

hospice happenings

Rice Hospice provides end-of-life care, comfort, and compassion, affirming the sacred value and dignity of life for those we serve.

AUGUST VOLUNTEER EDUCATION

Julie Collins, Rice Hospice Volunteer and Volunteer Coordinator/Benson, attended the National Conference on Volunteerism & Family Caregiving in Orlando in December and brought back information on **COMFORT TOUCH**. Julie has utilized this style of massage on her patients since then with real success. Comfort Touch gives special consideration to the physical and emotional needs of the elderly and/or ill client. Its primary intention is to provide comfort through techniques that promote deep relaxation and relief from pain. Comfort Touch can be given with the hospice patient in a wheelchair, in a hospital bed, a regular bed, in a recliner or in a chair. It is an appropriate complementary therapy to be shared by hospice volunteers. Please join us at one of the following education meetings to learn more about Comfort Touch!

When/Where:

August 3	12:30 p.m.	Montevideo	Montevideo Room
August 9	12:30 p.m.	Granite Falls	Manor Family Room
(Please note: Change of both date and time in Granite Falls)			
August 10	10:00 a.m.	Benson	Loral Meeting Room
August 16	7:00 p.m.	Ortonville/Graceville	Graceville Comm Center
(Please note: Annual Potluck at 6:00 p.m. at the Graceville Community Center)			
August 17	2:30 p.m.	Dawson	NH/Board Room
August 18	11:00 a.m.	Paynesville	102 Washburne
August 24	3:00 p.m.	Appleton	Library/Apple Ridge
August 24	7:00 p.m.	Willmar	Rice Auditorium

Please remember to return the July infection control competency as soon as possible!

AUGUST BEREAVEMENT TEAM MEETINGS

August 3	1:30 p.m.	Montevideo	Conference Room 5
August 9	2:30 p.m.	Granite Falls	Manor Family Room
August 10	9:00 a.m.	Benson	Loral Meeting Room
August 10	2:00 p.m.	Ortonville/Graceville	Golf Room/Old Clinic
August 17	1:30 p.m.	Dawson	NH/Board Room
August 18	9:45 a.m.	Paynesville	102 Washburne
August 23	12 NOON	Willmar	Hospice Conf. Room
August 24	2:00 p.m.	Appleton	Library/Apple Ridge

THEIR ROLE ON THE TEAM – THE CASUAL STAFF

Maybe you have wondered what it means to be a “casual” staff for Rice Hospice. Is it someone who sits “casually” around the office looking for something to do? Or is it someone who just has that “casual” look about them. Actually, **casual staff** is a term for nurses and social workers who are available to provide additional hospice services when our census is higher than usual, or at times when regular staff are on vacation and the census remains high. Our two casual social workers are Angela Zwart, MSW, and Tracy Pederson, MSW. Our two casual RNs are Katherine Claussen and Diane Wosmek. We are appreciative of their role on the team and their commitment to Rice Hospice.

A TRANSPORTATION ALERT . . .

Mary Beth Potter, Rice Hospice Director reminds us: Volunteers can transport patients in their own vehicle or the patient’s vehicle, but if there is an accident, it will be covered by the insurance of the owner of the vehicle. Rice is not responsible for any coverage in these circumstances.

[1-800-336-7423](tel:1-800-336-7423)

If you are volunteering in a patient’s home and need assistance, please call the Rice Hospice 800 number – many volunteers have programmed this emergency number in their cell phones or even memorized it for appropriate use. **1-800-336-7423**

Share the Spirit at the Willmar Conference Center, Holiday Inn
September 8 with Doug C. Smith

“Addressing the Spiritual Needs of the Sick, Dying and Grieving”
No charge for Rice Hospice volunteers, but please register NOW!

GRANITE FALLS MEETING DATES FOR THE REMAINDER OF 2010

Granite Falls volunteers: Team meeting dates for the rest of 2010 are August 9 and 23; September 6 and 20; October 4 and 18; November 1, 15, and 29; December 13 and 27. The team meetings will begin at 1:30 p.m. Remember to call 1-800-336-7423 for a team meeting time! The Bereavement Team will meet at 2:30 p.m.

BOOK CLUB MEETS IN AUGUST

The **Rice Hospice Book Club** will meet on Tuesday, August 3, at 10:00 a.m. in the Rice Hospice Conference Room in Willmar to discuss **Sarah's Key** by **Tatiana de Rosnay**. ALL are welcome!

EXCELLENT PRESS GANEY RESULTS...

During the month of June 2010, Rice Hospice's Press Ganey results, based on customer satisfaction surveys, shot way up! When compared to over 1,000 hospitals, **Rice Hospice achieved scores in the 90th percentile rank or above for forty-one Patient Satisfaction questions, including "Your rating of Volunteers" at 99%? Way to go! THIS IS EXCELLENCE! Thanks to all Rice Hospice volunteers for adding your special touch to hospice care! Your role on the team is meaningful and invaluable!**

HOW TO PLANT YOUR GARDEN

FOR THE GARDEN OF YOUR DAILY LIVING, **PLANT THREE ROWS OF PEAS**

Peace of mind Peace of heart Peace of soul

PLANT FOUR ROWS OF SQUASH

Squash gossip Squash indifference Squash grumbling Squash selfishness

PLANT FOUR ROWS OF LETTUCE

Lettuce be faithful *Lettuce be kind* Lettuce be patient* Lettuce really love one another

NO GARDEN IS WITHOUT TURNIPS

Turnip for meetings Turnip for service Turnip to help one another

TO CONCLUDE OUR GARDEN WE MUST HAVE THYME

Thyme for each other Thyme for family Thyme for friends

WATER FREELY WITH PATIENCE AND CULTIVATE WITH LOVE!

UPDATED VOLUNTEER RECORD ENCLOSED

Enclosed with this newsletter is an updated **Rice Hospice Volunteer Record** now available at all Rice Hospice offices. Please start using this updated form to chart your patient visits. You will notice that therapy dog visits are included in the Services Provided options, and also that a Rice Hospice staff member or Willmar/Satellite Volunteer Coordinator will document that the charting has been reviewed before it is placed in the patient's chart! The charting has always been reviewed, but this signature will serve as verification.

PARADE MAGAZINE - WITH THE PROGRAM!

In the July 25 **Parade** magazine the headline article was "What Are You Doing This Summer? 15 ways to breeze through August" - No. 4 was **Give Where It Matters Most**. It was fun to see volunteerism included (along with Enjoy a Day of Thrills, and Build a Sand Castle©).

MONTEVIDEO HOSPICE AIDE POSITION FILLED

Rice Hospice welcomes Becca Scofield to the position of Hospice Aide in Montevideo! Becca will add her hospice care to patients in the Montevideo area.

REMEMBERING DONNA THOMPSON . . .

Donna Thompson, a 25 year volunteer with the Ortonville/Graceville satellite, died on Wednesday, July 21, at Sanford Hospital in Sioux Falls. Donna will long be remembered for her commitment to Rice Hospice bereaved, offering a total package of care, compassion, active listening, excellent documentation, and attendance at bereavement team meetings. It was a role that Donna felt called to fulfill, and she made a lasting difference in the lives of many. She will be missed. Blessings on her memory.

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