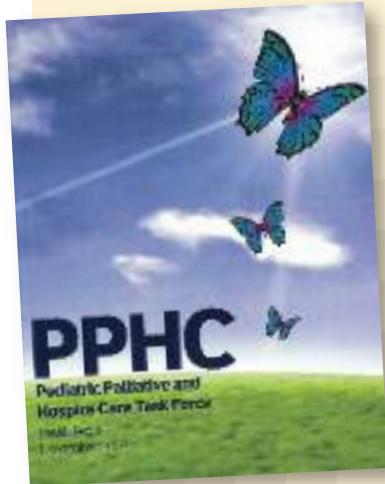




Keystone News & Notes

Statewide Pediatric Palliative and Hospice Care Task Force Presents Final Report

Keystone Hospice Active in Identifying Care Challenges and Developing Recommendations



Under the direction of The Honorable Estelle B. Richman, Secretary of the Department of Public Welfare, members of the PPHC Task Force worked for over 14 months with medical providers, insurance providers, governmental employees, but most importantly, the families of children with life-limiting illnesses or life-threatening

conditions to evaluate the current state of pediatric palliative and hospice care throughout the Commonwealth of Pennsylvania, and to design key recommendations for improving this domain of essential health care.

The Task Force began its journey in January 2008 at a kick-off meeting in Harrisburg where twelve subcommittees were formed to each focus on a distinct area of pediatric palliative care. Keystone Hospice President and Executive Director Gail Inderwies was selected as one of five statewide co-chairs, and numerous Keystone staff participated as active Subcommittee members.

After the opening meeting, task force members met regularly with the mutual goals of identifying the major challenges that prevent children with life-limiting illnesses/life-threatening conditions and their families from accessing pediatric palliative and hospice care

Continued on page 4 ...

Volunteer “angels” fulfill a holiday wish for one child and his family

Keystone staff frequently take to heart the saying of Luciano De Crescenzo, “We are each of us angels with only one wing, and we can only fly by embracing one another.” This past Christmas, hospice supporters quickly came together to embrace a young man and his family to enable them to literally fly and fulfill a final wish.

Fifteen-year-old Quraan, living with an advanced cancer diagnosis and receiving care from Keystone Hospice, had a wish to see the “blue water” of the ocean one more time. Already on an expedited list with the Make-a-Wish foundation to travel to Jamaica or Hawaii after the holidays, his medical condition suddenly declined right before Christmas. Hospice staff was concerned he could not wait the several weeks to make the trip as planned.



From left to right: Quraan, mom Rolanda, brother Raymond, Keystone Hospice Pediatric RN Shamon Buffler, and grandmother Loretta aboard the private jet before taking off on their “blue water” adventure!

So, a few days before Christmas, Keystone Hospice President Gail Inderwies sent an e-mail to hospice staff, board members, and supporters to see if an immediate trip to Florida could be arranged. With the click of a button the e-mail went out and within minutes offers of help came flooding back. Financial donations and in-kind services quickly fell into place to enable Quraan, his little brother, mother and grandmother to travel to Fort Lauderdale aboard a private jet with a spread of lobster, shrimp, and filet mignon; stay at a seaside resort and enjoy room service and concierge services; take a boating trip and go parasailing; and create memories of sun and fun at the beach that will live in their hearts for years to come.

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Keystone Winter & Spring 2009

All activities are held at Keystone House, 8765 Stenton Avenue, Wyndmoor (near Chestnut Hill in eastern Montgomery County) unless otherwise noted.

FEBRUARY

- **Tu B'Shevat Observance**, Thursday, February 5 — 1:45 p.m.
- **Volunteer Roundtables - Special Bereavement Workshop Program**
Monday, February 9 — 11:30 a.m. - 1:30 p.m. or 5:30 - 7:30 p.m.
- **Widows, Widowers and People who have lost their Life Partner Bereavement Support Group**
Thursday, February 12 — 7:00 - 8:15 p.m.
- **Hospice Patient Care Volunteer Training (part 1 of 2)**
Saturday, February 21 — 9:00 a.m. - 5:00 p.m.
- **Motherless Daughters Bereavement Support Group**
Wednesday, February 25 — 7:00 - 8:30 p.m.
- **Hospice Patient Care Volunteer Training (part 2 of 2)**
Saturday, February 28 — 9:00 a.m. - 5:00 p.m.

MARCH

- **Volunteer Roundtables**
Monday, March 9 — 11:30 a.m. - 1:00 p.m. or 6:00 - 7:30 p.m.
- **Purim Celebration**, Tuesday, March 10 — 5:30 p.m.
- **Widows, Widowers and People who have lost their Life Partner Bereavement Support Group**
Thursday, March 12 — 7:00 - 8:15 p.m.
- **Arts and Bereavement Support Workshop**
Wednesday, March 18 — 7:00 - 8:30 p.m.
- **Vigil Volunteer Training**
Saturday, March 21 — 9:00 a.m. - 1:00 p.m.

APRIL

- **Widows, Widowers and People who have lost their Life Partner Bereavement Support Group**
Thursday, April 9 — 7:00 - 8:15 p.m.
- **Non-Denominational Easter Service & Luncheon**
Sunday, April 12 — 11:00 a.m. service, 12:00 - 2:00 p.m. luncheon
- **Volunteer Roundtables**
Monday, April 13 — 11:30 a.m. - 1:00 p.m. or 6:00 - 7:30 p.m.
- **Passover Seder**, Wednesday, April 15 — 12:30 p.m.
- **National Volunteer Week** - April 19-25th
- **Adults Who Have Lost Children Bereavement Support Group**
Thursday, April 23 — 7:00 - 8:30 p.m.
- **Spring Make-It, Bake-It, Grow-It, Sew-It! Live Auction Fundraiser**
Thursday, April 23 — 6:00 p.m.
First Church of the Brethren, 8707 Cheltenham Ave., Wyndmoor

MAY

- **National Nurses Week** - May 6-13th
- **Volunteer Roundtables**
Monday, May 11 — 11:30 a.m. - 1:00 p.m. or 6:00 - 7:30 p.m.
- **Widows, Widowers and People who have lost their Life Partner Bereavement Support Group**
Thursday, May 14 — 7:00 - 8:15 p.m.
- **Sibling Grief Bereavement Support Group**
Thursday, May 21 — 7:00 - 8:30 p.m.
- **Shavout Observance**, Thursday, May 28 — 12:45 p.m.



YAPPY HOUR!

Thank you to all of the sponsors, volunteers, and over 100 attendees who made our inaugural October Yappy Hour at Manayunk Brewery and Restaurant a "howling" success!

This festive event celebrated the wonderful animals that enhance our lives. Yappy Hour was co-chaired by Betsy Wenzel Marple of Lansdale and Joseph Connolly of Wayne. Committee members included Joan M. Pontius, Horsham; Leslie Merrigan, Oreland; Nancy Shoudy, West Chester; Susan Shepherdson, East Falls; and Keystone Hospice VP of Development, Rosemary Twomey, CFRE, Bryn Mawr.

To view more event photos and dog photo gallery, go to www.keystonecare.com/home and select "Yappy Hour Photo Gallery".

Stay tuned to keystonecare.com for details about our next "Yappy Hour!"



Fleur Van Gelder of Bryn Mawr hugs her best friend "Sam," a Bassett/Chow mix and rescue.



Master of Ceremonies Arte Verbrugghe of Manayunk announces winners of the doggie music trivia contest as Dante the dog of a Dog's Life in Horsham, a Yappy Hour sponsor, and event Co-chair Betsy Wenzel Marple of Lansdale cheer him on.

Beverly Lawrence from the Overbrook section of Philadelphia shows off "Indi," her Sheba Inu.



Welcome to New Board Members

Keystone Hospice is happy to announce that Joel Smith, Francis McIntyre and Celeste Zappala were recently elected to Keystone Hospice's board of directors for 3-year terms.

"We are pleased to welcome such highly skilled and qualified individuals to our board of directors," said Keystone President Gail Inderwies. "Their proven leadership skills will be a tremendous asset to our organization."



Joel Smith, Principal and Co-Founder of The People Source Group, has more than 10 years of consulting business experience, coupled with nearly 30 years of corporate experience in services, product and process development in a wide range of industries and technologies. A resident of Upper Dublin, he earned his undergraduate degree in mechanical engineering from the University of Pennsylvania.



Francis McIntyre, Vice President of Emerald Asset Management, Inc., has more than 25 years of senior management experience in various positions involving operations, administration, human resources, finance, marketing and public relations. A resident of Malvern, McIntyre earned his undergraduate degree from Ursinus College.



Celeste Zappala, Executive Director of The Mayor's Commission on Services to the Aging, provides administration and leadership support to advocate for the needs and interests of Philadelphia senior citizens, and has more than 10 years experience in marketing and development. A resident of Mt. Airy, Zappala earned her undergraduate degree from Temple University.

E. Rhodes and Leona B. Carpenter Foundation Awards Unique Professional Caregiver Respite \$50,000 Grant to Keystone Hospice

Keystone Hospice recognizes that the hospice caregiver likely has one of the most difficult tasks on earth in trying to achieve balance between professional and personal life. The close relationship between caregiver and patient ends abruptly with the death of the patient. The professional caregiver loses not only the patient but the patient's family and friends as well. However, unlike the patient's family and friends, the caregiver has no bereavement period. Instead, he or she must go on immediately to the next case and so forth, compounding grief and fatigue and making it more and more difficult to replenish oneself and heal.

The Carpenter Foundation, a national leader in funding hospices for over 20 years, also recognizes the issue from a national perspective. The Foundation has honored Keystone with its very first grant to help avoid caregiver burnout by enabling caregivers to achieve a complete respite away from work and family responsibilities. Keystone has developed a process to identify the ongoing respite needs of its caregivers, considering what changes might be made internally to minimize caregiver stress and working in tandem with the Foundation to go a step further than it could do without assistance.

"This is a wonderful idea, and we salute the Carpenter Foundation for its vision and generosity," said President and Executive Director Gail Inderwies. *"It is our goal not only to help our caregivers during the next year by focusing on their needs internally and externally, but to share our experience so that what we learn may be of help to others in reducing caregiver stress."*

Keystone Hospice Honored as one of Phillies Charities, Inc. 2008 "Unsung Heroes"

At the Phillies Charities Holiday Giving Party held December 10th at Citizens Bank Park, Keystone Hospice Executive Director Gail Inderwies received a \$5,000 cash grant from Phillies Charities in recognition of the hospice's service to those in need within the greater Philadelphia community.

"This event gives us the opportunity to both meet and praise some of the outstanding individuals that do great work in our community," said Phillies team president David Montgomery. "We use our exposure to shine the spotlight on them, which we hope will enhance their efforts."



Gail Inderwies and Joan Smith-Reese of Keystone (in front row) with the Philly Phanatic and World Series Champion Phillies pitcher Ryan Madson.

Pediatric Palliative and Hospice Care Task Force

Continued from page 1

services; and developing recommendations that will improve and enhance the organization, accessibility, financing, and delivery of these much needed services.

The Task Force's Final Report was recently published and is a culmination of what was learned from those people who work diligently to improve these services in Pennsylvania and to meet the urgent, and sadly too often unmet needs of these patients and their families.

Five overarching challenges and recommendations were identified in the course of reviewing the Task Force Subcommittee's work. The five themes and challenges are categorized as: 1) urgent, unmet needs; 2) coordination, communication, and access; 3) skills, knowledge, and habits of practice; 4) daunting decisions; and 5) deficient funding and difficult financial realities. The resulting five core recommendations and solutions are: the establishment of 1) a permanent government entity, 2) a statewide PPHC coalition and 3) PPHC regional centers of expertise; 4) establish, provide, and facilitate funding for program development and maintenance, direct patient care, and family support; and 5) improve the quality and enhance the availability of services.

Currently, no other governmental body is examining the need for improvement for children with life-limiting illnesses/life-threatening conditions as closely as this Task Force has in the past several months. Therefore, the recommendations stated in the Final Report will serve as the precursor for change in the Commonwealth of Pennsylvania. As stated in the report, the receipt of high quality palliative and hospice care should not be a matter of chance or matter of economic privilege; expert palliative and hospice care should be readily available to all persons, no matter age, throughout the Commonwealth. The Final Report will allow the voices of the children who suffer from a life-limiting illness/life-threatening condition to be heard and act as a guide to improve services for all.

The complete PPHC Final Report is available online at <http://www.dpw.state.pa.us/About/Secretary/PPHC>.

Printed copies with a companion CD-ROM are available through Keystone Hospice by calling Dottie Morasco at (215) 836-2440.

“It was once said that the moral test of government is how that government treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; and those who are in the shadows of life, the sick, the needy, and the handicapped.”

HUBERT H. HUMPHREY

Caregiver's Corner

Inspiration and support from Keystone's Allied Team...

Self Care for the Caregiver

We cannot pour from an empty cup or give what we do not have. In air travel, the flight attendants remind us to fasten our own oxygen mask before helping our loved ones. Self care is not a luxury, nor is it selfish; it is essential. Taking care of yourself — physically, mentally, and spiritually — while caring for your loved one is non-negotiable!

Below are some ways to care for your body by replenishing your energy and nurturing your own physical needs.

- **Eat** a well balanced diet. Try to sit down for three meals a day. And, if possible, go out to eat from time to time.
- Make time for **exercise and recreation**. Play the sports you enjoy, dance around the living room to music you enjoy or take walks when you can.
- **Pace yourself**. Everything that needs to get done will get done in time.
- Be sure to keep your scheduled **medical and dental visits**.
- Don't be shy to **get rest** when you need rest, especially when your loved one is resting.
- **Treat yourself** to services that keep you well groomed and help you to feel good about your appearance.

In our next newsletter, we will offer suggestions focusing on the mind and spirit to keep your cup full while caring for a loved one.



Hospice Staff & Volunteers Provide Thanksgiving Meals

Continuing an annual Thanksgiving tradition to assist home health and hospice patients and their families, Keystone staff and community volunteers delivered 73 turkeys and 115 food baskets in time for the holiday. Canned goods and staples were collected during a school food drive and donated by students from Lansdale Catholic High School. Food boxes with frozen turkeys were donated by the First Baptist Church of Huntingdon Valley as well as by hospice staff and community members.



LEFT: Volunteer Michael Kraus and Keystone Volunteer Director Remy Jones load up the truck with deliveries.

BELOW: Keystone House Maintenance Coordinator Dave Zerweck hands off a turkey for delivery by nurse Tom Salber, RN.



Keystone Volunteers “Wrap Up” a Joyful Christmas

Volunteer Paul Kerstetter wraps donated gifts for Keystone House residents and adopted families in need in the community, while Volunteer Nellie Johnson loads up a sack for Santa to deliver! Thank you to Keystone’s board, staff and volunteers who brightened the holidays for



28 children and their families in the community and 16 Keystone House residents.



Santa (a.k.a. Rodney Whittenberg) gets a little help from Health Aide Tracy Smalls as he makes a stop at Keystone House.



Keystone House resident Marie gets into the Christmas spirit and lets Santa know that she has been a good girl all year!

Volunteers Recognized for Exceptional Care

The volunteer department is pleased to report that our volunteers and volunteer programs scored the highest level in all categories in responses to Keystone’s 3rd quarter 2008 Patient Satisfaction Surveys. Rating categories covered such categories as: courtesy, professionalism, treated patient/family with dignity and respect, and sufficient time meeting needs of patient/family. ■

Volunteer Training Classes

Keystone Hospice volunteers visit patients in their own homes and assisted living facilities throughout Montgomery, Philadelphia, Bucks, Delaware counties; as well as at Keystone House in Wyndmoor. To prepare interested individuals with the information and skills needed to be an effective volunteer, a **2-session training** is scheduled for **Saturday, February 21 & Saturday, February 28, 2009 from 9:00 a.m. – 5:00 p.m.** Attendance at both sessions is required. There is no charge but pre-registration is required. Registration deadline is Friday, February 13, 2009.

Topics covered in the training include the history and philosophy of hospice care, duties and responsibilities of the hospice volunteer, effective listening and communication skills, family dynamics and maintaining boundaries, psychosocial aspects of the dying process, hospice from the nurse’s perspective, patient care, comfort measures and ethics, death, spirituality and related issues, and understanding grief and the bereavement process.

In addition, for volunteers who have successfully completed Keystone Hospice volunteer training, and preferably have substantial patient care experience in house or in the field, a **Vigil Volunteer Training** is scheduled for **Saturday, March 21 from 9 a.m. - 1 p.m.** Vigil volunteers companion individuals with a quiet presence through the dying process and offer support to family members.

All trainings will be held at Keystone House. For more information or to register, please call Remy Jones, Director of Volunteers, at 215-836-2440, ext. 320 or rjones@keystonecare.com.

Holiday Wish

Continued from page 1



Left: A Marriott staff member welcomes Quraan to his holiday beach getaway!

Below: Quraan got to try his hand at fishing.



Those who helped make Quraan's trip possible, include:

- **Rosemarie Greco**, Former Director of the Governor's Office of Health Care Reform, who made the first call that got the "engines fired up" for this trip
- **John Rowe**, President of Exelon, who donated jet transportation and seafood platters; and **Mary Kaye Doyle**, Administrative Assistant to Mr Rowe, who oversaw transportation details and authorized charges
- **NetJets Team 4** — especially **Dustin Humm, Lauren Martin, and the pilots and staff** — who upgraded plane for free, arranged for a seafood buffet, and arranged for donated limousine transportation to and from the airport
- **Kay Cremeens, Chief Concierge; Jennifer Trapani, Senior Account Executive; and all of the staff at Marriott Harbor Beach Fort Lauderdale Resort & Spa** who coordinated hotel services
- **National Association of Attorneys General and Jerry Pappert** who assisted with negotiating lower hotel room rates
- **Jimi Bachelor of Best Boat Club** who donated his boat and **Wayne of Aloha Watersports** who took Quraan for a parasail ride for a view of the ocean he will never forget.
- Keystone employee **Debbie Thornbury** and an **anonymous donor** who made very generous financial gifts to cover hotel and spa treatment expenses
- **Gavin Kerr**, Keystone Hospice Board Chair **Serena Tenant** and Vice-Chair **Connie Bolig**, who made additional financial donations

All of us at Keystone Hospice wish to express our gratitude for the time, energy, and money the above "angels" selflessly donated during the holidays in a true spirit of giving that created this Christmas miracle! ■

Bereavement Support Offers A Healing Space

Keystone Hospice offers bereavement support to the families of patients cared for by our hospice through individual counseling, phone calls, and reading materials. We also offer support groups and workshops. Keystone is also committed to educating and assisting the community with grief issues and invites community members who have experienced the loss of a loved one to participate in all programs. All programs are offered free of charge but advance registration is required. Upcoming groups include:

"Widows, Widowers and People who have Lost their Life Partners" meets the second Thursday of each month from 7:00 - 8:15 p.m. Upcoming dates are February 12, March 12, April 9, and May 14. This group gives participants the opportunity to share their loss with others who understand and to develop ways to express and cope with it.

"Motherless Daughters" will meet Wednesday, February 25 from 7:00 - 8:30 p.m. Through discussion and an art activity, women who have lost their mothers will have the opportunity to explore and share their grief and discuss ways to cope.

"Arts and Bereavement" will meet Wednesday, March 18 from 7:00 - 8:30 p.m. Adults who have had a loss will have the opportunity to express their grief using art, music and movement.

"Adults who have lost Children" will meet Thursday, April 23 from 7:00 - 8:30 p.m. Through discussion and use of the arts, adults who have had this type of loss will have the opportunity to meet with others in a similar situation and share their grief and coping strategies.

"Sibling Grief" will meet Thursday, May 21 from 7:00 - 8:30 p.m. Through discussion and artistic expression, adults who have lost siblings will be able to share their grief and identify coping strategies.

"Keystone Kids Camp" is tentatively scheduled for August 1 & 2. This day camp is designed for children aged 6-13 and is held on the grounds of Carson Valley School in Flourtown. At the camp, children are able to express their grief through the art, music and movement as well enjoy traditional camp activities with other children who have experienced a similar loss.

If you need bereavement support, or would like information about any of these groups, please contact Director of Bereavement Alix Amar, MSS, LCSW, at (215) 836-2440. ■

healing through art

Below is an excerpt of a story featured on Keystone Hospice's new Creative Arts Therapies Online Gallery, which was developed in conjunction with the hospice's 2009 fundraising calendar. This interactive website demonstrates how creative art therapies enhance quality of life for those living with a terminal illness and their families through images; video and audio recordings; and hospice patients' experiences with art, music, and dance/movement therapies. To more fully experience the sites and sounds of the creative arts therapies in hospice care, log on to:

www.keystonecare.com/creativeartstherapies

Lasting Impressions: Art Therapist Dana's Clay Memorials

As a way to remember and process the therapeutic experiences she has had with patients and families, Keystone Art Therapist Dana Rummery creates small colored clay memorials.

Each piece represents a unique aspect of the patient's personality, how Dana will remember the patient, and what she learned from him or her.



ELSIE was blind and living in a nursing home. She was very unhappy about her living situation, her blindness, and the fact she could no longer garden or enjoy nature as fully as she used to. Together we made felt lilies and placed them in a vase. Although she couldn't see the colors and was too sick to go outside she used her time in Art Therapy to engage with nature as she could. Every session I would bring nature to her, whatever flowers, leaves, stones, etc. that I had found outside for her to feel before making our lilies for the day. By the time she died she had several vases full of lilies that every Aide and Nurse in the home would compliment her on. The art not only allowed her to engage with nature but it gave her nursing home staff something to converse with her about.

TONY had lost contact with his family over the years and spent his time in Art Therapy reaching out to them. He made cards for his children and wrote them letters with his love and advice for the future. Although we tried over and over again I'm still unsure if his letters ever reached his children. I wanted to make this memorial for Tony so that I would remember to continue to try to help people fulfill their last wishes despite any obstacles. ■



GoodSearch and GoodShop ...

Two easy ways to help Keystone Hospice when searching and shopping online!

GoodSearch.com is a search engine that donates half its revenue, about a penny per search, to the charities its users designate. You use it just as you would any search engine, and it's powered by Yahoo!, so you get great results.

GoodShop is a link to major retailers who donate a portion of their sales to your selected charity when you shop online.

To date, we have raised almost \$250 from hospice supporters utilizing this service.

It is easy to register, simply log on to www.goodsearch.com, type in "Keystone Hospice" under "Who do you GoodSearch for?". That is all you need to do!

Keystone News & Notes

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Cindy Leonard at (215) 836-2440 or e-mail cleonard@keystonecare.com.



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Sign up for e-mail delivery today by sending your e-mail address to cleonard@keystonecare.com.

Thank you!

Choose to live your best life with Keystone Hospice.

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8765 Stenton Avenue
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(215) 836-2440
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Keystone Hospice, founded in 1995, is a 501(c)(3) agency providing specialized care to individuals living with a terminal illness and support for their loved ones throughout greater Philadelphia —with special outreach to the medically underserved and financially disenfranchised.

Keystone House is a 19-bed restored Victorian home that provides comprehensive services for those whose care cannot be managed at home.



MEMBER: JFCS
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Escape with Keystone Hospice for an Evening in a Tropical Paradise!

“Make-It, Bake-It, Grow-It, Sew-It!”

Live Auction Fundraiser

Thursday, April 23rd at 6:00 p.m.

First Church of the Brethren

8707 Cheltenham Avenue Wyndmoor

Over the past four years, this fun and popular event has raised almost \$40,000 in support of the hospice.

Get ready for a spring evening of bidding and buying—including garden plants and pots, fresh baked goodies, handcrafted jewelry, and event tickets. Donations are currently being accepted, please contact Cindy Leonard at (215) 836-2440 for more details.

