



HOUSTON HOSPICE

Life Matters

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The Laura Lee Blanton Community Spirit Award

Houston Hospice is pleased to announce that the HEB Grocery Company, LP (H-E-B) will be this year's recipient of the Laura Lee Blanton Community Spirit Award. H-E-B will be the first business to receive this prestigious award.

Texas Roots

H-E-B has become a Texas mainstay since Florence Butt opened the C.C. Butt grocery store on the ground floor of her family home in Kerrville, Texas on November 26, 1905. In 1919, Howard Edward Butt, Florence's youngest son, took over the store upon his return from World War I. Shortly after becoming owner of his mother's small store, Howard tried four expansions into Central Texas, including one in Junction, all of which failed. Finally in 1927, Howard launched a successful second store in Del Rio, Texas followed by the purchase of three grocery stores in the Lower Rio Grande Valley. The first initials of Howard E. Butt became the name of the store.

Success and Giving Back

Charles, the younger son of Howard E. Butt, became president of H-E-B in 1971 and a period of exponential growth ensued. In 2011, the company landed at number 12 on Forbes' list of largest privately held companies. Historically, the company is known for its charitable donations, with 5 percent of annual pretax earnings given to charitable causes including education, food banks and disaster relief.

The Spirit Award Dinner

THE 18TH ANNUAL LAURA LEE BLANTON COMMUNITY SPIRIT AWARD DINNER

TUESDAY, OCTOBER 18, 2016

RIVER OAKS COUNTRY CLUB

1600 RIVER OAKS BLVD, HOUSTON, TEXAS 77019

6 P.M. - REGISTRATION AND RECEPTION

7 P.M. - DINNER AND PROGRAM

TABLE SPONSORSHIPS HELP FUND NONPROFIT HOSPICE CARE PROVIDED BY HOUSTON HOSPICE. CONTACT CYNTHIA NORDT TO RESERVE YOUR TABLE, CNORDT@HOUSTONHOSPICE.ORG OR 713-677-7123.



The Butt family's first Grocery Store, 800 block of Main Street, Kerrville, Texas. Circa 1930s.

The Most Important Conversation We're Not Having

How we want to receive care in the event of a medical crisis represents the most important and costly conversation that we are not having.

Some families are so reluctant to discuss medical and end-of-life issues that loved ones die without the opportunity to express their wishes. And, physicians can be equally hesitant to discuss these issues. Houston Hospice is committed to educating and empowering the public about the importance of planning.

Advance care planning involves making future healthcare decisions that include more than deciding what care you would or would not want; it starts with expressing preferences, clarifying values, identifying health care preferences and selecting an agent to express healthcare decisions if you are unable to speak for yourself.



Advanced Planning Packets

Houston Hospice offers free Healthcare Conversation Kits and consultations to help transform this seemingly difficult conversation into one of deep engagement, insight and empowerment. Houston Hospice staff members can help families talk plainly about medical and end-of-life wishes.

Points to consider:

- Patients have the right — and deserve plenty of time — to discuss their care preferences. It's best to start those conversations early, long before the threat of serious illness.

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The Most Important Conversation We're Not Having

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- You're not too young to appoint a loved one to make your healthcare decisions when and if you are unable to make them yourself. That loved one has "medical power of attorney" and should follow your written directions.
- How does the person who has "medical power of attorney" know what type of care you want or don't want at the end of your life? Do you want heroic measures to save your life? In the case of terminal illness, do you want to receive care at home, surrounded by family and friends? Write it down.
- The focus of hospice care is pain and symptom management rather than aggressive curative measures. Nevertheless, hospice provides more medical care not less to insure patients are comfortable and able to enjoy their lives as long as possible.
- One reason it is so difficult to talk about serious illness and hospice, is that families think it will destroy the patient's hopes of surviving. Healthcare planning empowers the patient.

Conversation Before the Crisis

When it comes to the care you'll receive in the event of serious injury or illness, talking matters. Sharing your wishes can bring you closer

to the people you love. Start the conversation by filling your table with comfort food, family and friends and talking about your treatment preferences. Houston Hospice will give you the tools you need. Pick up a Healthcare Conversation Kit (with conversation tips and legal forms such as Advance Medical Directives and Medical Power of Attorney) at Houston Hospice, 1905 Holcombe Blvd., Houston. Call 713-677-7118 or email kgoolsby@houstonhospice.org to request a packet be mailed to you. Or, you can simply download resources from www.houstonhospice.org/advance_directives.aspx.



Make sure your values and wishes are known. Schedule a "Conversation Before the Crisis" dinner and share your medical preferences with your loved ones.



The May 21, 2016 'Paws' to Celebrate event celebrated all of our wonderful volunteers and highlighted our pet therapy volunteers. 🐾

Houston Hospice — 2016 National HOSPICE HONORS Recipient

Houston Hospice has been named a 2016 Hospice Honors recipient by Deyta Analytics, a division of HEALTHCAREfirst, a provider of 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.

"Hospice Honors is a landmark compilation of hospices that provide the best patient and caregiver experiences," said Bobby Robertson, President and CEO of HEALTHCAREfirst. "I am extremely proud of Houston Hospice for achieving this highest of honors and I congratulate them on their success."

Award criteria were based on Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results for an

evaluation period of April through September 2015. Award recipients were identified by evaluating hospices' performance on a set of 24 quality indicator measures. Individual hospice performance scores were aggregated from all surveys during the evaluation period

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and were compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in Deyta Analytics' Hospice CAHPS database. For a hospice to be considered for the award, the hospice must have scored above the Deyta National Performance Score on the willingness to

recommend question. Hospices were given one point for each question where the performance score was above the Deyta National Average. Hospice Honors recipients include those hospices scoring above the Deyta National Average on twenty of the evaluated questions.



Jim Faucett

Houston Hospice CEO, Jim Faucett, credits the expertise and compassion of the multidisciplinary care teams. "We believe everyone deserves to receive the best care possible nearing the end-of-life" said Faucett.

"Our teams deliver care that is integrative and designed to address all aspects of health and wellbeing – physical, mental, social, and spiritual."

Partnership With Komen® Houston

Susan G. Komen® Houston has awarded Houston Hospice a \$40,645 grant. We estimate that within our service area, which includes Houston and ten surrounding counties, we will provide 148 days of compassionate hospice care services to unfunded breast cancer patients during the grant period. These funds have been donated by thousands of individuals who have given to Komen® Houston.

Susan G. Komen® is the world's largest breast cancer organization, and Komen® Houston is one of over a hundred Affiliates on the front lines dedicated to ending breast cancer in their communities. Funded organizations are carefully selected for their patient and family support to those in the community.

"At Komen® Houston, we aim to meet the most critical needs in the communities we serve through our local funded partners and invest in breakthrough research to find cures," said Adriana M. Higgins, Ed.D., Executive Director of Komen® Houston. "We are confident that Houston Hospice will impact the greatest identified needs in the community."

This partnership will provide a dedicated source of funds for low income breast cancer patients. Throughout the grant period, we will collaborate with Harris Health and others serving low-income patients to link terminally ill breast cancer patients and their families with quality end-of-life care. By raising awareness of our programs among local service providers, Houston Hospice helps fill the gap in affordable end-of-life care options for local uninsured and underinsured women.



Hospice staff physicians and nurses will work with patients and families to determine and implement the best plan of medical care, and hospice aides will assist with personal care for patients. The grant will also help provide equipment, medication and other items that are not covered by insurance, but are necessary to help patients live in comfort and enjoy the fullest life possible.

Houston Hospice will also address the emotional and spiritual needs of breast cancer patients and family members. Non-denominational chaplains will provide spiritual support and counselors will provide bereavement services including support groups and one-on-one counseling.

Prior experiences and success in serving non-funded patients come from Houston Hospice's ongoing Charity Care Program, through which we provide care to approximately 100 non-funded patients annually. Houston Hospice CEO, Jim Faucett said, "The goal of our Charity Care Program is to ensure that even those without the ability to pay have the opportunity to choose hospice as an end-of-life care option. Everyone deserves to die with dignity and to receive hospice resources that reduce suffering and help patients achieve their goals for making memories and finding meaning as they move towards a peaceful life closure."



WELCOME NEW MEMBERS OF THE HOUSTON HOSPICE BOARD OF DIRECTORS

Joyce Salhoot

Joyce is a Houston native who earned her Master Degree in Health Services Administration at the University of Houston, Clear Lake. Joyce works as a Healthcare Consultant and has extensive experience, including 10 years as Hospital Administrator for the Memorial Hermann Healthcare System.

Thomas (Tom) Cole, PhD

Tom is originally from New Haven, Connecticut. He currently serves The University of Texas Medical School at Houston as McGovern Chair in Medical Humanities, Director, The John P. McGovern, M.D. Center for Humanities and Ethics, Professor in the Department of Family Medicine, Professor of Geriatrics, and Director, Quality Enhancement Plan.

Thank you for serving
Houston Hospice!

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RETURN SERVICE REQUESTED

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The Newsletter is published by Houston Hospice, a nonprofit organization providing comprehensive end-of-life services and education to Greater Houston and surrounding communities.

Houston Hospice is a member of the Texas Medical Center

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Mission Statement

Houston Hospice provides uncompromising, compassionate end-of-life care to patients and families in our community.

Through the efforts of specially trained and highly skilled interdisciplinary teams of health care professionals and volunteers, Houston Hospice patients and their families are guided through the process of illness by receiving clinical care, psychosocial support, spiritual guidance and volunteer assistance.

