

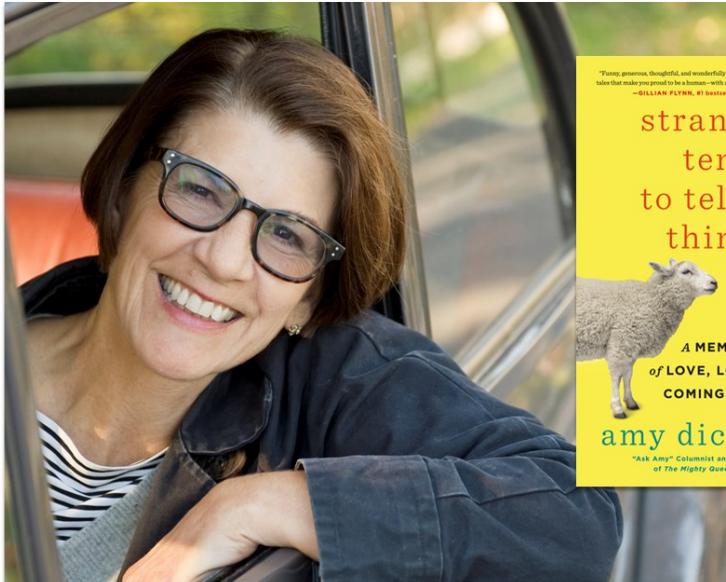


HOUSTON HOSPICE

Life Matters

Volume 18 Issue 1 • A Publication of Houston Hospice

“Ask Amy” Joins 17th Annual Butterfly Luncheon on April 4th
Popular Columnist, New York Times Bestselling Author Amy Dickinson to Speak



Amy Dickinson will share tales of misadventures, life lessons and wisdom at the Butterfly Luncheon.

What would Amy do? A typical question posed to Amy Dickinson in her popular “Ask Amy” column which offers her take on a variety of topics, from finance, health, legal, to romance and manners. Guests of Houston Hospice’s 17th Annual Butterfly Luncheon on April 4 will hear and meet Dickinson as featured speaker and for book signing copies of her memoir, *Strangers Tend to Tell Me Things*, at the luncheon.

Dickinson’s New York Times bestselling memoir, *The Mighty Queens of Freeville: A Story of Surprising Second Chances*, chronicles her experiences and misadventures as a single mother to her daughter, Emily. Dickinson’s syndicated advice column, “Ask Amy,” is carried in over 150 newspapers and read by an estimated 22 million readers daily.

Dickinson was born and raised on a dairy farm in Freeville, New York (pop. 454) on land her family has lived on since the Revolutionary War. She is a graduate of Georgetown University. Following the luncheon,

Dickinson will sign copies of *Strangers Tend to Tell Me Things*. Dickinson is a self-described lover of donuts.

Houston Hospice is honored to have Elizabeth and Anthony DeLuca serve as this year’s chairmen.



Elizabeth and Anthony DeLuca are chairmen of this year’s event in honor of their late daughter, Caroline, who was a Houston Hospice patient.

“Anthony and I are so committed to helping Houston Hospice because we know firsthand how important they are to families during a most difficult time,” said Elizabeth DeLuca. “We lost our Caroline at age 18. Caroline was in the Butterfly Program at Houston Hospice for over a year. Each year, our family selects a special charity to do something with in Caroline’s honor. For 2018, we selected

Houston Hospice,” said DeLuca.

Proceeds from the Butterfly Luncheon fund Houston Hospice operations and its Butterfly Program of pediatric hospice care.

HOUSTON HOSPICE BUTTERFLY LUNCHEON • WEDNESDAY, APRIL 4, 2018

11 A.M. REGISTRATION • 11:45 A.M. LUNCHEON

LUNCHEON CHAIRMEN: ELIZABETH AND ANTHONY DELUCA

THE HOUSTONIAN HOTEL, CLUB & SPA • 111 N POST OAK LN, HOUSTON, TEXAS 77024

VISIT WWW.HOUSTONHOSPICE.ORG TO PURCHASE INDIVIDUAL TICKETS.

CONTACT CYNTHIA NORDT, CNORDT@HOUSTONHOSPICE.ORG OR 713-677-7123 TO RESERVE A TABLE.

Newsletter

Message from the Chairman, Philanthropic Support Update and Nursing Honors

Dr. Michele J. Sabino

As I step down from my role as Chairman of the Houston Hospice Board, I am filled with gratitude for having the opportunity to serve as chairman, to have played a small role in effecting several modest changes, and to serve along-side such a rich composition of board members. The key word is serve. We begin every board meeting by reciting the mission statement:

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

I am particularly proud of the change we made to our bylaws to establish two associate board positions to be filled by medical students. We want the next generation of physicians to become imbued with the compassionate philosophy of end-of-life care.

We also want to learn from their observations as emerging healthcare professionals. It is clear that we all share a passionate commitment to the care provided for our community.

Equally clear is that the employees and volunteers of the organization definitely want to provide the best hospice care and experience for our patients and their loved ones. In 2017 we cared for 2,361 patients and their families, providing over 73,000 patient days of hospice care – some at home, or at the inpatient unit, nursing homes, personal care homes – wherever they called home is where we cared for them.

It comes as no surprise that Houston Hospice was awarded a 2017 Top Workplaces honor by the Houston Chronicle. “The Top Workplaces award is not a popularity contest. And oftentimes, people assume it’s all about fancy perks and benefits,” says Doug Claffey, CEO of Energage, formerly WorkplaceDynamics, who conducted the survey. “But to be a Top Workplace, organizations must meet our strict standards for organizational health. And who better to ask about work life than the people who live the culture every day—the employees. Time and time again, our research has proven that what’s most important to them is a strong belief in where the organization is



Michele J. Sabino, EdD

headed, how it’s going to get there, and the feeling that everyone is in it together,” added Claffey.

I could not agree more. Our people prove it, day in and day out.

Additional highlights of 2017 include:

- Installation of a new phone system.
- Reaching Level 3 of the We Honor Veterans Program.
- Three Houston Hospice nurses winning Good Samaritan Foundation Excellence in Nursing awards. The foundation is dedicated to the nurse workforce in Texas, consisting of the best educated and most skilled caregivers in the world.
- The Butterfly Luncheon and Spirit Award Dinner were both successful friend and fundraising events.
- An Interdisciplinary Team (IDT) was added to the organization to ensure hospice care be provided to all those needing and wanting it. An IDT is made up of a physician, registered nurse, hospice aide, social worker, volunteer, and chaplain.

With the healthcare industry constantly in a state of change, we are working towards positioning the organization to better meet the needs of the communities we serve.

Our goal is to be the “anchor” in the minds of all individuals, not only as the hospice of choice, but the very first step in every conversation about planning for end-of-life care.

Thank you for contributing to our success. It has been an honor, a great joy and a pleasure to achieve so much together.



In bloom: winter into spring at the Houston Hospice garden.

Financial Development & Solid Numbers

Contributions for 2017 significantly surpassed the goal of \$1.6 million, coming in over \$2 million. Grant awards and revenues were exceptionally more in 2017 at \$935,950 versus the historic \$500,000 to \$600,000. Other highlights include raising \$54,000 through the Annual Direct Mail Campaign and The Trees of Light brought in \$32,000 in revenue.

According to Houston Hospice Vice President of Development and External Affairs, Cynthia Nordt, “The commitment, support and generosity of so many have an enormous impact on every level of our operations, community and care delivery to provide the best hospice experience possible to patients. From Butterfly Luncheon, Spirit Award Dinner, Annual Direct Mail Campaign, and Trees of Light, to our tireless volunteers, we are strengthened by our selfless partners who continuously go above and beyond for us. It’s all driven by their passion to make a difference in the lives of others.”

GSF Excellence In Nursing Honors



Three Houston Hospice nurses, Tolu Adeyemo, Karla Blanton and Joe Hochman, received the prestigious Good Samaritan Foundation Excellence in Nursing Award in October 2017. Through the Excellence in Nursing Awards, Good Samaritan Foundation encourages others to celebrate and recognize individual nurses who excel in their chosen field. Nurses are nominated by their peers for their passion, leadership, mentorship, and service to the Houston community. All nominations were reviewed and scored by a distinguished selection committee chaired by David Marshall, JD, DNP, RN, CENP, NEA-BC Chief Nursing and Patient Care Services Officer, UTMB Galveston, and comprised of many clinical leaders in the Texas Medical Center.

Houston Hospice Family & Friends Profile: Susan Steinbruecker

Houston Hospice thrives because of its people. That's why *Senior Resource Guide* readers voted Susan Steinbruecker Best Social Worker in the state of Texas. This newsletter begins a series of getting to know our team of people like Susan in the Houston Hospice family who elevate our mission and shine at what they do.

Role with Houston Hospice

I am now the inpatient unit social worker. I came to Houston Hospice five and a half years ago and then divided my time between the Butterfly Team (pediatrics) and the Red Team (one of our home hospice teams).

Where did you grow up?

Born in Michigan, my family moved to Wisconsin when I was a little girl. I returned to Appleton, WI after graduate school until moving to Houston in 1992.

How do you feel about being named Best Social Worker?

Surprised! My first information about it came in the form of a note of congratulations from a colleague in the community.

Where do you want to travel?

Spain and Germany, for two very different reasons. I've been to Spain before and I can't think of a better place to immerse myself in Spanish language, hoping to regain some long-lost fluency. When my daughter was in high school, she participated in a German exchange program. I gained a German

"daughter" who longs to show me her homeland.

Things that make you smile

My dog...she's pretty funny. But people, mostly...

Last book read or movie watched

While I keep a busy schedule, I did manage to read *I Am Watching You* by Teresa Driscoll, *Make Your Bed* by Adm. William McRaven and *The Still Point of the Turning World* by Emily Rapp. I also enjoy doing a lot of professional reading.



Susan Steinbruecker

Favorite things about Houston

The diversity of cultures and people, the arts, that 50 degrees is considered "wintery weather!" While I believe there are good people everywhere, there's a spirit of kindness and generosity among Houstonians, born and transplanted, that is truly extraordinary.

My best friends would describe me as

My friends would tell you that I am passionate about my work. Some would say I work too hard or they don't know how I do it. But those closest to me know that my faith motivates me, my friends and family help sustain me, and I love what I do.

“While I believe there are good people everywhere, there's a spirit of kindness and generosity among Houstonians...that is truly extraordinary.”

Houston Hospice Salutes

March is National Social Work Month

According to the Bureau of Labor Statistics, there were almost 650,000 social workers in the United States in 2014. With an expected growth in jobs of 12 percent by 2024, social work is one of the fastest growing professions in the United States.



SOCIALWORKERS
leaders. advocates. champions.

Houston Hospice Tops Awards

The *Senior Resource Guide* unveiled its 2017 Readers' Choice Awards in January and Houston Hospice took two top honors as "Best Of" winners in the publication's annual awards. Houston Hospice received the award for Best Hospice (Houston area) in the *Senior Resource Guide*'s Final Planning Category and Best Social Worker in the Texas Professionals Category. Readers rated and picked a top winner in seven categories including leisure and lifestyle, health and beauty, housing and home care, food and drink, Texas professionals, medical centers in Texas and final planning.

Houston Hospice CEO, Jim Faucett said, "One of the reasons this award is special is it comes from the Senior Resource Guide's readers. The award is a strong testament of our mission of providing uncompromising, compassionate end-of-life care to patients and families in our community. The guide is such a trusted resource for the community. It is a tremendous honor to be named best hospice and we are proud to have Houston Hospice social worker Susan Steinbruecker recognized as the best in her field. Sue reflects the passion and expertise among our outstanding employee team."

The Readers' Choice Awards represent the second significant recognition received by Houston Hospice in three months. Last October, Houston Hospice was awarded a 2017 Top Workplaces honor by the Houston Chronicle.



Voted by the readers:
Houston Hospice garnered its second consecutive award for Houston's Best Hospice.

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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.



Earning Our Stars for Veterans

Houston Hospice recently reached Level Three Partner with We Honor Veterans. The higher level was achieved by meeting several activities, including staff and volunteer education programs, community education presentations with veterans and community organizations and hospice-veteran partnerships with VA Medical Centers and Veterans Services Organizations.



WE HONOR VETERANS

2,361
of patients served by
Houston Hospice in 2017

