Journey into Transitional Care

Family LifeCare has kicked off their newest program, Transitional Care Management (TCM), which focuses on taking what we do best (case management), symptom management, and collaboration with our community partners to meet the needs of people who are being discharged from the hospital and need extra support 30-days post hospitalization.

Did you know that . . .

✓ 90% of seniors have at least one chronic disease and 77% have two or more chronic diseases?
✓ Four in five health care dollars (78%) are spent on behalf of people with chronic conditions?
✓ 66% of adverse events after discharge are related to medications?
✓ Almost 1/2 of the patients discharged from the hospital have lab results still pending and outpatient physicians may be unaware of 2/3 of the results?

One way Medicare is controlling this growing expenditure is by penalizing hospitals and skilled nursing facilities through reducing their reimbursement if a patient goes back into the hospital for the same diagnosis that he or she was previously treated for in the hospital.

So, how can readmissions be controlled?

Our TCM program led by Nurse Practitioner, Deb Fiechter, and TCM Coordinator, Lynn Herman will partner with the patient’s physician to provide the following:

✓ A thorough review of the patient’s clinical information about their hospitalization
✓ Assessment visit in the facility prior to discharge
✓ Development of patient-specific plan of care based on their re-hospitalization risk, which will include:
  o Timeframe of Nurse Practitioner visit
  o Number and timing of follow-up phone calls by the TCM Coordinator
  o Resources
✓ All TCM patients will have the support from our After-Hours Team

Together, Family LifeCare and our community partners (hospitals, physicians and nursing facilities) will collaboratively address this concerning issue while working at enhancing care and better outcomes for our community members.
Paul & Lu Reiff were honored at the beginning of 2016 by the Wells County Chamber of Commerce as Citizens of the Year. Paul and Lu were honored for their many contributions to Wells and surrounding communities that they have graciously supported since moving to Bluffton in 1983. One of their major contributions to the community was their purchase of General Manufacturing and making it the successful company that it is today, which now employs approximately 60 people. Although just recently retired, their legacy is to be carried on by their children. Throughout the years, Paul has been on numerous community Boards and Family LifeCare, as one, is fortunate to have Paul remain as an active member of our Governing Board.

Keith Huffman is the winner of the 2016 Powley Elder Law Award, which is a prestigious award presented annually to a National Academy of Elder Law Attorneys (NAELA) member who is recognized in his or her community as a leader in promoting a greater understanding of the rights and needs of the elderly and people with special needs, and how elder law attorneys advocate for those rights. Keith has lead efforts in Indiana to promote advance directives. Working with the Indiana Association of Area Agencies on Aging and the Elder Law Section of the Indiana Bar Association, he has helped coordinate presentations in nearly all counties in Indiana about advance directives during National Elder Law Month. Keith is also a member of the Indiana Patient Preferences Coalition. He helped promote and pass legislation for advanced care planning in Indiana that resulted in the adoption of the POST (Physician Orders for Scope of Treatment) allowing qualified individuals to have a greater say in end-of-life options. Family LifeCare is proud to have Keith Huffman as our governing board Chair Elect.

Dr. Edmond A. Bendaly, Associate Medical Director, earned his FACP® (Fellow of the American College of Physicians (ACP)). Fellowship in the College is an honor. Being an FACP® is a distinction earned from colleagues who recognize a physician’s accomplishments and achievements over and above the practice of medicine. The most important considerations for ACP Fellowship are excellence and contributions made to both medicine and to the broader community in which the internist lives and practices. Since 1975, over 35,000 physicians have earned ACP Fellowship, a mark of distinction representing the pinnacle of integrity, professionalism, and scholarship for those who aspire to pursue careers in Internal Medicine. Dr. Bendaly is board certified in Hospice and Palliative Medicine, Medical Oncology, Hematology and Internal Medicine. Family LifeCare is privileged to have Dr. Bendaly a part of our medical leadership team.

Jerry and Lorri Kaup were the recipients of the 2016 Distinguished Alumni Award from the Ohio State University on April 8. This award is presented to alumni of the College of Pharmacy who made many outstanding contributions to the profession of Pharmacy, in the fields of public health and service. For the past 36 years, Jerry and Lorri have been the owners of Kaup Pharmacy, an independent pharmacy. That small pharmacy of past employed two people in the beginning and has now grown into a corporation, which now encompasses five full-service retail pharmacies throughout Ohio and Indiana, a custom compounding division, a medical equipment division, a full-service infusion division and a specialty pharmacy division employing over 100 people. Congratulations Jerry & Lorri!
Other Ways to Pay it Forward

**Rocky Mountain Rendezvous 2016**

**Watch for Online Bidding!**

*New this year* to our annual fundraiser is the opportunity for you to submit bids on items - even if you can't attend.

Throughout the summer, we will showcase our items on our website at familylifecarein.org/2016-annual-fundraiser (you will need to register for an account to bid).

Beginning **Monday, September 19**, those who cannot attend the fundraiser can submit absentee bids for silent and live auction items/packages. As bids are placed, you will be notified so that you may increase your bid if you wish.

Online bids will **end at Noon on Thursday, September 29**.

Winners will be notified on **Monday, October 3**.

What better place to get your Christmas shopping done!

**Veterans Honor Blanket Fundraiser**

American Legion Post 43 of Decatur collaborated with Family LifeCare to conduct and host its annual Pork Chop Dinner fundraiser on April 29th. It was a very successful event selling over 270 dinners with fabulous entertainment provided by the Musiclectics (a group of theater performers and singers with songs ranging from A Capella to classical to modern).

The event raised $2,000 for FLC’s Honor Blanket Program, which honors our Veterans by draping the Veteran’s body with a blanket mirroring the American flag prior to the Veteran being transferred from their residence to the funeral home. During the visitation, the Honor Blanket is placed on display and then given to the family as a keepsake.

We thank the American Legion Post 43 and the community who support Family LifeCare’s Veteran services.

**ATTENTION SHOPPERS**

**AMAZON SMILE**

* Amazon will donate .5% of your eligible Amazon Smile purchases to Family LifeCare
* Visit Amazon.com
* Type AmazonSmile in the search box
* Select “Family Hospice of NE Indiana” or Berne, IN
* Once set up, it will show on your main screen under supporting

**KROGER REWARDS**

* Kroger will donate a percent of your purchases to Family Life Care
* Link your Kroger card with FLC by going to www.krogercommunityrewards.com. Enter your Kroger Plus #, our NPO 14115 and select Family LifeCare to complete your registration.
* If you use your phone number at the register, enter it or call 800-576-4377 and select option 4 to obtain your Kroger Plus card number

**GIFT CARDS**

* We have a vast variety of store and restaurant gift cards for purchase that gives a percentage of your purchase back to benefit Family LifeCare services. Amazon, Kohls, Bath & Body, Barnes & Noble, Dicks Sporting, Lowe’s, Meijer, Shell, Starbucks and many, many more - too many to mention here!

For more details, contact Karen Sweney
800-355-2817
ksweney@FamilyLifeCareIN.org
Please complete the information below and return by Friday, September 16 to purchase tickets and/or to indicate sponsor level (see next page for benefits), or make a tax deductible contribution.

Name/Sponsors - list name (business/individual) as you would like it to appear on written materials

__________________________________________________________________________________________________

Address

__________________________________________________________________________________________________

Phone                                                               Fax                                                 Email

SPONSOR LEVEL (see reverse for benefits)

☐ Platinum Sponsor ($2,000)           ☐ Gold Sponsor ($1,000)           ☐ Silver Sponsor ($500)

TICKETS (non-sponsors)

☐ I wish to purchase ____ tickets at $75 per ticket for a total of $_______________________

☐ Family LifeCare staff only – check if you wish payroll deduction

☐ I regret that I cannot attend; however, I have enclosed my tax deductible contribution of $________________

GUEST NAMES   ★ If unknown, please forward names by 9/16/16   ★ Drink & raffle tickets will be distributed at the door

1)                                                                                     5)

2)                                                                                     6)

3)                                                                                     7)

4)                                                                                     8)

PAYMENT OPTIONS

☐ Pay Online - through PayPal; otherwise please complete this form, print out and submit with payment

☐ Check enclosed for $________________ (payable to Family LifeCare)

☐ Please charge $________________ to my credit card   ☐ DISCOVER   ☐ MASTERCARD   ☐ VISA

Name on Card: ___________________________________________________________________________ Expiration Date: ______________________

Card Number: ___________________________________________________________________________ CVV Number: ______________________

Authorized Signature: __________________________________________________________________

☐ Check here and initial ________ if you want to authorize any purchases made at the event be charged to your card

Please return this form with payment to:

Lisa Arnold, Development Director
Family LifeCare - 108 S Jefferson St, Berne IN 46711 - Fax 260-589-3462

Direct questions to Lisa at larnold@familylifecarein.org or 800-355-2817

Family LifeCare is a 501c3 organization (tax ID #35-2003105). Contributions are deductible to the extent they exceed the value of the benefits provided. The estimated value per person attending the fundraiser is $45; the total value may be higher for sponsors receiving additional benefits.
Monies raised at our annual fundraiser help families in need - *we serve infants through adults* - who are unable to afford hospice care due to being under-insured, they are self-pay, or federal reimbursements do not fully cover.

**Hospice** - expert quality, compassionate care for people who are facing a life-limiting illness or injury who no longer want or can benefit from curative treatments. Hospice involves a team-oriented approach to providing expert medical care, pain management, along with emotional and spiritual support specifically customized to the patient’s needs and wishes as well as assisting their families and caregivers - provided wherever the patient calls home.

**Veterans Honor Blankets** - we honor our veterans for their service to our country. Veterans receive a framed certificate of appreciation for their service and a military branch-specific pin delivered by our Veteran Volunteers. We also honor our Veterans by draping the Veteran’s body with a blanket mirroring the American flag prior to the Veteran being transferred from their residence to the funeral home. During the visitation, the Honor Blanket is placed on display and then given to the family as a keepsake.

**Home Care** - expert medical care including, but not limited to: skilled nursing; infusion (e.g. chemo, antibiotic) therapy; nutrition therapy; wound management; physical, occupational and/or speech therapies; disease education and management; caregiver education; personal care assistance; homemaker services; respite and, connecting patients and families to community resources.

**Palliative Care** - focuses on enhancing comfort and quality of life for those who are suffering from pain and other distressing symptoms related to a serious illness.

**Grief Support** - complimentary services including: support groups, educational materials, monthly newsletter, support calls, memorial services, individual grief support, children’s grief support and annual Family Day Camp. We provide services to our hospice families and to our communities.

**Wings of Hope** - provides home care, hospice, palliative care and grief support to children and their families. We are one of the few providers in Indiana who provides pediatric services.

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<tr>
<th>SPONSOR LEVEL BENEFITS</th>
<th>Platinum $2000</th>
<th>Gold $1,000</th>
<th>Silver $500</th>
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<tr>
<td>Link to your website from Family LifeCare's website</td>
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<td>Recognition in newspapers, radio, Facebook and Family LifeCare website</td>
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<td>Recognition in Fundraiser Follow-up letters</td>
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<td>Recognition at event as a sponsor</td>
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<td>Recognition on invitation as a sponsor</td>
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<td>Wine - 1 bottle white &amp; 1 bottle red</td>
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<td>Raffle tickets</td>
<td>56 tickets</td>
<td>28 tickets</td>
<td>14 tickets</td>
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<tr>
<td>Reserved seating &amp; drink tickets (tables seat 8)</td>
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CAMP HOPE
October 8, 2016 10 am - 4 pm
Ouabache State Park   Bluffton, IN

A fun & safe place for grieving children
● Death of a loved one
● Divorce/separation from parents
● Loss of a pet
● Move from family home/school
● Serious illness/injury

FREE

Activities
● Registration 9:30 –10 am
● Photo/Item Sharing (bring)
● Mini Petting Zoo
● Games
● Memorial Crafts
● Lunch
● Campfire Activities
● Adult Education Session
● “Bubble” Remembrance

Register Now (due by September 23)
Name______________________________________________________________    Age___________
Name______________________________________________________________    Age___________
Name______________________________________________________________    Age___________

Type of Loss_______________________________________  Phone #__________________________

Parent(s) Attending: □ Yes    □ No   Name(s)__________________________________________

Call in . . . 800-355-2817
Fax in . . . 260-589-8079
108 S Jefferson, Berne, IN 46711

You may register online at familylifecarein.org/event/camp-hope-2016
or tear out this page and drop off, fax, or mail in
Camp Hope is for children and their families. It is a fun and safe place for children who are grieving.

Ouabache State Park is located at
4930 State Highway 201
Bluffton, Indiana
There is no cost to attend

For more details call 1-800-355-2817
or visit us at
familylifecarein.org/event/camp-hope-2016

Camp Hope is FREE & FOR EVERYONE!
Family LifeCare is aware of the risks that summer can bring to our community children and wish to share some insights on how to keep your children safe as they enjoy the beauty and freedoms that summer brings to them.

Sun Safety

Heat-related illness happens when the body temperature control system is overloaded. Infants and children up to 4 years of age are at the greatest risk. Even young and healthy people can get sick from the heat if they participate in strenuous physical activities during hot weather. For heat-related illness, the best defense is prevention.

- Never leave infants and children in a parked car, even if the windows are cracked open
- Dress infants and children in loose, lightweight, light-colored clothing
- Wear a hat and sunglasses
- Schedule outdoor activities carefully, for morning and evening hours
- Stay cool with showers or baths
- Reduce sunburn by using sunscreen with at least SPF 15 and UVA and UVB protection every time your child goes outside

Bicycle Safety

Now that summer is here, kids will be outside riding their bicycles. The single most effective safety device available to reduce serious injury and death from bicycle crashes is a bicycle helmet. Make sure your child has the right size helmet and wears it every time when riding or skating. Take this Helmet Fit Test to see if your child’s helmet fits correctly to give him or her the best protection:

- Eyes check: Position the helmet on your head. Look up and you should see the bottom rim of the helmet. The rim should be one or two finger-widths above the eyebrows.
- Ears check: Make sure the straps of the helmet form a "V" under your ears when buckled. The strap should be snug but comfortable.
- Mouth check: Open your mouth as wide as you can. Do you feel the helmet hug your head? If not, tighten those straps and make sure the buckle is flat against your skin.

Fireworks Safety

The Fourth of July is just around the corner and kids (the young and those young at heart) love fireworks! But if they are not handled properly, fireworks can cause burns and eye injuries. The best way to protect your family is to not use any fireworks at home, attend a public fireworks display, and leave the lighting to the professionals. If you do decide to light off fireworks at home, keep these safety tips in mind:

- Kids with sparklers are to keep them away from their face, clothing and hair. Sparklers can reach 1,800°F – hot enough to melt gold
- Do not hold fireworks in your hand or have any part of your body over them while lighting
- Do not carry fireworks in your pocket
- Light one firework at a time
- Never relight a dud
- Do not allow kids to pick up firework pieces after an event – some may still ignite and explode at any time

If you or your child gets injured or sick, visit our Convenience Clinic located in the Berne Kaup Pharmacy on Mondays and Thursdays from 7 – 9:30 am. Call us at 1-800-355-2817 for more details.
Bill and I celebrated our 64th wedding anniversary in May 2014 and he passed away in August 2014. I am now an 87 year old widow, mother, grandmother and great-grandmother.

We are the parents of three wonderful daughters – Cheryl, Lorie and Debbie, along with one Westie dog named McKenzie who seems to think he’s boss of the house.

A lot of time was spent with our family traveling, going to grandpa’s in Wisconsin, camping a lot, fishing, ice skating, skiing and loving the outdoors. Cooking over a campfire was a lot of fun. We did cakes, pies, biscuits and cornbread in a black cast iron Dutch oven.

It was nothing for the girls to bring home a houseful of friends for Sunday supper. Somehow we always managed to feed them and we never said no. It was such fun to have a house full of kids.

As I needed to polish my shoes recently (that was Bill’s job), I recalled memories of Bill polishing three pairs of shoes every Saturday evening so they would look good for church on Sunday.

My hobbies are gardening, sewing, knitting, crocheting, quilting, and feeding the birds and my water garden, which is quite small at this house.

Caregiving began for me at age 14. My dad and I cared for my mother when she became ill with cancer. I had one sister but she lived 200 miles away and was not able to help very much. Dad and I cared for my mother until she passed away at age 51. We were devastated but life goes on and you learn to deal with it. Dad was my rock.

I cared for my father until he passed away at age 91. I promised him that I’d care for him as long as I could and we did.

Then Bill got sick and for a while I was mad at the world for allowing this to happen. I wanted to keep him at home and now I was his rock. I was on the verge of total exhaustion when Home Health Care came for one week. A nurse came on Friday and told me about Hospice. She made phone calls, set up an interview that same day and by 5:00 that evening I had help. I had Hospice come every day for the last six weeks.

I made a promise to God that I would give back to Hospice as soon as I was able. I needed knee replacement and after recuperating from that, I contacted Hospice to be a volunteer. I became friends with one who came and sat with Bill.

I know how much it meant to me to have help with Bill. I was so grateful and I wanted to do this for others.

It makes me feel good to spend time with my patients. I like to visit with them, talk and get acquainted with them, we sing, listen to music, look at books, read and have devotions and prayer, read the Bible, etc.

If allowed I might bring them cookies, pie, soup, something they are hungry for. I made a wipe off bib for one, so going to eat at the table was less messy, in exchange for home grown apples.

I receive a lot of pleasure from my patients and receive more than I give. I stop and say hello to others and they smile and wave when they see me coming down the hall.

I do 11th hour, help fold newsletters in the office, fundraising events, whatever I can do to help.

I want the world to know how wonderful it is to be able to keep your loved ones at home. That nurse that told me about Hospice saved my life. I don’t know her name but I’ve prayed for her numerous times, giving thanks for what she did for me.

I’ve made a lot of friends and I do enjoy every minute I spend with my patients. I still have the desire to be useful and have a purpose for living.

I don’t have time to sit at home and feel sorry for myself. I’d rather put a smile on someone’s face. They make my day worthwhile.

The public needs to know about the blessings of Hospice. I didn’t know about it until that nurse informed me.

I have not kept track of the hours I spend when I’m volunteering. Time goes fast when you’re having fun!
Volunteerism...comes in all ages and forms!

The National Hospice and Palliative Care Organization (NHPCO) Ambassador, Torrey DeVitto, knows first-hand the impact you make on patients and families by volunteering for hospice. Even as a busy actress (you might have seen her on Vampire Diaries, Pretty Little Liars, or Army Wives), she still finds time to volunteer for Mission Hospice in Glendale, California where she has volunteered for the past nine years. As part of her work with NHPCO, DeVitto created the theme, “Comfort, Love, Respect,” t-shirt in 2012 that is still being sold today. It has been the most successful t-shirt with all proceeds benefiting hospice outreach efforts.

Cassandra Reynolds, youngest daughter of Chad & SueAnn Reynolds, is featured in Torrey DeVitto’s tweet after she had her “Comfort, Love, Respect” t-shirt signed by Torrey. From that moment, Cassandra wanted to volunteer for our hospice...not to be like her mom but to be like Torrey! Well, Cassandra at age 11, is going to be our youngest volunteer after she completes her training mid-June. She is in our first class of youth volunteers and will be joining four others (two of them are Martha Guysinger’s granddaughters (see Martha’s story on page 10)). Our youth volunteer program, Kids4Hope, is for junior high, high school and college aged kids. We are ecstatic to begin this new venture with our community youth!

In addition, Family LifeCare is thrilled to relay that our pet volunteer program - Critter Company - is off to a great start. Currently, there are four dogs and their handlers who volunteer to visit Family Life Care hospice patients in Marion, Huntington, Bluffton and Portland areas. Patients and families who have received visits from Critter Company have done so with open arms and hearts. Pet visitation may reduce:

- Feeling of loneliness
- Anxiety
- Stress
- Depression
- High blood pressure
- Pain

Family LifeCare is looking to expand our pet volunteer program to include a variety of pets. If you have an interest in sharing your love of animals with others, contact our Volunteer Coordinator, Carolyn Thurow, at 1-800-355-2817 or cjthurow@familylifecarein.org. Visit our website at familylifecarein.org and check out our Volunteer page.
Mondays - July 11, 18, 25 & August 1, 8 & 15 - 6 pm
Parent Grief Support Group
Family LifeCare offices - 108 S Jefferson St - Berne

Fridays - July 15, 22, 29 & August 5, 12 & 19 - 1 pm
Understanding and Facing Grief
Heritage Pointe - 801 Huntington Ave - Warren

Mondays - July 11, August 1 & September 5 - 6 pm
Grief Support Group
Family LifeCare offices - 705 S Baldwin Ave - Marion

Tuesdays - July 12, 19, 26 & August 2, 9 & 16 - 2 pm
Understanding Grief
Family LifeCare offices - 108 S Jefferson St - Berne

Saturday, June 18 - Community Day - 9:30 am
Matter Park, N Quarry Road - Marion

Sunday, June 19 - Saturday, June 25 - Grant County Fair
Grant County Fairgrounds - 1403 IN 18 - Marion

Monday, July 11 - Saturday, July 16 - Jay County Fair
Jay County Fairgrounds - 806 E Votaw - Portland

Tuesday, July 12 - Young at Heart Senior Fest - 9 am
IPFW Intl Ballroom - 2101 E Coliseum Blvd - Fort Wayne

Sunday, July 17 - Thursday, July 21 - Adams County Fair
Adams County Fairgrounds - 160 W Washington - Monroe

Friday, August 19 - Senior Expo - 9 am
Muselman Wellness Pavilion - 1201 Emmental Dr - Berne

Saturday, August 27 - Community Days - 7:30 am
New Life Community Church-2011 W 10th Street-Marion

Thursday, September 15 - Senior Information Fair - 9 am
Allen Co Public Library - 900 Library Plaza - Fort Wayne

Our Events Calendar including more details is located on our home page at FamilyLifeCareIN.org

You can also visit us on Facebook at www.facebook.com/FamilyLifeCare