

Pillar *for* Hospice

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News from Spartanburg Regional Hospice

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Resilience and Hope in a Time of Uncertainty



Out of difficult
circumstances come
resilience, innovation
and tremendous
displays of compassion
and dedication.

Hospice is about providing care for the whole patient – physically, emotionally, spiritually – and supporting the needs of family members and loved ones. Our team focuses on connecting with people. Nurses give out hugs. Social workers and chaplains hold hands. Visitors are welcomed.

The COVID-19 pandemic forced us to change. Social distancing required limiting physical contact between staff and families. Visitation at Spartanburg Regional Hospice Home was restricted. We couldn't facilitate gatherings for loved ones – even our annual delivery of Easter Meals for hospice families had to be canceled.

Out of difficult circumstances come resilience, innovation and tremendous displays of compassion and dedication. I have been so inspired by the way our staff members have overcome challenges to meet the needs of patients and their loved ones. A few of their stories are presented in this issue of *Pillar for Hospice*.

I am also grateful for the many contributions of community members. Since Spartanburg Regional Hospice was founded four decades ago, community support has enabled us to go the extra mile for patients and families – and that has certainly been the case during the COVID-19 pandemic.

I hope you'll enjoy these perspectives on the work of hospice during this unusual time.

As always, thank you for your interest and support. Stay safe and healthy!

Kim Ross

Kim Ross
Director
Spartanburg Regional Hospice & Palliative Care



COVID-19 SPECIAL REPORT:

VISITING A LOVED ONE IN HOSPICE HOME



This design has
allowed extended
family members and
friends to see patients
while visitation is
restricted.

At the Spartanburg Regional Hospice Home, it is important to the entire team that families continue to visit with their loved ones.

Based on guidance from federal, state and local authorities, the Hospice Home temporarily altered visitation policies to protect patients, families and associates. Visitors are limited to immediate family members, who must be 18 or older. Only two family members can visit at a time. They are greeted at the entrance and led through the COVID-19 screening process. They are asked a series of questions, have their temperature taken, wash their hands and are provided a mask to wear.

While public spaces within the Hospice Home are closed, immediate family members are permitted in patient rooms. Staff members make them feel welcomed and supported.

Patient rooms at Hospice Home have French doors that open onto patios and offer views of a garden. This design has allowed extended family members and friends to see patients while visitation is restricted.

Visitors bring handmade signs with messages of love and encouragement or simply sit outside the windows and speak with patients by phone.

Katie Harbin, a chaplain who works with families at the Hospice Home, feels fortunate that the design of the Hospice Home enables those visits.

"I am certain that when this building was designed, no one imagined that the patios would be the only way for visitors (outside of immediate family) to spend time with a loved one," Harbin said. "Without those patios, many folks would not have the opportunity to say goodbye during this crisis."

"I HOPE PEOPLE WILL SMILE."



Teresa Jackson's struggle with chronic obstructive pulmonary disease (COPD) often brings feelings of fatigue and anxiety. She has found a sense of calm and comfort in filling in the intricate designs from the pages of adult coloring books. "Sometimes I feel down, and doing this helps to get me out of that mood," she said.

Jackson has completed dozens of the colorings since she moved into her sister Denise Turner's home near Chesnee.

"She had worked on so many of them, and they were starting to pile up," Turner said. "I told her, 'We should do something with them that would make other people smile.' Her face just lit up."

During a conversation with Spartanburg Regional Hospice chaplain Katie Harbin, they discussed the idea of giving the art to hospice staff members and other patients in the program.

"It's a great thing," said Turner, who is Jackson's primary caregiver. "It helps her to have meaning and a sense of hope."

Indeed, Jackson said knowing that others would enjoy her colorings "makes me feel good inside. I smile when I make them, and I hope people will smile when they get one."

Jackson includes a handwritten message on the back of the pages. "Whatever's on my mind, I'll write it," she said. "Sometimes I'll just say, 'I'm praying for you. God bless you.'"

Harbin said Jackson's effort to give something back to hospice staff members and to lift the spirits of other hospice patients "is very humbling."

Amy Knight, manager of social work and counseling, used the Spartanburg Regional Hospice Special Needs Fund to replenish Jackson's art supplies. Jackson was given a bag filled with markers, pencils and coloring books, along with some extra items like a holding cross, a blanket and some

"I SMILE WHEN I MAKE THEM, AND I HOPE PEOPLE WILL SMILE WHEN THEY GET ONE."

Easter goodies that had been provided from a local church to the Spartanburg Regional Hospice Home.

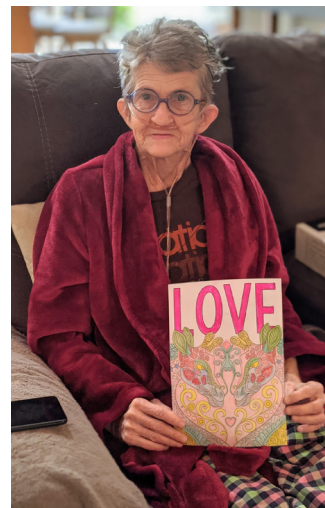
The Hospice Special Needs Fund also assists families with respite care at home. The support allows Turner and her husband, Joey, some time to run errands and go to work. They serve as lead pastors of Encounter Church, located in Gaffney.

"It's been an absolute blessing," Turner said.

Spartanburg Regional Hospice strives to meet patients' physical needs, but also to provide hope and encouragement for both patients and their loved ones. The Hospice Special Needs Fund enables caregivers to provide an additional layer of support.

"We are so grateful for donors who enable us to go the extra mile for patients and families," Knight said.

Visit RegionalFoundation.com/Donate-Now/Hospice to make a donation to Spartanburg Regional Foundation's Hospice Special Needs Fund.



COVID-19 SPECIAL REPORT:

Hospice Responds to Pandemic



Due to the COVID-19 pandemic, there was a period of time when chaplain Andrew Fischer wasn't able to go on his usual in-person visits with patients and their family members. So, he improvised, spending time on phone calls and, when possible, conducting video visits.

He also made special visits to the Woodruff Manor and

Ellen Sagar Nursing Center to lead devotionals and sing for residents. Fischer noted that the temporary visitation changes were particularly difficult for hospice patients in nursing homes because family visits were restricted.

Fischer did his part. Situated a safe distance from the residents – in the nursing home courtyards when the weather was nice – he led devotionals and came prepared to take song requests.

"I have a karaoke app on my phone, and I hooked it up to a speaker that I brought," said Fischer, who often sings at bereavement events. "I would basically give a short concert."

Carol McClellan, social services associate at Ellen Sagar Nursing Center, said Fischer has lifted the spirits of hospice

"I'm always amazed by the compassion and dedication of our team."

Kim Ross

patients and other residents at the nursing center. "They were restricted to their rooms most of the time, so they had a ball with him," she said. "He has truly been a blessing."

Throughout the hospice program, staff members used their creativity to meet the needs of patients and family members.

"I'm always amazed by the compassion and dedication of our team," said Regional Hospice director Kim Ross. "When they have been unable to visit homes, they have used technology to stay connected."

Rachel Dean, RN, supports patients in two local nursing homes. The facilities' temporary visitation changes meant that families, for the most part, were unable to visit loved ones. Dean did her best to fill the void of family attention.

"There's a lady who was used to her family coming in and helping her with her hair each week," Dean said. "Since they couldn't be there, I curled her hair just the way she liked it. We called her family and showed them on video. She was smiling from ear to ear."

How Spartanburg Regional Hospice Has Adapted to COVID-19

- The care team adjusted outpatient visits to limit in-person contact to help prevent the spread of COVID-19. The use of telephone calls and technology such as FaceTime helped the team connect with patients and families.
- Telehealth was implemented to connect patients with their hospice physician.
- Patient care packages were collected and distributed. They included non-perishable and essential items such as food, soap, toilet paper and trash bags.
- Universal masking was implemented for associates, patients and families.



Visitors and staff members at the Spartanburg Regional Hospice Home undergo routine temperature checks.

- Public spaces at Hospice Home were closed.
- Associates participated in a screening process prior to beginning each shift.

Hospice patients and families have always benefited from the generosity of community partners. Gifts to the Hospice Special Needs Fund allow our program to go above and beyond to meet the needs of our patients – providing healing arts, holding crosses and holiday meal deliveries. During the COVID-19 pandemic, community support has continued to play an important role.

A New Hospice “Grocery Store”

Community groups and hospice volunteers have come together to donate goods for hospice patients and families. Hospice staff set up a “grocery store” to select items for those most in need. Members of Lake Bowen Baptist and Westminster Presbyterian churches supplied non-perishable canned goods, snacks and paper products which were supplemented by additional items from volunteers in the community.

“We couldn’t do everything we do for patients and families without the generosity of donors.”

“Many hospice families are experiencing financial stress,” said Amy Knight, social work and counseling manager. “This extra support helps to fill a need and we are grateful.”



COVID-19 SPECIAL REPORT: Hospice Accepts Help from Community Friends

Gifts of Personal Protective Equipment

Loc Nguyen, a Regional Hospice chaplain, and his brother, Phuc, coordinated the donation of 800 masks for hospice caregivers, patients and families. They also contributed 2,000 gloves and 200 gowns.

The brothers work together as part of the international Dai Nguyen Family Ministry. They received contributions from friends who work for businesses

– such as nail salons – that require masks and gloves.

“We just want to give back,” Phuc said. “We received a lot of support from the community that has immigrated to the U.S., and we’re glad to have the opportunity to contribute.”

Kids Make Masks for Hospice

Dawn Mitchell thought making masks would be an ideal project for her and her three children, who were home while schools were closed. They donated 35 handmade masks to the hospice program.

“When we found out they were going to be closing the schools because of COVID-19, the children and I gathered and I said, ‘We can’t control what has happened, but we can control what we do while we’re home,’” Mitchell said.

The family is just one of a number of community members who have donated.

Kim Ross, Regional Hospice director, said, “We couldn’t do everything we do for patients and families without the generosity of donors. As always, we are very grateful – but their contributions this spring have been truly remarkable, and I’ll never forget it.”



Visit RegionalFoundation.com/Donate-Now/Hospice or call 560-6727 to help Spartanburg Regional Hospice.

*Every little thing
is going to BEE all right.*

Spartanburg Regional Foundation Welcomes New Members to Hospice Division Board



Jane Ryan

Jane Ryan has been a friend and supporter of Spartanburg Regional Hospice for nearly 20 years. At the encouragement of a friend, she first got involved in 2001.

More recently, her mother was served by a hospice agency in Florida. Ryan said her mother’s experience gave her additional appreciation for the value of the hospice mission.

“I just feel that everyone deserves dignity when they are dying,” she said. “They shouldn’t be alone.”



Erin Couchell

As the owner of a Comfort Keepers franchise, Erin Couchell had become familiar with Spartanburg Regional Hospice. Her company provides in-home care for seniors, and she has had clients who were served by Spartanburg

Regional Hospice.

But it was at the Hope Blooms for Hospice luncheon several years ago that Couchell came to understand “just how broad the hospice program’s reach is and all the things they do in the community. The stories were amazing.”



Susan Harman

For the past several years, Susan Harman has led efforts at her church, Westminster Presbyterian, to bring food to the Spartanburg Regional Hospice Home for the family members of patients.

The idea was inspired by the experience of a friend whose father spent his last days in a hospice facility. “She told me what a comfort it was to have food there so that the families didn’t have to leave to eat,” Harman said.

“It’s really rewarding,” she said. “Everyone at the Hospice Home is so appreciative.”



James Harber

After working for 16 years as a hospitalist, James Harber, MD, decided he wanted to serve patients who have left the hospital setting and returned to their homes or to a nursing home facility.

“It’s not just about being there for the last 72 hours of a patient’s life to keep them comfortable,” he said. “Hospice connects patients and families to a broad range of resources and provides relief and support for caregivers. All of that makes Spartanburg Regional Hospice so important.”

A Commitment to Serve



When Kimberly Brown moved to the Upstate from Augusta, GA, she brought with her a commitment to community service.

After resettling here, she became familiar with Spartanburg Regional Hospice through her role as a reporter and anchor with WSPA-TV.

Brown agreed to serve as the emcee for the Hope Blooms for Hospice fundraising luncheon.

Brown, who has gone on to become a board member for the Foundation’s Hospice Division, brings a perspective on grief and bereavement. Her in-laws own a funeral home, and “we see what people who have lost a loved one are going through.”

Brown is impressed by what she’s learned about Spartanburg Regional Hospice’s bereavement program, as

well as other services that provide comfort and support for families. She participates as a volunteer with the Easter and Thanksgiving meals program.

“I’ve enjoyed delivering meals and seeing smiles on the faces of family members,” she said. “You don’t always know how isolating it can be for the patient or family members taking care of a loved one. Just having some conversation with a visitor can be refreshing for them. Family members always say things like, ‘Thank you for remembering us.’”

An award-winning journalist, Brown values meeting people from all walks of life and having opportunities to share their stories. She has also enjoyed getting involved in the community since moving from Augusta.

Visit RegionalFoundation.com/Divisions/Hospice-Division to learn more about Spartanburg Regional Foundation’s Hospice Division.



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