

Connections

Fall 2016 | Volume 42

Newsletter for Families and Friends

Greater Boston Hospice House Groundbreaking & New Waltham Office

High atop a tree-lined hill overlooking the Cambridge Reservoir on the Lincoln - Waltham town line, more than 75 Care Dimensions supporters gathered on September 27 to celebrate the official groundbreaking of our new Greater Boston Hospice House. With an expected completion in November 2017, the new hospice house will feature 18 private patient suites, comfortable living room spaces, gardens and other family-friendly amenities and its staff will provide hospital-level care to patients who need complex pain and symptom management.

"This moment has been a long time in the making. The dream began in 2011, when Care Dimensions expanded its service area with the acquisition of Partners Hospice," said Philip Cormier, vice chair of Care Dimensions Board of Directors. "From the success of our Kaplan Family Hospice House, which was the first

independent licensed inpatient hospice facility in Massachusetts when it opened in 2005, we knew we needed to bring that higher level of care to our patients in the MetroWest and Greater Boston area."

"Not a day goes by without one of our nurses or hospital partners mentioning that there is a patient in need of the care this facility and its staff will provide."

"The need for this level of care for terminally ill patients is real and growing. Last year, Care Dimensions cared for more than 1300 patients living within 15 miles of this site," explained Care Dimensions President Diane Stringer. "Not a day goes by without one of our nurses or hospital partners mentioning that there is a patient in need of the care this facility and its staff will provide." (continued on page 3)

ED. Care Dimensions Hospice Facili

Diane Stringer (center) and members of the Board of Directors officially break ground on the Care Dimensions Greater Boston Hospice House



Joanie Johnson, Paula Bartlett and Chris McCann

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LETTER FROM THE PRESIDENT

This fall marks my 28th year as President of this remarkable organization, and it's a bittersweet time for me as my retirement approaches in the coming months. I'm so proud of what we've been able to accomplish together and yet we have so many innovative practices and projects that are just getting started.

Care Dimensions continues to advance its leadership role in providing innovative, high quality

end-of-life care. With the \$750,000 grant from the Massachusetts Health Policy we were awarded this fall, we will be integrating palliative care in primary care physician practices so we can help seriously ill patients earlier in the course of their disease.

We are advancing the level of support we can offer families by exploring new technologies and methods of delivering care. And we're taking what we've learned from the Hospice Nurse Residency pilot program and improving how we recruit, train and mentor new clinical staff.

Now, with the beginning of construction of the Greater Boston Hospice House, we are one big step closer to making it easier for our patients in MetroWest and Greater Boston to receive inpatient care in a comfortable, home-like atmosphere – the same care we've been providing at the Kaplan Family Hospice House for more than 10 years.

And while much has changed throughout my career, one thing that remained constant is the generous support of our community that has made all of these advancements possible. Our 29th annual Walk for Hospice on October 2 – which saw thousands of supporters join with us to remember those we've loved and lost – is a testament to your unwavering support.

Sincerely,

Diane J. Stringer

Diane T. Stringer President and CEO

CARE DIMENSIONS STAFF PARTICIPATE IN ADVOCACY DAY ON CAPITOL HILL

In July, three Care Dimensions staff members joined more than 200 hospice supporters from across the U.S. in Washington, D.C., to champion legislation to benefit hospice patients. The Hospice Action Network's two-day "advocacy intensive," included a full day of preparatory meetings and workshops, followed by office meetings with assistants to several members of the Massachusetts congressional delegation. Specifically, hospice advocates pushed for support of the Care Planning Act in the Senate, and the Personalize Your Care Act of 2016 in the House. The Senate bill would establish a Medicare benefit that allows for a team-based approach to planning discussions. The House bill would provide advance care planning and palliative care education and training for clinicians who care for people with advanced serious illness. It also would allow advance directives

to be included within a patient's electronic health record and be portable across state lines.

(Pictured right) Sr. Director of Patient & Family Support Services Nate Lamkin met with Massachusetts Congressional staffers. For more on the visit, read our blog post



CareDimensions.org/VoicesOfCare-HAN2016

GREATER BOSTON HOSPICE HOUSE GROUNDBREAKING & NEW WALTHAM OFFICE (CONTINUED)

"Throughout the years, we have been able to expand our services thanks to generous donations from the community. With confidence in their continued support, we have undertaken a capital campaign to raise funds to build this hospice house and I'm happy to report that we've already secured more than \$4 million toward our goal. Now that construction is beginning, I know that the community will join us to support this much needed project," continued Stringer.

The ceremony also featured a welcome from Peter Braun, the Chair of the Lincoln Board of Selectmen, comments from Paula Bartlett describing a family's perspective on the care received at the Kaplan House, and a blessing of the land and construction by Care Dimensions Chaplain Ruben Exantus.

Following the ceremony, the attendees joined Care Dimensions staff for a reception and tour of our new Waltham office, located only minutes away from the site of the new hospice house. To view a photo album of the Groundbreaking Ceremony and Reception, visit: CareDimensions.org/Groundbreaking



(Top) The team at Windover Construction (Right) Paulette and Steve Geoffroy



Care Dimensions Awarded \$750k Innovation Grant



David Seltz, Executive Director of Massachusetts Health Policy Commissions, Diane Stringer, Dr. Stephanie Patel and Susan Lysaght Hurley.

The Massachusetts Health Policy Commission has awarded Care Dimensions a \$750,000 grant for our proposal aimed at identifying palliative care patients earlier in their illness and helping them avoid unnecessary emergency department use and hospitalizations. We will partner with North Shore Physicians Group to improve timely access to palliative and hospice care for high-risk patients with a life-limiting illness. "This award will greatly enhance our ability to bridge the gap between curative and end-of-life care by expanding community-based palliative care through the use of a dedicated primary care/palliative care liaison and increased telehealth services," said Susan Lysaght Hurley, Care Dimensions director of research. Care Dimensions is one of 10 organizations awarded grants under a commission initiative that seeks to contain health care costs, and the only organization funded for a focus on end-of-life care.

New VP of Quality and Compliance

We are pleased to announce that Jean Ball, PT, M.Ed., CPHQ, has joined Care Dimensions as our new Vice President of Quality and Compliance overseeing our efforts in clinical quality, customer satisfaction, performance improvement, staff education, compliance and medical records. With a career of more than 30 years in healthcare, Jean brings vast experience in health care quality, compliance, risk assessment, survey readiness and improving the patient experience. Most recently, Jean was the Chief Compliance Officer and Director of Patient Experience at North Shore Medical Center.



Healing Connections

RESOURCES FROM CARE DIMENSIONS GRIEF SUPPORT PROGRAM

Forgotten Heroes: Vietnam-Era Veterans

Nathaniel R. Lamkin, LICSW, ACHP-SW (Senior Director of Patient & Family Support Services)

During WWII approximately 16 million Americans served their country in uniform. Today less than 700,000 of those veterans are still alive, and the last surviving WWII veteran is expected to die by 2036. Often referred to as "The Greatest Generation," WWII veterans were welcomed home as heroes by a grateful nation. The Serviceman's Readjustment Act of 1944 – known informally as the "G.I. Bill" – rewarded WWII veterans for the service with low-cost mortgages, low-interest loans to start businesses, and cash payments for tuition and living expenses to further their education.

Contrast this with the experience of another generation of older veterans: the 2.7 million who served in Vietnam. About 850,000 Vietnam era veterans are alive today, and their memories of homecoming are starkly different. Unlike the previous generations that rallied behind the soldiers who fought "The Good War" or the Korean War, popular support for the Vietnam War declined steadily through the late 1960s and early 1970s when mass anti-war protests were commonplace. Many Vietnam veterans were cursed at and spat upon, their uniforms making them a target for scorn rather than gratitude. High rates of substance abuse and PTSD (underdiagnosed and poorly understood until recently) made this difficult path even more challenging.

Our Grief counselors describe clients as experiencing "complicated grief" when other major psychosocial stressors in the client's life interfere with their ability to process the death of their loved one. Vietnam era veterans, whose average age of enlistment was 19, returned home to a hostile political and social climate that brought stigma and shame to their military service and as a result many chose not to speak of it for years. Unresolved grief about the death of comrades is left to fester, and many Vietnam veterans and their families are filled with resentment at how they were misunderstood and mistreated when they came home.

How does Care Dimensions support Vietnam-era veterans at end of life, and comfort their families when they die? We:

- Publically and privately recognize and express gratitude for their service, no matter how long overdue.
- Create a safe, supportive space for Vietnam veterans to connect with each other and express their feelings through community programs and our veteran-to-veteran volunteer program.
- Acknowledge that they deserve our ongoing support in coping with their past military experiences.
- Work to coordinate VA and other healthcare benefits.
- Offer grief counseling specific to veteran populations.

Most Vietnam-era veterans are in their late 50s or early 60s. There is still time to rectify old wrongs, heal old wounds, and ease the end-of-life journey for these unsung heroes.

This spring, Care Dimensions will offer a support group for anyone who has experienced the loss of a military service member due to suicide. Participants will find solace in a safe place as they forge connections with one another, explore the myriad emotional reactions to grief and support each other's unique grief journey toward healing. To learn more, please call 855-774-5100.

GRIEF SUPPORT EVENT PUTS TEENS IN DRIVER'S SEAT

Grieving teens and their friends had a chance to connect with each other and learn the importance of self-care at a grief workshop held at K1 Speed Boston. "With the support from New York Life Foundation's Grief Reach grant, the children's program is expanding to provide teens with opportunities to connect with one another through shared experiences," said Child Life Specialist Kristen Goodhue. "Teens who have experienced a loss often feel isolated and alone, and events such as K1 allow teens to form connections and experience joy through their grief."



2016-2017 Bereavement Calendar

Coping with the Holidays

These sessions are held after local *Hospice Tree of Lights* ceremonies. For more information, see page 12. *One need not participate in the Tree of Lights events to attend these workshops.*

Greater Boston Area

Christ Church Episcopal 750 Main Street, Waltham Saturday, November 5, 5 – 7 p.m.

Cape Ann Ceremony

BankGloucester 160 Main Street, Gloucester Monday, December 5, 6 – 8 p.m.

Please RSVP to 855-774-5100 or email Grief@CareDimensions.org

WORKSHOPS

Newly Bereaved Workshop

(a one-time workshop for loss of 1-3 months) **Thursday, December 1, 6 – 8 p.m.** 333 Wyman St., Suite 100, Waltham

Yoga for Living with Loss

Tuesdays, Nov. 8 – Dec. 13, 5:30 – 6:30 p.m. Wednesdays, Nov. 9 – Dec. 14, 10 – 11 a.m. 78 Liberty St., Danvers Cost is \$50 for either six-week session.

SUPPORT GROUPS

Young Widowed II

Mondays, Nov. 7 – Dec. 12, 6:30 – 8 p.m. 78 Liberty St., Danvers

Note: You must have participated in our Young Widowed grief support group in order to join this group.

Children's Bereavement Support Groups

1st and 3rd Tuesday of each month through the school year, 5:30 – 7 p.m. Holy Trinity United Methodist Church, Danvers

This group is open to children ages 4–12 who are grieving the loss of anyone close to them. Children will be divided into two appropriate age-range groups. Dinner will be served at the beginning of each group. Registration will open in January. Call Kristen Goodhue, MS, CCLS at 978-750-9335 or ChildLife@CareDimensions.org.

Adults Raising Grieving Children

Occurs at 5:30 – 7 p.m. during Children's Bereavement Support Groups

Advanced registration is required for all groups and workshops. Dates and times are subject to change. Although there is no charge for most support groups, donations are appreciated. For more information or to register, visit CareDimensions.org, call 855-774-5100 or email Grief@CareDimensions.org

Danvers Ceremony

People's United Bank 1 Conant Street, Danvers Tuesday, December 6, 6 – 8 p.m.

Swampscott Ceremony

The First Church in Swampscott Congregational 40 Monument Avenue, Swampscott Thursday, December 8, 6 – 8 p.m.

MONTHLY SUPPORT GROUPS

Newly Bereaved

1st Thursday of every month, 3 – 5 p.m. 78 Liberty St., Danvers

Caregiver Support Group

Monday, November 14, 10:30 – 11:30 a.m. Monday, December 12, 10:30 – 11:30 a.m. 78 Liberty St., Danvers

Our drop in Caregiver Support Group is a comfortable, relaxing space to release some of the stress you carry as you care for your loved one. Join us for a cup of coffee or tea while finding mutual support from others and learn tools to help you along your journey of caring. Join us for one or all of the sessions.

Our 2017 bereavement calendar will be available on our website mid-December.



News briefs

WALK BENEFIT KICK-OFF PARTY AT HONDA NORTH

In September, we held a successful prelude to our Walk for Hospice, the annual Walk Kick-off Party. The event, held at the Honda North showroom in Danvers, raised more than \$18,000 thanks to the generosity of Honda North, over a dozen North Shore restaurants, Merchants Liquors and sponsors who underwrote the fundraising event. More than 250 people attended and many walked away with fantastic items from the silent and live auctions.



(L-R) Honda North's Marshall Jespersen with Walk co-chairs Judy Curran and Glenn Boutchie. Photo courtesy of Salem News.



Year-End Giving Ideas

As you consider year-end giving, we invite you to place Care Dimensions on your gift list.

Did you know there are several ways to receive a tax deduction for 2016 while helping terminally ill patients and their families seen by Care Dimensions?

See which option is best for you: CareDimensions.org/CompareGifts

For more information

Please contact Angela Rogalski, director of development operations, at 978-223-9786 or ARogalski@CareDimensions.org.



(Top photo) Care Dimensions staff and friends enjoy food and drink.
(Bottom photo) Walk Committee members Diane Brinkley and Maureen Gillis coordinated the Wine Raffle.

See more photos of the evening on our Facebook page.

CareDimensions.org/WalkPartyPhotos

PRESENTING

Dr. Angelo Volandes and "The Conversation: A Revolutionary Plan for End-of-Life Care"



Join us for a **free** community education program presented by Dr. Angelo Volandes, co-founder and president of Advance Care Planning Decisions. Dr. Volandes' talk will argue for a radical re-engineering of the patient-doctor relationship to ensure patients are at the center of their medical care.

Thursday, November 10, 2016, 4:30 p.m. Danversport Yacht Club 161 Elliott Street, Danvers, MA

Learn more at CareDimensions.org/calendars or contact Wendy DeFelice, at 978-223-9748 or WDeFelice@CareDimensions.org

CEUs will be submitted for nurses, social workers and certified case managers.

Patient support

COLLABORATING TO DELIVER COMPASSIONATE CARE

Beyond clinical care, guiding patients and families through the end-of-life process is the most vital role our clinical teams play. Recently, RN Case Manager Julia DeBenedictis, Social Worker Nicole Foxe, Chaplain Kyungwon Cho and Dr. Larissa Lucas helped Dr. Nancy Chun, director of medical oncology at Winchester Hospital's Center for Cancer Care and her family care for her dying mother-in-law, Mi Cha Chun.

Because Mi Cha's condition was changing rapidly, the team coordinated daily visits to family homes in Winchester and Lexington to evaluate symptoms and quickly adjust medications to respond to her needs. The team also coordinated with Linda Mario, the oncology clinical navigator, and Dr. Saritha Bolla at the Winchester Hospital Center for Cancer Care to provide seamless care.



Chaplain Kyungwon Cho spoke to Mi Cha in her native Korean, "Trust me when I tell you that the small things that we often take for granted made a huge difference. It was comforting to know there were people out there who cared and that we were not alone."

which gave her great comfort. He made an extra effort to be there for most visits so he could translate and help her fully understand what was happening.

"We needed to hear things repeated over and over, on multiple occasions. I know this took empathy, kindness, and patience. We counted on you to help relieve her suffering. Her neck pain and breathing improved tremendously with your help. You helped her to mentally process and grieve her imminent death. This allowed her to determine what she wanted to do with the time she had left. She chose to spend her time with her children and grandchildren. Thank you. You made this happen and I am so grateful," said Dr. Chun in a letter of appreciation. "I was on the other side of the equation, not the doctor but a family member of the patient, in unfamiliar territory. Trust me when I tell you that the small things that we often take for granted made a huge difference. It was comforting to know there were people out there who cared and that we were not alone."

Mi Cha Chun and her son Sung



ANOTHER AMAZING CAMP STEPPING STONES

With a new one-day format, Camp Stepping Stones took place on July 16 at the Glen Urquhart School in Beverly. Fifty-five families and 49 campers were able to enjoy a day of fun activities and programs to help learn new coping skills after experiencing the loss of a loved one. Among the camper favorites, there were some exciting new activities including pony rides, aerial fun, farm animals, the heart puzzle, music, yoga, a BBQ, and to top it all off, an ICE CREAM TRUCK! Children's Program Coordinator Kristen

Goodhue said, "We are so grateful to all of our staff and volunteers for making this an extremely successful event for our campers and their families." And it sounds like the campers agreed, as evidenced by a camper's comment that was overheard by a counselor, "Awww, we have to leave at the end? But, I love this place!"









Celebrating 29 Years

On Sunday, October 2nd, more than 3,000 walkers came with their family members, friends and classmates to share smiles, laughter, hugs and tears at Care Dimensions' 29th Annual Walk for Hospice. Over 100 teams walked in memory of their loved ones and in support of Care Dimensions' mission of providing physical, emotional, and spiritual care to terminally ill patients and families throughout Eastern Massachusetts.

The 3-mile route, which began and ended on the campus of St. John's Preparatory School in Danvers, took walkers through the adjacent neighborhoods on a crisp fall morning. "We are inspired by the all of the walkers who come together to remember their loved ones," said Care Dimensions President Diane Stringer. "The funds raised at the Walk support many of our programs not covered by insurance including our grief support programs, complementary therapies, education and training for our staff and the community, and specialty programs like our cardiac, respiratory, veterans and pediatric programs. We are grateful for the community's support."

To see photos from the day, visit Facebook.com/CareDimensions

Special thanks to the St. John's Prep School community for welcoming the Walk for Hospice to your campus.



1. Some of the kids from Dave's Mates 2. Presenting Sponsor Boston North Cancer Association. 3. Board members and longtime supporters prepare to walk. 4. Middle schoolers from St. John's Prep helped get the field set up for the day.

of Going the Extra Mile











Top Fundraising Teams:

4Dimensions and Volunteer Vikings Care Crusaders Dave's Team Lucky Lemures Papa's Angels Rappers Ray of Hope St. John's Preparatory School Team Cindy Team Higgins Team Kyle Team Zampell Woody's Wonders

Care Dimensions gratefully acknowledges the support of our sponsors.

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 Team Ray of Hope. 6. Walkers starting their journey from Ryken Field on the St. John's Prep campus. 7. Walkers writing on the tribute wall. 8. A few members of the Bishop Fenwick soccer team.
 Team Ruby Slippers. 10. Woody's Wonders

Support from the Community

WALK TEAM PAPA'S ANGELS STAGE ZUMBA EVENT

A Walk for Hospice team, Papa's Angels, held a 90-minute Zumba Master class to raise funds to benefit Care Dimensions. Master Zumba teachers along with more than 50 Zumba enthusiasts participated in this heart-pounding fundraiser.



THERAPY DOG GETS THE ROYAL TREATMENT AT BEVERLY DOG SPA

Beverly Dog Spa owner Ruth Orlando (pictured) visits with Patrick, our very first therapy dog, after a recent grooming visit. The Dog Spa has provided Patrick's monthly grooming, as well as food and other necessities, free of charge since his arrival in 2009. "We know Patrick does so much for Care Dimensions patients and we want to recognize his important contribution."

BANKING FOR THE COMMUNITY

Care Dimensions received \$3,000 from Bank*Gloucester*'s eighth annual "Banking for the Community" giveaway. The program encourages the community to vote for their favorite non-profits.

This year Care Dimensions was tied for 2nd place out of 20 agencies that serve the Gloucester area.







ART STUDIO FUNDRAISER

Artist Ken Knowles selected Care Dimensions as the featured charity for his recent Open House & Studio Fundraiser at his fine art studio in Rockport. Knowles donated 10 percent of his Open House sales to Care Dimensions in recognition of the care and compassion it provided to his father and family more than 20 years ago.



COMPLEMENTARY THERAPIES GETS A BOOST

Our growing Complementary Therapies program got a huge boost thanks to a \$50,000 grant from the Nordblom Family Foundation. This grant will enable us to expand access for patients to vital stress-reducing services, such as massage, Reiki, pet, music and art therapies.

Volunteer focus



OUR NEXT VOLUNTEER TRAINING SESSIONS

North Shore

Day Class: Thursdays, February 9 – March 30, 2017 Kaplan Family Hospice House, 78 Liberty Street, Danvers

To register or receive additional information, please contact Fran Clements at 978-750-9349 or FClements@CareDimensions.org

Greater Boston

Day Class: Fridays, February 10 – March 31, 2017

Care Dimensions, 333 Wyman Street, Suite 100, Waltham To register or receive additional information, please contact Jane Corrigan at 781-373-6574 or JCorrigan@CareDimensions.org

Sign up online at CareDimensions.org/volunteers

VOLUNTEER VOICES

Life brings changes. For Care Dimensions' volunteer John Keohane, retirement from his successful business running Henry's Market in Beverly allowed him to delve into his passion for community service. "Having a little extra time in my schedule gave me the ability to live life on life's terms, and for me, that included volunteering my time with an organization that cares for people when they are most fragile," said John.

John's journey with Care Dimensions started many years ago, when his mother was one of our early hospice patients. "Her experience opened my eyes to people's special needs at end of life," said John. "I've had many a friend, colleague, or customer who have benefitted from Care Dimensions' compassionate expertise." After years of serving on steering and walk committees, John decided to expand his role and join the ranks of the 65 volunteers at the Kaplan Family Hospice House.

Now a year into this new role, John says that during his shifts he's witnessed the relief that many visitors

MEET THE VOLUNTEER TEAM

With more than 400 volunteers, ongoing recruitment, and training programs, our Volunteer Department is busy! Sheryl Meehan, director of volunteer services & complementary therapies says, "Our volunteers are the heart of hospice and our volunteer coordinators are passionate about helping each volunteer feel supported and valued."

Team members include: (seated l-r) Roberta Czajkowski, Sheryl Meehan and Fran Clements. (standing l-r) Jane Corrigan, Patricia Williams, Michelle Perry, Beverly Bloch and Laura Rosenberger.



Some members of the Volunteer Vikings team at the Walk for Hospice on October 2.

experience when they step over the threshold at Kaplan House. Many of them talk about the quality of care and dignity their loved one is receiving. And, there are many afternoons when he's reminded of the deep emotions that this time of life elicits and the importance of being in a place with people who truly understand.

John encourages people to consider volunteering in 'direct' service, saying, "You will find that volunteering enhances your life and gives greater meaning to the old adage, 'live each day to the fullest'."

Read John's full blog article

CareDimensions.org/VoicesOfCare-John



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For the latest news and events, please follow us online:



We'd like to keep you informed, however, if you no longer wish to receive this newsletter or future fundraising requests to support Care Dimensions, formerly Hospice of the North Shore & Greater Boston, please contact the Development Department by email at Philanthropy@CareDimensions.org or call 978-223-9787.

Please join us

Hospice Tree of Lights Ceremonies Lift Hearts and Spirits

For those who have lost a loved one, the holidays often bring poignant memories and can intensify the feeling of loss. Since 1991, our annual Hospice Tree of Lights ceremonies have become a wonderful tradition for families and friends to come together and celebrate their loved ones in a meaningful way. A charitable donation to Care Dimensions illuminates a light on a stately pine tree in honor of, or in memory of a cherished loved one. During four community services, hundreds of families gather to witness the illumination of a tree filled with green, blue and white lights and to attend a reception and view the names of their loved ones inscribed in the Honor Roll book.

Following each ceremony, Care Dimensions grief support program offers free *Coping with Grief during the Holidays* workshops.

To have your loved one honored with a light or for more information, please call the Care Dimensions Development Office at 978-223-9787 or visit CareDimensions.org/TreeofLights.

Service of Remembrance and Light

In the Greater Boston area, we will be combining our Fall Service of Remembrance and Hospice Tree of Lights ceremonies. Please join us to honor the memory and celebrate the life of your loved one.

> Saturday, November 5, 2016 4:00 p.m. Christ Church Episcopal 750 Main Street, Waltham



Cape Ann Ceremony

Monday, December 5 5:00 p.m. Bank*Gloucester* 160 Main Street, Gloucester

Danvers Ceremony

Tuesday, December 6 5:00 p.m. People's United Bank 1 Conant Street, Danvers

Swampscott Ceremony

Thursday, December 8 5:00 p.m. Swampscott Town Hall 22 Monument Avenue, Swampscott