



St. Francis HOSPICE

Fall 2008

St. Francis Hospice Invests \$3 Million for Major Modernization

St. Francis Healthcare System has been a pioneer in hospice care in Hawaii since 1978. Extensive renovations have begun at The Sister Maureen Keleher Center in Nuuanu in order to continue to provide quality care for the terminally ill and their families.

The 12-bed facility has temporarily been closed and inpatients have been relocated to the Hawaii Medical Center East (formerly, St. Francis Medical Center) during the renovations. Every effort has been made to maintain the atmosphere of comfort and care that hospice patients receive at the Nuuanu facility.

When The Sister Maureen Keleher Center reopens in November, rooms will feature new patient beds for the additional safety and comfort of patients, and flat screen TV monitors with state-of-the-art interactive patient television systems (see

article “Hospice Facilities to Feature Patient Entertainment System” on this page). Other room upgrades include new flooring, lighting, and air conditioning, with new furniture and window treatments in soothing, earthy colors. In addition, there will also be a new, redesigned nurses’ station; new entry; new kitchen with stainless steel countertops and pantry and dining room alterations.

Major work on the outside includes new roofing and siding as well as repaving the

asphalt driveways. The project also includes exterior and interior painting with landscaping to blend with the Nuuanu neighborhood.

Renovations to the Maurice J. Sullivan Family Hospice Center in Ewa Beach, which opened in 1997, involve cosmetic touch-ups to the interior and exterior, along with furniture and window treatment replacement. The Ewa Beach facility remains open throughout the renovation process.



Brandie Inouye, Patient/Family Care Manager (far right), and the staff of The Sister Maureen Keleher Center continue to care for hospice inpatients in their temporary location on the third floor of the Mother Marianne wing of Hawaii Medical Center East.

Hospice Facilities to Feature Patient Entertainment System

The health care industry is continuously changing as patients and technology become more sophisticated, and St. Francis Hospice is keeping pace with these changes. Following completion of renovations, the two hospice facilities will offer a special amenity to patients and family members—the LodgeNetRx Interactive Patient Television System.

“Many may be familiar with the LodgeNet system when staying at hotels. We’re blending the best of two worlds, merging the hospitality industry with health care,” said Sister Agnelle Ching, OSF, chief executive officer of St. Francis Healthcare System of Hawaii. “We

want our hospice facilities to truly be centers for excellence and to enhance the experience for our patients and their families by making them feel welcome and as comfortable as possible.”

St. Francis Hospice will be the first hospice facility nationally to install and activate the program by LodgeNet Healthcare. The interactive TV system will complement the new flat screen TVs. With the LodgeNet solution, those TVs will serve as a comprehensive education and entertainment center, providing patients and family members with information about St. Francis Hospice, patient/family services, education, as well as video-

on-demand movies and games. With special touches unique to Hawaii, custom menu screens will feature the beautiful artwork of Peggy Chun, and our facilities will be the first to offer a Hawaiian music channel.

In addition, patients will have the convenience of using the TV to complete patient/family surveys as well as to make a request for a visit from a chaplain, social worker or a volunteer with the comfort cart filled with magazines, stationery, pillows, and other niceties. Technology, using the Internet and video conferencing, will also enable patients to maintain strong ties with their family and friends.



UPCOMING EVENTS

September to December
2008

September 17 – 8 am

Hospice Walk in the Mall
Kahala Mall Center Stage

October 1 – 8 am

Hospice Walk in the Mall
Pearlridge Center Uptown

October 3 – 10 am

Nuuanu Support Group
Mahalo Street Conference Room

October 14 – 10 am

West Support Group
St Francis Hospice Ewa

October 15 – 8 am

Hospice Walk in the Mall
Kahala Mall Center Stage

November 5 – 8 am

Hospice Walk in the Mall
Pearlridge Center Uptown

November 7 – 10 am

Nuuanu Support Group
Mahalo Street Conference Room

November 18 – 8 am

West Support Group
St Francis Hospice Ewa

November 19 – 8 am

Hospice Walk in the Mall
Kahala Mall Center Stage

December 3 – 9 am

Hospice Walk in the Mall
Pearlridge Center Uptown

December 5 – 10 am

Nuuanu Support Group
Mahalo Street Conference Room

December 9 – 10 am

West Support Group
St Francis Hospice Ewa

December 17 – 8 am

Hospice Walk in the Mall
Kahala Mall Center Stage

**to confirm dates and times
please call 547-8145**



Participants in the Hospice Walk in the Mall program work through their grief while developing friendships and improving their physical well being.

HOSPICE WALK

celebrates 9 years

A comment made by one participant, "(We) have walked and talked for many miles! Sharing feelings and stories with other bereaved persons tell me that I am not alone." "Two years ago, I felt that joining this walk group would help my body, I know that it also was a healing of my mind," said another.

LETTERS WE LOVE TO RECEIVE

The following letters were written by family members who wanted to express their gratitude for the care and support provided by hospice staff during a very difficult time in their lives.

"I did want to commend all the staff that worked with us and my Dad. Everyone was terrific from the beginning of the process and throughout. They made things much easier for us. I'm thankful that we had so much support from Hospice and I know my Mom valued the services you provided.

Please thank all those that were involved in my father's care. Much Mahalo!"

"St. Francis Hospice was a great source of support to me and daughters. I recommend St. Francis to my friends who seek this type of service all the time. I felt blessed to have found a way to grieve in a personal yet professional way. The material and advice was very accurate in explaining the 'steps' of grieving. I am especially comforted by those at hospice for the personal care and attention they showed us.

I am delighted the Catholic sisters chose to continue this very important mission to address end of life consistent in the way Jesus would."

SPECIAL EVENTS CALENDAR

Saturday, October 18

8:30 am to 2 pm

Holiday Grief Workshop

Koolau Golf Club
\$50 fee for early registration

Friday, December 5

6 pm

Tree Lighting Event

St. Francis Hospice Nuuanu

Friday, November 14

7 pm

22nd Annual Interdenominational Memorial Service

"A Rose for Remembrance"

Co-Cathedral of St. Theresa

Friday, December 12

6 pm

Tree Lighting Event

St. Francis Hospice Ewa

For more information and confirmation of dates and times, please call Felicia Marquez-Wong, Bereavement Coordinator, at 547-8145.

CONTACT INFORMATION

For more information or to make a referral, please continue to call 595-7566. No interruptions in either inpatient or home hospice services are anticipated while hospice facilities are being modernized.



Survey of Team Attitudes and Relationships (STAR)

St. Francis Hospice employees recently participated in the National Hospice and Palliative Care Organization's (NHPCO) Survey of Team Attitudes and Relationships (STAR). The survey was specifically designed for those working in the hospice field, recognizing that hospice team members face unique challenges in providing patient care and family support. All hospice staff members, whether in clinical, non-clinical, or administrative positions, were surveyed. There were 63 responses.

The STAR Guidelines state, "Research has shown that employees who have higher job satisfaction care about the quality of their work, have higher retention rates, are more productive, and are more committed to the organization. Evidence also exists that job satisfaction correlates to the quality of patient care."

The following are some of the results of the STAR survey:

- **"My organization's primary focus is attending to patients' and families' needs"** 89% agreed or strongly agreed, 5% neutral, 6% disagreed.
- **"I am making a difference through my work for this organization"** 87% agreed or strongly agreed, 10% neutral, 3% disagreed
- **"I like my job better than the average health care worker"** 81% agreed or strongly agreed, 10% neutral, 9% disagreed
- **"I feel quite satisfied with my job"** 80% agreed or strongly agreed, 8% neutral, 12% disagreed
- **"Most days I am passionate about my job"** 82% agreed or strongly agreed, 10% neutral, 8% disagreed
- **"I find real pleasure in my job"** 82% agreed or strongly agreed, 8% neutral, 10% disagreed

Overall, the survey reflected high job satisfaction and employee commitment to the St. Francis Hospice program. The survey results also helped identify areas St. Francis Hospice can initiate quality improvement measures.

VOLUNTEERS WANTED

Volunteers play a special role at St. Francis Hospice in helping maintain a caring, compassionate environment for patients and families. Educational background and previous work experience in patient care is not a factor. For more information, please call Sallyanne Pekelo, Volunteer Manager, at 547-8142.



Kathy Hallock (center) and the dedicated staff of St. Francis Hospice find satisfaction in supporting patients and families through very difficult situations.

Spotlight on KATHY HALLOCK

Kathy Hallock, Social Work Manager, is the employee with the greatest longevity at St. Francis Hospice. She has worked intimately with dying patients and their families for 22 years. When asked if working in Hospice can be emotionally draining, she responded that her work is inherently rewarding. "I always get back from the work that I do. It is very important for me to connect with patients and families in ways I feel might help them... and when I do, there is an energy return. I try to help people realize that death is a natural part of life and to help them understand that death is not a failure," she said.

In a line of work where employees often experience frustration and burnout, the mission and values of St. Francis Healthcare System also keep her motivated. It's great to work "where people overtly say that we are here for Joy, Peacemaking, Simplicity, and Charity," she said.

Kathy also participates in the wonder of new life as a childbirth teacher and birth coach. "If I am lucky, I get to coach a birth or two a year," she added.

The challenges she faces in her job never end. Moving offices, changing job duties, juggling assignments, defining hospice services in a changing society, and declining reimbursements are just a few of the stressors. Maintaining a sense of balance is very important. "I love doing this work. I always wanted to do something where I could make a difference," she commented.

Kathy's ability to remain balanced also comes from two other major sources. "My family and Dahn Yoga are two important balancers in my life. I have a great husband and two children who have meaningful work that they enjoy. I am active in Dahn Yoga, a system of body-mind training rooted in the ancient wisdom of Korea. I practice breath and energy techniques to awaken and heal body and mind. I love my job, and enjoy many other people and things as well."



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To report address corrections or for further information about the St. Francis Hospice newsletter, please call 547-8009 or e-mail shashimoto@stfrancishawaii.org
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HOSPICE WALK IN THE MALL

For nine years, the St. Francis Hospice Walk in the Mall program has been providing a safe environment for individuals to gather for walks at Pearlridge Center and Kahala Mall. Walkers share their grief while improving their own well-being with physical activity.

A schedule of future mall walks is printed on page 2.

Bereavement Coordinator Felicia Marquez-Wong (far left); Christa Freeze, Social Worker (far right); Father George Busto, Chaplain (front row right); and Walk in the Mall participants at Kahala Mall.

