



The Journey

Care and Support for Patients and Families Dealing with Terminal Illness Volume 16 Issue 2 • Summer/Fall 2023

"The most basic and powerful way to connect to another person is to listen. Just listen. Perhaps the most important thing we ever give each other is our attention..."

-Rachel Naomi Remen

Director of Nursing Services Terry Stott Retires

By the time this newsletter is published, Terry Stott will be waking up without an alarm clock and casually enjoying her morning coffee.

After 28+ years of dedicated service to Hospice of Spokane, Terry retired from Hospice of Spokane this past August. She served more than 27 of those years as Director of Nursing Services.



Terry Stott

"When I first came to Hospice of Spokane, we were serving around 45 patients a day," Terry reminisced. "We wore pagers and relied on pay phones to call the office, and we did paper charting after patient visits. Today, we are serving close to 300 patients a day, we have cell phones for ease of communication, and we use electronic records and laptops for charting."

What hasn't changed is the caliber of team members who are providing hospice care. When asked what it takes to be a hospice nurse, Terry was quick to reply, "You have to know how to listen and be present for your patients and their families, you have to have a sense of humor, and you must have a passion for the work."

Terry came from a family of nurses. "My grandmother and mother had both been nurses, and I chose that same pathway," said Terry. After two years at WSU and remaining a loyal "Coug" to this day, she transferred to the Intercollegiate School of Nursing where she completed her degree.

Terry has had a distinguished nursing career. Her first nursing position was in the acute care psych ward at Sacred Heart Hospital, where she worked for two years. Her husband's job had taken her to Ellensburg for a couple of years, where they had their daughter, Elizabeth.

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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Keeping Perspective



Gina Drummond, RN, MSN
Chief Executive Officer

Our patients and families teach us so much: the importance of gratitude, grace and perspective. Working with patients and families who are experiencing terminal illness has a way of reminding us of what's important.

As an organization, we've had to stay focused on what's most important as we've experienced the challenges of the pandemic and the inflation and workforce issues that followed. Sustaining two hospice houses became harder and harder for us to do, leading to

the necessary decision to close and sell the North House. This has been difficult for our Board, team members, volunteers, donors and community members. No one wanted to see this happen.

Many of you have been aware of this decision for some time, and for some of you, this may be the first you've heard of it. The staffing challenges, increased operational costs and increased Medicare scrutiny made for the necessary decision to close the North House, but knowing it was necessary didn't make it any easier. We are reminded that the mission has to be our focus. Dr. Johnny Cox, (our Board Member Emeritus) has reminded us, "Don't let a ministry within the organization, compromise our mission." Cornering the market on "where" patients die was never our goal. It will always be about the "how"— providing care with compassion, dignity and respect in whatever setting the patient calls home.

Our founders came together in 1976 in an effort to create an organization that would support patients and families experiencing terminal illness in our community. We were primarily a volunteer operation at the time because there was no reimbursement for services, until 1983. We can be so proud of our humble beginnings and of the clear mission that our founders set before us. We will stay true to this mission, for the sake of our community and the lives of our community members.

THE JOURNEY is a publication of Hospice of Spokane, located in Spokane, Washington. Hospice of Spokane is northeast Washington's long-standing nonprofit hospice, providing care and support to terminally-ill patients and their families since 1977. Patient-centered care is provided by interdisciplinary teams comprised of physicians, nurses, social workers, nurse aides, volunteers, chaplains, bereavement counselors and other professionals.

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Our Gratitude to Board of Trustee Carol Hunter

Carol Hunter, a beloved Board member of the past seven years, has truly been an inspiration to us and a blessing to our organization and our community.



Carol Hunter with son Miles and husband David Heath.

Carol has her own law practice, Hunter Elder Law, and has practiced in the community of Spokane for over three decades. She is a fierce advocate for her clients and has certainly been a fierce advocate for our organization. Getting the word out is important, and Carol took this on as her responsibility as a Board member. Her clients are educated about their options at end of life. She shares with others the good news that help is available and has ushered many towards Hospice when this care was needed. She has always recognized the value of hospice, not only for the patient, but for the entire family.

As a leader in the Bloomsday Association for many years, Carol created yet another way for us to get the word out and to share the message of

Hospice of Spokane. We were chosen to speak before the race kicked off a few years back, and we encouraged everyone to “begin with the end in mind” as they began their race!

When Carol isn’t working or supporting nonprofit organizations in our community, she spends time with her husband David Heath and son Miles. David and Miles have supported Hospice of Spokane over the years as well. David was a Board member for us for six years before Carol came on board. In 2020, Carol experienced the beauty of Hospice care and Hospice of Spokane when her brother, Amos, died of cancer. That experience made Carol even more grateful for the important work of Hospice. Supporting the community and the organizations that support it is important to this family, and we will be forever grateful.

“In my role as Trustee, and in my personal life, I have seen firsthand how Hospice of Spokane is the perfect combination of unmatched professional care, and truly compassionate heartfelt service. Hospice is proof that endings can be beautiful, too.”

—Carol Hunter

Our Mission

Hospice of Spokane embraces its role as a model for excellence in end-of-life care. We are a nonprofit, nondenominational, community-based organization that:

- Affirms life and intends to neither hasten nor prolong death
- Honors the dignity of the terminally ill
- Strives to alleviate suffering – physical, emotional, social and spiritual
- Provides comprehensive hospice care and services
- Educates the community about hospice services and end-of-life issues
- Offers bereavement counseling services and support
- Embraces all cultures

Hospice 101 – The Basics of Hospice Care



We are often asked to do presentations for our long-term care facilities, hospitals, educational settings, and other organizations throughout our community. Sometimes the request is very specific regarding desired content but most of the time, the request is for “Hospice 101.” The broad overview of what hospice provides and the difference hospice can make is generally what organizations are most interested in learning. It’s good to remind our community members from time to time what that entails. Here are a few of the basics about hospice care:

- Hospice is for anyone of any age who is experiencing terminal illness and is no longer pursuing active treatment.
- The focus of our care is on comfort. Our goal is to maximize the quality of life that an individual has for as long as that’s possible.
- Our goal also, is to support the family and provide the education and guidance necessary for them to feel comfortable providing care to their loved one.
- We serve patients in all types of settings including their home, the home of a friend or family member, the hospital, long-term care facility and at the Hospice House.

- We serve patients with any end stage disease process which can include end stage lung disease, end stage cardiac disease, end stage liver or kidney disease as well as neurodegenerative disorders. We also serve many patients with an end stage cancer diagnosis. There are also many patients who are admitted because they are declining overall, losing weight, falling, and are perhaps experiencing recurrent infections, etc.
- Hospice of Spokane also serves infants and children with a terminal illness and some of these children have been born with congenital anomalies.
- Our focus for every patient we serve is on care, not cure. Our job is to help the patient and family achieve as much comfort, as much dignity and as much peace as they can possibly have.
- Our care is provided by a multi-disciplinary team comprised of physicians, nurses, nurse practitioner, social workers, nurse aides, as well as chaplains and volunteers. We also utilize PT, OT and Speech Therapy when that’s needed.

The patient and family are the unit of care. This is their journey. Our job is to help them achieve the best quality of life possible, for as long as that’s possible, and to be prepared for every step along the way.

Thank you for all the ways you support our organization and thank you for sharing the message of Hospice of Spokane. We want everyone to know that help is available, when comfort and compassion are what’s needed most.

If you would like to learn more about hospice care, please contact our Development and Outreach Team at 509/456-0438 or email info@hospiceofspokane.org

Scrambling for Hospice Led to a Successful Event!



Board President Rob Hawley and CEO Gina Drummond were poised to greet golfers as they arrived at the course.

On August 4th, 130 golfers came out to support Hospice of Spokane in our annual "Scramble for Hospice" fundraiser. This was our 22nd year and it was a banner event, raising over \$50,000 to help provide care and support to those we serve.

It was beautiful weather and a fun day at Indian Canyon Golf Course. Those who have played with us

before know that skill is only a part of winning this competition. As part of our fundraising event, we sell Compassion Cards that provide the golfer with four "cheats" per card: Throw the ball, kick the ball, and take a mulligan. For the men, they could choose a hole to tee off from the women's tee box. For the women, they got one extra throw, kick or mulligan. We also sold string for \$5/foot. With the string, golfers could move their ball the length of the string that much closer to the hole and save a stroke or two. These fundraising gimmicks provided a bit of help to our winning team scores of 39 for the men's team, 43 for the mixed team and 49 for the women's team. They also added to the day's fun and additional fundraising opportunities. This, along with a Silent Auction and Golden Ticket Raffle made for a very successful event.

THANK YOU to all our generous sponsors who made the event possible, to our many volunteers who helped out in a multitude of ways, and to our golfers who joined us on the course. We are grateful to our community who show up to support us in so many ways.

If you'd like to join us next year, please SAVE THE DATE for Friday, August 2nd at Indian Canyon Golf Course.

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Continued from front page

After returning to Spokane, Terry worked at Southcrest Skilled Nursing for five years and as Director of Nursing at St. Luke's for ten years.

Terry began her career with Hospice of Spokane in 1995. When asked what drew her to hospice care, Terry explained, "It was during the Kübler Ross era when I was in nursing school, and I was very interested in learning more about end-of-life care. That, coupled with my first-hand experience with hospice, I knew it was the place for me."

One of Terry's favorite things about hospice care was IDT Meetings. Interdisciplinary Team Meetings (also known as care conferences) are held weekly with interdisciplinary teams of staff where each patient's care is reviewed and discussed. "Everyone wants to help, and everyone is valued as equals around the table. It's about the patient and what they want and need," explained Terry.

One of Terry's favorite quotes is, "I love it when a plan comes together," by Mr. T. Terry commented that it reminds her of care conference. She keeps a poem about IDT meetings displayed in her office, which we've shared in this newsletter. It has served as a constant reminder of the power of team and the patient being at the center of our work.

Terry has been a valued leader and mentor to so many of the nurses with whom she's worked over the years. One such nurse is Christina Kush. "One of the many things I have appreciated about Terry is how she assumes and expects the best of her nurses. I've always treasured the tacit confidence she has placed in me," commented Christina.

What will Terry miss? "The people, the patients and their stories," she replied. "So many patients and their stories, and so many amazing team members who I've enjoyed working with over the years."

What will we miss about Terry? "Terry's strong work ethic, leadership skills, and her unwavering commitment and passion for serving our patients and their families, said CEO Gina Drummond. "She will be deeply missed."

IDT Meeting

*Picture yourself surrounded
By people who care about you.
Some you know, some you don't.*

*Picture them discussing you,
Your family, your pain,
Drugs to help alleviate it.*

*Someone says you are declining
Or you seem confused,
There is concern about your safety.*

*Someone says you're defying the prognosis,
Maybe you can back off one drug,
Add a new one to help you more.*

*There is discussion about a hospice benefit
Or some way to help you with Medicare,
Perhaps save you money on medications.*

*The people surrounding your needs
Are nurses, social workers,
Pharmacist, a doctor, chaplain, volunteer.*

*All of them meet once a week
Without your knowledge, but
With nothing but your welfare in mind.*

*Picture some of them with
Deep feelings for you, your family,
That go far beyond their jobs.*

This is part of the miracle called hospice.

*-by Bob Jacob, Hospice Volunteer
The Connecticut Hospice*

Thank You!

*This list includes contributions made to Hospice of Spokane from January 1 to June 30, 2023.
We try hard to list each name correctly; if corrections are needed, please call our
Development Team at 509-456-0438 or email info@hospiceofspokane.org.*

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