

The Beginnings of Stein Hospice

When Rosalie Gdula Perry entered the nursing profession in 1972 as a young nun she was appalled at the way terminal patients were treated. "I worked in a hospital where dying patients were placed in rooms at the end of the hallway. None of the nurses wanted to take care of them. They referred to the rooms of the dying as the 'snake pit'. The staff was uncomfortable interacting with those patients and didn't know how to talk to them or their families. I remember thinking that it wasn't right to treat dying patients this way," says Rosalie. "As health care professionals we had to change our philosophy."

During this time she attended a workshop given by Dr. Elisabeth Kubler-Ross, a Swiss born psychiatrist who wrote the revolutionary book *On Death and Dying*. "Dr. Kubler-Ross's ideas really resonated with me. She challenged the ideas of our death-denying culture and how we treated people who were dying. She identified the five stages of grief to help patients cope with a terminal illness and emphasized how important it was to talk openly about death with patients and families."

Her commitment to caring for the dying increased when Rosalie came to Sandusky in 1976. For the next five years she taught at the Providence School of Nursing. When she was not in the classroom Rosalie visited dying patients on the nursing floors of Providence Hospital and completed a 6-week course in oncology nursing at Georgetown University.

Bolstered by Dr. Kubler-Ross's teachings and inspired by the increasing momentum of the fledgling hospice movement in the United States, Rosalie approached the Providence Hospital administration about establishing a hospice program in Sandusky. At first she was rebuffed due to a lack of funding, but after appealing to the Mother

General of the Sisters of Saint Francis, the organization that owned the hospital, Rosalie was granted permission to begin a hospice program. In June 1981 Rosalie, under the medical directorship of Lowell Hoffman, MD, a surgeon on the hospital's medical staff, began the Providence Hospital Hospice Association.

"Our first office was in a small room in the basement of the hospital. I visited patients and developed a seven week course for hospice volunteers based on Dr. Kuebler-Ross's teachings, and the philosophy of hospice as documented by Dr. Cecily Saunders in England," says Rosalie.



L to R: Ann Voight, Fifi Pfahl, Rosalie Perry, and Louise Murray

Rosalie met Fifi (Phyllis) Pfahl in 1980 at an Allied Health Support Group meeting. The group, which was initiated by Rosalie, was comprised of health professionals who were concerned about the treatment of the dying and their families. Fifi was volunteering at a fledgling hospice in Lorain. In February 1982, Fifi attended

the first volunteer training class. Subsequently Rosalie invited Fifi to join her as the first volunteer staff person to help coordinate the volunteer program.

In November 1982, Louise Murray, a social worker, walked into Rosalie's office and said, "I want to help with hospice but I don't want to work with sick people". Rosalie asked her to assume the position as the volunteer bereavement coordinator, which Louise accepted. "It was a great privilege to work with the families as they went through the grief process. The bereavement groups enabled them to share their most intimate concerns. There was no judgment, only understanding and compassion. We would adapt our groups to the needs of the bereaved. At one point we created a group for the families of murder victims," says Louise. The small team graduated from the basement and now worked out of two empty rooms off the second floor Pediatric wing.

MEDICAL DIRECTORS

James Preston, DO
Andrew Ache, MD
Reagan Bristol, DO
Christina Canfield, MD
Dennis Furlong, DO
Lynn Chrismer, MD

Michael McHenry, MD
Edward Radatz, DO
Larry Robinson, DO
Sara Graham, DO
Todd Williams, MD
Robert Cromley, DO

MANAGEMENT

Jan Bucholz, MBA, MSN, RN, CHC, *Chief Executive Officer*
Tamara Zuilhof, *Chief Operating Officer*
Barb Metcalf, BSN, *Chief Compliance Officer*
Jane Bruck, *Finance Director*
Allison Burroughs, SHRM-CP, PHR, *Human Resources Director*
Gretchen Franklin, LISW-S, *Director of Complementary Services*
Samantha Bechtel, MSSA, LISW-S, ACHP-SW, GC-C,
Chief Clinical Support Officer
Beth Frank, MBA, BSN, CPHQ, *Quality and Education Director*
Rev. M. Webster Maughan, *Staff Development Director*
Amy Skolnik, M.Ed., *Outreach Director*
JoAnn Didion, LISW-S, *Practice Manager*

STEIN HOSPICE

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

LOCATIONS

Administrative Office

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

Norwalk

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

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

EMAIL

Volunteer info: volunteers@steinhospice.org
Donor/event info: development@steinhospice.org
Referrals/questions: referralcenter@steinhospice.org
All other inquiries: steinhospice@steinhospice.org

IN TOUCH IS PUBLISHED BY:

Stein Hospice
419-625-5269, 1-800-625-5269
FAX 419-625-5761



www.steinhospice.org

GO GREEN

Help Stein Hospice save money and care for the environment by receiving "In Touch" electronically. Just send an email to newsletter@steinhospice.org 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 quarterly and is also available online at www.steinhospice.org.



L to R: Pat Murray, Grant Walls, Dr. HL Hoffman, Mary Stauffer, Rosalie Perry, Ann Voight, and Nels Opperman

Continued from Front Page

In May 1983 Ann Voight, a retired teacher, read a notice in the newspaper of an upcoming hospice volunteer class. A friend of hers from church was dying and she wanted to take the class to learn how to better understand and help her friend and his family as he was nearing the end of his life. Ann then volunteered until December 1983 when Rosalie asked Ann to become the interim Director of Volunteers while Fifi took a leave of absence to fulfill her role as the President of the Ohio State Medical Association Auxiliary. "In early 1983 my interest was in becoming a nursing home administrator; however a major back problem side-tracked that goal. Fifi and Rosalie inspired me during the hospice volunteer class, and I just knew I wanted to contribute to a health-care organization that could really help people at a challenging time in their lives. In the end, hospice became one of the most rewarding experiences in my life journey," explains Ann. When Fifi returned to Stein Hospice in 1985 Ann moved into the role of administrative assistant.

In addition to Providence Hospital, Sandusky supported two other healthcare facilities, Good Samaritan and Sandusky Memorial Hospitals. Although they maintained separate institutions, they were members of the Sandusky Hospital Council and when possible worked cooperatively on programs that would benefit the community as a whole. As the medical director of the hospice program Dr. Hoffman recognized that more than just the patients at Providence Hospital would benefit from hospice services. He proposed that the Sandusky Hospital Council consider supporting and financing a community-wide hospice program. The council supported the concept and appointed the Hospice Advisory Committee to explore options and develop a plan. A year later the plan was accepted by all three hospitals. Pat Murray, a Sandusky lawyer and Louise Murray's husband, donated his services free of charge to draft an agreement, articles of incorporation and by-laws for the expanded organization.

To demonstrate their support for the community-based hospice program, former Sandusky businessman Sam Stein and his wife, Rose proposed a challenge grant to provide funding for the first 3 years; if the three hospitals pledged \$50,000 each annually, the Stein Foundation would contribute \$100,000. The challenge was met and in honor of the Stein's generosity, the program was named Stein Hospice.

Support Stein Hospice When You Shop at Kroger

Do you shop at Kroger? Shopping at Kroger's can benefit Stein Hospice if you sign up to participate in the Kroger Community Rewards Program. This program helps Stein Hospice earn funds just by using your Kroger Plus Card. The program is designed for employees, friends, supporters and family members. There is NO cost to you and the online enrollment is easy.

To use the Kroger Community Rewards Program:

1. **Register online at** krogercommunityrewards.com
2. Be sure to have your Kroger Plus card handy and **register your card** with your organization after you sign up.
3. If you do not have a Kroger Plus card they are available at the customer service desk at any Kroger store.
4. **Click on Sign In/Register**
5. If you are a new online customer, **click on SIGN UP TODAY** in the "New Customer?" box.
6. **Sign up for a Kroger Rewards Account** by entering zip code, clicking on favorite store, entering your email address and creating a password, agreeing to the terms and conditions.
7. You will then get a message to **check your email inbox** and click on the link within the body of the email.
8. **Click on My Account** and use your email address and password to proceed to the next step.
9. **Click on Edit Kroger Community Rewards** information and input your Kroger Plus Card number.
10. Update or **confirm** your information.
11. **Enter your NPO number (81528)** or name of organization from list and click on confirm.
12. To **verify** you are enrolled correctly, you will see your organization's name on the right side of your information page.
13. REMEMBER, purchases will not count until after you have registered your card.
14. If you use your phone number at the register, call 877-576-7587 to get your Kroger Plus card number.
15. You must **swipe your registered Kroger Plus card** or use the phone number that is related to your registered Kroger Plus card when shopping for each purchase to count.
16. Your Kroger Plus card is linked to only one organization at a time.

(Purchases not included: alcohol, tobacco, government-assisted pharmacy expenses, postage stamps, Kroger gift cards and Green Dot Prepaid Cards, gift certificates, bottle deposits, lottery and promotional tickets, fuel, fuel center purchases, office services and Sales Tax.)

Becoming an independent hospice necessitated moving out of Providence Hospital to a neutral location. In January 1984, Rosalie, Ann, her husband Dave, Ann's two sons Dave and Jonathan and a small band of volunteers loaded Ann's van and moved our few possessions to a rented house on Columbus Avenue. The journey continued from there for the next three years.

"We never considered our jobs at Stein as work," remembers Ann. "It was the greatest joy to help people. That was our reward." "We thought of helping our patients and their families as a blessing," adds Louise. "In the beginning it was like the blind leading the blind, and we all wore a lot of different hats because we had such a small staff. But knowing how much our patients and families relied on us made it worth every minute," concludes Rosalie.

We Appreciate Our Volunteers

Phyllis B. "Fifi" Pfahl was a nurse and a hospice volunteer in the early 80's when she and Rosalie Perry met. Together they hatched an idea rooted in their mutual care and concern for individuals who were dying. Fifi's role in this new enterprise was the creation of a program designed to train and pair local volunteers with patients or administrative staff at the new hospice.

Fifi didn't let any time pass before she was planning for the first volunteer education class. In February, the first volunteer class of 23 was commissioned. After that, there was no stopping these ladies. In May of 1982 Fifi became the volunteer Director of Volunteers, as there was no money to pay for the position. During Fifi's tenure working as Volunteer Director at Stein Hospice, more than 350 people benefitted from the educational classes and contributed time and talents in a multitude of ways.

Fifi retired from her position at Stein Hospice in 1995, and continued as an active volunteer. Rather than expecting recognition for her service, Fifi gifted her Stein Hospice family with the creation of a special needs fund. The fund was developed and is still used today for patients and families who have specific needs that would add quality to their lives but cannot afford. In true Fifi form, she donated the \$5,000 of seed money to establish the fund and gave the gift in honor and appreciation of each volunteer of Stein Hospice.

Fifi's journey on this earth ended September 6, 2012. In the words of Rosalie Perry, "Her generosity, kindness, and lifestyle of service and gratitude, transformed for the better, everyone she touched." We all honor Fifi and the mission of Stein Hospice with each minute we volunteer to help another.



Sandusky Office
1200 Sycamore Lane
Sandusky, Ohio 44870

ph. 419-625-5269
fax 419-625-5761

Non-Profit Org.
U.S. Postage
PAID
Sandusky, Ohio
Permit No. 17

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 Kathy Failor, Bereavement Care Liaison 800-625-5269 or kfailor@steinhospice.org

Brown, Clermont and Adams counties:

- **NEW Caregiver Support Program:** Starting on May 16, 2016. Adams County Manor third Monday of the month 10:00 to 11:30 a.m.



Camp Good Grief

June 27th – July 1st

10:00am – 2:00pm

Mount Orab Park

221 South High St (Rt 68), Mount Orab, OH 45154

This summer Stein Hospice is offering day camp for children, ages 5 to 13, who have suffered a loss of any type.

Register at www.steinhospice.org

For additional information, contact Kathy at 800-625-5269.

