

Stein Hospice: Looking Forward to the Future

As we enter the new year, Stein Hospice will continue to offer quality hospice and palliative care services to the community, but we must do so while adapting to the lower reimbursement trends in healthcare.

"We have been dealing with decreased Medicare reimbursement for the past few years and will be contending with another 12% decrease in 2017. At the same time, we are serving more and more patients and their families who have a variety of hospice and palliative care needs," explains Jan Bucholz, MBA, MSN, RN, CHC, Chief Executive Officer. "As a result, we will have to go back to our roots, meaning we will have to rely more on volunteers, donations and grants, and collaborative efforts with other healthcare organizations."

Volunteers have always been an integral part of the Stein Hospice team, filling roles that range from direct contact with patients to providing clerical and fundraising support for the organization. The value of hospice volunteers cannot be overstated. Volunteers often connect with patients on a deep, personal level, which provides the Stein Hospice care team with valuable insights concerning the overall impact of the level of comfort and care that is provided.

As a Medicare-certified hospice program Stein Hospice is federally mandated to integrate hospice volunteers into administrative or patient services. The United States government requires that the total number of hours that hospice volunteers contribute must equal at least 5% of the total number of patient care hours provided by paid hospice employees and contract staff.

"Stein Hospice was founded on the strength of our volunteers, and we will have to depend on them more than ever in the future," says Jan. "Hospice is worthy work. Volunteers walk away knowing they have made a significant difference. We like to say that both our staff and volunteers have an emotional tie to this work."



In addition to current volunteer positions, new programs are being developed, such as the Vigil Team, which will increase the opportunities for volunteers to interact with families and patients. Vigil Team volunteers will sit with patients and their families under the supervision of a nurse when death is expected within the day. Volunteers will fill greater roles in bereavement and support groups as well.

Generous donations from the community and grants have always played a crucial role in Stein Hospice's success. Because of the increasing reliance on donations, Amy Skolnik has been appointed to the position of Development Director. "Stein is very blessed to be the recipient of substantial financial support from the residents and businesses of our community. Our ability to serve patients and families regardless of ability to pay is a direct result of this support," says Amy.

Throughout its growth, Stein Hospice has collaborated with other healthcare providers, which according to Jan, "has proved to be the right strategy. Since our beginning, we have partnered with area hospitals to provide services in Erie, Huron, Ottawa, Lorain, Sandusky, Seneca, and Brown Counties. Through these partnerships, we provide the best end-of-life care for our patients and families without competing with other healthcare providers or duplicating services. We will continue our current collaborations and pursue new ones when appropriate."

Despite the looming reimbursement issues, Jan is confident Stein Hospice will be able to maintain the level of service the community has come to expect. "We just have to do things a little differently, but it can be done. We have a sacred bond with members of the community to be there with them or their loved ones when dying. It's a commitment we will continue to honor."

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

Stein Hospice Care Center
Firelands Regional Medical Center South Campus
1912 Hayes Ave., 3rd Floor
Sandusky, Ohio
419-558-4164
1-866-230-7597

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

Stein South
100 Liming Farm Road
Mount Orab, Ohio 45154
937-444-2766

EMAIL

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

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www.steinhospice.org

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Volunteer Opportunities at Stein Hospice

Direct Care Team

Direct Care Team Members work with patients and families in their residence, which may be a home or a facility. They lend a supporting presence under Stein Hospice care. Some of their responsibilities may include:

- Providing companionship for the patient
- Relieving caregivers to help them maintain a balance in their own lives
- Providing transportation or running errands

Supply Delivery Team

Supply Delivery Team Members transport much-needed supplies medicine and equipment to patients whose caregivers are unable to do so. They must have their own transportation and insurance, and are often asked to make a delivery with very little notice. Their services are a vital part of Stein Hospice care.

Bereavement Team

Bereavement Team Members are special listeners who help the family after the death of the patient. They provide loving, compassionate support to surviving friends and family for at least 13 months after the death of their loved one. Additional training is required. The Bereavement team:

- Visit and listen to family members
- Assure grieving persons that their feelings of loss, loneliness and sadness are normal
- Assist with social or educational functions
- Help with memorial services
- Assist with the Children's bereavement department

Administrative Support Team

Administrative Support Team Members work in the office providing support to the administrative staff. Support team volunteers are encouraged to attend the "Introduction to Hospice" volunteer course. Some of their responsibilities include:

- Providing clerical support
- Assisting with deliveries
- Assisting with general secretarial functions, including mailings
- Helping with community service projects

Special Project Team

Special Project Team Members work with Stein Hospice staff members on special events such as the annual "Light up a Life" celebration, Memorial Services and fundraisers. Jobs include baking cookies, gardening, assisting with registration and event set-up. If you have a special talent or hobby, and would like to share it with us, we have a place for you.

Donations Help Stein Hospice Continue to Care for Our Community

"Thanks so much for the kindness and love we felt from your staff. They went the extra mile to be so helpful and comforting to my mom and the family." – Family members of a patient

Over the past 35 years, Stein Hospice has become a trusted name in the community by providing expert care and compassion for those who are traveling on their final journey.

If you have been touched by the services Stein Hospice provides and you want to make sure others have the opportunity to utilize the same services, we invite you to join us by making a donation to Stein Hospice. Each dollar donated stays in our community. With your help, we are able to continue to care for your friends, neighbors, coworkers and your family.

Ways to Donate to Stein Hospice

There are numerous ways to donate to Stein Hospice, including:

- Gifts in Memory or Honor
- Room Plaques
- Living Tree Program
- Emily's Library
- The Memory Garden
- Light Up A Life
- Bequests
- Outright Gifts
- Matching Gifts
- Annual Appeal
- In-Kind Gifts
- Annual Event Sponsorship

For more information, please contact Amy Skolnik, Director of Development, at 419-625-5269 or askolnik@steinhospice.org.

Hotcake Hustle

Runners, walkers, the local basketball team, strollers, big trucks and hotcakes – what a combination! The 2nd Annual Hotcake Hustle, held at the Brown County Fairgrounds was the event that brought this altogether. The event offers a little something for everyone in the family: a 5K, 1 Mile Family Fun Run and an All-You-Can-Eat Pancake Breakfast. Runners enjoyed the new 5K course this year, and families of all shapes and sizes enjoy participating in the family fun run together. Little boys racing their brothers, moms pushing strollers, eating as many pancakes as you can and everyone cheering each other on! The community has been supportive of the event the past two years, and even helped with a few surprises. If this sounds like the event for you, come join us at the Hotcake Hustle in 2017 and check it all out for yourself!



Let's Connect



Stein Hospice



@steinhospice



@stein_hospice

#steinhospice

2017 is bringing a new
SOCIAL MEDIA ADVENTURE
you will want to be part of!

JOIN THE CONVERSATION!





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

Brown, Clermont and Adams counties:

- **Caregiver Support Program:**
Adams County Manor, West Union
Third Wednesday of the Month

