

# 2010 Annual Report



Hospice  
of the  
Calumet  
Area

*Cherishing Life*

# A Letter to the Communities We Serve...

It has been 30 years since *Hospice of the Calumet Area* incorporated as the region's first hospice and set about defining the standards for hospice care in Northwest Indiana. During 2010, our Board of Directors began the task of planning for the next 30 years. As part of that initiative, we engaged a professional research firm to gather information throughout the region via focus groups and telephone surveys.

The good news is that most individuals have heard the word "hospice" and have a positive perception of hospice. The challenge is that most do not know that hospice is a six month benefit and is not just for the last days of life or that hospice care is typically covered in full by Medicare, Medicaid and most private insurances. Most also do not understand how to access hospice care and don't know that they can self-refer to hospice. What we learned from all of you is that more hospice education is needed, including specific information about *Hospice of the Calumet Area*.

As we commemorate our 30-year history of providing compassionate care for individuals and their families facing life-limiting illness, we are proud of the quality of our programs and the care we have provided to over 13,000 individuals and families. But we also know more education is needed for individuals to make informed healthcare decisions and to take advantage of the care options available to them. *Hospice of the Calumet Area* is committed to improving our lines of communication within the community and working collaboratively with local groups to improve the quality of life and care for those facing the challenges of life-limiting illness. We are also committed to providing a comprehensive education campaign to inform the diverse populations of our region regarding hospice and the benefits of *Hospice of the Calumet Area's* specialized hospice care. And of course, as a not-for-profit organization, we will remain committed to providing care regardless of an individual's ability to pay.

"The good news is that most individuals have a positive perception of hospice"

In 2010, we provided high quality, individualized, professional care for 1,027 patients, clients and families through our Hospice and *Transitions* programs. *Transitions* is a unique, free program in which practical support is provided for those who have a serious illness, but are not yet hospice ready. While the majority of our hospice patients are age 65 and older, 20% of those cared for in 2010 were less than 65 years old. This past year 42% of our hospice patients

had non-cancer illnesses, refuting the conception that hospice is just for cancer patients.

Excellence and quality have always been important values of *Hospice of the Calumet Area*, which our family satisfaction survey scores confirm. 99.7% of the families responding to our satisfaction survey stated they would recommend *Hospice of the Calumet Area*. In addition, 99% of families indicated they were satisfied with our care; 80% rated the care as excellent.

Over 250 patients received a portion of their care at our hospice house, the William J. Riley Memorial Residence, during 2010. Since we opened its doors in 1997, nearly 2,500 patients have called it home. To enhance safety and comfort at our hospice house, we began a refurbishment project to renew our *home away from home*. We also installed a back-up, natural gas generator to enhance patient and family comfort during power outages. These improvements were made possible because of the generosity of contributors that supported our Major Gifts Campaign.

Community involvement is a hallmark of *Hospice of the Calumet Area*. We are very grateful to be part of a community that values and supports quality end-of-life care. This bond strengthens our commitment to ensuring that care, compassion and comfort are available for all people approaching the end of life.

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Adrienne May  
Adrienne May, Executive Director



Jack Stephens  
Jack Stephens, Board President

# One family's story...

This is the story of an All-American Midwestern family that may resemble yours: large, warm, loving, hard-working, devoted to each other. Like most families, they have faced triumphs as well as tragedies with compassion and determination to make each day the very best day possible. They are heartfelt supporters of hospice care and, more specifically, Hospice of the Calumet Area (HCA).

Stanley and Lucille Wilczynski raised six children: brother Martin and sisters Cindy, Debbie, Lucy, Mary Lee and Suzanne (known as Sue). They lived in a small house in one of the many cities and towns of Northwest Indiana. They were churchgoers, neighbors and community volunteers; there were marriages, children and grandchildren. They endured a tragic loss when Martin lost his life following an accident in 1975.



*Back row (l to r): Mary Lee, Lucille Wilczynski, Mary Lee & Louie, Front row: Ed & Mary Mamrila*

The Wilczynski sisters were introduced to HCA in 1997 when their mother, who was already struggling with lung disease, was diagnosed with lung cancer. After completing one round of chemotherapy, Lucille refused further active treatment. She had lived alone for 10 years after Stanley's death and wanted to remain at home, so the sisters took turns caring for her. Before long, Lucille was moved to live with Lucy and her family; when a hospital bed was needed, an informational call to HCA supplied the sisters with the facts they needed to enroll their mother in hospice care.

In 1998, Lucy's father-in-law became a patient; in 2002, Mary Lee's husband Louie chose HCA following a long and brave battle with lung cancer that included

several hospitalizations. After her husband's passing, Mary Lee was comforted by the grief support services HCA offers for 13 months to each patient family and began to send donations and attend fundraising events.

During the past year, two members of the extended Wilczynski family, Sue's mother-in-law and Lucy's mother-in-law, have been cared for by the HCA interdisciplinary team. Their cases were quite different but are indicative of the life-limiting illnesses for which hospice care is appropriate.

One of the woman had emphysema, followed by Alzheimer's disease; her quality of life was described as poor. Sue placed a call to the HCA Admissions Team outlining her mother-in-law's condition to see if hospice care was appropriate for a non-cancer diagnosis. Prior to her hospice enrollment, the patient was hospitalized and then admitted to a nursing home; she transferred to HCA's "hospice house," the William J. Riley Memorial Residence, several weeks before her death.

The other was a robust and highly active retired nurse with a lifetime of excellent health who was diagnosed with brain and lung cancer in 2009. As her illness progressed, her seven children gathered to confer about her care; once again, a decision was made to keep her at home utilizing the expertise HCA had provided to other beloved family members.

Most recently, the family embraced hospice care when the eldest Wilczynski sister, Mary Lee, was diagnosed with late-stage uterine cancer. Following extended treatment that included chemotherapy and surgery, Mary Lee spent her final week at the Hospice Residence, surrounded by the deep love of her family. At the suggestion of her HCA social worker, the sisters arranged a small party complete with matching T-shirts and Mary Lee's favorite "golden oldies" music.

Lucy and Sue sat down recently with HCA staff to tell their stories of how this hospice agency has impacted their lives and those of their families. Both have careers in health-related fields, which they agreed has been helpful when learning about and understanding the services hospice care offers. They strongly believe in gathering as much information as possible about hospice *prior* to a crisis involving the health of a loved one.

This does not mean, they said emphatically, that the patient and family are "throwing in the towel" but are gaining knowledge to make an informed decision.

They also urged healthcare professionals to share information about hospice care when a life-limiting illness is diagnosed, so both patients and potential caregivers can consider their options as early as possible. They believed for a time that only a physician or hospital could make referrals to HCA and were pleased to learn that family members can initiate the admissions process with a simple telephone call.

Further, they described the positive impact that a new HCA service is having on young members of this large family. *Healing Hearts for Teens* is a grief support group for young men and women ages 13-17 that have experienced the death of a loved one. Facilitated by HCA staff members, the six-session program is designed to address the special needs and relationships of grieving teenagers. Since several of the nine grandchildren have now lost their grandmothers, the family is grateful that this type of bereavement support is free and available to the entire community.

Hospice of the Calumet Area is honored and proud to have provided care and comfort to the Wilczynski family for more than a decade. Theirs is a powerful example of how hospice care enhances and enriches many lives, fulfilling its mission each and every day.



*The Wilczynski Sisters: Front row (l to r): Suzanne and Lucy, Back row (l to r): Debbie and Cindy*

# Hospice impacts kids & teens...

One of the hallmarks of hospice care is the emotional support offered to caregivers and loved ones as well as patients. This support is a key part of a patient's plan of care and for 13 months following a patient's death.

Hospice agencies provide bereavement support in many forms, including grief support groups, written materials, telephone calls and memorial services. Much of this outreach is targeted to adults; fewer resources are available to help children and young adults who have lost a loved one.

Hospice of the Calumet Area (HCA) has long understood the importance of acknowledging children in families receiving hospice care. In 2004, HCA introduced *Hospice Helps Me*, a coloring / activity book that explains the loss of a beloved grandmother from a young boy's perspective. It is presented free of charge to HCA's patient families and used by other hospices, libraries and school districts throughout the United States.

In 2009, HCA created Healing Hearts for Kids, a free support group for area children ages 6-12 struggling with a loss. Each session explores a topic such as perception of death, feelings associated with grief, memories and the healing process in an age-appropriate setting.

While this support group addressed the emotions of young family members, there remained a lack of local options for adolescents and young adults struggling with grief. Research indicates that teenagers manifest grief in far different ways from children and require a unique therapeutic approach; thus, the HCA staff launched Healing Hearts for Teens in 2010. This free group also provides emotional and practical support for those who are grieving, but reaches out to youth ages 13-17 that have experienced the death, separation or serious illness of a loved one.

Emotional support for HCA patients and families is often provided by caring young people who volunteer through their schools and service clubs. Students of all ages organize food drives for the William J. Riley Memorial Residence; make lap robes and cards for patients at home; bake cookies for the Annual Cookie Walk; and more. Mature teens ages 16 and older that have parental consent may even complete HCA's volunteer orientation and serve as patient companion volunteers.

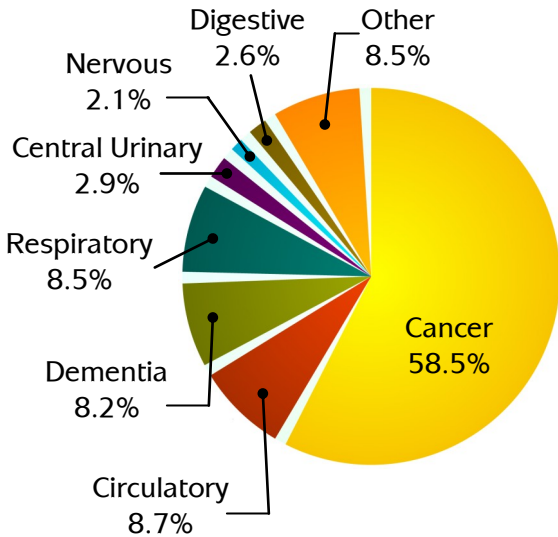
In late November, more than a dozen members of the Just Horse'n Around 4-H Club arrived at HCA's "hospice house" to decorate for the holiday season. The students aged 8-18 from Lake County, Indiana received a brief orientation from Volunteer Coordinator Cynthia Camp about the patient families they would meet, all of whom had requested a Christmas tree in the room their loved one occupied.

The Club members spent the entire afternoon at their tasks, unwrapping ornaments and testing strings of twinkling lights. They carefully adjusted their activities so as not to disturb the patients; soon each of the eight rooms and the living room contained a fully decorated tree. Thanks to these caring young volunteers, the holidays were brighter for those HCA served.

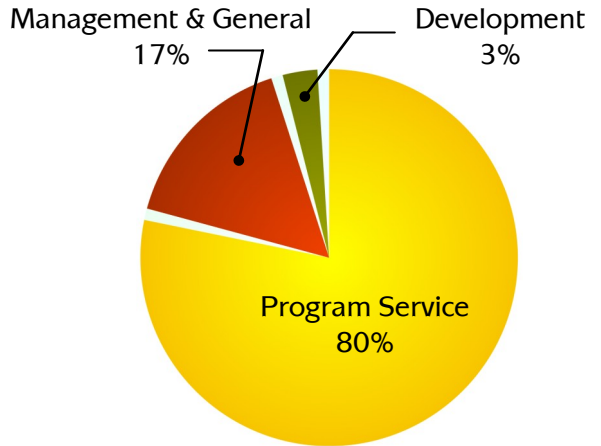
Support for the community, by the community is a critical element of HCA's success and longevity. Hospice of the Calumet Area remains committed to improving the quality of life for individuals and families facing a life-limiting illness and educating the public about end-of-life care.

# Hospice by the numbers...

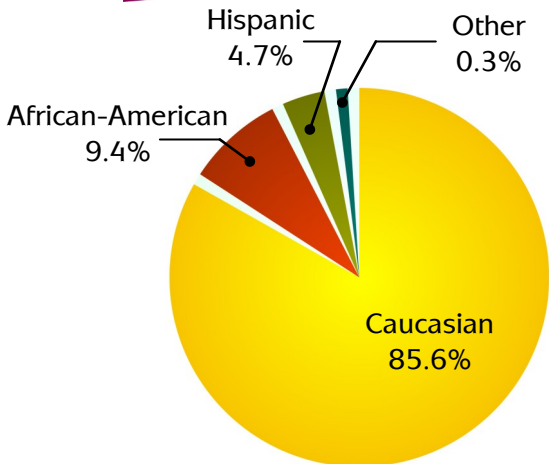
## Patients by diagnosis



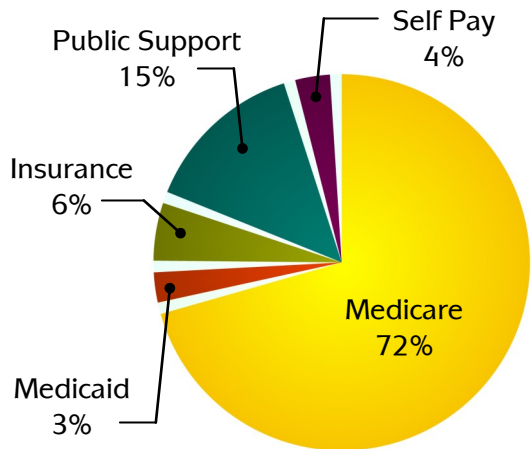
## Expenses by category



## Patients by race



## Revenue by category



# Board of directors

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Adrianne May, Executive Director

## Albert John Costello, M.D. November 3, 1923 – April 5, 2010

Dr. Albert Costello was born and raised in Connecticut but arrived in Northwest Indiana in the 1950s to establish his medical career and start a family. With the blessing and support of the late Bishop Andrew Grutka of the Diocese of Gary, he co-founded Hospice of the Calumet Area (HCA) with Msgr. Joseph Semancik and Sr. Wilma Boeving in 1980. A passionate advocate of hospice care, Dr. Costello served on the HCA Board of Directors until his death and was also a member of the Advisory Council for the Hospice of Southwest Florida. For his tireless belief in the mission of Hospice of the Calumet Area and his unwavering commitment to thousands of patients and families seeking compassionate end-of-life care, Dr. Costello will forever be remembered.



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