

Remembering Dr. Bill

Dr. William Inglis touched many lives, as a caring physician, a wise educator and tireless advocate for quality hospice care. We will miss our cherished colleague and friend, but his spirit lives on through the hands and hearts of all of us.



"Bill Inglis was a dedicated physician who in recent years was a valued member of the National Hospice and Palliative Care Organization's Ethics Committee. He brought his passion, expertise and insight into his work with NHPCO and we valued his commitment to the work we were doing to advance end-of-life care. In addition to the talents he brought to our ethics committee, he was always a pleasure to work with and he was gracious and thoughtful towards all of us here at NHPCO."

*J. Donald Schumacher, PsyD
President/CEO
National Hospice and Palliative Care
Organization*

"Dr. William Inglis understood the need for respect, dignity, love, care, and concern for those at the end of their life cycle, as well as those who would pick up the pieces and go on. His contributions to End-of-Life Care for all, to include the special End-of-Life needs of Veterans, are greatly appreciated. He will be sorely missed."

*Richard D. Hatcher
Superintendent of Homes
Ohio Department of Veterans Services*

"William Inglis, or as we knew him, Dr. Bill - was a founding medical director for then Hospice at Riverside, now HomeReach Hospice. Many of us knew Dr. Bill to be a compassionate physician, an advocate for hospice care, and a real character! We considered him a friend and mentor and will miss him."

*Ann Dickinson RN MS
Executive Director, Hospice
OhioHealth HomeReach*

"Dr. William Inglis was a Veteran's Veteran as he strived every day to Honor the Veteran at the end of life. As an Army Veteran himself he proudly wore his Army cap and educated everyone he came in contact on the special needs of Veterans at the end of life to assure the Veterans would be acknowledged and cared for their sacrifices.

Dr Bill Inglis has unquestionably made a difference in the lives of the Veterans 'dying healed' in Ohio and it was an Honor to know him."

*Kathleen A Hayes
AN, COLONEL Retired
Co-Chair Hospice Veteran
Partnership of Ohio*

"Dr. Bill was a pioneer in the hospice world and the art of medicine for the terminally ill patients he cared for. While Dr. Bill was often unassuming and humble in his approach, one of his strongest characteristics I will remember him for was his adamant decree around maintaining and protecting a humanistic-valued approach toward the development and change affecting the practice of hospice and care for people at end-of-life.

While medicine and health care in general have become big business and prone to corporate initiatives and jargon such as cost cutting, efficiencies, and creating value, Dr. Bill never lost site of the *unique* properties of hospice and its centering focus around people and relationships."

*Jeff Lycan
President/CEO
Midwest Care Alliance*

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STEIN HOSPICE

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

LOCATIONS

Sandusky
1200 Sycamore Line
Sandusky, Ohio 44870
419-625-5269
1-800-625-5269

**Stein Hospice Care Center
Firelands South Campus**
1912 Hayes Ave., 3rd Floor
Sandusky, Ohio
419-557-7070

Norwalk
257 Benedict Ave., Suite B
Norwalk, Ohio 44857
419-663-3222

Tiffin
100 Madison St.
Tiffin, Ohio 44883
419-447-0475

Port Clinton
1848 E. Harbor Road
Port Clinton, Ohio 43452
419-732-1787

Lorain
4000 Oberlin Ave., Suite 4
Lorain, Ohio 44053
440-282-3939

Ohio Veterans Home
3416 Columbus Ave.
Sandusky, OH 44870
419-625-2454 ext. 1373

Ohio Veterans Home
2003 Veterans Blvd.
Georgetown, OH 45121
937-378-2900 ext 2760

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Jan Bucholz,
Chief Executive Officer

Message from Chief Executive Officer

There is no one that I know who is more beloved than Dr. William Inglis, who became a Stein Hospice patient in late December and died Jan. 1 at our Care Center.

He was our Senior Medical Director, but he shunned the formality of the position. He drove a yellow Jeep, wore a ball cap and liked to be called Dr. Bill. He often was the first person to arrive at meetings, his motto being that his co-workers' time was valuable.

At 81, he lived by The Bill Principle, which he listed on a note card and kept on the top of his desk so he could be reminded of it every day. "Listen every time" and "learn every day" he wrote.

Even though he was a pioneer in the field of hospice medicine, his thirst for knowledge never abated. On his days off, he read medical journals, then distributed copies of articles he found insightful to me and others in the organization.

But he was never really off. Even when he was not the doctor on call, he told co-workers "Call me anytime, day or night," and he meant it.

He was proud of his military service and wanted to make sure our Veteran patients received all the services they needed. He was a fixture at Veteran meetings and trainings, volunteering to help and encouraging others to get involved.

As you can see from the comments on page 1, Dr. Bill was an inspiration to so many people involved in hospice care. His work will continue, as all of us strive to follow The Bill Principle and listen and learn each day.

With love and respect,

GO GREEN

Help Stein Hospice save money and care for the environment by receiving "In Touch" electronically. Just contact Molly Kavanaugh, mkavanaugh@steinhospice.org, 800-625-5269 and include both your email and mailing address. We will not distribute your email address or use it for any other purpose. "In Touch" is published every two months and is also available online at www.steinhospice.org.

We Salute Our Veterans



Keeping Veteran Memories Alive

Stein Hospice's Legacy Life Review DVD program is so meaningful to Veteran patients and their families that Stein is now offering the program free of charge to all Veterans.

"Families get to see a collage of photographs depicting the life and times of the Veteran. They see their loved one as a baby in mom's arms, then in the military, starting a family and the golden years. It's almost impossible to hold back tears," said Ron Brooks, a registered nurse at Stein Hospice who coordinates the DVD program for Veterans.

Here's how the keepsake program works: A trained staff member meets with the Veteran at the Ohio Veterans Home or wherever the Veteran resides and records the Veteran reminiscing about his military experience and other events during his lifetime. Spouses and family members may also add their memories to the fabric of the DVD.

Ron recently interviewed Paul Ernst at his Sandusky home. The retired oral surgeon was in the U.S. Army as World War II came to an end. "It's a treasure to Paul, to me and to my three children," his wife, Diane, said. "It awoke some memories that were there, that he hadn't thought about."

Another WWII veteran, Bill Mariner talked about a dog he rescued and brought onboard his ship in New Guinea. "Sailor" became the ship's mascot, but Bill was not allowed to bring the dog home with him. As he held back tears in his room at the Ohio Veterans Home, Bill recalled how Sailor was euthanized and buried at sea. Bill plans to share the DVD with his children and grandchildren.

The Veteran is also asked to provide photographs for the video. If the Veteran is unable or reluctant to be interviewed, the DVD can still be made using photographs.

"The key to total enjoyment is to have lots of photographs that include both the Veteran and other family members and friends," Ron added.

The Veteran also picks the type of background music to be used in the recording, from country to Big Band, jazz, military or some other genre. Stein compiles all the information into a 10 to 30 minute DVD, and then provides several copies of the finished product to Veterans and family members.

For more information about the Legacy Life Review program or to set up an appointment contact Ron Brooks at 1-800-625-5269 or rbrooks@steinhospice.org.

Doctor Joins Medical Team

Dr. Sara Snyder, a geriatrician formerly with Summa Health System in Akron, joined Stein Hospice in January.



Dr. Snyder is a graduate of Ohio University College of Osteopathic Medicine. She completed her family practice residency at Firelands Regional Medical Center and held fellowships at Summa Health System in both geriatric care and hospice and palliative care.

"Dr. Snyder is a dynamic woman who brings a high level of training to our staff," said Dr. James Preston, medical director at Stein Hospice.

Dr. Snyder is certified in Hospice and Palliative Medicine, a certification also held by four other Stein Hospice physicians – Dr. Preston, Dr. Larry Robinson, Dr. Jessica Crow and Dr. Kathleen Meehan-de la Cruz.

Dr. Snyder is also certified in Geriatrics. She lives in Westlake.

Stein Hospice Opens Lorain Office

Stein Hospice recently opened an office in Lorain County in an effort to better serve patients and families in the county. The office is located in Lorain, at 4000 Oberlin Ave., Suite 4, just north of Tower Blvd.

The office is under the direction of Susan Figula, Market Development Director for Stein Hospice.

"We are committed to providing Lorain County residents with the quality and comprehensive hospice and palliative care that has been our trademark for more than 30 years," said Jan Bucholz, Stein Hospice CEO.

Also in Lorain County, Stein's bereavement department is offering support groups, which meet at St. Mary Parish in Elyria. The groups are free and open to anyone. For more information contact the bereavement department at 1-800-625-5269.

Like the other Stein Hospice offices, Lorain County is by appointment only. For more information call 440-282-3939 or 800-625-5269. Stein Hospice's main office is located in Sandusky with satellite offices in Norwalk, Port Clinton, Tiffin, and the Ohio Veterans Homes in Sandusky and Georgetown.



Footprint Memories Program

The third floor surrounding the Care Center was turned into a soothing gathering place for more than 100 people, who came on Dec. 11 to remember their deceased loved ones. The men and women picked up clay footprints Stein staff made when their loved one died at the Care Center and they created memory ornaments to hang on the Christmas tree in the chapel. The evening included many tears, smiles and hugs.



Honoring our Veterans on Veterans Day

The Commons of Providence in Sandusky was just one of 10 facilities that Stein Hospice staff visited around Veterans Day, Nov. 11, to pay tribute to Veterans. In all, Stein employees pinned more than 100 Veterans and thanked them for their sacrifice and service.



Spaghetti Dinner for Veterans

American Legion Post 83 hosted the 2nd annual Spaghetti Dinner in November, which benefitted our Veteran programs. Thanks to the other sponsors- Amvets Post 17 and VFW Post 2529 – along with our volunteers who supplied delicious homemade goodies for the bake sale.

Students Support Stein Hospice

Briar Middle School students enjoyed a Halloween dance, but took time to also think of others. The Perkins student council members (left to right) Sammy Smith, Marina Zappa and Tanner Bilgen presented Marge Basilone, Donor Relations Coordinator, with a check for \$100.





Light Up A Life

Ron Craig sang at the 28th annual Light Up A Life service, held at the First Presbyterian Church in Sandusky, while the crowd at the Ohio Veterans Home in Georgetown was entertained by 14-year-old Sydney Michael. Sydney's grandfather, Gene Michael, died at OVH in July. Stein Hospice sponsored three services this year, attended by a total of 300 people.



Holiday Grief Relief

Two dozen children took time out over the holidays to remember loved ones who had died. Angel Foss, a music therapy student, helped them rewrite lyrics to "The Twelve Days of Christmas." Other activities included making Christmas ornaments and learning about holiday grief. Thanks to Huron High School football players and coaches for volunteering their time.

3rd Annual Island Days

The new year got off to a songful start with our stellar lineup of musicians - Colin Dussault's Blues Project, Wally and the Beavs and Alex Bevan, pictured here. Thanks to support from mainland and island businesses Daly's Pub, Cabana Jacks, J Bistro, Boardwalk, Village Pump, Salty Rim, Kelleys Island Brewery, Cameo Pizza, and a heartfelt applause to Tina Brown for the inspiration behind Island Days.



Volunteer Focus

Who:

Sue Hampton lives in Sardinia in Brown County with her two daughters Beth and Becky, three grandchildren, Dylan and Kelsey Doos, Joe Guinan and good friend Shane. Sue ran a video store years ago, and her husband Les was a teacher.



Why she volunteers:

Les, a U.S. Army Veteran who served in Vietnam, was the first patient to be cared for in Stein Hospice's unit at the Ohio Veterans Home in Georgetown. Les was admitted Feb. 3, 2011, the couple's 43rd anniversary, and he died about five months later. Sue visited Les almost every day, and often stopped in other rooms to talk to patients. This summer she returned to OVH as a volunteer. She likes to hear the Veteran patients (she calls them "my buds") tell stories about their military past. But some patients are like her husband, who did not want to talk about those times, and Sue respects their privacy. She reads magazines and the Bible, helps patients with puzzles and sometimes just sits quietly by their bedside. "Terminally ill Veterans are just so grateful," Sue said. "There is something in that unit that draws me here. If I lived in Georgetown I'd be here everyday."

What she's learned:

Sue has seen firsthand how hospice care, from pain medication to comforting touches, can ease a patient's distress and help the family too. When her husband got to the unit he was in excruciating pain, and she was exhausted from trying to care for him at home. Within days, he was comfortable and smiling, and she was rested. For her it's all about showing the patient respect. "You just don't go in there and do something, you ask, and say thank you to the patient for allowing you to be there," she said.

Continuing Education

To register contact Laurie Allison, 800-625-5269, lallison@steinhospice.org. All classes held in the third floor conference at Firelands Regional Medical Center, South Campus.

Hand Massage Techniques

Tuesday, Jan 22
9 a.m. to 10 a.m.

Transfer/Positioning

Tuesday, Jan 29
9 a.m. to 10:30 a.m.

Coma Communication

Wednesday, Jan 30
10 a.m. to 11:30 a.m.

Feeding

Wednesday, Jan 30
1 p.m. to 5 p.m.

Care for Alzheimer's/ Dementia

Wednesday, Feb. 27
10 a.m. to 11:30 a.m..



During the holiday season of gift-giving, Stein Hospice paid tribute to the men and women who are such a gift to patients and families. About 100 volunteers enjoyed a holiday luncheon at the Sandusky Yacht Club on Friday, Dec. 14.





January



Island Days

Downtown Sandusky

Friday, Jan. 4. 7 p.m. to 10 p.m., Colin Dussault's Blues Project, Daly's Pub, \$5

Saturday, Jan. 5, 1 p.m. to 5 p.m., Wally and the Beavs, Cabana Jacks, \$10;

Saturday, Jan. 5, 5 p.m. to 7 p.m.,

Happy Hour, Sandusky State Theatre

Sunday, Jan. 6, 12 p.m. to 3 p.m.,

Alex Bevan, JBistro (reservations recommended), \$5

LifeCourse™

Monday, Jan. 7, Wednesday, Jan. 9

Monday, Jan. 14, Wednesday, Jan. 16

Monday, Jan. 21, Wednesday, Jan. 23

6 p.m. to 9 p.m.

Firelands Regional Medical Center,

South Campus, 1912 Hayes Ave.,

Sandusky

OR

Tuesday, Jan. 8, Thursday, Jan. 10

Tuesday, Jan. 15, Thursday, Jan. 17

Tuesday, Jan. 22, Thursday, Jan. 24

9 a.m. to 12 p.m.

Fremont Recreation Center, 600 St.

Joseph St., Fremont

Volunteers must complete this 3-week (18-hour) course. To register contact the

Volunteer Department, 800-625-5269,

volunteers@steinhospice.org

Open Labyrinth Walk

Monday, Jan. 14

4 p.m. to 7 p.m.

Community Room, Firelands Regional

Medical Center, South Campus,

Sandusky

Reiki II

Friday, Jan. 18 or Saturday, Jan. 19

8:30 a.m. to 4 p.m.

1200 Sycamore Line, Sandusky

Cost: \$75. Contact Rachel Berry,

rberry@steinhospice.org, 419-625-5269

February

Reiki I

Friday, Feb. 1 or Saturday, Feb. 2

8:30 a.m. to 4 p.m.

1200 Sycamore Line, Sandusky

Cost: \$75. Contact Rachel Berry,

rberry@steinhospice.org, 419-625-5269

Open Labyrinth Walk

Monday, Feb. 11

4 p.m. to 7 p.m.

Community Room, Firelands Regional

Medical Center, South Campus,

Sandusky

Respecting Choices® Advanced Care

Planning Facilitator Course

Thursday, Feb. 7 or Thursday, Feb. 14

7:30 a.m. to 4:30 p.m.

Firelands Regional Medical Center

South Campus, Community Room.

Pre-course work must be complete

before attending. Cost: \$125

To register and for continuing education

information, contact JoAnn Didion,

jidion@steinhospice.org,

800-625-5269



Valentine's Day Hogs & Kisses Dinner

Thursday, Feb. 14

6:30 p.m. to 9 p.m.

Mad River Harley-Davidson

5136 Milan Road, Sandusky

\$75 per person (tickets available at

www.steinhospice.org or by calling

800-625-5269)

Meal prepared by Zinc Brasserie Chef/

owner Cesare Avallone. Beer tasting

provided by Great Lakes Brewing

Company. Photo booth, temporary

tattoo station, silent auction.

Coming Up:



Calling all runners, bicyclists and fitness enthusiasts.

Mark your calendar for these upcoming events:

A 12-mile, 25-mile and 45-mile bike ride starting and ending at EHOVE on

Sunday, June 9

A 5K and 1-mile fun run at Put-in-Bay on

Monday, July 1

A 5K run in downtown Sandusky around the Fourth of July



Start the New Year with New Recipes

Sales of our first cookbook have been steady, but copies of Stein (Hospice) Family Recipes are still available for only \$10. The cookbook contains 300 recipes from the kitchens of our staff, volunteers and friends, plus handy guidelines for baking, substitutions, counting calories and more. The book is available at: Stein Hospice, 1200 Sycamore Line, Sandusky, Encore resale shop, 126 Columbus Ave., Sandusky and online at www.steinhospice.org (\$4 shipping).



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Sandusky, Ohio 44870

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fax 419-625-5761

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SUPPORT GROUPS

All groups are free and available to anyone in the community whether or not they have had previous involvement with Stein Hospice. For more information contact Hope Seavers, Bereavement Department Assistant, 419-625-5269 or hseavers@steinhospice.org

Adult Support Groups:

- **Serenity Seekers:** for the loss of any adult loved one.
- **Healing Hearts:** for graduates of Serenity Seekers.
- **Compassionate Friends:** for adults who have experienced the loss of a child.
- **A New Dawn:** for adult survivors of divorce.
- **A New Day:** for graduates of A New Dawn.
- **With the Guys:** for adult men who have lost a loved one.
- **Rain's End:** for adults who have lost a loved one through suicide.
- **Clear Skies:** for graduates of Rain's End.
- **M.I.S.S. You:** for parents who are grieving loss through miscarriage, infant death and stillbirth.
- **In It Together:** for families who have a loved one in the military and deployed. Contact Kim Gentzel, 419-750-0642.

Adult Social Event Groups:

- **Bunch for Lunch:** Potluck 12 p.m., first Monday of month, at Stein Hospice, 1200 Sycamore Line.
- **Sandusky Yacht Club Lunch Bunch:** 12 p.m., third Wednesday of month. 529 E. Water St., Sandusky.

- **Huggers and Munchers:** 5 p.m., second Tuesday of month, at different restaurants.
- **Healing Hearts Lunch Bunch:** 12 p.m., first Wednesday of month, at Berry's Restaurant 15 W. Main St., Norwalk.

Children and Adolescent Support Groups:

- **Recovery Riders:** for children ages 7-12 who have lost a loved one through death.
- **R.U.O.K.:** for adolescents ages 13-18 who have lost a loved one through death.
- **Tough Cookies:** for children ages 7-12 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Next Step:** for adolescents ages 13-18 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Club USA:** for children ages 7-12 who have a loved one in the military who has been deployed.
- **Camp Good Grief:** a weeklong summer day camp for children ages 5-13, held in several local parks.