

WINTER 2016

Coastal Hospice News

A NONPROFIT SERVING DORCHESTER, SOMERSET, WICOMICO & WORCESTER COUNTIES



A MESSAGE FROM
PRESIDENT
ALANE CAPEN

Thank you on behalf of those you've helped

This is the time of year when we look back at what we have accomplished and how far we have come. With your help, we have come quite a long way.

In our last fiscal year, July 1, 2015 to June 30, 2016, Coastal Hospice & Palliative Care served 1,185 patients and their families and provided more than \$670,000 in charity care – either care for those with no means to pay or services not covered by the

patient's insurance. These figures – along with others you'll find in this newsletter – climb steadily each year.

In 2008, my first fiscal year as Coastal Hospice president, we served 820 patients and families and provided just over \$450,000 in charity care. The need is growing, and we are growing to meet it.

We are aware and most grateful that we can continue to put our patients' goals and needs first because of your generous support. We have been able to add programs — Coastal Kids Supportive Care; Compass: Connecting You to Support at Home; Camp Safe Harbor and Coastal Care Choices — thanks to your support. Each of these programs reaches uniquely vulnerable individuals with care and support that dramatically improves their quality of life. I believe your generosity is founded in the understanding that the benefits of hospice and palliative care reach into the heart of our community.

We work to earn your support every day. We strive to provide excellent care to our patients and those who love them, knowing that we have entered their lives at a sacred time. We strive to be careful stewards of our resources: Your investment in Coastal Hospice & Palliative Care is well placed. And we strive to provide education to our team members so that advancements in hospice and palliative care reach our community.

Thank you for supporting the mission, vision and values of Coastal Hospice & Palliative Care. It is our privilege to serve.

Jimmy Charles Concert: I'll be Home for Christmas

Free annual benefit concert to support Coastal Hospice

*Saturday, Dec. 17 - 6-10 p.m.
Hoppers Tap House, Salisbury*

Free admission but reserve your table for four for only \$40 at CoastalHospice.org/Jimmy



Compass client, Glenn White (left), with Compass program coordinator, Mark Massey, at White's Berlin home

Compass points clients in the right direction

Glenn White, Sr. believes it was Providence that sent the Compass program and its coordinator, Mark Massey, to him.

"Spiritually, I believe the good Lord sent him to me," White said. "Mark is a good guy. I'd never met him – didn't know him from a can of paint. If it weren't for people talking to you and supporting you, helping you out, you'd be wanting to give up."

White, 52, is a life-long resident of Berlin. After a family tragedy, he left Stephen Decatur High School without graduating. Now, even as he struggles with pancreatic cancer, he is working on his GED. Massey is helping with that, too. Compass is also arranging a weekly delivery of food through Moveable Feast, a nutritional program for people with cancer.

"I'm not refusing anything," White said.

Now in its third year, Compass: Connecting You to Support at Home — Coastal Hospice's free non-medical support program for people with serious illnesses — continues to reach into the community. The staff assists clients with whatever they need to make life comfortable and enjoyable, including arranging for groceries, meals, caregiving, ramps, veteran's benefits, volunteer support, safety measures, transportation, spiritual care and family counseling. For many in the program, socialization — knowing someone cares about them and is keeping an eye on them — is most important.

"I'd never been sick in my life," White said. "This was a real shocker to me." He heard about the Compass program while at the pain-management Palliative Care Clinic at Peninsula Regional Medical Center, a joint program of Coastal Hospice and PRMC. Now, Massey visits with White once or twice a month.

"It keeps me strong mentally, knowing I'm not fighting this

Continued on Page 2

ASK
DR. WARIS
MEDICAL DIRECTOR



Ask Dr. Waris is a regular feature of Coastal Hospice News. Send your questions to ebear@coastalhospice.org or write to Coastal Hospice, Ask Dr. Waris, PO Box 1733, Salisbury, MD 21802-1733. All questions become the property of Coastal Hospice and may be used in future publications.

Q: Do I have to give up treatment to get supportive care?

A: Maybe not. For many patients a prognosis of six months or less doesn't mean giving up treatments to receive care and support with a new program called Coastal Care Choices.

Now you may have both treatment for your disease and home-based medical care paid for by Medicare.

If you are enrolled in Medicare Parts A and B and have been diagnosed with advanced cancer, COPD, congestive heart failure or HIV/AIDS, you may qualify for Coastal Care Choices. This new Medicare-authorized model, provided by Coastal Hospice & Palliative Care, is for patients who want to continue treating their disease but need help with medical care and support in their home.

Your personal physician continues to direct your treatment and care and will refer you to Coastal Care Choices. After you enroll, a Coastal Care Choices nurse coordinator will meet with you at your home to complete enrollment, discuss your healthcare goals and how best to reach them, and determine what support and care you and your family need.

You will be cared for and supported in your own home by a registered nurse coordinator who will work with your doctors to manage your pain and any symptoms you may have from your treatments, such as nausea, loss of appetite, etc.

Chaplains will offer emotional support. Social workers will give guidance, and volunteers will give your family a break from caregiving.

Plus you can call anytime you need help — 24 hours a day, 7 days a week.

You pay nothing out of pocket for Coastal Care Choices. There is no change to the Medicare coverage you have now, but you are still responsible for the usual co-pays for other Medicare-covered services.

Please talk with your healthcare provider for more information on Coastal Care Choices.

You can also visit CoastalCareChoices.org or call 844-422-7958.

Compass Continued from Page 1

alone," White says. "Some days are better than others. The Lord's not putting on me more than I can bear. I believe that. I was in the hospital and barely making it. Now I'm getting my strength back. I'm mentally stronger. Physically, that's coming."

To stay busy, White cut the grass for some of his neighbors and family this summer, wanting to give back to the folks who support him through his illness.

"People in the community I've known for years check on me. I must not be that bad of a person to be supported like that by a lot of people," White says.

White says it's his spiritual side that keeps him going.

"I just feel blessed. I want to encourage other people who are going through something similar to get help ... Mark told me don't be afraid to ask questions, because you never know what Compass can offer you," White says.

Massey added, "Compass can't change your illness, but we can help improve the quality of your life." Anyone interested in learning more about the Compass program can call 855-346-5905 or go to CompassAtHome.org.



State Senator Jim Mathias greets Coastal Hospice at the Lake patient, James Carpenter, and wife, Joy, during the ceremony

Veterans' Day ceremony at Deer's Head brings out local dignitaries

Coastal Hospice continued our annual Veterans' Day tradition with ceremonies at Chesapeake Woods, Mallard Bay and Alice B. Tawes nursing homes and Deer's Head Hospital in Salisbury.

Speakers at the Deer's Head service included State Senator Jim Mathias, Delegate Mary Beth Carozza and Salisbury Mayor Jake Day.

Members of the NABVETS brought information about their services. James Upton and the choir from Christ UMC provided patriotic music.

A large group of riders from Hogs and Heroes Foundation Maryland Chapter 8 provided American flag blankets to all veterans in attendance, who also received personalized certificates of honor.

LETTER TO THE EDITOR *The Daily Times in September 2016*

To Coastal Hospice at the Lake, from our entire family and many friends, we would like to give you a heartfelt thank you for making my wife, Pam Foster, our mother, our Grammy, our sister, our friend, for your great care, consideration and kindness to keep her in comfort in her passing.

Her end of life was very difficult for us, but the care and comfort that was provided by everyone, physicians, nurses, aides, social workers, volunteers and religious support was, and is, greatly appreciated. The individuals are too numerous to thank by name, but we thank you each and every one.

Allowing around the clock care and around the clock visiting and even pets in the room provided support during her final days. You all should be very proud of the wonderful job you all do. It is a very sad time for all of us, but we are thankful she was cared for by such a wonderful group of people.

Thank you from the Foster family and friends, for your outstanding care and service.

Dick Foster and Family, Ocean City

VOLUNTEERS

McCabe is Volunteer of the Year



Walt McCabe and Alane Capen

We are proud of our long-time volunteer, Walter McCabe, who received the prestigious Gladys Jones Award as Volunteer of the Year from the Community Foundation of the Eastern Shore. Of the nearly 200 volunteers currently supporting Coastal Hospice, Walt contributed the most hours in fiscal year 2016 – 554.89.

Walt began volunteering for us in May 2007 after we cared for his brother. His dedication to our mission reaches across every facet of our organization. Every weekday, the front door of our main office opens with Walt’s uplifting greeting — a booming “Good morning, good morning” — as he delivers the mail he picked up at the post office. His smile and his spirit make each day brighter.

As a volunteer, Walt uses his exceptional organization and people skills by scheduling volunteers and tracking their time. He also ensures we have enough volunteers on hand for patient visits and clerical support at Coastal Hospice at the Lake. When we report to Medicare on the number of volunteer hours for patient care and administrative support, we use Walt’s figures.

On Mondays, Walt reviews the weekend’s clinical notes and updates patient charts. In Finance, he updates records, facilitating the processing of payments. In Billing, he files insurance documents and prepares new admission financial charts, labels and file folders.

Walt maintains a genial spirit while he works, brightening everyone’s day with his presence. He frequently brings treats for the hospice staff such as a holiday cake, spring flowers or donuts.

We are also awed by Walt’s volunteerism at other area non-profits — including the Ward Museum and the Salisbury Zoo — given the amount of time he spends at Coastal Hospice.

Families rate how well we meet our patients goals

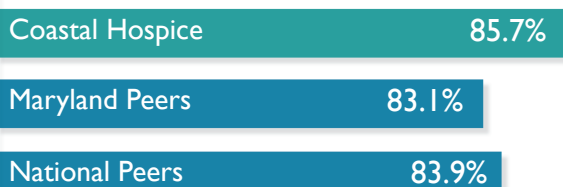
Would you recommend this hospice? Yes, absolutely.



Did you receive enough emotional support? Yes, absolutely.

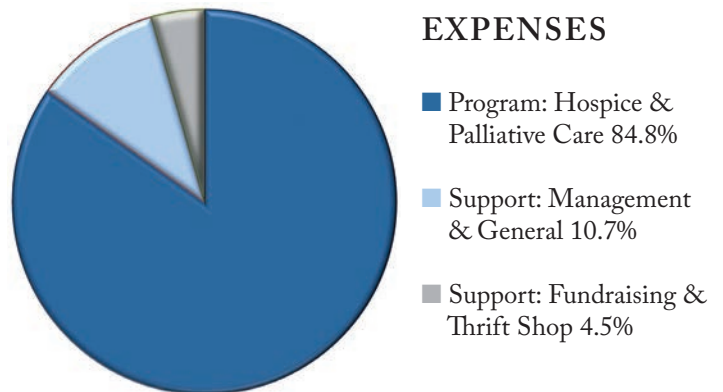


How would you rate the care you received? Excellent.

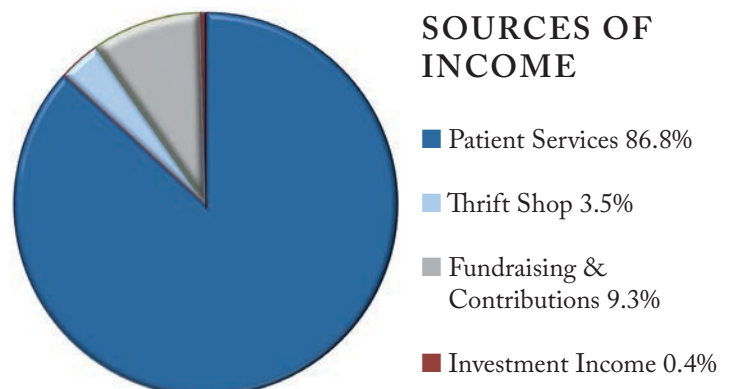


From our fiscal year 2015/16 annual report

EXPENSES



SOURCES OF INCOME



Generous donors bring us close to campaign goal

Some long-time friends of Coastal Hospice have made generous gifts to the Coastal Hospice at the Ocean campaign, bringing the total raised to nearly \$4.6 million.

Macky and Pam Stansell donated \$250,000 to the campaign, one in a series of large gifts from the philanthropic couple.

Only a few weeks earlier, Ray Shockley presented the campaign with a gift of \$100,000.

Located at The Point in Ocean Pines, the hospice residence and outreach center will serve those patients in our care who are not safe at home. It will eventually include a palliative clinic, grief support meeting areas, offices for our home hospice teams and community areas.

Thank you, Ray, Pam and Macky, for your generosity.

*Macky Stansell
and Alane Capen*



FUNDRAISERS FOR COASTAL HOSPICE AT THE OCEAN

First-ever Brews & Bites at Blu raises \$8,870



Kellie Meehan & Cole Taustin

Blues on the Bay at Macky's raises \$38,939



Dirk Widdowson, Macky Stansell, Steve Farrow & Alane Capen



Architect's rendering of Coastal Hospice at the Ocean

*Angels are the
bright lights in the
midst of our lives.*

PLEASE REMEMBER US IN
YOUR HOLIDAY GIVING THIS YEAR

Mail your donation
in the enclosed envelope or
give on-line with a credit card at
CoastalHospice.org/angel

Be an Angel



Be an Angel and reap the benefits

Thank you for investing in the mission of Coastal Hospice. Your generosity helps us deliver care and comfort to individuals when they are most vulnerable.

As you look at your end-of-year giving, please consider your options. For example, you might reap a greater tax benefit from a gift of stock than from a cash gift.

If you've held the stock for more than a year and it has appreciated in value, by donating the stock you can avoid capital gains tax and claim a deduction.

For more information, contact your tax adviser or call Coastal Hospice Development Director Maureen McNeill at 410-742-8732.



Thank you for the gifts we received from August through October 2016

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Mann Properties
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Peninsula Regional Medical Center
Tickled Paint LLC
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These groups provide a time of respite and a safe place to express feelings in the grieving process. We offer these activities at no cost to any adult who has experienced the death of a loved one, even if they were not a patient of Coastal Hospice. For information, call **410-742-8732**.

Dorchester County

Dinner Social Group – Kay's at the Airport, Cambridge
Every 1st Monday at 5 p.m.
RSVP ~ Elmer Davis 410-726-2583

Support Group – Dorchester County Library,
303 Gay St., Cambridge
Every 2nd and 4th Tuesday at 6 p.m.
Information ~ Elmer Davis 410-726-2583

Wicomico County

Lunch Social Group – All at 1 p.m.
Dec. 14 - Ruby Tuesday, Fruitland
Dec. 28 - Bob Evans, Salisbury
Jan. 11 - Adam's Rib, Fruitland
Jan. 25 - Denny's, Fruitland
Feb. 8 - Red Lobster, Salisbury
Feb. 22 - Outback Steakhouse, Salisbury
RSVP ~ Lynette Chase 410-901-2292

Support Group – Wicomico County Library
122 S. Division St., Salisbury
Every 2nd and 4th Tuesday at 1 p.m.
Information ~ Bob Miller 410-251-8163

Wicomico County

Support Group – The Care Center
604 S. Schumaker Dr., Salisbury
Every 2nd and 4th Monday at 6 p.m.
Information ~ Bob Miller 410-251-8163

Somerset County

Support Group – Somerset County Library,
100 Collins St., Crisfield
Every 1st and 3rd Tuesday at 11 a.m.
Information ~ Bob Miller 410-251-8163

Worcester County

Lunch Social Group – All at 1 p.m.
Dec. 15 - Lighthouse Sound, Bishopville
RSVP ~ Bob Carson 410-957-1133

Support Group – Ocean Pines Library, Ocean Pines,
Every Thursday at 11 am.
Information ~ Bob Miller 410-251-8163