Welcome to Janine Cacciatore, RN, MBA, our new director of Duke Hospice. Janine comes to DHCH on June 20th from Treasure Coast Hospice, Stuart, FL, where she was vice president and COO. She is well known nationally through her work with NHPCO and will take leadership responsibility at Duke HomeCare & Hospice for all of our hospice program: home/PARTners, inpatient units, volunteers, and bereavement services.

Duke Hospice Volunteer Continuing Education Opportunities:

The Duke Hospice Book Group will meet Thursday, June 23rd at 6 p.m. in the Durham office to discuss Art Buchwald’s Too Soon to Say Goodbye, Buchwald’s wonderful tales of being pitched out of a hospice home because he wouldn’t die, the funeral he planned, the eulogies he commissioned early so he could read them before he died, and the usual award-winning Buchwald tomfoolery. You can borrow a copy of the book from the Volunteer Services Library. Many heartfelt thanks to Rana Davis for leading this group. RSVP to Rana at (919) 943-6604 or rcmcutchen@earthlink.net.

Mark Higgins, president of Hall Wynne Funeral Service & Crematory of Durham, will again present Funerals 101 (talk and tour) at the office on Main Street on Tuesday July 12th from 9:30 am to 11 am. The focus will be on the support provided by funeral homes to families at the end of life. If you have interest in learning what death services are available here in the area plan to attend. Higgins is engaging, funny, and very wise in the place his service holds in the continuum of end of life care. Call Carolyn to RSVP.

The National Institute of Aging has a wonderful brochure, “End of Life: Helping with Comfort and Care,” which includes a section on “Finding Care at the End of Life.” This article illustrates the differences in care given in hospitals (including ICUs) and nursing homes, the difference between hospice and palliative care, and offers a list of resources. To get copy go to http://www.nia.nih.gov/healthinformation/Publications/endoflife/02_finding.htm

Training for Hock Family Pavilion volunteer receptionists/ambassadors will be offered on a Saturday in late June. If you or anyone you know is interested, please call Carolyn for more information and let her know your availability.

Volunteers needed for our Gift of Words recording project to allow our patients to create a lasting record of their stories. If you would like more information give Carolyn a call.
Thank you to the many volunteers who helped with special projects recently: wrapping gifts, laminating cards, creating patient materials, reaching out to the community, sharing our care shawl and loving friends bear project with local faith communities. Volunteers are needed to help with clerical tasks in our Durham office. If you know anyone who likes to get papers organized (mature teens 16 or older who are willing to commit for the summer are welcome to apply), please call Carolyn for more information. The staff here will shower you with love.

From the Desk of William Holloman, Manager, Duke Bereavement: Camp ReLEAF 2011 On May 21st and 22nd Duke Hospice Bereavement Services held the twentieth annual Camp ReLEAF at New Hope Camp and Conference Center. We had an incredibly strong group of volunteers to shepherd our campers around camp, making sure that they were in place for each activity. Our volunteers remained with the children keeping them safe, listening to their stories, witnessing their grief, and gently encouraging them. Therapy dogs were companions to the children on this journey as well. We could not run this camp successfully without our volunteers. Please join me in thanking them for their gift of presence and energy.

The July Admission Packet Assembly (aka PAPER SLAM!) workday is coming up, Saturday July 16 from 9 a.m. to noon at the Durham office. Call Carolyn if you would like to participate. In addition to the good time we have, this monthly chore is critical to the smooth functioning of Duke HomeCare & Hospice, and our clinicians thank you profoundly. Please join us.

News from the DHCH Development Department: The 9th annual “Oh, What a Night!” Gala will be held Saturday, June 4, 2011, at Treyburn Country Club. Thanks to the efforts of our staff and volunteers this event is sold out and promises to be the best ever.

Please check your volunteer badge expiration date. If that date expires BEFORE 09/01/2011, call Carolyn today to request a new badge. All DHCH volunteers must have a current badge and wear it whenever they are volunteering.

Renee Brammer has been hired as the triage nurse for Duke Hospice. If you call with an urgent patient related concern during regular business hours and Carolyn is not available, Renee will be able to assist you. She can be reached by calling 919-620-3853 and letting the receptionist know you need to speak with someone related to an urgent patient issue. After 6 p.m. and on the weekends, please call our main number and ask to speak to the nurse on call if you need assistance related to an urgent concern about your patient.

Generally at this time of year we have passed through the bad weather for a while—no more icy roads, no hurricanes for a few more months. But this year the whole “in like a lion / out like a lamb”, “April showers bringing May flowers” business has been just a little too intense. And we’re none too sure that June will be any better. It may be redundant to say this, but we’ll say it nonetheless: Please put your safety first when you are out and about on hospice business—visiting your patient, covering a shift at one of the IPUs, or working in the office. Postpone your errands until you and the roads are safe. Please stay home if there is severe weather in the forecast and let your patient/family or the staff you were scheduled to work with know you will not be coming.
Thank you to everyone who completed our volunteer survey last month. If you did not have a chance to complete the survey we still need your input. In an effort to improve our planning process, this is the time of year when we poll our volunteers to see if the way we do business is conducive to your work with us. Were you trained sufficiently for the tasks you do? Are you sufficiently recognized for the work you do? Would you like to take on additional or different tasks for Duke HomeCare & Hospice? This is a chance to get your two bits in. We value your input. If you have access to the internet, you can take the survey online at https://duke.qualtrics.com/SE/?SID=SV_6PxnLHdruZL5qs. If you would like a paper copy of the survey, please call Carolyn.

Through all of its programs Duke Hospice strives to give extraordinary care to our patients and families. One of the ways we evaluate our efforts is through the Press Ganey Satisfaction Survey that each family is asked to complete when their patient goes off service (for whatever reason). Our volunteers are sometimes well placed to encourage the family to fill out the survey form. If you have an opportunity to do so, please let the family know that these surveys help improve our service for the next family. If in the course of volunteering, your patient or caregivers express any concerns about the care they are receiving, please let us know and encourage them to discuss their concerns with their team or a supervisor. Call Carolyn for information on our Strive for 5! program to ensure the best possible care for our patients and families.

Our volunteers occasionally receive requests from the media or elected officials for Duke Hospice information or tours of our inpatient units (IPUs). These requests can and should be transferred quickly to Starr Browning, DHCH executive director, by asking the person to call 919-620-3853. Members of community can tour the IPUs with a volunteer guide, but no photographs can be taken (this is a patient privacy concern, so no exceptions can be made even for background or artistic shots). If you or anyone you know has questions about our programs or services, please check out our website www.dhcduhs.duke.edu or call Carolyn to find out about other available outreach materials and speakers.

Carolyn will be on vacation June 9-14. Gail Yashar, family services supervisor, will be covering the volunteer program for any urgent needs while Carolyn is in California visiting family. If you need support while Carolyn is gone call 919-620-3853 and ask to speak to Gail or the supervisor on call.

A RESOURCE FOR YOU Continuing Education for June—“Hearing Loss: Communication Strategies for Volunteers”

For more information contact: Carolyn Colsher, DHCH Volunteer Services Supervisor 919 479-0385 (phone) 919 970-0227 (pager) carolyn.colsher@duke.edu Website dhch.duhs.duke.edu

It is a common experience that a problem difficult at night is resolved in the morning after the committee of sleep has worked on it. --John Steinbeck

And thank you, as always, for everything you do for our patients and families. Carolyn

Mission Statement: Duke HomeCare & Hospice will provide innovative, thoughtful care, using an interdisciplinary team approach, to achieve the best possible outcomes for the patients, families and communities we serve.