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A Letter from the Executive Director

Dear Families, Friends and Benefactors:

Earlier this year, my mother-in-law, Sandy, died of injuries she sustained in a traumatic fall. The simple task of transferring from her bed to her wheelchair, as she had done hundreds of times before, resulted in a fall causing a brain bleed early one May morning. Once transferred to the local emergency department and learning the severity of her injuries, she adamantly refused aggressive intervention and asked to be kept comfortable.

What I learned over the next four days was profound.

• I was reminded that being a family member of a loved one in their final days is hard work. Communication and respectful relationships are key to creating positive memories at such a tender time. We need to be kind to one another.
• I learned that advanced directives are the best gift a loved one can give. The confidence of knowing that we were advocating for choices Sandy had made for herself, at an earlier point in time, was incredibly comforting.
• I learned that I need to continue to be a strong voice for patient safety in the work of Carroll Hospice.
• I learned that making airline reservations the same day as your travel is challenging and costly.
• I was reminded of the importance of selecting the right hospice to participate in your care. We enrolled Sandy in the program where the nurse was polite and genuinely interested in our story. She sat down with us, and the first question she asked after introducing herself was, “Tell me about your mom.” Wow, it doesn’t get much better than that!
• I was reminded to say “I love you” every chance you have because things can change in an instant!

Finally, I was reminded how fortunate I am to work with the wonderful professionals and volunteers at Carroll Hospice who work diligently to provide individualized and personalized care each and every day.

Regina Shannon Bodnar, R.N.
Executive Director, Carroll Hospice
The year was 1908. It was the year the first New Year’s Eve ball dropped in New York City’s Times Square, Henry Ford’s company built the first Model T and Oklahoma became the 46th state in the Union. And it was the year Genevieve Duffy was born.

Genevieve, of Westminster, passed away in June, weeks after her 111th birthday.

“She started failing, but only from the neck down,” says her daughter, Maureen Seibel. “From the neck up, she was as sharp as a tack, and she did not want to leave her apartment.”

Genevieve’s health started declining earlier this year, and she entered into Carroll Hospice’s care at her home with the help of Maureen, her husband, their son and Genevieve’s neighbor.

“It was excellent care,” Maureen says of Carroll Hospice. “I can’t speak highly enough of it.”

Hospice staff were quick to answer any of the family’s questions, and they also offered special touches that made Genevieve feel special, such as painting her fingernails. “She was so delighted with it,” Maureen says.

Throughout her life, Genevieve was fiercely independent. “She liked to do what she wanted to do when she wanted to do it,” Maureen remembers.

Genevieve was born in New Jersey and went to nursing school outside of Philadelphia, then returned to her home state to work as an obstetrics nurse, where she met her husband, John Duffy. After they were married and started a family in the 1930s, she quit working to be a stay-at-home mother, occasionally taking private nursing jobs. In her 50s, she returned to the workforce, working in a home furnishings store and taking an interest in interior design.

Genevieve’s husband passed away in 1976 after more than 40 years of marriage, and Maureen pointed out that her mother had been a widow longer than she was married.

Genevieve moved around a bit and eventually came to Westminster in the 1980s to be closer to family. When she was in her 70s, she would often prepare the evening meal for the nuns at St. John Catholic Church in Westminster and walked to Mass every day. And even when she moved to a different apartment farther away in town, she continued to trek several miles to attend Mass each day until she stopped for safety’s sake.

“She didn’t pamper herself. She ate what she wanted to eat, she would drink what she wanted to drink, she would go wherever she wanted to go, usually on the shoe leather express, unless she had someone to drive her,” says Maureen.

She credits Genevieve’s longevity partly to her mother’s Polish genes and that, as a nurse, she took care of herself throughout her life.

In addition to the love and memories that Genevieve left behind, the family found a few possessions they didn’t know she had. This included photos of Genevieve and her sister as children and a photo of Genevieve’s father as a teenager. There was also a very large professional photo of Genevieve at around age 3 with her younger sister and her father in a park setting.

“It is a treasure,” says Maureen. “I’d never seen it in all my life.”
2019 Carroll Hospice Memorial Tree Ornament Order Form

Honor a loved one this holiday season by purchasing an ornament that will be inscribed with his or her name and hung on the Memorial Tree at Carroll Hospital. Special ornaments for our Pet Tree are also available.

Join us for the Memorial Tree Ceremony on Monday, December 2 at 7 p.m. in the Shauck Auditorium at Carroll Hospital. See back cover for additional event details.

Personalized Memorial Tree Ornaments

Please note: Ornaments ordered before Friday, November 15 will be placed on the Memorial Tree and available for pickup at the ceremony. All ornaments must be picked up no later than January 31, 2020.

☐ Ball & Pet Ornament: $10 each (Name written on ball)
☐ Dove ornament $25 each (Name written on hang tag)

Name: ______________________________________________________________________________________
Address: ____________________________________________________________________________________
City: ___________________________________________ State/Zip: ____________________________________
Phone: __________________________________________ Email: _______________________________________

I would like to purchase the following ornament(s):
Ornament: ☐ Ball ☐ Dove ☐ Pet Name of person honored: ________________________________________
Name to appear on Ball/Dove ornament: _________________________________________________________
Ornament: ☐ Ball ☐ Dove ☐ Pet Name of person honored: ________________________________________
Name to appear on Ball/Dove ornament: _________________________________________________________
Ornament: ☐ Ball ☐ Dove ☐ Pet Name of person honored: ________________________________________
Name to appear on Ball/Dove ornament: _________________________________________________________
☐ I will be attending the Memorial Tree Ceremony
☐ I will not be attending the Memorial Tree Ceremony; Please consider this a donation

Payment Information

Purchase your ornaments online at CarrollHospice.org/Season-To-Remember, fax your order to 410-871-6210 or mail this form (along with payment) to: A Season to Remember c/o Carroll Hospice Development, 200 Memorial Avenue, Westminster, MD 21157.

Total $_________________ (Checks made payable to Carroll Hospice)

Name: ______________________________________________________________________________________
Address: ____________________________________________________________________________________
City: ___________________________________________ State/Zip: ____________________________________
Phone: __________________________________________ Email: _______________________________________
☐ Visa ☐ MasterCard Credit Card Number: _________________________________________________________
CID: __________________________________________ Exp. Date: ________________________________
(from the back of your card)
Signature: ___________________________________________________________________________________
Becoming a Certified Hospice Medical Director

By John W. Middleton, M.D.

I started as Carroll Hospice’s first full-time medical director in March 2019. Shortly after accepting this position, Regina Bodnar, Carroll Hospice’s executive director, challenged me to become a certified hospice medical director.

This certification requires testing administered by the Hospice Medical Director Examination Board that assesses expertise in the skill set needed to be a hospice medical director. This voluntary certification program affirms that one is capable of leadership, capable of patient and family care, and has an understanding of the death and dying process.

But my certification isn’t unique. Carroll Hospice requires nurses, aides and other staff to be hospice certified in their respective roles within the first two years of employment.

I personally think this requirement is essential to the care we provide, as we want only the best for our terminally ill patients. To expect nothing less from all of our employees would be inconsistent with our vision.

Our patients, family and community deserve the greatest care, and that is what we strive to give them each day.

Carroll Hospice Named Again as a Hospice Honors Recipient

For the fourth consecutive year, Carroll Hospice has been named a Hospice Honors recipient by HEALTHCAREfirst, a leading provider of Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view.

Carroll Hospice received the award based on results from its Hospice CAHPS survey, which asks hospice patients’ caregivers and families about their satisfaction with hospice services and other feedback.

Carroll Hospice exceeded the National Performance Score on 23 out of 24 quality indicator measures. The CAHPS survey consisted of 24 quality measures focused on the responses of patients and caregivers on their willingness to recommend Carroll Hospice to others.

Ellen Finnerty Myers, Carroll Hospice’s vice president of corporate development and senior executive who oversees Carroll Hospice, credits the organization’s phenomenal staff for the award. “It is a testament to the skill of our staff and volunteers and their willingness to go above and beyond to create personalized, respectful care plans for each patient,” she says.
Exciting news! Carroll Hospice is now able to provide hospice and bereavement services to residents in Pennsylvania and the City of Baltimore.

The Pennsylvania Department of Health and the Maryland Health Services Cost Review Commission granted Carroll Hospice license to serve patients in those areas earlier this year; in Pennsylvania, Carroll Hospice is focusing on Adams and York counties.

“We are very pleased to be able to offer our services to residents in Pennsylvania and in the City of Baltimore. We are eager to provide the same level of high quality, end-of-life care that we are well known for in Carroll, Baltimore and Frederick counties,” says Regina Bodnar, executive director of Carroll Hospice.

With staff available 24 hours a day, seven days a week, Carroll Hospice provides hospice care to residents in their homes, nursing homes or assisted living facilities. After-hours telephone support and in-person visits are also available to handle anticipated and unplanned changes in a patient’s condition.

Nationally acclaimed and accredited by the Community Health Accreditation Program (CHAP), and a 2019 Hospice Honors recipient by HEALTHCAREfirst four years running for exceeding all national and state benchmarks, Carroll Hospice’s program also offers counseling, spiritual and bereavement support for family and friends.

According to Ellen Finnerty Myers, Carroll Hospital’s vice president of corporate development and senior executive with oversight of Carroll Hospice, one reason Carroll Hospice sought to expand care in Pennsylvania especially was to address the needs of Carroll Hospital associates who live in the state. “They often wanted to have their loved ones receive the exceptional care offered by Carroll Hospice staff but were unable to because they lived in Pennsylvania,” she says.

Carroll Hospice, a LifeBridge Health Partner, has a 30-year history of providing end-of-life care in Maryland’s Carroll, Baltimore and Frederick counties. It is Medicare certified and a member of the Hospice and Palliative Care Network of Maryland and the National Hospice and Palliative Care Organization.
Memorial Tree Ceremony

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Monday, December 2, 7 p.m. | Shauck Auditorium at Carroll Hospital

For more information or to purchase an ornament:

- Fill out the form on page 6 of this newsletter
- Call 410-871-7220
- Visit CarrollHospice.org/Season-To-Remember

Carroll Hospice Wish List

Carroll Hospice is always in need of items for patients and their families. To see the current needs, visit CarrollHospice.org/Wish-List. For more information, please call 410-871-7220.