Hooli'ola
...by Hospice Maui

News from Hospice Maui
FALL 2014

Two Hospices On Maui

Mary Ann McMullen

Two Hospices On Maui

Mary many that the State has allowed a second hospice to open on Maui, and to also open a hospice house. Yet we have heard several people say that they’re happy to hear that WE are opening another office and another hospice house.

It’s important to know that we are two totally separate organizations doing similar work. Making that point when you can will prevent people from thinking that we are all part of the same organization.

Be assured that Hospice Maui will continue to provide the highest quality hospice care, as nationally benchmarked, with highly trained professional staff. Maintaining our values is the only way that we can, in good conscience, move forward in this changing healthcare landscape.

Hale Update

Our 5-bedroom Hospice Hale is still progressing: our Environmental Assessment is nearly complete, so our building permit will soon be forthcoming. The construction bidding has been completed, and we are in the process of evaluating the bids and awarding the contract.

Although the fund raising for our overall “facilities improvement” has a long way to go (it includes both the Hale and our needed new office), we do have all of the money in hand to build the Hale. Our current office will have to continue to serve us until we have the funds to build what we need.

Leadership Change

Our Clinical Director for the past two years, Janelle Todd RN, will be moving to Hilo in September for family reasons. She has done an outstanding job of moving us forward during a time of unprecedented change: when she came aboard, there were 33 patients on our service, and as I write this, there are 77. During her time with us, she has been constantly available as a steady source of strength and support for clinical staff and leaders alike. And Janelle has also been a good friend of some of us for many years, so she will be missed very much. We wish her the very best in her new adventure! ☺

CEO’S CORNER

Greg LaGoy, ND, MBA
CHIEF EXECUTIVE OFFICER

Angels at Work

By Mary Ann McMullen

“Angels at Work”

When I first heard this comment many years ago, I wanted to shout: Who cares? I still would rather not have difficult times. Unfortunately, life works in strange ways, and while that expression remains as one of my least favorite, it is, nevertheless, true. Now my husband and I are indeed having our “most difficult time.”

Our oldest child passed away in March, 2014. So these days, weeks, and months try our hearts, minds, and souls. But, indeed, we have learned many things. “There are angels here on Earth,” I have often heard people say this, but have learned the truth of it first-hand.

Our son, John, had lived in Maui for 8 years and it was truly the home of his heart. We visited him often and are familiar with the beauties and treasures of Maui life, but we only met our Maui angels in 2014. After 2 1/2 years of surgery and treatment, John’s colon cancer had overtaken him. He was referred to Hospice Maui for care, and thus entered the angels and their caring and love that enveloped Len and I as we ventured farther and farther into the “Land of the Unthinkable” our son would precede us into the next world.

On December 26, 2013 we were on Maui with John, and present to hear his oncologist tell him that it was time for hospice care. For the first six weeks in hospice John did very well. He was off chemotherapy for the first time in a year, and many of his friends told him that he looked wonderful. The Hospice Maui staff prepared us for and gently led us down the path toward the time when John would be gone from this world. It was not an easy journey. Every fiber of our being cried out saying that this could not be true. But little by little we inched our way toward acceptance. A sight that will live in our hearts forever happened a mere 5 days before John passed away.

We had been staying with John both day and night, so when his hospice aide came to help him do his morning routine, we headed to our condo to do the same. John was bedbound and not very talkative at this point, so imagine our surprise when we walked in the door of his ohana and found him bathed, shaved, dressed, on the living room sofa with fork in hand, pie on a plate on a cushion on his lap! Talk about an angel! Heaven only knows where he dredged up the energy, but John also stayed up and spoke to both of his brothers on the phone, and those were his last phone conversations.

The last page in the earthly story of John was March 26, 2014. John breathed his last breath in this world early in the morning of that beautiful Maui day. Despite the holiday, our Hospice Maui angel came to be with us, did all the hospice chores, and helped us prepare John for his final journey. At a time when you think that there is no comfort in the whole universe, her loving presence did indeed comfort and sustain us.

There are no words to express the significance of her actions, except to say that we were thousands of miles from home, family, and friends, had just watched our son take his final breath, and yet we were comforted.

The outstanding support and caring shown to all of us, by every person at Hospice Maui, is a gift. Despite the pain, sorrow, and grief, those gifts to us are priceless, and will live in our hearts forever.

Nancy Long, MD

Growth, Change, and Core Values

On January 9th of this year, I marked the fifth anniversary of moving to this beautiful island and taking the position of medical director at Hospice Maui. When I look back over this time, certainly the largest theme that emerges is that of change. The number of patients and families we serve has tripled, and the number of staff in our Hospice Maui ‘ohana has also tripled. The arrival of Dr. Don Zacharias, a board certified and kind hospice physician, has allowed me to have “real” time off. And now for the first time, we welcome another hospice program to our island and will adapt to the changes that are presented with that as well.

The change I see and feel here at Hospice Maui is also reflected on the island around me. Hana Highway is getting wider. New traffic light demands my attention. Changes for my health care colleagues at the hospital, such as a new electronic medical record, cause us all to stretch and grow.

But some things remain constant, steady, grounding:

The core values of gratitude, respect, and integrity, so central and visible in Hawaiian culture, have never felt more central or important to our work and to our mission at Hospice Maui.

They are as beautiful and prominent around us as Haleakala and as deep as the ocean. They are the values that sustain us, keep us returning to our work with spirit and enthusiasm, and enrich our connections with this island and with each other. And so I look forward to the next five years, and the next, with continued commitment to supporting our Hospice Maui ‘ohana to provide the best care possible, in a spiritually-based and heart-centered way, to those who need it most.

And with commitment to deepening my gratitude, respect, and integrity, and with gratitude for the continued blessings of serving this island...☺
A Letter of Thanks
By Brenda Beck

We extend our deep felt gratitude to the community of Maui for your continued support and ongoing donations.

Your donations allow us to address some of the special needs of our patients and can help to reduce the stress and anxiety their families may be facing while caring for a terminally ill loved one, needs that are not covered by health insurance.

Allie Kanilea Dahms, CNA Hospice Aide

Born and raised on Maui, Allie attended the University of Oregon and UH Maui College. She gained experience as a Medical Technician and Nurse Aide while working with Partners in Care. Allie loves being in the ocean paddling canoes and spending time with her family and her beloved dog. Allie especially enjoys her work, caring for people in need, “I love being able to help my community in any way that I can. As an aide going into patients’ homes, I’m also able to show compassion and care for the patients’ families.”

Shannon Coulsand, RN, CHPN + Hospice Nurse

Shannon received her Reg-istered Nursing Degree from Spokane Community College, and, after years of hospice work, also earned the Certified Hospice & Palliative Care Nurse (CHPN) certificate, for the specialty practice of hospice and palliative nursing. Prior to moving to Maui, Shannon worked at Hospice of Spokane and Horizon Hospice located in Spokane, Washington. When asked about the inspiration for her work in hospice care, she replied, “It is my faith in God and my passion to serve people at the end of life that led me to work in hospice care and with Hospice Maui.” In her spare time, Shannon enjoys hiking, backpacking, and hunting.

Don Zacharias, MD Hospice Physician

Affectionately known as “Doc-tor Don,” Dr. Zacharias has joined Hospice Maui as an ad-ditional hospice physician to provide coverage and back up for our Medical Di-rector, Dr. Nancy Long. Doctor Don comes to Maui after a long career in Family Practice and in Hospice and Palliative Medicine in Sacramento, California where he was a very experienced Family Practice and Hospice Physician and also the Medical Director for the University of California Davis Health System Home Health Program. When asked about his work in hospice care, Dr. Zacharias stated, “My passion is for hospice care and I am honored to be involved with Hospice Maui. The staff is inspiring with their comprehensive, expert, compassionate care, and balanced emphasis on body, mind, and soul.”

HOSPICE MAUI STAFF

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Nancy Long, MD

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Janet Kroger, RN
Kathy Mayne, RN
Patricia Murphy, RN
Krisst Naylor, RN
Pat Laine ‘Pom’ Sulhanrenya, RN
Carm Dapa, RN
Sandy Vilorio, RN
Tanya Takatani-Apo, RN

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Megan Crouse, LCSW
Layla Lyons McCann, MSW
Zarina Rioscal, MSW

HOSPICE PHYSICIAN
Don Zacharias, MD

VOLUNTEER COORDINATOR
Connie Castillo-Walsh

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Ilona Briley, RN

CLINICAL ASSISTANT
Joy Angtuco

A simple “thank you” seems insufficient to express our deep appreciation and gratitude for all of the caring and loving shown to us during the very difficult time our family experienced for the last few months of my husband’s life. It would have been almost impossible to have given him the proper care without the Hospice Maui nurses and other personnel who daily helped us look after him. Because his brain was damaged from a stroke, he wasn’t quite sure who these very helpful people were, but he seemed to know, intuitively, that they were here to help him. We will be forever grateful that he was able to spend the last several months of his life in his own bed, at home, and eventually die there in peace. “Thanks to all of you who made this possible, providing physical, mental, and spiritual care. Hospice Maui appears to be an outstanding organization. We truly thank you all for everything you did for us.”

We extend our deep felt gratitude to the community of Maui for your continued support and ongoing donations.

Your donations allow us to address some of the special needs of our patients and can help to reduce the stress and anxiety their families may be facing while caring for a terminally ill loved one, needs that are not covered by health insurance.

For the Love of Maui SK donated $5,000 for Hospice Maui. Thank you to all who participated in the run on Valentine’s Day. We sure felt the love! Mahalo to event sponsors Wailea Realty, Title Guaranty, Imua Physical Therapy, Guild Mortgage, Whole Foods, Valley Isle Road Runners, and Race Director, Cathy Fitzpatrick!

Charity Walk donates $6,180 to Hospice Maui. Thank you to all Hawaii/Maui Petro-leum, Ohana Fuels, Minit Stop, Young Brothers, and Foss Hawaii, $5,000 to Hospice Maui toward their Facilities Expansion Project.

Don Z, MD hospice physician

Affectionately known as “Doc-tor Don,” Dr. Zacharias has joined Hospice Maui as an ad-ditional hospice physician to provide coverage and back up for our Medical Di-rector, Dr. Nancy Long. Doctor Don comes to Maui after a long career in Family Practice and in Hospice and Palliative Medicine in Sacramento, California where he was a very experienced Family Practice and Hospice Physician. The staff is inspiring with their comprehensive, expert, compassionate care, and balanced emphasis on body, mind, and soul.

Ohana Fuels “Fuel Up. Do Good.”

Ohana Fuels recently presented Hospice Maui with a generous donation of $6,871.42.

The annual “Sharing the Green” Golf Event hosted by Mulligans on the Blue raised a record of $14K in net proceeds for Hospice Maui. We would like to extend a huge Mahalo to Jennifer McNally of Wailea Golf and Deanna Craig Feliciano of Mulligans who supported this event.

Saltchuk grants $15,000 to Hospice Maui.

Saltchuk, a family owned company, and the parent company of Aloha Air Cargo, Hawaii/Maui Petro-leum, Ohana Fuels, Minit Stop, Young Brothers, and Foss Hawaii has granted $15,000 to Hospice Maui toward their Facilities Expansion Project.
Hospice Ohana • continued

WELCOME NEW TEAM MEMBERS

MEGAN CROUSE, MSW, D.MIN. • SOCIAL WORKER

Megan has lived on Maui since 1975 with the exception of ten years recently in San Diego, CA. She came to Hospice Maui as a volunteer and recently joined us as one of our on-call RNs. She received her nursing degree in 1986 from Maui Community College and worked at Maui Memorial Medical Center as an RN in Obstetrics. While in San Diego, Susan worked as the Team Leader with the Blood Bank Mobiles operations. Sharing her inspiration for her work in hospice care, “I’m inspired to try to make a difference in people’s lives. Being able to comfort and assist our patients and their families at such a difficult time is very rewarding. I feel honored to have the opportunity to give service to this wonderful community of Maui.” When asked about her favorite activities Susan stated, “I play golf badly, am challenged by yoga, and garden very well. I enjoy watching my family ride rodeo and polo. I am an avid reader and belong to two book clubs. I love travel, especially foreign.”

SUSAN DUNN, RN

SUSAN DUNN, RN HOSPICE NURSE

Susan Dunn graduated from the Muskie School of Social Work at the University of Maine in 1997. She has worked in hospice care for many years with Hospice and Eidercare when asked about her inspiration for her work in hospice care, she replied, “I enjoy taking care of patients like they are my family. I care deeply about being good to someone in their last day of their life. Hospice work is in the homes of our patients, so this good can be extended to their families too. Hospice is the best place I have ever worked.”

LAURA MINER

LAURA MINER HOSPICE LIASON

Laura Miner has extensive experience as a nurse aide, gained while working at Maui Memorial Medical Center as a health unit clerk for 5 years, a Psychiatric Aide for 4 years, and an Occupational Therapy Aide for 4 years. Originally from Los Angeles, Karrie has lived on Maui for 16 years and considers Maui home. She enjoys her family time as wife and mother of three beautiful daughters, Kaytlyn 15yrs, Makenna 12yrs, and Sunny 9yrs. In her free time, Karrie loves the beach, swimming, and Zumba. In speaking to Karrie about the inspiration for her work in hospice care she replied, “I enjoy taking care of patients like they are my family. I care deeply about being good to someone in their last day of their life. Hospice work is in the homes of our patients, so this good can be extended to their families too. Hospice is the best place I have ever worked.”

KARRIE RICE, HHA, CNA

KARRIE RICE, HHA, CNA HOSPICE AIDE

Karrie has a Psychiatric Aide for 4 years, a bachelor’s degree in Social Work from UT Austin, and her Associate’s degree in Nursing from Maui Community College. Karrie has been working with Hospice Maui for 16 years and considers Maui her home. She enjoys her family time as wife and mother of three beautiful daughters, Kaytlyn 15yrs, Makenna 12yrs, and Sunny 9yrs. In her free time, Karrie loves the beach, swimming, and Zumba. In speaking to Karrie about the inspiration for her work in hospice care she replied, “I enjoy taking care of patients like they are my family. I care deeply about being good to someone in their last day of their life. Hospice work is in the homes of our patients, so this good can be extended to their families too. Hospice is the best place I have ever worked.”

CORNER VOLUNTEER

Our volunteers bring with them their unique talents and life experiences as they step into this role and their commitment to Hospice Maui.

These wonderful volunteers are your neighbors and come from all walks of life and are as diverse as the people we serve. In this issue of the volunteer corner we wish to honor two of our volunteers for their outstanding service, support, and commitment to Hospice Maui. They are two of the shining jewels in our community.

PAUL WICKMAN

PAUL WICKMAN stepped into his role as a volunteer for Hospice Maui in 2011. His willingness to assist as a volunteer organization and the patients and families whom we serve, at any time, with any task, is truly humbling. In any given week you might find Paul transporting recliner chairs, food shopping for our patients at the Maui Food Bank, cutting down kaiwe trees to make room for our new hospice hale, and providing respite for caregivers and companionship for our patients. At the bedside is where his open heart and compassion really shine through. He finds ways to connect with our patients by talking story, holding hands, sharing music, and singing along to Elvis Presley. We could not ask for a more dedicated, caring, and available volunteer to represent us in our community and the homes of our families.

KAITLIN BARCOMA

KAITLIN BARCOMA’s (left in photo with Connie) first session with Hospice Maui came as a young girl when Hospice Maui provided care for her Grandfather. This was her inspiration for including Hospice Maui as the beneficiary of her Kamehameha School Senior Project. Her contributions to our organization have included her time, treasure, and talent. She organized a two-day garage sale with items she collected throughout the community; she assisted in painting our gift tags; and she has quilted and knit blankets that have brought smiles and comfort to many of our patients. We have been so impressed by this young high school senior’s initiative, generosity, and compassion.

All of us on Maui are truly blessed to have volunteer like these two. &

Reconnecting with Life after Loss

Introducing a new six-session bereavement support group

By Wendy Tucker, M.A., ATR, H.E.A.L. Group Counselor

Reconnecting with Life after Loss is a new six-week bereavement support group for individuals who are grieving the death of a loved-one and have already participated in either one-on-one support services or group support services. The purpose of this group is to continue providing support as each person transitions into life without their loved-one. It centers on publishing a renewed sense of self, purpose, and personal interests. Each of the six sessions follows a particular theme and has an accompanying activity. Examples of the themes explored are: Life after Loss: Changing Meaning in Life, and Touching the World – the World Touching Me. The sessions include sharing insights and experiences through discussion combined with interactive creative activities. Due to the sequential nature of the material provided, it is important that participants are able to attend all six sessions.

Call our offices for the dates and times of our next session Reconnecting with Life after Loss session.

Connie Castillo-Walsh

VOLUNTEER COORDINATOR

Ours Hospice Maui Volunteers are compassionate, heart-centered, kind and truly special.
At Hospice Maui, we see ourselves as stewards of an essential truth that is both disquieting and little-known: that death has the power to enrich our lives and our communities more profoundly than any other single experience. We see it as incumbent upon us in our leadership role to re-educate our community about this. To help us do that, we have defined the difference between our “work” and our “deeper purpose.”

**OUR WORK**

is providing physical comfort and emotional and spiritual support for people who are terminally ill, and supporting and assisting their families before the death and while they are grieving.

**OUR DEEPER PURPOSE**

is to enrich our community by helping people discover the gifts that preparing for the death of a loved one can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth.

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**Hospice Maui Places High Value on Clinical Education**

By Janelle Todd, RN, BH, CHPN

CLINICAL DIRECTOR

Our Clinical Team at Hospice Maui is a well-rounded blend of professional disciplines including physicians, registered nurses, social workers, hospice aides, spiritual care counselors, and volunteers. It is evident in the skill and ability of our Hospice Maui clinical team that education has always been a value in our organization. Providing our clinical team with educational opportunities throughout the year has allowed our patients and families to receive high quality comfort, care, and compassion.

“Hospice Maui’s value of education is reflected in our commitment to have registered nurses lead the clinical team in providing care at the bedside.”

Many registered nurses at Hospice Maui have an advanced palliative and hospice certification. Hospice Maui values advanced certification and compensates nurses in recognition of their expertise and commitment to education. We believe having registered nurses in patients’ homes provides the highest quality of care for our patients.

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**For details on all of these events call 244-5555 or visit HospiceMaui.org**