

Every Day Matters

A NEWSLETTER FOR FRIENDS OF GENESIS HOSPICE & PALLIATIVE CARE



LETTER FROM THE DIRECTOR



Dear families and friends,

I am pleased to share the news that Genesis Hospice Care earned a Five Star rating from the Centers for Medicare and Medicaid Services (CMS). This is the highest rating a hospice organization can achieve. It is based on family caregiver surveys given by CMS to ask about the patients' hospice care and if the families or caregivers would recommend that hospice to someone else.

Our team works hard every day to ensure those who need compassionate, end-of-life care receive it. The high quality of that care being recognized by our patients' families and caregivers is rewarding. As our area's only non-profit, five-star rated hospice care provider, we are here for you when you need us.

In this issue of *Every Day Matters*, we share more details about how CMS rates hospice care providers. I encourage you to visit the [Medicare.gov](https://www.Medicare.gov) website to compare area hospice organizations and learn what sets Genesis Hospice Care above the others.

You will also read about volunteer opportunities at Genesis Hospice Care. Our volunteers are an essential part of our team. If you have a few hours a week to spare, I hope you'll consider joining us to make every day matter for our patients, their families and their caregivers.

Pebbles Kieber

Pebbles Kieber, MSN, RN, OCN

Director, Genesis Cancer, Palliative Medicine
and Hospice Services

**WHAT'S
INSIDE**

- 2 | Family spotlight
- 3 | Spiritual matters

- 3 | Rating Hospice Care agencies
- 4 | Snow Angels



FAMILY SPOTLIGHT

The Graham Family

Mary Ann Graham was a creative, hands-on person who always did different tasks for everyone. She was a manager of the School of Basket Making at Longaberger, made dresses for her family members' special occasions, painted pottery, solved crossword puzzles and enjoyed cross stitching. She was diagnosed with Alzheimer's disease, and when the time came, she received in-home services from Genesis Hospice Care. Once a month, she would go into Morrison House to give her family a break. When Mary Ann entered into hospice care with Genesis, she and her family began receiving a multitude of comfort care services at home and when she was in Morrison House.

Mary Ann's husband of 62 years, Joe Graham, and daughter, Joey Batteiger, were the ones who took care of her the most. "It was challenging during these times," said Joey. "I work a full-time job and have other responsibilities but knowing that Genesis Hospice Care was there to take care of my mom was so comforting. It didn't matter the time of day or type of concern; they were always happy to help."

"We were so blessed to have such good people always helping Mary Ann," said Joe. "Everyone is an angel and cares about their patients at Genesis Hospice Care."

Joe and Joey are still emotionally affected by their beautiful memories of Mary Ann. When Joe thinks of his favorite memories with her, he can't just pick one. "All memories were special, and I was so blessed to be with her for 62 years," said Joe.

When remembering Mary Ann, Joe and Joey said that Mary Ann was always laughing and happy. Mary Ann and Joe also loved to travel together. "Her favorite place was Las Vegas or the beach," said Joe. "She enjoyed traveling to Kiawah Island in South Carolina with our son, Quint Graham. Quint ended up moving with his family to Kiawah Island in 2023."

Mary Ann peacefully passed away in January 2024. "They allowed both of us in her room at any hour of the day," said Joey. "The staff felt like family since they created relationships with her and stayed in the room for her last moments."

Her absence still affects Joe and Joey to this day. When asked about the care they received after Mary Ann passed, both of them said that Genesis Hospice Care was excellent at guiding them through the grieving process and supporting the family.

"We cannot speak highly enough of Genesis Hospice Care. I tell everyone I work with and others that we received the best care at home and in Morrison House. We really couldn't have done this without Genesis Hospice Care. We are so thankful, and all the staff are truly angels on earth."

Spiritual matters

Cell phones are so commonplace today that if someone does not have one, they are seen as out of step with the rest of society. They give us instant access to almost everything and everyone whenever we need it. This can be especially helpful when we are with a loved one who has just died. The tendency seems to be to immediately call or text other family members who may be waiting to hear news about that person. I think our human nature is such that we feel there is an immediacy to informing others who are close to and also love this person who is dying. We don't want to leave others hanging when we have news that needs to be shared.

Maybe though, we need to take a different perspective on this. Yes, family who are not present at a death should be informed, but I do not think it has to be the first thing we do when the hospice nurse confirms that yes, your husband, sister or child has died. Spiritually and emotionally, it seems reasonable to take some time and just absorb the news that you have just been given.

When you are a 60-year-old son who is sitting beside your 84-year-old mother whose significant and long life has just ended, take some time and simply be present with her and take in what this now means. Let your heart and mind shuffle through so many memories that start flooding in. Take the time to focus in on the impact this wonderful lady, who has given so much of herself to her family over the years, has had on your life. Hold her hand, talk to her, let her know, even now, that you are so thankful to have had her as your mom.

Whatever you may need to do in the future, take this time to simply be present in this moment and reflect on the life of the person you have just witnessed begin his or her next journey. Take whatever time you need, be it 5, 10, 15 minutes, or even longer. When you have done this, then make the calls or texts that need to be made. Don't miss the opportunity for reflection, stillness, and gratitude. Others will hear the news soon enough.

We all lead busy lives and can easily get caught up in feeling the next thing needs to be done right away. But in doing this, we may lose an opportunity to experience a truly spiritual event that has the power to be transforming in our lives. Take the time to simply be.

Tim Patton, Chaplain
Hospice and Palliative Care

Precious Memories and Scrapbook Dedication

Each December Genesis Hospice Care holds a Precious Memories Memorial service to honor patients who have passed that year. Memorial services are important for the emotional well-being of the survivors as they process their grief. The services are also a way to honor and remember our loved ones. The Precious Memories Memorial includes a scrapbook dedication, candlelight name-reading as well as a reflective speech from one of our Hospice Care chaplains. We send personal invitations to families of patients who have passed in the last year in the hope they will join us for the memorial service. Many Genesis Hospice Care staff will also be present to provide a familiar face. Thankful each year that we are chosen to give these gifts and honor our veterans.



Walk to End Alzheimer's

The Genesis Hospice and Palliative Care Forget Me Not's team participated in this year's Alzheimer's Association Walk to End Alzheimer's. Not only did the team represent Genesis at the walk – we also raised \$3,131 for the organization and the patients and families they serve. This the fourth highest fundraising total at the walk.

Participants included:

(Back row, left to right) Arianna Clough, Amy Clough, Tiffany Fisher, Wynona Wentworth, Selene Ryan, Annabella Kieber, Abigail Skaggs, Cassie Ferguson, Brooke King, Chad Forker, Pebbles Kieber and Beau Kieber. (Front row, left to right) Ariyah Turner, Baylor Ferguson and Drake Ferguson

Rating Hospice Care Agencies

Genesis Hospice Care earned a five-star rating from the Centers for Medicare and Medicaid Services (CMS), which is the highest rating an agency can receive. Understanding how CMS determines the ratings is important in helping people decide what hospice care agency to choose when the time comes.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey is a national survey of family members or friends who cared for a patient who died while under hospice care. The survey is conducted monthly. The questionnaire contains 47 questions covering topics of interest to family caregivers and hospice patients.

Publicly reported data includes the following eight measures:

- Communication with Family
- Getting Timely Help
- Treating Patient with Respect
- Emotional and Spiritual Support
- Help for Pain and Symptoms
- Training Family to Care for Patient
- Rating of this Hospice
- Willingness to Recommend this Hospice

Survey results are published as part of Care Compare on the www.Medicare.gov website. You can see how our non-profit Genesis Hospice Care compares to other area hospice providers – both for-profit and non-profit. Please share this information with family and friends who may be considering hospice care for a loved one in the future.



Honor a loved one with a snow angel

Orders taken through Dec. 9

Honor a loved one while benefiting Genesis Hospice Care with the Snow Angel fundraiser. For \$25, the name of the person you're remembering will be placed on a beautiful snow angel figurine to display in your home. The snow angel is 3.75" x 4.25" and made of snowy white ceramic. Once your snow angel arrives, we will notify you via email when it can be picked up from the Genesis HealthCare Foundation at 1135 Maple Ave. in Zanesville. This is a special way to remember someone in your life while benefiting Genesis Hospice Care. Orders will be taken through Dec. 9. Order your snow angel by going to genesishcs.org/honor-loved-one-snow-angel

Bereavement Support

We offer in-person bereavement care to those grieving and in need of additional support. Options are listed below. Please reach out to Kelli at 740-454-5353 for additional information.

General Grief Support Group
Survivors of Suicide Support Group
Individual and Family sessions

Providing hospice care to our community

Genesis Hospice Care provides care for our community members in their homes, nursing homes, assisted living residences and Genesis Hospital. The hospice team will visit regularly and a hospice nurse is available 24/7 to answer questions or assist with medical concerns.

If you need more care than can be provided at home, ask about staying at the Morrison House.

You may receive hospice care for an unlimited amount of time, depending on the course of the illness. If you believe hospice is a good option now, but change your mind later, you may stop receiving hospice services at any time. Resuming hospice care is as easy as a phone call to our office.

Genesis Hospice Care helps patients and their families live life to its fullest. For more information, visit genesishcs.org/hospice or call 740-454-5364.

Every Day Matters is published twice a year for friends of Genesis Hospice & Palliative Care.

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Help every day matter for hospice patients

Do you have a few hours to make every day matter for patients and their families as they near the end of life? Or perhaps you know a caring person who could be there for hospice patients. If so, please consider becoming a Genesis Hospice Care volunteer or sharing the information with others. There are opportunities to support patients and their loved ones in the home setting as well as in Morrison House and nursing facilities. Here are a few examples of what our volunteers do.

Patients' homes

- Being a companion to patients so caregivers can run errands
- Listening to patients and families and assisting with mealtimes

Morrison House

- Being a companion to patients
- Assisting staff with patients and at mealtimes
- Greeting families and friends and assisting with wayfinding
- Keeping the family kitchen stocked

Other opportunities

- Clown troupe
- Beauticians/barbers in homes, Morrison House and nursing facilities
- Companion at nursing facilities, assisting with mealtimes
- Fundraising
- Pet or music therapy
- Deliver gifts to homes for birthdays and anniversaries

Training is provided. Find out how you can make every day matter for our Hospice Care patients. Call (740) 454-5364 or visit genesishcs.org/hospice and click on "Volunteer."