



St. Francis HOSPICE

Fall 2009



The "Dynamic Duo" – John Sozio (left), Allscripts Applications Optimization Consultant, and John Guerero facilitate the training of Hospice associates on how to document patient information.

John Sozio (standing) advises Sister Patricia Schofield, Chaplain, while Deborah Galipeau, Home Hospice R. N. (left) and Meryl Weiss, Home Hospice Patient/Family Care Manager, work to put together an electronic chart.

St. Francis Hospice Implements Electronic Medical Record

Responding to the needs of a growing program with increasingly complex patients and the challenge of coordinating information across many disciplines, St. Francis Hospice is implementing an electronic medical record (EMR) system called Allscripts.

The EMR is currently in the testing phase with a core team of Hospice associates whose observations are being used to modify applications and processes as needed. Phase One of the implementation plan involves the Home Hospice program as the initial pilot. Phase Two includes the Nuuanu inpatient unit and one wing of the Ewa inpatient unit, while Phase Three will incorporate the remaining wings at the Ewa Facility.

EMR implementation is not limited to RNs and those associates who provide hands-on patient care, dieticians, social workers, bereavement staff, chaplains, office staff, and management will also be documenting on the patients' records with the EMR.

The process began several months ago with Sanjay Bhasme, Process Optimization Consultant, working with Hospice associates to analyze how tasks are performed. Process optimization involved a comprehensive evaluation of work processes throughout the program to identify ways to streamline work flow and maximize

the benefits of an EMR system. In the next step, John Sozio, Applications Optimization Consultant, helped Hospice customize EMR applications to fit the present and future needs of the program.

Initially 40 laptops and 50 host computers will be involved in the implementation. Associates providing direct patient care will be provided a "field device" which is a tablet computer loaded with Allscripts software that has wireless connectivity to the main server.

GARY SIMON APPOINTED TO STATE BOARD

Gary Simon, Administrative Director of St. Francis Hospice, was appointed to a second term with the State of Hawaii Policy Advisory Board for Elder Affairs (PABEA).

The PABEA advises the Director of the State Executive Office on Aging in "the identification of issues affecting the elderly and alternative approaches to situations; the development of position statements and papers related to aging; advocacy and legislative actions which promote policies and programs enhancing the welfare of the elderly; and program development and operations which benefit the elderly."



WALK IN THE MALL EXPANDS TO WINDWARD MALL

St. Francis Hospice's successful Walk in the Mall program, designed to help grieving individuals share their grief while receiving the benefits of physical exercise and friendship, expanded to Windward Mall on Wednesday, Aug. 26. The Windward Mall walkers gather at 9 a.m. in front of Sears lower level every fourth Wednesday of the month.

The Walk in the Mall program is open to griever of patients who have died on the St. Francis Hospice program as well as anyone dealing with loss. The format will include introductions, walking around the mall for about 30 minutes, and a grief activity.

"We've had our Walk in the Mall program at Pearlridge Center and Kahala Mall since 1999, and we are celebrating the 10th year of the program," explained Luisa Wyant, LSW, St. Francis Hospice Bereavement Social Worker. "Many survivors living on the Windward side have wanted to attend Walk in the Mall but didn't want to drive to Honolulu or Aiea. Having a Walk in the Mall program at Windward Mall will now allow them to participate.



Walks in the Mall are scheduled monthly:

- Pearlridge Center Uptown, Center Stage, first Wednesday, 8 to 9 a.m.
- Kahala Mall, stage area, third Wednesday, 8 to 9 a.m.
- Windward Mall, lower level fronting Sears, fourth Wednesday, 9 to 10 a.m.

Because dates and times are subject to change, participants are asked to confirm dates with Luisa Wyant at 547-8147.

(left to right) David Ma, PhD, student/observer; Father George Busto, Hospice Chaplain; Christa Freeze, facilitator of the Kahala Mall Walk; Felicia Marquez-Wong, facilitator of the Pearlridge Mall Walk; and Luisa Wyant, facilitator of the Windward Mall Walk, gather for the first Windward Walk in the Mall.

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DAHN HEALERS BRING COMFORT THROUGH TOUCH

The Dahn Healers Volunteer group visits the St. Francis-West Facility one Sunday a month, bringing energy healing to Hospice patients and their families through gentle touch. This ancient discipline utilizes universal energy (known in the East as Ki or Chi) to bring relief and increased wellbeing, touching body, mind and spirit. Dahn volunteerism is rooted in a deep commitment to create a healthy, happy earth and a peaceful world, as part of the Earth Citizen Movement. As Dahn Healers share their time and moments of unconditional love, many patients experience deep comfort and peace.

For more information about Dahn Healers or the Earth Citizen Movement, call Kathy Hallock, LCSW, at 808-277-2226 or 808-595-7566, or visit www.IBREA.org. To become a Hospice Volunteer, call Sally Pekelo at 808-547-8142. There are many ways to be of service.

PRE-WALK STRETCHES

Participants stretch head-to-toe with Luisa Wyant, Bereavement Social Worker, prior to beginning their Walk in the Mall. Along with relaxation breathing, these stretches can be used by anyone as part of a daily morning routine to facilitate blood circulation and prepare the body for movement.

Repeat this sequence five (5) times:

- | | |
|-------------|--|
| Neck Rolls: | Left to right, right to left
Look up and down |
| Shoulders: | Up and down
Roll backward and forward |
| Arms: | Curl up (fingers to shoulders) |
| Fingers: | Raise up in the air and drizzle like rain
Fingers together, touch your ears, bring arms down like you're chopping wood. |
| Waist: | Twist side to side |
| Legs: | Raise the knees and pretend you're walking through tall grass. |

Breathe deeply, taking in peace and harmony.
Exhale any frustrations and anxieties.



Ways to Help Someone Who Is Grieving

The following suggestions on how to help someone through the grieving process are from Felicia Marquez-Wong, LSW, QCSW, CT, Bereavement Services Manager:

Learn from your own grief responses and continue to improve your coping skills as you deal with life's challenges and crises.

1. Listen. Listen with your heart.
2. Speak with kindness.
3. Validate feelings and thoughts.
4. Encourage to nurture self.
5. Be available. Follow through.
6. Provide resources. Help with chores and errands.
7. Discuss their sources of peace and strength.
8. Call on special dates (milestones, birthdays, anniversaries, and holidays).

What to Say to Someone Who is Grieving:

1. "I am sorry."
2. "I care."
3. "I will miss..."
4. "I am available." (Say only if you mean it.)
5. "I want to help but I don't know how."
6. "Tell me how I can offer comfort."
7. "I will call." (Say only if you will keep your promise.)
8. Share a nice memory of their loved ones.

What Not to Say to Someone Who is Grieving:

1. Do not compare your own losses.
2. Do not say, "(person) is in a better place."
3. Do not say, "You should...", "If only, ..."
4. Do not say, "I know how you feel." You don't.
5. Do not say, "Stop crying."
6. For young parents, do not say, "You can have more children."
7. For young children, do not say, "You are now the adult in the house."

Bereavement Services

During the fiscal year ending June 30, 2009, St. Francis Hospice Bereavement Services made a total of 9,362 contacts to family and loved ones of those who passed away in the program. These consisted of 1,060 phone calls and 8,302 letters.

The bereavement program supports families and close friends through the grieving process with a variety of ongoing activities. For more information, please call Luisa Wyant at 547-8147 or e-mail her at lwyant@stfranchishawaii.org.



Spotlight on LIZ NELSON

Liz Nelson, RN, began her career with St. Francis Hospice 21 years ago. Although working with dying patients can be emotionally draining, "I really like working at Hospice," she said. "I think we really add a lot to people's lives doing what we do. When someone is dying and in pain, people don't know what to do. Hospice can bring in the team to assess the situation. Then we work with the primary care physician to provide resources to the patient and the family. We can support them emotionally, physically, and spiritually. Having Dr. Wen-Yu Lee join our team as Medical Director has been a great addition.

"I also like the fact that St. Francis Hospice is able to provide charity care and we can be flexible about payment. For us, it's not strictly about the bottom line. I am proud to work for an organization that tries to fill in the cracks as medical services get cut. We have provided for homeless patients, also."

As a Hospice Liaison Nurse, she is an initial contact for doctors who want to refer their patients to hospice. Liaisons form a bridge between hospice services needed by patients and various agencies and organizations. They review the patient's medical situation and hospice admission criteria, then research insurance coverage and other relevant information in order to meet the patient's needs.

Liz's nursing career spanned various specialties. Besides having background as a medical-surgical nurse, she was a public health nurse at Hickam Air Force Base, a psychiatric nurse with Castle Medical Center, and she spent a year working at Hospital Albert Schweitzer Haiti. "It was a very poor area," she said. "People would walk for a day or two to get to the hospital from the mountainous regions. I saw patients with typhoid, tuberculosis, malaria, and tetanus. Before that, I had never seen tetanus, you don't see it in the United States. The needs were overwhelming and the patients had no money. You learn a lot about yourself in that kind of environment. I have also been to Africa twice and that experience also changed my perspective of the world. You look at your own values differently and you realize the stark contrast between the 'haves' and the 'have nots.'"

What keeps her life balanced is having close family ties, church membership, holding strong spiritual beliefs, and working out. Liz keeps physically active by walking, swimming, practicing yoga, and lifting weights. Over the past few years she has lost more than 30 pounds. "In health care, we should practice what we preach," she commented. "We need to exercise and be a role model."

When asked if she would recommend hospice nursing as a specialty to other nurses, she replied, "I believe that you have to be in a certain place in your nursing career to work in hospice. You will be dealing with death and loss, but it can still be a wonderful experience. We get a lot from patients and their families. You learn about people, their special situations, and how certain cultures deal with death and pain."



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To report address corrections or for further information about the St. Francis Hospice newsletter, please call 547-8009 or e-mail shashimoto@stfrancishawaii.org
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**St. Francis Hospice
 UPCOMING EVENTS**

Evening Grief Classes

Ewa time and location – 5:30 to 7:30 p.m., Hospice West Conference Room

Honolulu time and location – 5:30 to 7:30 p.m., 2251 Mahalo Street

September topic: “Focused on Lasting Experiences” – Honolulu 9/28

October topic: “Emotional Survival” – Ewa 10/29, Honolulu 10/26

November topic: “Thanks for the Memories” – Ewa 11/17, Honolulu 11/23

December topic: “Joy Through the Season” – Ewa 12/15, Honolulu 12/28

Call 547-8144 or 547-8145 for information

Other Bereavement Programs

10/17/09 – “Holiday Grief Workshop,” Koolau Golf Club – registration fees apply. Contact Felicia Marquez-Wong for details at 547-8145

11/19/09 – Creative Movement Workshop – call Luisa Wyant for details at 547-8147

11/06/09 – 23rd Annual Interdenominational Memorial Service: “A Rose for Remembrance,” Co-Cathedral of St. Theresa, 712 North School Street

Tree Lighting Ceremonies

12/04/09 – Hospice Nuuanu, 24 Puiwa Road

12/11/09 – Hospice Ewa, 91-2127 Ft. Weaver Road

