

## Hinds Hospice Expands Services for Pediatric Patients

No parent wants to envision a child developing a life-limiting diagnosis, and the reality of caring for a terminally ill child at home is incredibly challenging. Until recently, Hinds Hospice was unable to provide reimbursable hospice support unless the family stopped life-sustaining treatments and the child's prognosis was six months or less. Now, new governmental benefits allow Hinds Hospice to provide covered services even if the child receives life-sustaining treatments and is likely to live beyond six months.

With the new regulatory changes in effect, Hinds Hospice is now serving 20-25 children daily thanks to a small but highly skilled pediatric team led by David Sine, MD. About half of the pediatric patients receive the new federal "hospice and concurrent care" benefit. The rest receive palliative care through California's "Partners for Children" (PFC) program. Hinds Hospice is the only local PFC-approved hospice and only one of two Fresno hospices serving children through the federal benefit program.

Founder Nancy Hinds has always emphasized the honor and privilege the Hinds Hospice staff feel when they are invited to walk the hospice journey with a patient and their family. This great privilege is never more evident than when our pediatric staff cares for a new patient and family. Victoria Cruz-Hernandez, a social worker for our Pediatric



Care Team says, "People often ask, 'how are you able to sit by the bedside of a dying child and provide support for a mother facing her worst fear?' As a parent and as a social worker my response is, 'how can I know that there are families in our community facing the terminal diagnosis of a child and not be willing to be there in that moment with them?' I am just grateful that they trust me enough to look to me for support during this unbelievably difficult time in their lives."

To strengthen pediatric services, Hinds Hospice created a 12-month project, training clinicians to provide back-up support to the pediatric team. The project also increases revenue and expands covered services by transitioning PFC patients to the federal program whenever possible.

Hinds Hospice gratefully acknowledges community support of this project, including grants from the Fansler Foundation (\$53,593), the Bennett Family Fund of the Fresno Regional Foundation (\$42,000) and the Central CA Women's Conference (\$1,000).

To learn more, call Lynne Pietz, Executive Director of Development at (559) 317-6024 or send an email to LPietz@hindshospice.org.



410 W. Main Street, Suite A  
Merced, California 95340



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NEWS UPDATE • SUMMER/FALL 2015



Dear Friends,

We find ourselves busier than ever as we continue to grow in response to our patient and community needs! We have settled into our new home at 2490 W. Shaw in Fresno quite well. We are currently moving our Center for Grief and Healing to the second floor to accommodate the need for more space, and with lots of

natural light we hope that this will be a perfect environment to facilitate healing for our clients. With a more private back entrance and a calm and tranquil atmosphere, we hope that this location will allow us to grow our bereavement services and meet the expanding need in our community.

I am also pleased to announce the addition of a new Medical Director to lead our clinical teams. Dr. Hailu joins Hinds Hospice with a wealth of experience as a family practice physician and just completed a one year fellowship in Palliative Care from UCSF in June. Dr. James Simmons will also join our team in August as a part time hospice physician and also completed his fellowship in Palliative Care. Both Dr. Hailu and Dr. Simmons became familiar with our staff and facilities as fellows serving under Dr. Sue Yie, our former Medical Director. Dr. Yie relocated back to Southern California and we are very grateful for her years of service to Hinds Hospice and our patients.

Several other organizational changes are in progress as well. We are pleased to announced the addition of our new Director for Social Work and Chaplain Services, Connie Pulmano. Connie has joined the team with hospice experience and she is already distinguishing herself through her wise and thoughtful guidance on issues related to supportive services. Lynne Pietz our Major Gifts and Donor Relations Director has assumed a new role as leader of one integrated Development Department. Lynne has been with Hinds Hospice for 5 years and has a wealth of background and experience in Development.

Our hospice home has been reopened now for 6 months and we have introduced the use of the electronic medical record in keeping with the nationwide move for electronic charting to improve patient safety and quality of documentation. Our staff has received extensive training in how to document electronically while maintaining the patient and human touch that sets Hinds Hospice apart.

Our Merced office has been focusing on the growth of hospice services and the Angel Babies and bereavement programs. The recruitment and retention of compassionate, competent staff is a high priority for them as we grow the program in Merced.

We are currently preparing for our first 3 year accreditation visit from the Joint Commission. Joint Commission is an agency that surveys health care facilities to monitor compliance with best practice standards in the many areas such as leadership, performance improvement, emergency preparedness, provision of care, and many more. We were very proud to announce after we had our first initial survey in October of 2012 that we received accreditation status. This is an essential step for Hinds Hospice to remain competitive and demonstrate that we provide the highest level quality of care and services to our patients and families.

Nancy Hinds continues to support the work we do at Hinds Hospice and her latest adventure is to work with our staff in the hospice home to focus on the sacred calling of our work. Laurie Primavera, our Executive Director for Clinical Services, our staff, and I are so happy to have her support in this continued effort.

Lastly, we are so grateful to all who support Hinds Hospice. You are the reason we are able to continue to serve those in our community and your support helps to encourage us to continue this much needed work! Thank you for all that you do to support the mission.

Respectfully,

*Amy R. Tolin RN CEO*

"We are thrilled and honored....," says NHPHCO President and CEO, J. Donald Schumacher. "We thank ASAE for recognizing our continued efforts to improve care for seriously ill veterans who have given so much for this country;"



WNV partners address the unique healthcare needs of Veterans, both physical and emotional, including the psychological toll of war and how it impacts their end-of-life journey. At Hinds Hospice, Veteran patients are paired with Veteran volunteers who have also served their country and share a unique and honorable bond. Hinds Hospice recognizes Veterans patients' military service with a special, individually customized, certificate ceremony thanking and honoring that Veteran for their service.

4-Star hospice partner of WNV. and addressing Veterans' needs at the end of life. Hinds is proud to be a and support community hospice providers in better understanding to engage and support community hospice providers in better understanding campaigns conducted in collaboration with the Department of Veterans Affairs are ASAE's highest honor for associations. We Honor Veterans is a national Association Executive with a 2015 Summit Award. The Summit Awards Organization, since 2010, has been recognized by the American Society of We Honor Veterans, a program of the National Hospice and Palliative Care

**We Honor Veterans Recognition**



The mission of Hinds Hospice is to uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones, and those who are grieving.



Nancy Hinds, R.N.  
Founder

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## Community Spotlight

*Every year, dozens of outside organizations and individuals help to fundraise and spread awareness about Hinds Hospice and our mission. We are eternally grateful for their tireless efforts on our behalf. Without these groups and individuals, we would not be able to meet our fiscal fundraising & outreach goals each year and they play an integral part in furthering our mission. Each Newsletter, we would like to take a moment to say “thank you” to a featured event, fundraising effort or individual, knowing that each one is important and has our heartfelt gratitude.*

Kim Vineyard is a teacher at Merced Montessori School and in her spare time has been a wonderful supporter and volunteer with the Angel Babies program for the last several years.

Kim supports the program in numerous ways, including attending events and making knit blankets, wraps, booties and hats for the families served by the Angel Babies program. These beautiful hand-crafted items are used for families who have lost a baby during pregnancy or infancy.



Many of Kim’s donated items have gone home with families who have lost a baby and she appreciates being able to give back to those families when they need support the most. Families who have been served by the Angel Babies program often cherish the clothes that are donated and keep them as part of a special memory making box that honors their baby. “We are very grateful for volunteers like Kim who give of their time and talents so generously to the Angel Babies program of Merced. These beautiful hand-crafted items serve as special reminders for our families that their baby is cherished and remembered,” said Dave Silveira, Director of the Center for Grief and Healing and Angel Babies Program in Merced.

If you would like more information about the Angel Babies program in Merced, please call Dave Silveira at 209-383-3123.



## Knowing Your Patient Rights

All patients have legal rights related to making their own health care decisions including choosing the hospice care provider they prefer. In order for a patient to make the most informed decision possible, consider asking your physician and/ or hospital for a list of hospice providers in your area. It’s important to remember that a patient, and that patient’s family, always has the right to choose the service provider that best meets their needs.

Once an individual is admitted to hospice, the patient has the right to be notified in writing of his or her rights and obligations before hospice care begins. Consistent with California laws the patient’s family or guardian may exercise the patient’s rights when the patient is unable to do so. Hospice organizations have an obligation to protect and promote the rights of their patients and families. An example of some of the patient’s rights that are important to remember are:

- Patients have the right to participate in developing their individualized plan of care.
- Patients have the right to refuse services and be advised of the consequences of refusing care without fear of reprisal.
- Patients have the right to request a change in hospice providers at any time without fear of reprisal.
- Patients have the right to voice grievances to the hospice providing their care, the state or federal authorities, without fear of discrimination or reprisal for having done so.
- Patients have the right to privacy and confidentiality.
- Patients have the right to be informed of the extent to which payment may be expected from Medicare, MediCal or any other payor know to the hospice organization.
- Patients have the right to safe, quality care in addition to ethical care



## Circle of Friends Support Group Expands to Madera and Merced Counties

### 26 Years of Loving Support for Grieving Children

When Godfrey Hinds passed away leaving Nancy Hinds with three small children, Nancy faced the painful task of helping her children cope with the loss of their father. This experience convinced her of the need for programs supporting grieving children. The Circle of Friends program emerged as a solution, helping children aged 3-12 deal with the loss of a loved one. Modeled on a well-researched program developed in the 1950’s, the Circle of Friends pairs children with teen and young adult mentors trained and supervised to assist. The program has had an extraordinary impact. For example, “V”, a Circle of Friends graduate describes why she returned as a mentor: “The Circle of Friends really made a difference... I felt safe with my Special Friend [mentor], special, like I fit in. Without the Circle of Friends, I would never have become the person I am today, graduating from high school and attending CSU Fresno.”

Kathy Phillips, MSW, LCSW, PPSC has led the program since 1989, supervising three 10-12 week Circle of Friends cycles in Fresno each year at the Patient & Family Service Center. Approximately 10-20 children participate each session.



“My favorite part is watching the bond between the children and special friends grow, witnessing the growth from uncertainty to bravery in sharing feelings and experiences,” Kathy said.

Thanks partly to a grant from the Red and Nancy Arnold Foundation, Hinds Hospice is pleased to be able to bring the Circle of Friends program to children in Madera and Merced counties, offering a total of nine cycles per year in three counties. David Silveira, MSW, ACSW, Director, Merced Center for Grief & Healing is leading the new programs based on the Fresno model. Families are not charged when children participate; Hinds Hospice relies upon help from the community to cover the costs of the program.

The Merced program started in June, 2015 at the Hinds Hospice/Merced satellite office with five participants. The new Madera program will begin in September at the Star Center located at 109 E Central Ave, Madera CA.

To learn more, call (559) 248-8579 (Fresno) or (209) 383-3123 (Merced/Madera.)

## Save The Dates

Please join us for the following Fall Fundraisers to support Hinds Hospice:

Visit [www.HindsHospice.org](http://www.HindsHospice.org) for more information

**9/18/2015- 2015 Gala, An Evening in Tuscany**, will be held on Friday, September 18, 2015 at the Fresno Convention Center’s New Exhibit Hall. The event is presented by the Leon S. Peters Foundation and will feature a delicious Italian-inspired dinner prepared by Pardini’s, live and silent auctions, an opportunity drawing, wine tasting and more! To reserve your seats or sponsorship, please visit [www.hindshospice.org](http://www.hindshospice.org) or call (559) 320-0308.



**9/25/2015 - Hinds Hospice Merced Outdoor Family Movie Night** is a Back to School Family Movie Night on Friday, September 25 at the Merced County Fairgrounds Outdoor Theater. You can look forward to a screening of “Monsters University” delicious concessions for sale, and some fun family activities. The night will begin at 6:00pm, with the movie starting promptly at 7:30pm. For more information, please visit [www.hindshospice.org](http://www.hindshospice.org) or call (209) 383-3123.



## YOU’RE INVITED Being Mortal

Watch for upcoming invitations to join a national dialogue that will soon take place throughout the Central Valley concerning an inescapable reality of life: death.

You’ll be invited to gather with friends, neighbors, and peers to attend showings of the Frontline documentary: Being Mortal, with Dr. Atul Gawande, which explores what matters most to patients and families experiencing serious illness.

### Faces of Hinds Hospice

*“I am so thrilled to be working for a company whose mission I truly believe in, and in an area where I was raised my entire life and that I love. My job is made so much easier when the funds raised are going towards an organization who truly helps so many people in our community. I am so happy to be here and I can’t wait to*



*start making a difference in both our patient’s and their loved one’s lives through our fundraising efforts!”*

**Elyse Christiansen,  
Fund Development  
Coordinator, Merced**

## Event Recap

Thanks to everyone who sponsored, participated and donated to one of our Spring fundraising events:

**Our 11th Annual Angel Babies Walk/Run** was held on Saturday, May 2 at Woodward Park with over 1,600 participants in attendance. Over \$85,000 was raised to support the Angel Babies program!



On May 16, we held our **Hinds Hospice Memorial Walk in Merced** at Applegate Park. The community was invited to come and walk in memory of their loved ones and we had participants of all ages attend this special event.



**The 10th Annual Granville Home of Hope** Grand Prize drawing was held on June 18 at the new Belterra community in Fresno. Hinds Hospice has been a beneficiary of this event since 2007 and over \$300,000 has been donated to Hinds Hospice from ticket sales through the years.



Our **10th Annual Angel Babies Golf Classic** was held on Monday, June 29 at Fort Washington Golf & Country Club. We had a sell-out group of golfers who came together to raise over \$30,000!

