



Membership Annual Update

BOARD OF DIRECTORS

FY 2010 CAMPAIGN

SEPTEMBER, 2009

Lee Sims

President

Polly Hardegree

Vice President

Michelle Condon

Treasurer

Susan Ryan

Secretary

Arthur Mazyck, MD

Past President

Robbie Broach

Amy Crawford

Barbara Duke

Barry Prim

Members at Large

Jane Barganier

Dick Brewbaker

Stephen Chandler, MD

Susan Chapman

Gus Clements

Johnny Crawford

Hobbie Dees

Mary Dunn

Tricia Dunn

Robert Gould

Barbara Grimes

Linda Gugliotta

Susan Harris

Dory Hector

Liz Land

Gene Moorhead

Pat Moorehouse

Bill O'Connor

Greg Pappas

Radney Ramsey

Shirley Scarbrough

Al Scott

Frances Sutton

Fred Tyson

Julia Wallace

Jim Winton

Donald Marshall, MD

Medical Director

James McLaughlin, MD

Associate Medical Director

Jenille Ball, RN

Executive Director

Hospice of Montgomery Kicks Off Annual Membership Campaign

We invite you to join Hospice of Montgomery in continuing our tradition of providing professional, compassionate, quality care to all terminally ill patients and their families, regardless of their ability to pay. Renew your membership today or become a first-time member and help us help our community.



**We're here to help, to educate,
to provide tender care.**

Your membership contribution is tax deductible. For each \$25 donated, we will, at your request, send a memorial and/or honorarium to whomever you name. Just call our office, anytime throughout the year, and our staff will prepare and mail the acknowledgement. *Please join today by returning the enclosed reply envelope!*

***Memberships can be paid by credit cards
at www.hospiceofmontgomery.org.***

Call (334) 279-6677 if you encounter problems

Testimonies from Our Families

“I was impressed by the way they came in and made me feel like I was part of the process that was going on. That they didn’t just come in and take over my home like I thought they would. Everyone did such a good job.”

“I would like to say that [our nurse] did such an excellent job. She made the last few weeks bearable. [She] would make us laugh and lifted my Mom’s spirits. There are not enough words I could say to praise [our nurse]. If it had not been for her the day my Mom passed, I don’t think I could have gotten through that day.”

“Words are inadequate to express my thanks and appreciation for your special touch as you assisted me in caring for my mother..., every person who visited this home or talked with me by telephone were very skilled, compassionate, and helpful. These ladies...were exceptionally wonderful.... It is my pleasure to proclaim this positive experience to my friends, especially to those who have had no experience with Hospice.”

Hospice of Montgomery
1111 Holloway Park
Montgomery, AL 36117-1902
(334) 279-6677



Where your Money Goes

Your generosity helps us provide the services that our patients and their families need. Membership dues, donations, and fundraising income is used to cover the following costs:

- Uninsured care
- Under-insured care / partial benefits
- Medications for patients who do not have the ability to pay
- Medical equipment and supplies, such as oxygen and diapers, for patients who do not have the ability to pay
- Care / services required, but not reimbursed by Medicare/Medicaid, including bereavement services, volunteer training, and staff education
- Community education
- “Special occasion” gifts for patients / families
- Special programs: Community Grief Support Group
- Annual Memorial Service
- Staff salaries

WHEN ASKED
WHAT THEY
LIKE BEST...
FAMILY
MEMBERS
PRAISE US...

At Hospice of Montgomery, we believe our patients deserve care that goes well beyond traditional standards.

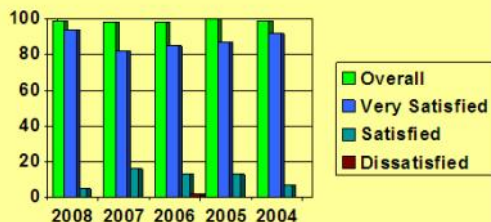
How can we make sure our patients and their families consistently receive the *best* care possible?

To us, Quality Assessment and Performance Improvement standards (and other important benchmarks) are just a starting point. Hospice of Montgomery has developed an internal set of requirements to make sure we provide our patients with the highest quality of care that is available in our region.

One of the ways we review how well our team is performing is the Patient / Family Satisfaction survey that measures 16 quality indicators. The results speak for themselves. Over the past five years, we have averaged a 99% “Satisfied” rating. During that period, we have received the highest rating (“Very Satisfied”) 88% of the time, which is significantly higher than our self-imposed standard of 80%. Last year, 94% of our families told us they were “Very Satisfied,” with 99% reporting “Satisfied” or better; 0% reporting being “Dissatisfied.”

Our passionate commitment to our patients and their families is reflected in these statistics. We truly do seek to touch lives in a meaningful way, and we hope you will feel comfortable referring us, as many local physicians have since 1976.

HOM Patient/Family Satisfaction Research



Special thanks to Angel Fletcher (volunteer) for compiling and editing these articles in preparation of this newsletter.

When is it Time for Hospice

Many families struggle with making the decision to turn to hospice care for their loved ones. It is important to remember that the care that Hospice of Montgomery provides will allow patients to live out their remaining time in a more full, meaningful way. If you find yourself asking, “Is it time for hospice?” consider the following guidelines:

- *It's time* when curative treatment is no longer appropriate and palliative care can be offered.
- *It's time* when the emphasis changes to comfort, symptom control, and ability to be at home and live as normal a life as possible.
- *It's time* when the patient knows that he/she is not going to get well.
- *It's time* when the physician thinks Hospice can help.
- *It's time* when the family of the patient recognizes the need for help.

You may also ask yourself the following questions regarding your loved one:

- Has he/she been making more frequent phone calls to the doctor?
- Has he/she been hospitalized or visited the emergency room several times in the past six months?
- Has he/she started spending most of the day in a chair or bed?
- Has he/she started taking medication to lessen the physical pain?
- Has he/she started needing help from others with two or more of the following: bathing, dressing, getting out of bed, walking, or eating?
- Has he/she started feeling weaker or more tired?
- Has he/she fallen several times over the past six months?
- Has he/she experienced weight loss so that clothes are noticeably looser?
- Has he/she noticed a shortness of breath, even while resting?
- Would you not be surprised if he/she died within the year?

If you answer “yes” to most of these questions, it may be time to contact Hospice of Montgomery. We can assist you in determining the patient’s appropriateness for hospice care. If appropriate, we can help you by providing improved

Hospice of Montgomery Celebrates 30 Years of Service to the Community

*Volunteers are an
important part of Hospice
Call 279-6677 for information!*

Members of the founding Board of Hospice of Montgomery were honored for their vision and achievements April 7, 2009 during a luncheon at the Montgomery Country Club. The occasion drew four members of the original board that signed the incorporation papers for Hospice of Montgomery on April 17, 1979 and was hosted by the current 35 member Board of Directors.

Paulette Brignet Thompson, who worked for the state mental health department at the time, saw the remembrance as one of joy, and recalled how determined early hospice proponents were in their desire to meet the needs of families. “This is a celebration time,” she said at the luncheon. “People who worked in hospitals and the clergy felt strongly that we were missing out on something that the system wasn’t serving. My heart is warmed when I think back to the times when we came together to meet the needs of the community.”

“We hit the ground running,” said original HOM board member Malcolm Carmichael. “We wore a bunch of hats back then and people pitched in.”



(From left front)Paulette Brignet Thompson, Joel Gill, Malcolm Carmichael, and Docia Haslam – four of the original incorporators.. Photo by Patricia White