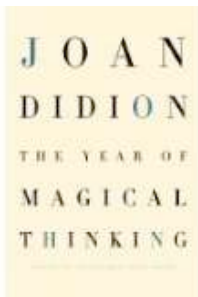


# DUKE HOSPICE VOLUNTEERS

## DEDICATED TO MAKING A DIFFERENCE

### Duke Hospice Volunteer Newsletter March 2011



Duke Hospice Volunteer **book group** will discuss Joan Didion's *Year of Magical Thinking*, winner of the 2005 National Book Award. *Magical Thinking* is a memoir of the year following the unexpected deaths of her husband and daughter. We have a list of discussion questions to prompt our conversation. If you are interested in participating or learning more, please contact our facilitator, Rana Davis, at work [rmdavis@bbandt.com](mailto:rmdavis@bbandt.com), or home [rcmccutchen@earthlink.net](mailto:rcmccutchen@earthlink.net), or by cell phone 919-943-6604. Proposed dates for this discussion at our Durham office are **one evening** (beginning at 6 pm): either Monday 3/28, Tuesday 3/29, Thursday 3/31, Monday 4/4, Tuesday 4/5, or Thursday 4/7. Please let us know your preference.

Playmakers Repertory will stage this work as a play in May. This is not part of the Spotlight on Service ticket so free tickets will not be available but discount tickets are available to the community for the Sunday, May 1st performance. Contact Carolyn if you want to find out about purchasing a ticket with a group. There will also be an "In the Wings" Durham Library discussion of this play on Sunday, April 10, 3:00 pm, Southwest Regional Library, Shannon Road, Durham.

We have only one extra copy of this book in the Volunteer Services library but you can check your local library or used book sources. Thanks to Rana for taking this on.

#### ***From the Desk of William Holloman, Manager, Duke Bereavement: Camp ReLEAF 2011***

The 20<sup>th</sup> annual Camp ReLEAF will run May 21<sup>st</sup> -22<sup>nd</sup>. Help spread the word by sharing information about Camp ReLEAF with your friends, family, or the hospice families you serve. Information about Camp ReLEAF is available on our website--[www.dhch.duhs.duke.edu](http://www.dhch.duhs.duke.edu). If you belong to a group who would like to hear about Camp ReLEAF or would be interested in learning about opportunities to provide financial support, please let us know. Applications are being accepted for campers on our website. Thank you for all that you do to support the work of Duke Community Bereavement Services in the community.

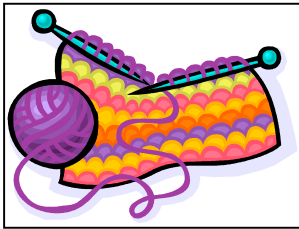
***Hospice at the Meadowlands Adopt a Patio Volunteer Opportunities.*** Believe it or not, spring is right around the corner and the wonderful private patios at the Hospice at the Meadowlands inpatient unit are waiting for your green thumb to turn them into beautiful oases of quiet comfort to delight our patients and their families and visitors. Each spring volunteers (singly or in teams) commit to design, plan, and tend the patios for the growing season, checking in regularly to update and maintain these miniature gardens. If you'd like to lend your green thumb to this much-appreciated endeavor, give Carolyn a call. And if you don't have a green thumb but know a kind-hearted person who can make concrete bloom, put them in touch.



*News from the DHCH Development Department:* The **9<sup>th</sup> annual “Oh, What a Night!” Gala** will be held Saturday, June 4, 2011, at Treyburn Country Club. This annual event raises much needed funds to support hospice services . ABC 11 Lead Anchor Larry Stogner will once again emcee this year’s event. You can enjoy music and dancing by Staircase. Your \$100 ticket includes dinner, dancing, drinks, and a live and silent auction filled with an array of great trips, jewelry, unique experiences, gift certificates, and much more. For tickets, please contact Michael Lowery at [michael.lowery@duke.edu](mailto:michael.lowery@duke.edu) or 919-479-0319 or Dale Horton at [dale.horton@duke.edu](mailto:dale.horton@duke.edu) or 919-479-0318. Each attendee will receive a gift bag filled with goodies and prizes to take home. Tables for 10 are also available for purchase. Come out and enjoy an evening on the town while supporting patients who need end of life care.

Visit [www.dhch.duhs.duke.edu](http://www.dhch.duhs.duke.edu) for more information.

If you know of any companies or individuals who would like to support the event by sponsoring or by donating an auction item, please contact Michael Lowery. Also, keep an eye out in some upcoming publications to see promotions about Oh, What a Night! Our media partners include: *Durham Magazine, Boom Magazine!, Money Mailer of Durham/Orange, Seniors Guide, Senior Living Guide* and *Fairway Outdoor Advertising*.



Thanks to Helen Cooper and Kay Harmon who participated in the kickoff of the Duke Raleigh program to involve their staff in knitting and crocheting shawls for their patient care carts. Our care shawls continue to bring a special kind of caring to our patients. ***If you’d like to be a part of the Duke Hospice Care Shawl team***, think about attending an upcoming meeting. If you need knitting and crocheting lessons, the care shawl pattern, or just the companionship and inspiration of others doing this work, come to one of our meetings:

- **Thursday, March 24, 7 pm, Chapel Hill Bible Church**

**Mileage reports** for income tax purposes are available for 2010. If you have included your mileage with your weekly patient reports, Carolyn can provide you a report of the mileage you submitted.

**March Admission Packet Assembly** workday is coming up, Saturday, March 12 from 9 a.m. to noon at the Durham office. Call Carolyn if you and a friend or two will be coming for the fun. In addition to the good time we have, this monthly chore is critical to the smooth functioning of Duke HomeCare and Hospice, and our clinicians thank you profoundly. Please join us.

Focused weekend training (18 hours) for **patient/family support volunteers will be offered later this spring**. If you or anyone you know is interested please, call Carolyn for more information. And if you’d be interested in brushing up your skills in one of our training modules, give Carolyn a call to check the agenda.



Upcoming continuing education opportunity in April: **Hospice Foundation of America Annual Videoconference Living with Grief: Spiritual Care and End of Life**. More information to follow. Please let Carolyn know if you are interested.

**Tips on volunteer documentation** (adapted from FirstHealth Hospice & Palliative Care Volunteer Newsletter, "Documentation Update," 12/10)



Hospice volunteers, along with all of our clinical staff, are required to document their visits in a timely manner. Just to remind you, "timely manner" is within 7 days of your visit, and if the patient's condition is changing rapidly faster reporting is better. We depend on volunteer documentation to help "paint a picture" of the support being provided to our patients and families. . If you have information you want to share about your patient. (i.e., walking less, sleeping more, dressed in pajamas vs. clothing, in bed vs. up on the couch, saying fewer words, more difficult to understand, more confused [give examples], etc.) this should be done using our volunteer communication form

Words that are interpretive in nature should be avoided, instead, documentation should follow the FACT Rule (Factual, Accurate, Complete, Timely) and reflect what you see, what you hear, and what you do:

- ✓ Patient continues to eat 100% of meals
- ✓ Patient's pants are loose
- ✓ Patient now using a walker to ambulate
- ✓ Patient responded in one syllable answers during today's visit

Remember, the documentation that volunteers submit on our volunteer report form becomes part of the patient's official medical record. We love your stories and we want you to share them with us, but they should be recorded on the volunteer communication form. Please contact the volunteer office if you have any questions.

**Some articles you may find useful / interesting for your hospice work:**

From the National Institute on "Aging: Finding Care at the End of Life" ([http://www.nia.nih.gov/HealthInformation/Publications/endoflife/02\\_finding.htm](http://www.nia.nih.gov/HealthInformation/Publications/endoflife/02_finding.htm)). This helpful article is part of a larger brochure on *End of Life: Helping with Comfort and Care*, and deals specifically with Hospitals vs. Nursing Homes, Home, Palliative Care & Hospice, and concludes with a list of questions that should be answered to determine the best care and further links for hospice, palliative care, Medicare & Medicaid, Veterans Affairs, Visiting Nurses, and Eldercare Locator.

From the American Scholar, "To Accept What Cannot Be Helped," by Ann Hulbert (<http://www.theamericanscholar.org/to-accept-what-cannot-be-helped/>), tracks the ebb and flow, physical and emotional of the author's remarkable mother's quick (but not quick enough) trip through Stage IV adenocarcinoma of the lungs.

From U.S. News, "More People Choosing Hospice at Life's End," by Dennis Thompson (<http://health.usnews.com/health-news/managing-your-healthcare/healthcare/articles/2011/01/28/more-people-choosing-hospice-at-lifes-end>), addresses the benefit of hospice care. This might be useful to you in conversations you have with friends or family about Why Hospice?

Since the first of the year, **influenza** has become widespread in North Carolina: the recent death of a Wake County high school student, the hundreds of cases reporting to UNC Hospital, and the recent quarantine of some of our PARTner facilities have made awareness and prevention more urgent than ever. Would you recognize the symptoms as flu if you had them? Fever or feeling feverish/chills (not everyone with flu will have a fever), coughing and/or sore throat, runny or stuffy nose, headaches and/or body aches, chills, fatigue, some people may have vomiting and diarrhea, though this is more common in children than adults. And what would you do about it? We concur with the CDC advice: stay home, follow your doctor's orders, and watch for signs that you need immediate medical attention. For further information, go to the CDC website:

<http://www.flu.gov/individualfamily/about/symptoms/index.html>

Please take care of yourself.

Duke Hospice will celebrate **National Patient Safety Awareness Week** from March 6-12. Of all the topics we could discuss (falls safety, oxygen safety, fire safety, etc.), the single most important tip we can emphasize is **Hand Hygiene**. This link will take you to an excellent poster published by the World Health Organization on the correct technique for handwashing: [http://www.who.int/gpsc/5may/How\\_To\\_HandWash\\_Poster.pdf](http://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf). For those without internet access, here are the highlights:

**How to Handwash?** (duration of the entire procedure: 40-60 seconds)

1. Wet hands with water
2. Apply enough soap to cover all hand surfaces
3. Rub hands palm to palm
4. Right palm over left back with interlaced fingers, and vice versa
5. Palm to palm with fingers interlaced
6. Backs of fingers to opposing palms with fingers interlocked
7. Rotational rubbing of left thumb clasped in right palm and vice versa
8. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa
9. Rinse hands with water
10. Dry hands thoroughly with a single-use towel
11. Use towel to turn off faucet
12. Your hands are now safe

Please be aware of safety concerns related to falls, oxygen safety and fire safety and encourage your patients and families to discuss them with their nurse so they can develop plans to minimize the risks. Our staff does ongoing teaching with each patient and family related to safety but you may become aware of changes in your patient's condition that require additional education or a new plan. For falls risks you can refer patients and families to the DHCH pamphlet "Helping You Prevent Falls at Home" provided in each admission packet. Our staff can provide additional teaching materials tailored to the needs of each patient. For more information see your January 2011 newsletter.



**Carolyn will be on vacation March 2-8** visiting family in California. If you have need assistance while she is gone please contact Ron Thompson at 919-479-0402 or [ronald.thompson@duke.edu](mailto:ronald.thompson@duke.edu).

**A RESOURCE FOR YOU Continuing Education for March—7 Tips for Helping People with Intellectual Disabilities Cope with Grief.**

**For more information contact:  
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919 479-0385 (phone) 919 970-0227 (pager) carolyn.colsher@duke.edu  
Website dhch.duhs.duke.edu**

The idea is to die young as late as possible.

-----Ashley Montagu

*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.