

Message from Chief Executive Officer

There is much uncertainty in the healthcare landscape today, with the clamor for reform emanating from many different directions. There is no doubt change is needed, but in what form and how it is implemented is problematic for hospices. The changes affecting hospice fall into two categories: decreased reimbursement for hospice services and tightening of criteria surrounding medical eligibility for patients referred for care. It is our responsibility to adapt to these changes as we continue to provide the many services the community has come to expect and need from Stein Hospice.

Most of hospice's revenue (over 80%) comes in the form of Medicare reimbursement. Even though research has found that the Medicare investment in hospice care has resulted in reduced expenditures in other parts of healthcare, such as reductions in the use of hospital services and numbers of hospital days, Medicare has gradually reduced reimbursement to hospices each year which now represents a decrease in 12% of revenue in the past five years. More cuts are coming.

Recognizing the trend in lower reimbursement, Stein Hospice began preparing for this eventuality several years ago. As costs continued to increase and our revenue decreased, we have been challenged to cut costs where we can in ways that will not affect patient care. Our intense service model is something that has been a signature of Stein Hospice and reflects the priority of our organization to provide whatever our patients need at such a vulnerable time. Our strategy in this regard is to work smarter, cutting some administrative positions and integrate volunteers more fully into our service model. Volunteers have always been an integral part of Stein Hospice. Today, this amazing group of men and women are assuming more responsibilities including direct patient contact, bereavement services, supply delivery teams as well as working on our vigil and comfort touch teams. Without the dedication of our volunteers we would not be



Jan Bucholz,
Chief Executive Officer

able to provide the range of services that we do.

The tightening of criteria surrounding medical eligibility for hospice services represents our biggest challenge. Years ago, medical eligibility criteria was suggested to help "guide" hospices in determining whether someone actually qualified medically for services. These guidelines quickly became Medicare law and have become more restrictive over the past years. This has led Stein to consider other options for caring for

these people. These options are pointing to the need to partner with social service agencies and groups to address the increasing health care needs of our community. Collaborations with hospitals, home health agencies, churches, senior and volunteer centers might allow us to provide new programs such as affordable caregiver services to people who are not eligible for hospice but still need assistance.

As a fiscally conservative, debt free institution, Stein Hospice's future is optimistic. From our beginning we have always been innovative, hard working and forward thinking, which allows us to continue our mission to provide comfort, compassion and support during life's final journey.

With Love and Respect,

A handwritten signature in black ink that reads "Jan".



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STEIN HOSPICE

Mission Statement: To provide comfort, compassion and support during life's final journey.

LOCATIONS

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1-800-625-5269

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Please note, this is the correct address for our Norwalk office. It is currently listed incorrectly in the Yellow Pages phone book and online at yp.com and 411.com

Port Clinton
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Port Clinton, Ohio 43452
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Stein Hospice Care Center
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Save the Date

Hotcake Hustle

Saturday, November 11

We invite you to the Hotcake Hustle with Stein Hospice where there is a little something for everyone! Runners – get ready for a fun 5K run through the Brown County Fairgrounds. Not really a runner? That is okay! We welcome walkers to the Fairgrounds for this great event as well! If you would rather stay inside and eat pancakes than run, great! We have that covered too! The Hotcake Hustle offers an ALL-YOU-CAN-EAT pancake breakfast as well. Would you like a chance to become a lucky winner while eating your pancakes? Perfect!

The Hotcake Hustle also offers a great raffle – giving you the chance to walk away with something neat!

The community, as a whole, has supported this event for the past two years. We are truly appreciative and can't wait to see what 2017 brings. Come out and see what it's all about!



We Salute Our Veterans

Healing the Grief and Loss for our Veterans

Our Veterans grieve and mourn death and loss differently than most in our society. Our Veterans to a certain degree will become stoic or seem apathetic to loss and to their emotions. Our Veterans in most cases have not come to terms with death, grief, and loss. They do not allow themselves to experience the pain of the past. When our Veterans are confronted with facing their own death, the Veteran may go back and revisit some of the past. Many times the family member of the Veteran will say their loved one has never talked about the war. The Veteran is now reliving and retelling the unpleasant times of their lives. The Veteran may have saved and stored many thoughts and memories from the past. In essence, he or she has put it in the back of his mind, tucked it away, or locked it in the past files. So in the same way a person deletes files on their computer, the Veteran must go through their own files and delete some. The Veteran has to come to terms with his life history and find peace.

One can help our Veterans by remembering their service and sacrifice. One needs to recognize their unresolved grief and loss. One can do that by attending Veterans' Events throughout the year to honor our Veterans. The goal of Stein Hospice is to help bring healing to our Veterans.

Stein Hospice is involved in the "We Honor Veterans Program." When one of our Veterans is admitted to the care of Stein Hospice, Stein will present that Veteran with a certificate thanking them for their Service, a pin, and a military emblemed blanket to honor the Veteran for his or her military service to our Country. This gives Stein staff the opportunity to begin to have that conversation with the Veteran with the goal to bring healing and peace instead of grief and loss.

As Stein Hospice serves Veterans at the Ohio Veterans Home in Georgetown, Stein staff will participate in their Red, White, and Blue Ceremony. The Ohio Veterans Home honors their fallen comrades by draping their body with the American flag and by leading them through the front door. Taps are played while Ohio Veterans Home staff and/or residents fold the flag. All available staff and residents attend this Ceremony to honor the Veteran. The other Veterans participate in this Ceremony knowing that one day they will be honored in the same manner.

Stein Hospice continues to be committed to bringing hope and healing to our Veterans.

Let's Connect



Stein Hospice



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@stein_hospice

#steinhospice



JOIN THE CONVERSATION!



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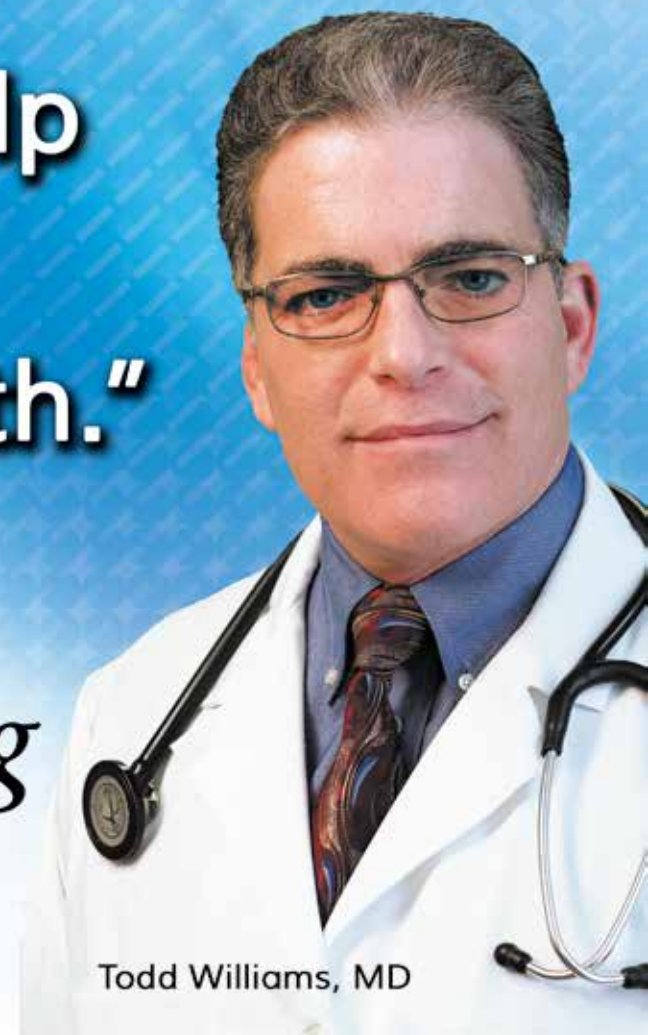
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**"Let hospice help
with life
when facing death."**

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Todd Williams, MD