



Executive Director's Corner

Executive Director
Greg LaGoy, ND, MBA

This issue's cover story focuses on our plans around expansion of facilities. Yet there have been many changes in our facilities since the early 90's when we operated from the old Quonset hut at The Maui News. The biggest change was in 1993, when we moved onto our 4-acre County-owned lot at the top of Mahalani Street. The temporary "sample suite" for the Kea Lani Hotel had been donated to us, and we had moved it, renovated it, and have used it as our office ever since. It was the hub of our simple and quiet little operation then, when we had 10 patients on our service at any given time. Now that we are 4 times that size, our little office is almost bursting at the seams.

We built an 800 ft² storage building on the property up here in 1994, and the good news is that it continues to serve our needs quite adequately.

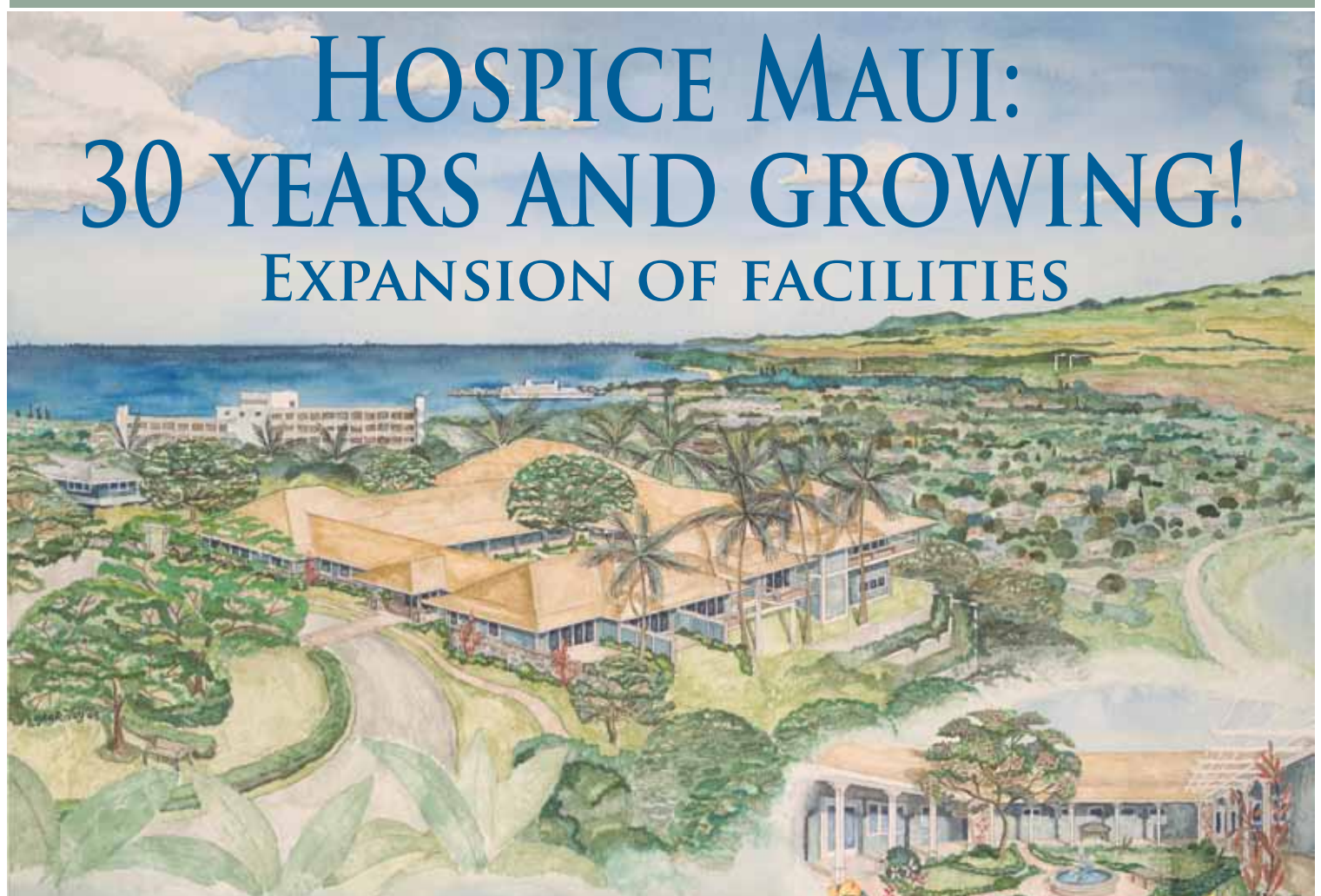
In 2000, we built a meeting facility with the proceeds of a bequest left by a former volunteer. Its 1500 ft² comprise 3 meeting rooms, a bathroom, and a kitchen, and besides serving our many needs for meeting space, it is used by many community organizations as well.



- **Comfort and dignity for people who are terminally ill.**
- **Assistance and peace of mind for their families.**

News from Hospice Maui

WINTER 2012



HOSPICE MAUI: 30 YEARS AND GROWING! EXPANSION OF FACILITIES

"The idea is to have a place to take care of people when they can't be cared for in their home for one reason or another."

One of the things we have heard for many years is the need for an inpatient or residential hospice facility—a place people can go when they cannot be cared for at home. While our community is well served by our hospitals, nursing facilities, assisted living facilities, and care homes, there are many instances when those settings are either not optimally suited for, or not desired by those in the last weeks or days of their lives. It is in light of this reality that a small, dedicated hospice facility does make sense.

In 2007, we did a needs analysis, and examined whether there was the financial support for it in the community. The conclusion was a strong "yes", and we moved ahead. We received a "Certificate of Need" from the state, and raised \$350,000 in pledges and donations before the fundraising came to a standstill in mid-2008. Not wanting to lose all momentum while awaiting an economic recovery, we held a design competition for the facility, and on this page is the watercolor rendering done by the winning architects, Artel, Inc.

About a year ago, we started fresh with both the fund-raising and the detailed planning for the hospice facility, named "Hale Ho'olu'olu" or House of Care and Compassion. At about the same time, the inevitability of replacing our current office space came into focus, as the "temporary structure" we've been using doesn't lend itself to expansion. While the County offered us the option of moving the famous "Holland House" from Montana Beach in Paia, we had to let that go: after careful (and grate-

full) consideration we determined that it would only just meet our current space needs, yet it would be more expensive to move, renovate, and add onto (because of the design and the materials) than it would be to build from scratch.

As much as we are wanting to get into the "active building" phase of both a hospice facility and a larger office, we are having to accommodate a "landscape" that is changing rapidly. As we all know, fundraising these days faces larger challenges than ever. In addition, there are changes in the larger healthcare environment that are calling upon us to re-examine the size and scope of our hospice facility: we are now exploring the possibility these changes might actually allow us to meet the needs of future patients with a facility that is both smaller and substantially less expensive than the one that our current budget is based upon. And that would be good news for everybody!

In the meantime, over the last several months, we have received promises of financial support from the state legislature, the Maui County Council, and a number of foundations and individuals. These commitments and contributions amount to well over \$1 million. While we have enough to get us started, as we move forward with these projects, we will be needing more support from all around our community. If you are interested in more information or wish to contribute to these efforts, please contact us directly, or visit our web site at www.hospicemaui.org. Anything you can do to assist us in this will be most appreciated!

Hospice Ohana

In response to the growing need for hospice care, Hospice Maui has been expanding its team. Meet the welcome additions to the Hospice Maui Team.



**Meghan Wall, CNA
Hospice Aide:**

A veteran Certified Nursing Assistant and Hospice Aide originally from Vermont, Meghan brings over 7 years of experience to the team. Most recently from Montana, Meghan came to Maui for a "new adventure". She is an outdoor enthusiast and enjoys camping, walking, running, and snow shoeing. While she may have to give up snow shoeing and take up watersports instead, she is not complaining, "I am so happy to be able to continue my line of work as a hospice aide here on Maui". And we are so happy to have her with us.



**Patinee "Pom" Sukhanenya, RN
Patient Care Coordinator:**

A Registered Nurse born and raised in Thailand, Pom has worked in hospitals all over the United States including UCLA. Pom most recently worked at Hale Makua on Maui. She chose to join the team at Hospice Maui because she found that "working with patients during their end of life journey and sharing that sacred space with a person is a wonderful and special time". When not working, Pom enjoys nature and the outdoors and looks forward to more world travels. Pom is an absolute pleasure to work with and we are blessed to have her on the team.



**Cynthia "Cindy" Edlao, RN
Patient Care Coordinator:**

Hospice Maui welcomes another great "Made on Maui" addition, Cindy Edlao. Cindy has joined us as a Nurse and Patient Care Coordinator. When Cindy read the front page article in the Maui News about Hospice Maui it really spoke to her heart, "I have recently been feeling that I should be doing more with my life. When I read about the plans for a new in-patient hospice care facility I knew working with Hospice Maui was the change I wanted to make in my life". In her free time Cindy raises Tortoises, yes Tortoises! She says they don't make as much noise as her last passion, Chihuahua's.



**Carrie Anne Campos,
Office Manager:**

A fine product of Maui, "Made on Maui", Carrie brings wonderful office management skills and experience to Hospice Maui. When she is not managing our very busy office, Carrie spends time with the Society for Creative Anachronism (SCA) studying and learning to recreate the middle ages. When asked about her choice to work at Hospice Maui Carrie replied, "I wanted a fulfilling career, one that would allow me to go home every day feeling happy in knowing that I helped make someone's life a little better or easier in some way". When you call or stop by our offices, you will be welcomed by the very sweet and incredibly efficient Carrie Anne.



**Timothy "Tim" Shiroma, M.A., BCBS,
ChC (Certified Health Consultant),
Executive Assistant:**

After 28 years with HMSA, Tim took early retirement. Now semi-retired, Tim works with us part time on important projects often solving difficult health insurance related issues for us. His schedule allows ample time to enjoy some of his favorite hobbies; Guitar, Singing, Exercising, Healthy Cooking, and Volunteer Work. When you meet Tim in person, you will have a hard time believing he is old enough to be retired. It could be his youthful energy and enthusiasm, or perhaps his consistent exercise and healthy cooking are the secret! Whichever it is, we are sure lucky to have him on board!



**Stacy Haunani Tan, MSW,
Social Worker:**

When her husband, a surgeon, was offered a position on Maui the timing was quite serendipitous for all of us. Hospice Maui was in great need of an additional Social Worker with hospice experience and Stacy was looking to continue her social work in hospice and palliative care. Stacy grew up on Oahu and has worked as a Social Worker in the Pain & Palliative care Department for Queens Hospital. Stacy has also worked with Vitas Innovative Hospice Care, Inc.. When not working, Stacy enjoys baking, arts & crafts, and hiking. We all are feeling quite lucky to have her on the team and look forward to enjoying some of her baked goods!



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Volunteers - The Heart of Hospice Maui

Volunteers have been at the heart of Hospice Maui since its inception. We have been very fortunate to have a large pool of dedicated patient volunteers who support our mission and vision. Their commitment to our patients and their families is absolutely inspiring. Some of our volunteers have been associated with Hospice Maui for over 15 years. We would like to honor them and dedicate this issue of our newsletter to them.

Terrie Browning – since 1982

A veteran patient volunteer at Hospice Maui, Terrie has been helping patients and families with both patient care and bereavement for over 29 years. When her mother died in a hospital in 1967, Terrie knew there should and could be a better way to care for a dying loved one. She had first heard about hospice care through her church and she knew that this was the change that needed to occur in end-of-life care and she wanted to take part in it. Terrie's background and experience in nursing helped to inspire her to learn more about hospice care, but it was St. John's Episcopal Church that ultimately brought Terrie to us. In 1982 Terrie attended the very first hospice patient volunteer training program held on Maui. One of her most memorable moments as a patient volunteer occurred when Terrie was asked by a daughter of a patient to present the Eulogy. After the funeral service the daughter of this patient came to her and said, "You have become my Mother's best friend".

Charlotte Flavin – since 1982

As a young nursing student Charlotte cared for several patients who were dying. One of her fellow nursing students seemed to be very comfortable in relating to families and patients facing their end of life and Charlotte found that she wanted to learn more about how to be present and helpful for them and their families. Charlotte's mother died in a hospital in 1979, before Hospice Maui existed. She recalls that while many of the

nurses and doctors in the hospital were not well equipped to show compassion for the dying, the few who did show true compassion and tenderness were excellent role models in patient care. Inspired to learn more about how to care for the dying, Charlotte took the first hospice volunteer training program. When asked what keeps her working with hospice patients after all these 29 years, Charlotte responded, "I know that the patient and family are very vulnerable when death is imminent; if I can be there to help, I am happy to be of service. Every patient and family is different and I enjoy meeting and being with people who are "for real". I feel that I am preparing for the challenges of my own death, however and whenever that may occur." Charlotte went on to say, "Finally, as I learn to be with others (who are dying), I find that my own life, values, and ways of being are becoming more in tune with my beliefs".



Wendy Milovina – since 1985

Wendy began working as a volunteer with Hospice Maui in 1985. Her desire to work with Hospice Maui was inspired by a young friend of her daughter who was diagnosed with cancer at age 5 and died just four years later. Wendy told us there is no question in her mind that Hospice Volunteer work is the work she should be doing; the love and gratitude she receives in return affirms this. "I truly

enjoy helping families and patients through what might be the ultimate crisis of their lives." In addition to hospice work, Wendy enjoys playing the violin, tennis, hiking, art, and gardening.

Rachel Porter – Since 1986

Rachel's inspiration to join the hospice care movement came with her realization that death is all around us. She chose to work with Hospice Maui because of "the incredible dedicated staff and their resolute dedication to the purest ideals of hospice care." Although she now lives on Oahu, Rachel continues work with us by participating as a trainer in our annual volunteer training program. Rachel writes an online blog for colon cancer patients, sews and designs her own clothes, grows her own food, surfs and swims regularly.

Kathy Hamai- Since 1991

When Kathy was involved in a terrible life-threatening accident she realized the importance of having someone "be there and be present" in great times of need and this inspired her to inquire about volunteering at Hospice Maui. Becoming a Hospice Volunteer came quite naturally to Kathy because she had the experience of assisting two close family members during their end-of-life transition. Hospice patient volunteer work is not easy work and when asked how she has been able to continue to volunteer for all of these years, Kathy expressed, "It is an honor to have the opportunity to assist people in our community. Volunteering as a Hospice Patient Volunteer has allowed me to experience compassion, care, and courage. The (patients) that I have spent time with have displayed amazing courage, grace and selflessness in the face of their own death. I am deeply grateful for all that they have shared with me. It has been such a privilege to be allowed into their home to be with them and their family." When she is not caring for the members of our community, Kathy continues to develop her interest in the healing arts and is able to stay mentally and physically fit by enrolling in classes at the senior center.

Carol Bull – 1995

Our volunteer needs at Hospice Maui extend beyond patient care and include administrative work in the office and assisting with various fundraising activities. We have been blessed with several wonderful volunteers willing to fill this important need. One of these exceptional volunteers is Carol Bull. Carol came to Hawaii because her husband wanted to die on Maui. She was immediately connected with Hospice Maui for support during her husband's end-of-life journey. Her experience with Hospice Maui was so wonderful that she decided she wanted to remain connected to the organization. For many years Carol has assisted us with fundraising activities. She organized a group of ladies in Lahaina to hand paint greeting cards that could then be packaged and displayed to raise funds for Hospice Maui. Not only did Carol paint the cards, she found store owners willing to display our cards and donation boxes. She also followed up with the store owners to collect these funds. Carol keeps herself very busy with water aerobics, and volunteering with her church preparing meals for Habitat and the homeless in Lahaina.



Hospice Maui Volunteers hard at work preparing the annual campaign mailing. Donna Rolens, Evelyn Billington, Ann Babson

Spiritual Care

SPIRITUAL SIGNS OF THE CLOSENESS OF DEATH

Excerpted from Kathleen Dowling Singh's "The Grace in Dying"

With attention, we can become increasingly aware of the qualities of grace as they emerge in those who are close to death. Those of us who work with the terminally ill have come to recognize certain physical symptoms as signs of impending death. The emergence of the qualities of grace announce as surely as physical symptoms, the coming end of physical existence.

For the dying person, it affirms for him or her, the knowledge that the path has been traveled before and has some landmarks. The contribution that we can make in the simple recognition of the emergence of the qualities of grace is immeasurable and unforgettable.

Weeks or days, sometimes hours, or even minutes before death, people relax, let go, and the exquisite qualities of grace emerge from within. These include an enhanced capacity for love and forgiveness, a heightened awareness of existence, a deepened sense of interiority, radiance, a profound conviction of appropriateness, silence, and a sense of the sacred. Learning to recognize these qualities of grace can be most helpful in dying as well as in living.

End-of-life workers, as well as family members, often notice a radiance in those who are beginning to die. The quality of light is different at the time of death, as is

the quality of being. People speak of entering holy ground as they enter the room of a dying person.

One woman, who was privileged to be with her father in the last days before he died, spoke of grace emerging from her father in his final days. Her father had been an anxious man, high achieving. She had heard him struggle for months with a terminal diagnosis. During his last few days, she watched him become more peaceful. What moved her most was being with her father and laying witness as he found his "spiritual grounding." At the edge of life and death, he had found his resting place in those sacred dimensions that we all vaguely intuit and long for in the midst of life.

Spirituality, distinct from Religion, is a critical aspect of end-of-life care. As people face loss and dying, they may encounter spiritual questions and conflicts, issues of meaning and significance, questions about an appropriate death, challenges to their beliefs, the emergence of love and grace, or hope about what occurs during and after death. Hospice Maui provides Spiritual Care to families and patients in need. For more information or to speak to our spiritual care coordinator call our offices 244-5555.

The Myths of Hospice

Addressing the Myths of Hospice and Removing the Stigma of Hospice Can Have a Tremendous Impact on the Health of Our Island Residents.



MYTH 1:
Hospice is where you go when
“there is nothing else to be done”

REALITY:
Hospice is the “something more” that can be done for the patient and the family when the illness cannot be cured. It is a concept based on comfort oriented care. Referral into hospice is a movement into another mode of therapy, which may be more appropriate for terminal care.

MYTH 2:
Hospice Care Means Giving Up Hope

REALITY:
Hope looks different in hospice care but it is certainly not lost. Receiving hospice care does not mean giving up hope or that death is imminent. It may mean redefining hope. Where a patient once hoped for a cure they may now hope to be pain-free. Hope could be as simple as wanting to spend as much time with loved ones as possible, or remaining at home rather than having to go to the hospital or a nursing home. The hospice team can help patients accomplish tasks, fulfill wishes, and maintain hope. The earlier an individual receives hospice care, the more opportunity there is to stabilize a patient’s medical condition and address other needs.

MYTH 3:
Hospice Is Only for Patients who Are Close to Death or Actively Dying

REALITY:
If there is one myth that is most troubling, it’s this one. The dying process takes time. Because of the highly skilled care that hospice workers can provide to their patients, hospice works best when the team has time to deliver it. Patients and their loved ones need support, information, and medical care. Social workers and spiritual care providers need time to work with patients and their loved ones to bring them to a place of acceptance. Nurses and doctors need time to get the patient’s symptoms optimally managed. The work of the dying takes more time than the average length a patient is on hospice. Currently, the average length of stay on hospice is only 14-20 days. Just think of all the support and care those patients and their families missed out on.

Our Unsung Heroes

The December 22nd issue of a local news publication, The MauiWeekly, recently recognized seven extraordinary, “ ‘communitarians’ who tirelessly- and quietly- transform the lives of others,” and designated Hospice Maui’s very own, Lori Williamson and Meghan Wall as “Unsung Heroes of the Year” for the year 2011. Lori and Meghan are two very hard working Hospice Aides whose work often goes unrecognized by the general public. They were nominated because of the true compassion they demonstrate every day as they go about their work with hospice patients. Their work includes helping hospice patients

bathe, change briefs, change linens, and many other things that the patients can no longer do on their own. The impact of their work goes beyond the patient, as the families of these patients are often overwhelmed and unable to provide this care themselves. Lori and Meghan go about their work, providing comfort and care, in a way that shows great respect and preserves the dignity of our patients. We are very proud of the work they do and appreciate them. Congratulations Lori and Meghan!



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