



Hospice ⁴⁰ YEARS of Cincinnati

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THE NATION'S
FOURTH OLDEST
HOSPICE

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SPRING 2018



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A magical moment at the end of life

Most mothers have one wish: To know that their children find a life partner who makes them happy. Hospice of Cincinnati patient Jeanette Grueninger was no exception. Her daughter, Kristin, was happily married with two beautiful children. And while her son, Rob, was engaged to his long-time love, Amber, Jeanette's wish was to see him get married, too. But she was terminally ill and was running out of time.

"The one thing Jeanette had left on her bucket list was to see her son get married," says her husband, Mitch.

Jeanette was admitted to Hospice of Cincinnati's Margret J. Thomas Inpatient Care Center in September for help with managing her pain. She was out of curative treatment options for the peritoneal cancer she had been battling since November 2015.

"We knew mom would be in better hands in the care of Hospice of Cincinnati, but at the same time, we were afraid of what hospice care really meant," Rob admits. However, any concerns Rob and his family had were quickly alleviated.

A non-profit organization, Hospice of Cincinnati specializes in providing comfort, compassion and personalized end-of-life care. Patients and family members receive support in every possible way—from symptom management to spiritual and emotional support to bereavement counseling.

Mitch is thankful for Hospice of Cincinnati staff who took the time to give Jeanette very personalized care. "They provided a great deal of support to our family," he shares.

Continued on page 6



Hospice of Cincinnati's personalized support allowed Jeanette Grueninger to participate in her son's wedding. Jeanette is surrounded by her son, Rob, husband, Mitch, and new daughter-in-law, Amber.

"This is one of those special memories I'll keep locked in my heart and revisit from time to time when I find myself reflecting on life."

—Rob Grueninger

Join us! Fernside Classic

Friday, May 18

Cooper Creek
Event Center

Dinner celebration,
silent and live auctions

Visit Fernside.org to view
auction items after May 11

Guest speaker:

Greg Mancz, Fernside
alum and NFL player

Monday, May 21

Shaker Run Golf Club
18-hole scramble

Noon shotgun

See page 6

Supporting Children &
Families Through Grief
Fernside
CLASSIC
AN AFFILIATE OF HOSPICE OF CINCINNATI

DID YOU KNOW...



Want to know what it's like to work for Hospice of Cincinnati? Ask our team members. In a 2017 study by research firm Press-Ganey, team member rankings placed Hospice of Cincinnati in the 99th percentile nationally for overall employee engagement. In addition, Hospice of Cincinnati ranked above the national average on all indicators, including support in the workplace, satisfaction with management and employment recommendation to others.

One team member noted, "Why would you ever give up a job like this? I've stood at the bedside and held patients' hands. I've cried with families... This is where my heart is."

It takes an exceptional person to care for people who are near the end of life. If you are an experienced, compassionate, caring professional, contact us today. We look forward to hearing from you! Call 513-891-7700 or visit HospiceOfCincinnati.org to view employment and volunteer opportunities.

CEO Message: Moments and memories



“Time together.” These words may bring images of holidays, vacations or snuggling up to watch a movie with a loved one. Most people typically don't associate these words with death. However, the richest end-of-life experiences often occur when patients and families understand the importance of time together and the special moments that can arise from simply being present with one another.

Hospice of Cincinnati helps create the best possible environment for this time together. Whether in patients' homes or the place they call home, we help families find the spiritual and emotional space to connect or reconnect.

Rob Gruening understood this. He connected to his mother's sadness over the possibility of dying before she could see him marry the love of his life. In a race against time, he said “I do,” with his mother by his side. He gave her the gift of a beautiful moment. In the process, he and his family gained memories that will fill their hearts for years to come. (See cover story.)

Lisa Groger cherishes the many moments of laughter she spent with her husband, Guy, in their home. She heaps praise on his care team, acknowledging how they helped Guy maintain who he was throughout his final days, especially retaining his special sense of humor. (See page 7.)

These shared moments are more powerful than any disease and more significant than the number of weeks or months remaining. They become meaningful experiences for families during a time when people earnestly search for meaning. Many families are so moved by this sacred time together that they seek ways to pass it on, such as volunteering with our Patient and Family Advisory Council. (See page 5.)

Meaningful time together at the end of life feeds the many emotional and spiritual needs of patients. For those left behind, the priceless memories find their way into the tapestry of their lives, just as it has for Rob and Lisa.

Warm Regards,

Sandra Lobert
President and CEO

OUR MISSION

Hospice of Cincinnati creates the best possible and most meaningful end-of-life experience for all who need care and support in our community.

Medical Director recognized as Health Care Hero Finalist

Manish Srivastava, MD, Medical Director, Hospice of Cincinnati and TriHealth Palliative Care, was recently recognized for his contributions to patient care by the *Cincinnati Business Courier* as a 2018 Health Care Hero Finalist.

These annual awards honor individuals and organizations that improve the quality of health care in Greater Cincinnati through medical expertise, innovative approaches, management skills, entrepreneurial initiatives, community outreach and patient care.

At the forefront of hospice palliative care in Cincinnati for more than a decade, Dr. Srivastava helped launch the first physician-driven palliative care program at TriHealth in 2005. The program has expanded into a robust team of physicians, nurses and social workers who see almost 200 patients a month at Good Samaritan and Bethesda North hospitals.

“Manish is very optimistic and is absolutely wonderful with our patients and families,” says Sandra Lobert, President and CEO of Hospice of Cincinnati. “He ensures patient symptoms are well managed and their overall care is compassionate and personalized.”

In addition to overseeing TriHealth’s hospital-based palliative care patients, Dr. Srivastava became Medical Director of Hospice of Cincinnati in 2015. He treats patients from the

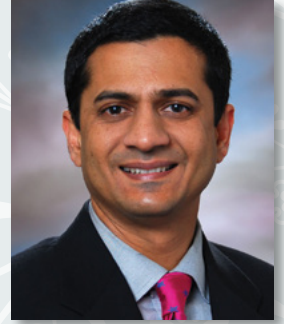
time they are referred and continues with them throughout their hospice experience.

“Manish is essential to Hospice of Cincinnati as a crucial leader in providing the best possible and most meaningful end-of-life experience,” says Janet Montgomery, Chief Marketing Officer.

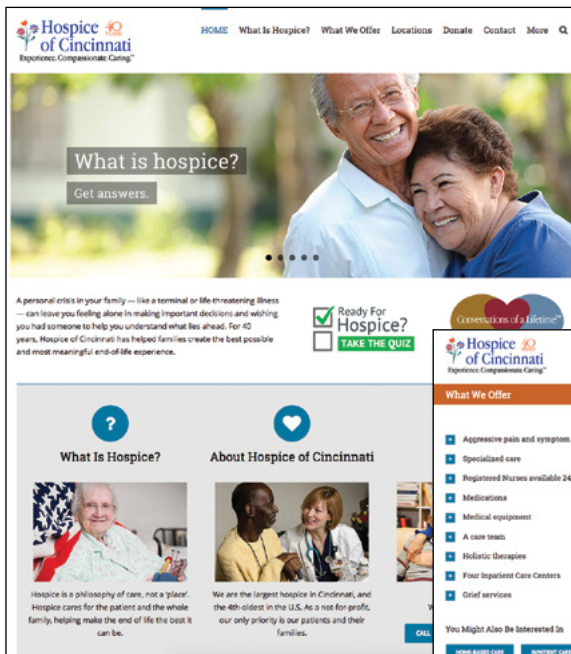
“Manish has incredible training,” Lobert adds. “He puts those skills to good use with superb symptom management and by conducting sensitive, meaningful conversations with families about goals of care.”

In 2017, Dr. Srivastava sponsored the innovative new PalliaCare program, designed to provide palliative care in a patient’s home. A vision of his for a long time, Dr. Srivastava’s leadership is making PalliaCare a reality.

Dr. Srivastava admits it is not easy seeing patients in pain during the final days of their illness. However, he takes pride in helping patients remain as comfortable as possible in their final days. “There is always something you can do to help the patient to the very end.”



Manish Srivastava, MD, Medical Director, Hospice of Cincinnati and TriHealth Palliative Care



Home page.



What We Offer internal page.

New website offers soft landing spot

Visit Hospice of Cincinnati’s new website and you will see it more clearly represents the organization’s mission and values. “It’s a soft place to land for families who may feel stressed by end-of-life issues,” explains Janet Montgomery, Chief Marketing Officer for Hospice of Cincinnati. “The new website is a stronger reflection of our experience, compassion, quality care and leadership.”

The home page has a completely new look and feel that mirrors the compassionate, personalized care Hospice of Cincinnati patients and families receive. In addition to important information for potential and new hospice families, the front page includes easy-to-read facts addressing a variety of end-of-life issues. For example, “6 Surprising Facts” provides visitors with a quick education on hospice care benefits and misconceptions.

Along with its updated look, Hospice of Cincinnati’s website is easier to navigate, with links that guide visitors to easily-understood information about services, locations and hospice care in general. In addition, the new website is mobile friendly, conforming to any device—computers, tablets and smart phones. Please visit our new website at HospiceOfCincinnati.org.

IN THE COMMUNITY

Workshop helps prepare educators for crisis

In January, more than 65 helping professionals attended Fernside's continuing education workshop, "Ready or Not: Making Time for a Crisis—What Your School Can Do Before, During and After a Death." Fernside staff members Mark Koenig, MEd, and Liz Spanel, MSW, LSW, emphasized Fernside's philosophy of educating and supporting administrators, faculty and staff as part of its crisis response programming.



Pictured are program panelists (left to right): Kevin Vance, St. Margaret of York; Carrie Brown, MSW, LSW, Little Miami Schools; Katie Hausfeld, MA, Ursuline Academy; and Sharon Gieringer, MA, Southwest Local School District.

Empowering caregivers

Michelle Frigault, LISW-S, presented "Resilience and Empowerment: How to Build a Better Tool Kit to Cope and Remain Effective" at Hospice of Cincinnati's 15th Annual Social Work Dinner in March held at the Cooper Creek Event Center. Frigault provided tips on coping skills to ensure



Pictured at Hospice of Cincinnati's 15th Annual Social Work Dinner are (left to right) speaker Michelle Frigault, LISW-S; Cincinnati Children's Hospital Medical Center Chaplain Karen Behm; Support Services Manager Pam Van Hart; and Chief Marketing Officer Janet Montgomery.

positive patient support.

Thank you to our premier sponsors Assisting Hands Home Care, Tender Hearts at Home Senior Care and Visiting Angels and to our supporting sponsors Life Enriching Communities and Sem Haven for making this valuable program possible.

Tufts Schildmeyer, Buchanan support Fernside

Bruce Buchanan, The Buchanan Group, and Larry Schildmeyer Jr., Tufts Schildmeyer Family Funeral Homes & Cremation Center, toured Hospice of Cincinnati's affiliate, Fernside, after presenting it with a \$500 donation in January.

"We support Hospice of Cincinnati and Fernside because they hold the highest of standards in hospice care while maintaining the utmost dignified care and comfort for families during the most difficult times in their lives," Schildmeyer says. "The perpetual aftercare programs that they maintain are highly spiritual and comforting to our families we serve."

Fernside services complement Hospice of Cincinnati's comprehensive bereavement program by addressing the unique needs of children.



Pictured are (left to right): Lori Asmus, Hospice of Cincinnati and Fernside Development Officer; Bruce Buchanan, Owner, The Buchanan Group; and Larry Schildmeyer Jr., Vice President, Tufts Schildmeyer Family Funeral Homes & Cremation Center.



Brian and Lisa Higgins enjoy a whirl on Carol Ann's Carousel at the 2017 Gourmet Melodies. Enjoy the beauty of Smale Riverfront Park and an assortment of delectable bites and drinks at this year's event.

Save the date!



**GOURMET
MELODIES**
A BENEFIT FOR HOSPICE OF CINCINNATI

Saturday, Aug. 11

**Anderson Pavilion at
Smale Riverfront Park**

Live music

Heavy hors d'oeuvres

Fine wines

Craft beers

For more information,
please contact Tammy
Rasey at [Tamara_Rasey@
TriHealth.com](mailto:Tamara_Rasey@TriHealth.com) or
513-865-1621.

Improving the Hospice experience through many eyes

Hospice of Cincinnati is different from other hospice organizations in Greater Cincinnati. As a non-profit hospice, it places patients and families first. One way Hospice of Cincinnati does this is through its Patient and Family Advisory Council, which provides a way for staff to solicit input on many aspects of patient care.

“If we don’t take the time to listen to what patients and families think of our services, we don’t know what we can do to make their experience better,” explains Connie Kreyling, Director of Clinical Services and Executive Sponsor.

Made up of 30 patients, family members and staff—medical and non-medical—the Council began nearly six years ago. “Our members are very devoted, engaged and passionate about assisting Hospice of Cincinnati and Hospice of Hamilton in improving the hospice experience for patients and families,” Kreyling says.

Kreyling notes that one of the group’s most important accomplishments last year was participating in the Blue Ash and Hamilton Hike for Hospice events. Volunteers set up a booth at each hike to showcase the Council and to recruit members for volunteer opportunities.

Members provide critical feedback on patient information materials—ranging from infection protection to delirium to morphine use—helping ensure they are readable and appropriate for a lay audience. “We think we know what our patients want, but without their voice, we can’t always be sure,” says Deb Rehage, Senior Account Representative and Council co-chair. Reviewing potential staff policy changes and providing input from their point of view is another important contribution.



One of the ways the Patient and Family Advisory Council supports Hospice of Cincinnati is by helping staff booths at Hike for Hospice events to recruit volunteers. Pictured are (front row) Brenda Hale, Robin Cox, Nancy Carroll; (second row) Dianne Vollman.

Are you interested in sharing your family’s experience with Hospice of Cincinnati?

The Patient and Family Advisory Council is one way you can give back. Contact Brenda Hale at Brenda_Hale@TriHealth.com or 513-246-9318. For other volunteer opportunities, please contact Judy Russell at Judy_Russell@TriHealth.com or 513-246-9168.

Renew or sign up!

Turn your Kroger trips into fund-raising dollars!

With just a few clicks, you can help support Hospice of Cincinnati and Fernside every time you shop at Kroger.



Enrollment expires on March 31 every year. You must re-enroll your card after April 1 under its organization name or number. Hospice of Cincinnati’s number is **82546**; Fernside is **82595**.

To sign up if you are new to the Kroger website:

- Have your Kroger Plus Card handy (or plan to sign up for a new one digitally)
- Go to Kroger.com/communityrewards
- Choose “Create Account”
- Follow prompts to create account (email, password selection and primary store selection) and register your Plus Card
- At top right, click “My Account” in orange box
- Scroll to bottom under “Community Rewards”
- Enter Hospice of Cincinnati or Fernside’s organization number (see above) and click search
- Click Hospice of Cincinnati or Fernside button
- Click “Enroll”

To sign up if you already have a Kroger website account and are enrolling/ re-enrolling your card:

- Go to Kroger.com/communityrewards
- Sign in to your account
- At top right, click “My Account” in orange box
- Scroll to bottom under “Community Rewards”
- Enter Hospice of Cincinnati or Fernside’s organization number (see above) and click search
- Click Hospice of Cincinnati or Fernside button
- Click “Enroll”

A magical moment

Continued from page 1

While Jeanette's physical pain improved, her emotional pain grew worse. She was anxious knowing that Rob and Amber weren't planning to marry for some time. So the couple decided they would move up their wedding. It would be in a week!

"Hands were shook, glasses raised, a wedding was in the books!" Rob wrote in a thank you letter to Hospice of Cincinnati. "You should have seen the look on my mom's face when we broke the news! She was overjoyed, and for a fleeting moment, that old spark in her eyes returned, and the determination to see this thing through lit a fire in her belly. The smile of a proud momma was plastered on her face."

Rob expresses his deep appreciation for Amber's understanding and help. "I know Hospice is not what many brides would consider to be their dream location for a wedding ceremony, but the significance of that day—our wedding, my birthday and mom's presence—made the locale perfect. I will forever be humbled by my bride, Amber, for realizing this was exactly the right place for us. She has a heart of gold."

With the help of family and Hospice of Cincinnati's support, Rob and Amber planned their wedding in a week. He was overwhelmed on his wedding day when he saw how beautiful his



Posing for a photo in the beautiful gardens of The Margaret J. Thomas Inpatient Care Center are the Grueninger siblings and their families: (left to right) Brynn Borders, Kristin Borders (sister), Bristol Borders, Rob Grueninger, Amber Grueninger and Damon Borders (brother-in-law).

mom looked. Rob's sister, Kristin, and Hospice of Cincinnati staff helped Jeanette with her makeup and hair and dressed her in a beautiful purple shirt and scarf, along with a glamorous string of pearls. "Her smile lit up the room," Rob fondly recalls.

The family was already seated in Hospice of Cincinnati's chapel when Jeanette entered the room. Rob reveals that tears welled in everyone's eyes upon seeing his mother's frail body fighting to be there.

"I was able to look past the hospital bed and oxygen tubes and focus on my mom there, watching me get married. That was the most wonderful feeling."

Hospice of Cincinnati staff members warmly congratulated Rob and Amber as they left the chapel a married couple. "This is one of those special memories I'll keep locked in my heart

and revisit from time to time when I find myself reflecting on life," Rob states.

Sadly, Jeanette passed away three days later. Says her husband, Mitch, "We were very appreciative of everything Hospice did for us."

Rob adds, "It was an occasion of sheer delight and happiness but mixed with the bittersweet reality of life—the ending of one chapter and the beginning of one new. The two most special ladies in my life were there by my side."

Play Shaker Run Golf Club and support Fernside

Play Shaker Run Golf Club—located in the beautiful, rolling Warren County countryside—and support Hospice of Cincinnati's affiliate, Fernside, which provides grief support for children and families. This year's Fernside Classic features a delicious dinner and extraordinary silent and live auctions on Friday, May 18, at the Cooper Creek Event Center, followed by golf on Monday, May 21, at Shaker Run. Recognized by Golf Digest as one of the premier golf courses in Ohio, Shaker Run is just 30 miles north of downtown Cincinnati near historic Lebanon, Ohio.



Fernside alumni Michelle Kerr and Kaylee Williams deliver colorful paper lanterns during the "Light Up the Life of a Grieving Child" live auction at last year's dinner.

A special thanks to TriHealth, our presenting sponsor. Many opportunities exist for corporate/individual sponsorship, dinner tickets, team play and volunteering. Come out and help Hospice of Cincinnati support Fernside!

For more information on this year's Fernside Classic, please contact Tammy Rasey at Tamara.Rasey@TriHealth.com or 513-865-1621.

Supporting Children &
Families Through Grief
Fernside
CLASSIC
AN AFFILIATE OF HOSPICE OF CINCINNATI

To register or
donate, please visit
Fernside.org.

GIVING WAYS

Thanking those who cared for the love of her life

“I just tear up in gratitude,” Lisa Groger says, reflecting on her Hospice of Cincinnati experience.

She speaks fondly of the home care, provided by the Hamilton team, that helped her care for her husband, Guy, in the comfort of their Oxford, Ohio, home during the last month of his life. Guy had been fighting a five-year battle with prostate cancer that had metastasized to his bones.

To express her gratitude, Lisa donated to the Grateful Family Program, which provides a way for families to recognize a Hospice of Cincinnati team member who made a difference in their life. Donations made through the program provide support for Hospice of Cincinnati programs and services. Each team member is formally recognized with a Compassionate Care pin presented by Bethesda Foundation.

“Guy loved being at home,” Lisa says, noting his clarity regarding his end-of-life wishes. “Hospice made it possible for us to be home together instead of in a hospital doing things we didn’t want.”

That togetherness began 42 years prior in Guy’s native country of France, where Lisa had been doing doctoral research. After their 10-year, long distance relationship, Guy joined Lisa in the states. They married and eventually settled in Oxford, where Lisa was a professor of gerontology and anthropology at Miami University. She was well versed in the benefits of hospice care, particularly those of Hospice of Cincinnati.



Lisa Groger and her husband, Guy, near Versailles, France, 1976.

Lisa recalls how her husband’s care team performed with grace and competence and “brought sunshine and joy to me and my husband.” She also speaks highly of the nurse who visited them weekly. “She made us feel like we were the only people she had to care for when she was with us.”

When Guy passed away in September 2016, Lisa knew the man she calls “the love of my life” had lived a good life. Guy was 89, a mere 13 years older than Lisa. Still, the loss was palpable. Living without him felt foreign. She relied on Polly Peterson, a counselor with The Goldstein Family Hospice of Cincinnati and Fernside Grief Center, to help guide her through her grief.

“Polly listened and gave me advice,” she recalls. “She had a sense of who I was. I always felt stronger after meeting with her.”

Eventually, Lisa began traveling again—a love both she and Guy shared. It’s provided a sense of healing. Her first trip without him was to the Galapagos Islands and Machu Picchu.

“Watching him die made me realize I have to live while I’m alive,” she reflects.

She expresses a similar thought about Guy’s

care. “I think Hospice helps you live well until the very end,” noting how Guy’s sense of humor never waned.

“He was my darling Guy until the very end.”



Lisa Groger reconnects with Polly Peterson, one of three Hospice of Cincinnati team members she recognized through donations to the Grateful Family Program. Peterson is a grief counselor with The Goldstein Family Hospice of Cincinnati and Fernside Grief Center.

GRATEFUL FAMILY PROGRAM

To recognize your caregiver and for more information about Bethesda Foundation’s Grateful Family Program, please contact Lori Asmus at 513-865-4598 or Lori.Asmus@TriHealth.com.

Tips for coping with loss

Grief is a normal reaction to losing a loved one. These tips may help you move toward a state of healing and acceptance.

Actively grieve and mourn. Grief is an inner sense of loss, sadness and emptiness. Mourning is how you express those feelings. Both are necessary for healing.

Acknowledge your pain. If you don’t face your grief, your wounds might never heal. Acknowledge your pain as part of moving through grief.

Seek support. Spending some time alone is fine, but isolation isn’t a healthy way to deal with grief. Reach out to others for support.

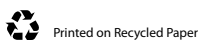
Don’t make major decisions. Grief clouds the ability to make decisions. If possible, postpone major life decisions, especially financial ones.

Take care of yourself. Grief is exhausting. Get adequate sleep, eat healthy, exercise and consider a medical checkup since grief can adversely affect your health.

Remember: Time helps, but it might not cure. Time can make feelings of loss less intense, but some feelings may linger. Be patient as you heal.

Tips provided by The Goldstein Family Hospice of Cincinnati and Fernside Grief Center.

Hospice of Cincinnati is sponsored by Bethesda Inc. in collaboration with TriHealth and Mercy Health.



Thanks for making a difference!

Gifts made in memory or in honor of loved ones help provide experienced and compassionate care to thousands of Hospice of Cincinnati patients and families each year. Please visit HospiceOfCincinnati.org to learn more about the impact of your donation and to view a complete listing of tribute gifts.

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NFL player donates custom cleats to Fernside

As a part of the NFL's *My Cause My Cleats* campaign, Houston Texans center Greg Mancz honored Fernside for helping him and his sister, Emma, through their grief following the death of their father. The campaign showcased causes important to NFL players through custom-designed cleats players wore during all Week 13 games. Mancz is donating his cleats to Fernside, where they will be auctioned off at the Fernside Classic dinner on Friday, May 18. He cited Fernside's grief support

services in a heartfelt message posted on several social media sites prior to the Houston Texan's Week 13 game.

Fernside provides free grief support to more than 1,000 children, teens and adults every year thanks to donor support and a volunteer staff supporting a small but efficient staff of six professionals.

Below is Mancz's post about the initiative. Many thanks to Mancz for his support of Fernside, including donating his very special cleats!



Houston Texans center Greg Mancz is joined by his mom, Mary Beth, as he donates his personalized cleats to Fernside from the NFL's My Cause, My Cleats campaign.



The Goldstein Family Hospice of Cincinnati and Fernside Grief Center is the first comprehensive bereavement center in Greater Cincinnati focusing on both adult and children's grief. Services are free and available to all. For more information about our programs and how to register, please call Hospice of Cincinnati at 513-891-7700, Fernside at 513-246-9140, or visit HospiceOfCincinnati.org/grief-services/.

The Goldstein Family Hospice of Cincinnati and Fernside Grief Center



Promoting Healing for Life After Loss