy into patients’ lives, helping create the best possible and most meaningful end-of-life experiences. She’s well-practiced as a 26-year Hospice of Cincinnati volunteer.

Ford describes herself as a sort of “midwife” for the other end of life. Rather than assisting a birth into life, she supports patients by bringing “life into death.”

Her interactions have ranged from gardening conversations, to facilitating language barriers, to reciting a poem that family members could not. She treasures the framed poem now resting on her dresser.

It all illustrates “what just one person can do,” she says. “The little things mean a lot.”

She also uses her volunteer experiences to help inform two Hospice of Cincinnati work groups—the Community Resource Development Committee and the Patient Family Advisory Council.

Ensuring more “little things”

Ford amplifies her consistent volunteer support every year with generous contributions to Hospice of Cincinnati.

“I know ongoing operation expenses need to be covered,” she notes. “I totally believe in the mission of Hospice of Cincinnati. Who knows? Someday, I may need it.”

Beyond her lifetime, Ford aims to help ensure the best possible and most meaningful end-of-life experiences for years to come by naming Hospice of Cincinnati as an estate plan beneficiary.

“I feel wonderful knowing there will be support for Hospice of Cincinnati after I’m no longer here in person or writing the checks,” she notes.

As a tribute to Ford’s support, she has been nominated for the Voices of Giving Awards, an annual recognition program of the Greater Cincinnati Planned Giving Council.

Hospice of Cincinnati Development Officer Lori Asmus describes why her team chose to nominate Ford.

“Bobbie is a true philanthropist and gives so selflessly of her time, talent and treasure,” Asmus says. “She understands the importance of leaving a legacy to the mission work you believe in to see it continue far into the future.”

“Bobbie will continue to serve patients and families, in spirit, with this legacy of love and ministry for generations to come.”



A 26-year volunteer, Bobbie Ford also supports Hospice of Cincinnati’s mission through annual and legacy giving.

Thanks for making a difference!

Gifts made in memory or in honor of loved ones help provide experienced and compassionate care to thousands of Hospice of Cincinnati patients and families each year. Please visit [HospiceOfCincinnati.org](https://www.hospiceofcincinnati.org) to learn more about the impact of your donation and to view a complete listing of tribute gifts.

WE NEED YOU!

Art Rettinger, a Navy veteran who served our country with distinction, volunteers with Hospice of Cincinnati by providing companionship to fellow veterans receiving our care in long-term care facilities. Rettinger easily connects with veteran patients because of his shared military experience, enabling him to be present to hear untold heroic stories. He enjoys his weekly visits and feels uplifted and honored to be able to make a difference in the lives of veterans and our community.

When we have a veteran patient in need of a companion, we match them with our veteran volunteers. If you’re a veteran, consider volunteering with Hospice of Cincinnati. Contact Melissa Su, Supervisor, Volunteer Services, at 513-246-9166 or Melissa_Su@TriHealth.com.



Support Fernside at beautiful Shaker Run Golf Club

Play Shaker Run Golf Club—located in the beautiful, rolling Warren County countryside—and support Hospice of Cincinnati’s affiliate, Fernside, which provides grief support for children and families. This year’s Fernside Classic features a delicious dinner and extraordinary silent and live auctions on Friday, May 10, at the Cooper Creek Event Center, followed by golf on Monday, May 13, at Shaker Run. Recognized by *Golf Digest* as one of the premier golf courses in Ohio, Shaker Run is just 30 miles north of Cincinnati near historic Lebanon, Ohio.

Many opportunities exist for corporate/individual sponsorship, dinner tickets, team play and volunteering. Come out and help Hospice of Cincinnati support Fernside!

For more information on this year’s Fernside Classic, please contact [Jennifer Beck@TriHealth.com](mailto:Jennifer.Beck@TriHealth.com) or call 513-865-5219.



Fernside alumni Maddy Brewer, Eli Hart, Keegan Graham, Michelle Kerr and Kaylee Williams help out with last year’s Fernside Classic.

Outstanding caregivers honored

Congratulations to Priscilla Johnson, PCS, Hospice of Hamilton, and Richard Hoehn, Direct Care Volunteer, West Inpatient Care Center, who were honored as Hospice of Cincinnati’s 2018 Outstanding Caregivers at the 14th Annual Caregiver Recognition Mass Nov. 11 at St. Peter in Chains Cathedral.

The Caregiver Assistance Network partners with the cathedral and the Sovereign Order of the Malta to recognize hundreds of caregivers—both salaried and volunteer—who serve selflessly in health care facilities throughout Greater Cincinnati.



Pictured (left to right) are Barbara Kitchen, West Volunteer Coordinator; Richard Hoehn, Direct Care Volunteer, West Inpatient Care Center; Priscilla Johnson, PCS, Hospice of Hamilton, and Christina Grismer, North Regional Assistant Manager.



Hospice of Cincinnati Chief Marketing Officer Janet Montgomery joins keynote speaker Christopher Bolling, MD, who discussed motivational interview techniques to engage the patients and families we serve.

Workshop helps staff identify underlying cause of family stress

Hospice of Cincinnati presented, “Toxic Stress: It’s not what is wrong with you—it’s what happened to you,” at Hospice of Cincinnati’s 16th annual Social Work Workshop March 13 at the Cooper Creek Event Center. The keynote speaker, Christopher Bolling, MD, FAAP, a pediatrician with Pediatric Associates of Northern Kentucky, gave an informative and engaging presentation about the health implications of childhood stress in adulthood. The event provided 1.5 CEUs to the more than 160 social workers and nurses in attendance.



SAVE THE DATE!
Saturday, Aug. 10

Anderson Pavilion at
Smale Riverfront Park

Live music
Heavy hors d’oeuvres
Fine wines • Craft beers

**For more information,
please contact Jennifer
Beck at Jennifer.Beck@TriHealth.com or
513-865-5219.**



Pictured (left to right) Gourmet Melodies Committee member Stacey Meyer enjoys the beautiful view with Karen Juel, Anders Juel and Amber Ebersbach at the 2018 event.

Dr. Krall

Continued from page 1

understand the best treatment modalities for their patients.”

Hauenstein fondly recounts the many Hospice of Hamilton community activities and fundraisers Dr. Krall gladly participated in, including emceeding an annual trivia night and playing Santa Krall for the Hospice of Hamilton Inpatient Care Center.

“He was our Hospice of Hamilton rock star. He always went above and beyond.”

“He was our Hospice of Hamilton rock star,” she says. “He always went above and beyond.”

Sue Snodgrass, RN, Visit Nurse, North Home Care Team, agrees. “Dr. Krall,” she says, “was a great example of what a doctor should be.”

Jim and Janett Lowes, longtime friends and family members of patients cared for by Dr. Krall, felt compelled to honor Dr. Krall for his contributions and special qualities. Upon the death of Jim’s father, George (Jack) Lowes—cared for by Hospice of Hamilton last year—they contacted Hospice of Cincinnati Development Officer Lori Asmus.

“We felt that making a gift recognizing Dr. Krall and benefiting Hospice of Hamilton would be an excellent way to remember him and his contributions to Hamilton and Fairfield,” the couple shares.

They worked with Asmus to develop a plan for their gift that will recognize Dr. Krall, celebrate the life of their father and create a meaningful impact on the Hospice of Hamilton community. Their gift will provide support for the Hospice of Hamilton Charity Care Fund and a refresh of the Hamilton Inpatient Care Center.

“Bill Krall was a wonderful man and an excellent doctor,” the couple says. “It is our honor and privilege to be able to provide this recognition in a tangible way that will benefit the patients and families served by Hospice of Hamilton.”

“Like” and learn!

Interested in reading more compelling stories about Hospice of Cincinnati and Fernside patients, families, staff and volunteers? If so, “like” Hospice of Cincinnati and Fernside’s Facebook pages. You’ll also stay up-to-date on events and receive helpful advice on grief and other end-of-life topics.



Community Gives Back Mustangers drive yearly support for Hospice of Cincinnati

Many thanks to the Queen City Mustangers for their continued support of Hospice of Cincinnati. For the past 11 years, this group of Ford Mustang-loving folks has donated 100 percent of proceeds from its Pony Trail car show in June to Hospice of Cincinnati, totalling more than \$4,000. The 2019 Pony Trail will be held June 28.



(Left to right) Queen City Mustangers members Linda Williams, Anita Fithen and Tina Scheafer present a check for \$420 to Jason Parks, Hospice of Cincinnati Billing Department.

Buy groceries, support us! Re-enroll before you go!

Enrollment expires on March 31 every year. You must re-enroll your card after April 1 under its organization name or number. Hospice of Cincinnati’s number is 82546; Fernside is 82595.

1. Go to or create your [Kroger.com](https://www.kroger.com) account
2. Select Savings and Rewards
3. Select Kroger Community Rewards
4. Select “I’m a customer”
5. Use “Search” to choose
 - Fernside: A Center for Grieving Children
 - Hospice of Cincinnati
6. Click Enroll to finalize your selection.
You will receive a message that you have successfully enrolled.

Thank you!

AmazonSmile helps too!

Enroll at [Smile.Amazon.com](https://www.amazon.com) to benefit Hospice of Cincinnati or Fernside while you shop at Amazon.



The Goldstein Family
Hospice of Cincinnati and Fernside
Grief Center



The Goldstein Family Hospice of Cincinnati and Fernside Grief Center is the first comprehensive bereavement center in Greater Cincinnati focusing on both adult and children's grief. Services are free and available to all.

For more information about our programs and how to register, please call Hospice of Cincinnati at 513-891-7700, Fernside at 513-246-9140 or visit HospiceOfCincinnati.org/grief-services.



Fernside sees record year

A national leader in providing grief support services, outreach and education to the community and families, Fernside broke its own record recently with an annual total of 1,399 children, teens and adults attending support groups.

The evening program continues to garner the most participants, with widespread locations in Anderson, Bridgetown, Blue Ash, Downtown and Liberty Township. The loss of a father remains the top reason youth seek Fernside's services, followed by the loss of a grandparent.

Student support was also record-setting with 497 students seen in school, crisis and special collaboration groups. "Fernside helped me release my pain and worry," a youth participant notes. "I had [it] bottled up from the passing and finally I could breathe."

Fernside collaborates with schools—elementary, junior high and high schools—to provide on-site grief support for grieving students and provides support to schools and other organizations following a death.

Seven crisis groups were held at locations around Greater Cincinnati, with more than 200 additional youth and adults benefiting from consultations, faculty education and support, and parent education.

"Fernside has been so helpful, especially with the difficulty in helping my kids," explains a parent. "I am so grateful to Fernside. It truly has been a blessing to be able to connect with this organization."



Elijah participates in Fernside's Imaginary Flight group activity, where he imagines time with the loved one he lost—where they would go, what they would do and what they would see.