

Remarkable

NEWS AND STORIES FROM RIVERSIDE FOUNDATION

A Mission to Support Hospice Care

PAGE 5



FROM THE EXECUTIVE DIRECTOR



Welcome to the Fall 2018 edition of Remarkable. Our Riverside team members are at work every day fulfilling our mission - to care for others as we would care for those we love. We have chosen just a few stories, of so many across the Riverside communities, that will surely inspire you. We count on support from our friends and community members to continue this remarkable care.

November is National Hospice and Palliative Care month, and as we approach this time of year, we want to highlight the incredible strength of our patients and families who are experiencing and have experienced this journey. Riverside team members are determined to provide compassionate care and are committed to excellence as we serve our communities, and we thank everyone who has trusted us to be by their sides during times like these.

Providing physical, emotional and financial assistance to hospice patients and families is a Riverside priority. Support from people like you help us provide the highest level of care and also allows our team members a full range of educational opportunities to enhance program and patient support – right here at home. Generous and ongoing contributions continue to be vital to our success – and we are so grateful.

Kristen

Kristen Witt
Riverside Foundation



KIDS' CAMP SUPPORTS FAMILIES COPING WITH LOSS, PAGE 6



FAMILIES REMEMBER HOSPICE EXPERIENCE, PAGE 3

The Surroundings of Home with Comfort and Dignity

If there's any aspect of the care and personalized attention offered by Riverside that most embodies the Riverside mission – to care for others as we would care for those we love – it's hospice.

Thanks to generous contributions from our supporters, Riverside Hospice care extends to the entire family. Last year we were able to invest nearly \$230,000 of donated dollars in things like personalized guidance and assistance with medical arrangements, emergency financial support for family members caring for loved ones, memorial service assistance, bereavement counseling for children and family members and continuing education for our Riverside caregivers and volunteers.

Because of these things we can offer round-the-clock help and support at home or in any homelike setting for people with a life-limiting prognosis. Our program includes the symptom-relief, pain management and increased comfort benefits of palliative care with an even greater emphasis on emotional, psychological and spiritual support for patients and family members.

Most important of all, it brings families the full range of resources they need to make sure their loved one can spend his or her final days in the familiar surroundings of home, in an atmosphere of comfort and dignity.

At Riverside we believe that investing in the education and training of our hospice and palliative care teams is critical. Philanthropic dollars help us do so for not only our employees, but also our dedicated volunteer staff. We're able to provide them the resources to become even better at what they do.

By the Numbers

2017 HOSPICE IMPACT FROM GIFTS

\$227,224.96

Hospice Operations (all Regions)

\$56,065.36

Patient Assistance

\$85,164

Team Member Education
and Volunteer Training

\$70,943

Hospice Caregiver Resources

\$11,427

Camp Fragile Hearts

\$3,625.60

When a hospice patient passes, the average memorial service can cost over \$7,000. Riverside is honored to utilize donated dollars to assist families facing financial hardship during these times so they can focus on what really matters – celebrating their loved one's memory.

It is only through the support of our communities that we are able to provide these important services. Thanks to Hospice Care donations, we can proudly say that we never turn a patient or family away due to an inability to pay.

Contributions truly make a remarkable difference in the lives of our patients and their families.

> CONTINUED FROM PAGE 6

trained counselors. These sessions allowed the kids to talk about their grief in a safe environment, free from judgment and to build trust in their assigned "Big Buddies" - two adults assigned to each group. Camp members also take part in therapeutic arts and crafts, interacting with animals in a petting zoo, zip lining and climbing the Alpine Tower.

A parent of a child who recently lost a close grandparent and attended the camp commented, "He needed the opportunity to meet other children experiencing similar feelings and emotions. The counseling sessions allowed him to open up and

he loved the physical challenges. I'm so appreciative of Hospice, and I hope others in similar situations take advantage of future camps."

The children are honored with camp superlatives like 'Demonstrated Great Teamwork', 'Not Afraid to Ask for Help', 'Showed Care and Kindness for Others', 'Willing to Push Through Your Fears' and 'Looked Out for Fellow Campers'.

A final ceremony on the bay allows the children to literally and figuratively release their feelings of sadness and grief using biodegradable paper lanterns that floated away into the setting sun.



Gratitude

Families reflect on their experience with Riverside Hospice care.

Tammy Brooks
Northern Neck

(Pictured left)
“Throughout the whole experience, the hospice team made it possible for me to concentrate on the time that dad and I had left, not on the details of care. And I’ll always be grateful for that opportunity.”

Kathy Helbig
Middle Peninsula

(Pictured center)
“Losing someone you love is very painful especially when the end of life care is something you experience over a period of time. But there’s also a special joy to being able to provide comfort and care, and for me the hospice team was a big part of that joy.”

Troy Mothershead
Northern Neck

(Pictured right)
“They had a way of getting things done and made sure my dad got what he needed to be as comfortable as possible. Basically they took us by the hand, literally and figuratively, and guided us through the process in the most compassionate way.”

Linda Bales Spence
Eastern Shore

(Not pictured)
“Hospice considerably improved my father’s quality of life in the time he had left. Most important of all, it enabled him to spend his final hours in comfort and dignity. It was a blessing for our family to see him cared for with such respect and compassion.”

Your Generosity Impacts Patients Care

FROM DR. NANCY LITTLEFIELD, CHIEF NURSING OFFICER

Riverside Health System's long-standing mission and commitment to care for others as we care for those we love, includes caring for generations of families who have faced or are facing life-limiting illness. Riverside hospice and palliative care meets patients where they are—their home or hospital and provides to each patient expert medical care, symptom management, and emotional and spiritual support.



to come to your home, treatments that are not curative but can help with the symptoms of life-limiting disease, ensuring end-of-life wishes are met—helping to pay for a daughter's travel to “get there in time,” helping to meet funeral expenses for a burdened family or helping fulfill those last important things off a patient's bucket list. Gifts made to the Riverside Foundation helps us do each of these.

The center of this care is our belief that each of us has the right to have our last wishes known, to die with dignity and comfort and know that our loved ones will receive the support they might need to work through their grief and honor our memory.

Your generosity in giving to the Riverside Foundation allows us to work hard to honor our patients' lives, offer support to families and loved ones and provide education and training to caregivers in the communities we serve. With the generous support from donors, final wishes can turn into moments of closure and joy for our patients and families during a very difficult time.

Some of the care and services provided by the hospice team is reimbursed through Medicare or private insurance. Many times, care and support falls outside of what might be covered by insurance such as a nurse available 24/7

We are grateful for your ongoing support of our mission.

Ongoing Hospice Team Education is Imperative to Quality Care

There's no doubt that hospice care is a medical field that requires a special brand of expertise by the professionals who deliver it. Beyond clinical competency, hospice staff must possess a unique level of understanding, sensitivity and insight regarding end-of-life needs. That's why Riverside believes that the training, education and support of our hospice team are fundamental to excellent hospice care.



“Staff education is vital to ensuring that our patients are able to pass comfortably with dignity in a setting of their choice, and to supporting their caregivers and families through this process,” says Michelle Carter, a registered nurse clinical liaison and advance care planning facilitator for Riverside Home Care, the division that manages Riverside Hospice.

“Without education, we would not be able to prepare the patient and family for the upcoming path or provide the 24-hour care support that they're relying on,” Michelle

continues. “It's education for symptom management, but it's also education on helping with coping skills and learning to listen, so that we can identify the root of concerns from the patient or family member.”

The Riverside Hospice team, led by Medical Director Teresa McConaughy, M.D., consists of regional hospice managers, RN case managers, licensed practical nurses, social workers, chaplains, bereavement coordinators, hospice aides, a volunteer coordinator and volunteers. “A volunteer is typically someone who has lost a loved one and has seen the benefits of a hospice program before,” Michelle says.

Regular interdisciplinary meetings are held to review individual patient care, learn new processes and review areas that need to be strengthened. There are also opportunities for individual training and certification.

A number of Riverside nurses have received hospice certification after the required two years of experience. While others are new to the specialty and may need more guidance, a true passion for hospice care goes a long way.

Northern Neck Family Finds Comfort and Guidance in Riverside Hospice Care

Gift Story

Nancy and Rhys Weakley, owners of Northern Neck Building Supply, have lived off of Route 3 in Montross, Virginia for 31 years. When Nancy's mother, Lois Carver, who lived next door to her daughter and son-in-law, began to battle dementia, Nancy and her siblings pitched in to help with her care.

"We worked with her at home for a couple of years and then we had to get 24/7 care," Nancy says. "She suffered from Alzheimer's for more than 10 years and in the end, hospice was recommended. When we got that far along, we really weren't able to take her out to doctors. If it was an emergency, the caretakers would call the rescue squad in town."

After three months of care from Riverside Tappahannock Hospice, Lois's condition stopped declining enough that she no longer needed that level of care. But several months later, the hospice team were called back in. In the summer of 2013, Lois passed away at the age of 91.

"Since my father had [previously] passed so quickly, we had no experience with hospice before this," Nancy says, "...other than being a business that contributed annually to the local nonprofit hospice. But Riverside came in and the nurses and doctor were all very caring and nice. They all did their job—it wasn't just in and out." Chaplain Katie Mossmon made an equally powerful impact. "She took good care of us," Nancy emotionally recalls. Her husband, Rhys, agrees wholeheartedly.

"That was probably one of the most important parts—the emotional part of dealing with death coming," Rhys says. "The chaplain came once a week and sat down at the kitchen table, so to speak, and told us what to expect and asked what she could do for us. And that helped immensely. The care of us was important to them just as much as the care of Nancy's mother. As it got closer, they were there to assist us in her passing."

"Since the family is so close to the situation, it's hard



Nancy and Rhys Weakley

for them to tell what is needed and when it is needed," Nancy says. "Hospice guides you through." "This is their sole purpose," Rhys points out. "Most people don't know what's next. It's bad enough that you know you're going to lose a family member, but trying to get to that point...it's a great guidance that they give."

Nancy currently serves on the board of directors for Riverside Tappahannock Hospital, and the Weakleys have generously supported the hospital's campaign for private rooms and its Make a Difference Fund, in addition to Riverside

hospice care. They encourage others to give to Riverside Hospice, both to enhance the quality of care and to assist those who cannot afford it. "Donations are necessary," Nancy says simply. "If you're in a position where you can help others, please do."

"We were talking in a board meeting about the importance of doctors addressing hospice care with patients when they can tell that death is imminent, to get the family thinking in that direction," Nancy says. Rhys agrees that families need to know sooner than later how much hospice can do for them. "People should not be afraid to contact hospice," he says. "It is an absolutely wonderful service that I highly recommend for folks with loved ones close to the end of life."

"Families need to know sooner than later how much hospice can do for them."

Your generosity makes a difference.

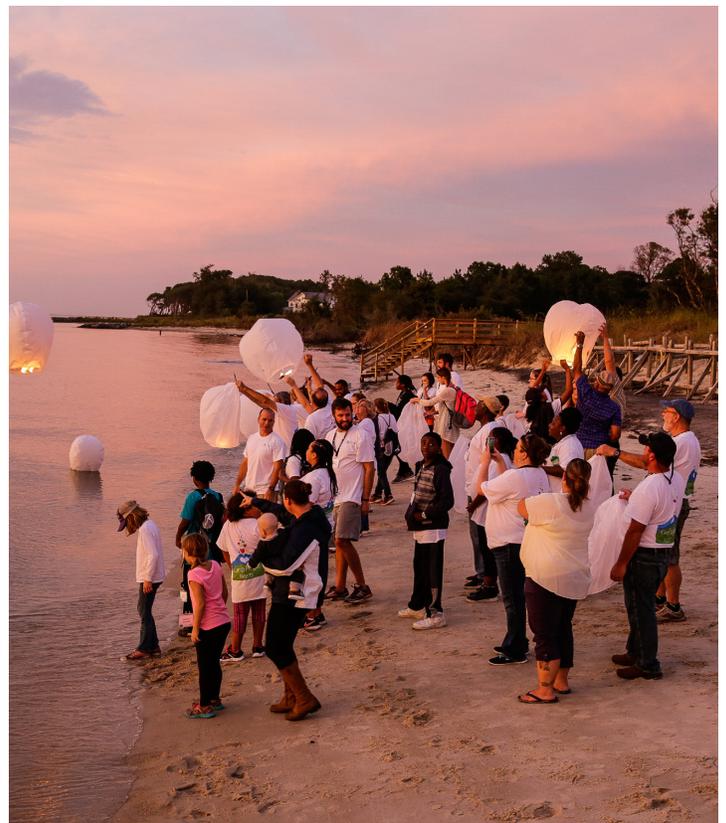
ALLOWING KIDS TO LEAVE THE HURT BEHIND

Camp Fragile Hearts is an annual culmination of outreach events that support families coping with loss, whether from serious illnesses or death. The camp brings kids together in a fun, safe environment where they can share their feelings of loss with others but also have an experience filled with fun activities such as art, a petting zoo, games and zip lining.

The camp, which involves nearly 30 volunteers and trained counselors, is held in October in Jamesville at the YMCA's Camp Silver Beach on the Chesapeake Bay. The camp was started by Hospice and Palliative Care of the Eastern Shore and has been continued by Riverside Shore Hospice. Costs are supported by donations from corporate partners and community members.

“The day allows kids to leave the hurt behind as well as help them understand they are not alone and others share feelings of loss and sadness too. It's such an important community outreach effort and our volunteers and staff benefit from the day nearly as much as do the children,” says Melanie Mason, the camps coordinator and Riverside Shore Hospice leader.

The camp experience includes small-group discussion led by
> CONTINUED ON PAGE 2



Camp Fragile Hearts ceremony on the Chesapeake Bay.