Promoting dignity, independence and quality of life for all through education, compassion and effective community-based care.

with you at every step.
Behind THE CARE

HCI Hospice Care Services “stepped outside the box” when we opened HCI Giving Tree, our upscale Urbandale thrift store, in 2010. Exceptional hospice care — not retail sales — was our core competency.

HCI Giving Tree met three needs.

1. It increased volunteer opportunities — We have more than 700 volunteers performing a variety of services for our organization. But not everyone chooses to do direct patient care. Participating in a retail venture added a unique way for volunteers to support our patients and families.

2. It provided a new way to give for supporters of our mission — HCI Giving Tree’s inventory is made up of donated items. Whether cleaning out their own homes or the homes of a loved one, donors are assured items were put to good use. Programs and services provided to patients and their families are supported by the proceeds of HCI Giving Tree.

3. It created a new revenue stream — the number of hospice patients needing financial assistance — like healthcare costs — continues to skyrocket. HCI Hospice Care Services has always been the hospice organization that accepts all patients who need care. We must raise $300,000 a year for charity care. Neither Medicare reimbursements nor donor contributions keep pace with expenses.

I’m delighted to report that each year, HCI Giving Tree sales have helped us in our quest to provide quality of life for those in our care. That’s why we’ll open a second HCI Giving Tree in July, this time in the East Village of Des Moines (see story, page 11).

Thank you for providing us with quality donations of gently used furniture, home décor and clothing items for nearly five years. We appreciate all who have shopped HCI Giving Tree, and we hope you’ll visit the new location too. You’re helping us fulfill our mission.

Norene Mostkoff
President and CEO

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Editor
Linda Clauson
business development & communications director
(515) 274-3400 • lclauson@hcicaservices.org

Contributors
Jane Flanagan, development coordinator
Marsha Marlow, data management specialist
Katie McIntyre, community relations coordinator
Dan Raedeker, foundation director
Writing and design work by P.S. Writes

Do We Have Your Email Address?
As a cost-saving measure in printing and postage, and as a way to communicate important information in a timely fashion, we need your email address. Please send an email message to info@hcicaservices.org to share your email address.

About OUR CARE

HCI Care Services, formerly Hospice of Central Iowa, is a not-for-profit, independent health care organization, which brings comfort and supportive care to individuals and their families. HCI Hospice Care Services serves 41 counties from offices in Des Moines, Centerville, Creston, Knoxville, Mount Ayr, Mount Pleasant, Osceola, Perry, Winterset and Council Bluffs. Around-the-clock care is available in our hospice houses: Kavanagh House on 56th Street and Bright Kavanagh House in Des Moines, Greater Regional Hospice Home in Creston and Hospice With Heart Hospice House in Glenwood. HCI Care Services is a proud partner of VNS of Iowa.
Three Among State’s Great Nurses for 2015

Three HCI Hospice Care Services nurses were recognized as this year’s 100 Great Iowa Nurses honorees. They’re women who have made meaningful, lasting contributions to their patients, colleagues and the nursing profession. Their mentoring of other nursing professionals is unfailing.

Megan Broughton, RN, MSN, CHPN, has spent nearly nine years at the Kavanagh Houses, and she’s served as team director for those two hospice house facilities. Always demonstrating compassion, Megan raises the bar for excellence through leadership, her dedication to process improvement and mentoring of other team members. She recently graduated from Clarkson College as a family nurse practitioner.

Lori Bailey, ARNP, FNP-C, ACHPN, was the fourth ARNP in the state to be certified in hospice and palliative care by the National Board for Certification of Hospice and Palliative Care Nurses. That achievement and Lori’s commitment to mentoring has inspired others in the organization to obtain the designation. After 20 years as a nurse in Knoxville, Lori joined HCI Care Services’ Kavanagh House team in 2009. She’s known for making wishes come true for many patients.

Erika Frazer, RN, CHPN, handles difficult situations with a calming grace. Her consistent day-to-day interactions with patients and families make them feel they are the only ones in her care. Each day she greets Kavanagh House patients with a kiss on the forehead. In addition to patient care, Erica wrote best practice procedures for medication administration and has served as a preceptor for Grand View University nursing students for five years.

Golf “Fore” a Good Cause for July 27

Time is running out to register for the second Heart of Hospice Golf Open. Set for July 27 at Toad Valley Golf Course in Pleasant Hill, the four-person best ball event is organized by a dedicated and passionate group of HCI Hospice Care Services volunteers. Fees include continental breakfast and lunch, 18 holes of golf, cart, two drink tickets and a chance to win prizes. A silent auction is also planned. Presenting sponsor for the fund-raising event is Graham Group and Graham Construction. Sign up to play at hcicareservices.org or contact Jane Flanagan, 515-271-1328.
Quality of Life: Enriching Every Day

We’re focused on making every remaining day the best it can be for patients and their families. That goes beyond treating pain and other physical symptoms that individuals experience. It means listening and identifying what brings joy to patients and those who love them. Through generous donations from you and grants to HCI Foundation, funds for our Quality of Life program are used to bring smiles, fulfillment and memories to our patients, families and special friends.

Honoring Our Vets

HCI Hospice Care Services patients and volunteers who had military experience have been paired for 345 hours of companionship, conversation and end-of-life support since our Veteran-to-Veteran volunteer program began in 2011. Their common language and experiences build healing bonds. World War II Veteran Clarence Wixom, pictured with Mt. Pleasant volunteer Larry Baldosie, was a corporal who ran telephone wires across hostile territory as part of his duties in the communications section of the 94th Infantry Division of the U.S. Army. He’s one of nearly 60 Veterans who has been recognized for military service with a pin and certificate from our organization. The program is now funded by unrestricted donor contributions to HCI Foundation.

A Memorable Baseball Game for Randy Dale

A car accident at age 16 changed Randy Dale’s dream of becoming a professional baseball player. But it didn’t diminish this pitcher’s love of the game. Now in his final season, 55-year-old Randy, who has resided in a nursing home setting for 14 years, and his wife Teresa enjoyed the I-Cubs season opener on April 17. Your donations provided game tickets and Cubbie Bucks for a memorable date night.

Bridging the Gap with Technology

In recent months, HCI Hospice Care Services has been implementing a telehealth grant from Telligen Community Initiative. The grant is being used to help bridge time and distance and to enhance hospice care services in Iowa’s rural areas. This “telehospice” initiative incorporates iPads into patients’ homes. To quickly address caregiving issues as they arise, families and patients can use the iPads to speak with a hospice staff member while seeing him or her on the screen.
Giving MATTERS

Life Review Program: Capturing Patients’ Voices

Imagine hearing your loved one’s voice again, telling favorite tales from his past. In the recording made by former Mt. Pleasant businessman Lloyd Orr, he told an hour of memorable stories, ranging from his favorite childhood toy — made by his grandfather — to the ethics he cherished in his honest dealings with his customers through the years. Through HCI Hospice Care Services’ Life Review program, volunteers record a patient’s memories on a host of topics such as growing up, work history, education, friends and travels. The patient’s story is captured in his own words and provided to his family on a personalized CD. “It’s an open conversation, and patients can talk about whatever they want,” says Machelle Lowe, Mt. Pleasant volunteer coordinator. She notes that volunteers are trained on the equipment and have a worksheet of possible topics to explore with the patient. Lowe knows of one patient’s family that played part of the recording at their loved one’s funeral. The opportunity to record a life review is open to any patient able to participate in the process. The equipment for each area team was provided through unrestricted funds donated to HCI Foundation.

Giving Patients Peace of Mind

To honor the unique ties between people and their pets, our Pet Peace of Mind program assists hospice patients and families with the care of their beloved pets. Pat Lord’s dog Boo and cat Tazzy have received routine care and shots from a Mt. Pleasant veterinarian as part of the program. “It’s taken a load off my mind,” says Pat. His nurse, Kathleen Fry, says, “These animals are what bring him laughter and joy. They are right by his side when he is not feeling well.” Other pet services include companionship, boarding, walking and transporting pets to appointments. The program helps with pet food, vaccinations and non-emergent health care. Volunteers are the primary pet caregivers when this service is requested. A grant from Banfield Charitable Trust administered by HCI Foundation funds the program.

A Visit to the Farmstead

Winterset nursing home resident Walter Marquardt wanted one final look at the 250-acre farm near Van Meter where he’d spent his life. The farm has been in his family for 100 years. It was where he’d raised cows, sheep, hogs, chickens and horses, and where he had planted corn, beans, oats, alfalfa and wheat. Your donations funded the wheelchair-accessible van and hospice staff to accompany Walter on his journey home just days before his death.

Letters of THANKS

Hospice With Heart was so wonderful to my Dad. What a wonderful organization with outstanding employees. Thank you for caring.

Harlan Marshall
Family
Council Bluffs, Iowa

www.hcicareservices.org

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Giving MATTERS

Hawkeye Fan Cheers in Person!

“T’m on Cloud 9, 10, 11, 12 and maybe more,” said 89-year old Mildred “Mert” Cummings of Keokuk of March 7. That’s when she and seven of her family members and friends trekked to Iowa City to see her beloved Iowa Hawkeyes beat Northwestern, 69-52. Making it to a basketball game was “the best thing ever,” according to Mert. She met Hawkeye Radio Network’s Gary Dolphin and Bobby Hansen, as well as Debbie Kuntz, (pictured with Mert), mother of Aaron White, her favorite Hawk. This wish was fulfilled with donors’ unrestricted contributions to the HCI Foundation.

Mert Cummings expressed a special thank you to donors who make wishes like hers possible saying, “I’ve been alone for 39 years scraping by with what I could. This gave me the opportunity to meet the loves of my life. I would like to thank donors for what they do for people like me.”

Caregiver Gracie: A Furry Family Member

Gracie the cat was the only family of Loyce James before Knoxville’s HCI Care Services team entered her life. Now, Loyce says our staff and volunteers are part of her family too. “Gracie hardly leaves my side,” says Loyce of the cat she adopted from a local animal shelter. As a 24/7 caregiver, Gracie gently pats Loyce’s cheek at night to let her know her oxygen has come off. As Loyce’s protector, Gracie won’t back away to allow a nurse to draw blood until the nurse explains to the cat that she isn’t going to hurt Loyce. Gracie still stays close throughout the procedure.

“I’ve only got good things to say about hospice,” says Loyce. “I’ve never been treated so well in my whole life. They’re just good people, and you can tell it.” We hope Gracie agrees. Loyce’s HCI Hospice Care Services volunteer has found a loving home for Gracie when the day comes that it’s needed.
Recognizing the importance of assuring access to quality of life at the end of life through dedicated stewardship and cultivation of community gifts.

Two Major Recognitions for Mostkoff

Norene Mostkoff, president and CEO of HCI Care Services and Visiting Nurse Services of Iowa, was honored twice in April for her achievements and vision of access to quality health care for vulnerable populations.

Visiting Nurse Associations of America named her Outstanding Agency Leader of the Year for her commitment to hospice, opening the eyes of her organization’s board and staff to new possibilities, and achieving positive quality metrics as a provider and employer.

Norene also received United Way of Central Iowa’s Individual Advocate Award. It recognized her leadership in public policy advocacy at the state and federal levels for Medicare/Medicaid reform, Early Start, the Workforce Investment Act and hospice governance.

Wishes for a wonderful retirement recently were expressed to two longtime employees who wholeheartedly served HCI Hospice Care Services.

Connie Brennan, who was hired as our first hospice aide in 1993, served the Metro team for 22 years. The 2012 winner of our organization’s Vision Award, Connie served on the Direct Care Worker/Professional Education Committee and the committee for Certifying Hospice and Palliative Hospice Aide Testing.

Dianna Murphy’s 15 years with HCI Hospice Care Services concluded as executive assistant to Norene Mostkoff, our president/CEO. Skilled in providing smooth operational support for the leadership team and the organization’s governing boards, Dianna also helped plan the organization’s annual retreat. She received the 2014 Vision Award for exemplifying our organizational mission and values.

Recognition

Our Mission
Promoting dignity, independence and quality of life for all through education, compassion and effective community-based care.

Our Values
- We act with integrity and respect.
- We serve with compassion.
- We lead through excellence.
- We unite through teamwork.

The welcoming garden at the Kavanagh House on 56th Street was made possible by the generous donation from the James Kenworthy family.

www.hcicareservices.org
**New Approach to Bereavement Services**

HCI Care Services’ bereavement program provides support to children and adults through one-on-one counseling, age appropriate group sessions, literature mailings and memorial services. These free programs throughout our service area emphasize the importance of healthy grieving.

Bereavement counselors traditionally have made the initial contact offering support services to a patient’s family members after a loved one’s death. Now, a team approach is being introduced. Because many other team members develop meaningful relationships with families while caring for patients, the first contact might now be made by a nurse, social worker, spiritual care counselor, hospice aide or volunteer.

Families will see an increase in the number of support groups available. In addition to the open groups, closed groups will also meet regularly. All of the support groups will begin using new materials, including “Understanding Your Grief” by Dr. Alan Wolfelt and the “Special Care Series,” a four-booklet set from In-Sight Books (Discovering Permission to Grieve, Discovering Significance, Discovering Understanding and Discovering Comfort). Funding for materials is being sought from local community and family foundations.

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**Grief SUPPORT**

**Touching Our Grief** • These ongoing educational grief support groups for adults meet monthly and are open to anyone who has lost a loved one. Meeting dates, times and locations follow. Contact your local HCI Care Services office for additional details.

- **Adel**: 2nd Tuesday, 3–5 p.m. at Adel Public Library, 303 South 10th St., Adel. (515) 465-4705.
- **Des Moines**: 2nd Tuesday, 7–9 p.m. at HCI Hospice Care Services’ Bright Kavanagh House, 3000 Easton Blvd, Des Moines. (515) 333-4500.
  - 4th Monday, 6 p.m. at HCI Care Services’ Bright Center, 401 Railroad Place, West Des Moines. Contact Cindy Swoyer at (515) 333-5810.
- **Centerville**: Third Tuesday, 4:30 p.m., HCI Hospice Care Services, 103 East Van Buren Street, Centerville. (641) 856-5502.
- **Osceola**: 2nd Thursday, 6:30–7:30 p.m. at Kale Funeral Home, 301 S. Main, Osceola. (641) 342-2888.
- **Winterset**: 3rd Thursday, 6:30–7:30 p.m. at HCI Hospice Care Services, 901 S. 4th Ave., Winterset. (515) 462-5205.
- **Indianola**: 3rd Thursday, 5:30–7 p.m. at Meadow Glen Terrace, 710 South Jefferson Way, Indianola. (641) 842-4312.
  - 2nd Wednesday, 5:30–7 p.m. at Vintage Hills, 604 E. Hillcrest Dr., Indianola. (641) 842-4312.
- **Mount Ayr**: 3rd Wednesday 6:30–7:30 p.m. at HCI Hospice Care Services, 107 South Filmore, Mount Ayr. (641) 464-2088.
- **Fairfield**: 2nd Thursday, 1–2 p.m. at Jefferson County Health Center, Hospital Board Room, 2000 South Main, Fairfield. (319) 385-4472.
- **Knoxville**: 1st Thursday, 4:30–6:30 p.m. at HCI Hospice Care Services, 213 East Main Street, Suite 103, Knoxville. (641) 842-4312.
- **Mount Pleasant**: 2nd Friday, 10 a.m.–11 a.m. at HCI Hospice Care Services, 118 N. Main St., Mount Pleasant. (319) 385-4472.
- **Perry**: 3rd Wednesday, 2:30–4:30 p.m., at Dallas County Hospital (in the meeting room on the main floor), 610 10th Street, Perry. (515) 465-4705.

**Memorial Gatherings** • Contact your local HCI Care Services office at the phone numbers above for information about our memorial gatherings, which are open to the community for anyone who has experienced a loss.

**Growing in Grief** • This six-week support group is offered several times each year. Call your local HCI Hospice Care Services office for more information.

**Volunteer OPPORTUNITIES**

**Volunteer Orientation**

Each HCI Care Services office offers volunteer orientation several times during the year. For more information, visit www.hcicareservices.org, email info@hcicareservices.org or contact an HCI Care Services office near you.
Expansion of ExtraCare Services

ExtraCare Services — a non-profit, private duty home care program launched by HCI Care Services in 2011 — is expanding. The private-pay program offers a range of healthcare, home safety and transportation services that enable clients to retain their independence through scheduled visits from nurses, home health aides and companions.

This summer, the program is adding a range of specialized “concierge” packages to better address the needs of its Central Iowa clients. New packages include such services as customized health and wellness planning, pet care and exercise, assistance with social activities, meal planning, accompanying clients to doctor’s appointments and more.

“For older adults, living independently is about empowerment,” says Stephanie Bishop, ExtraCare Services director. “We want to help our clients maintain their lifestyles so they can live as independently as possible. Our goal is to give them an extra layer of support in the home and help them stay active and connected in the community.”

ExtraCare Services is offered primarily in and around the Des Moines area. To learn more, please visit extracareservices.org or call (515) 333-4275.

Letters of THANKS

Our hearts are heavy with the loss of our mother, but blessings have surrounded us by the people who encouraged, helped and comforted us, as well as the presence to the end of mom’s strong spirit and steadfast faith.

Thank you doesn’t seem enough for the beautiful people who assisted us in every way. You have endeared yourselves forever to us. Enclosed find a token in mom’s memory to your amazing organization of angels.

The Family of Charlotte S. Nelson
Ruth Haugen
Pleasantville, Iowa

July 17: Home Run for Hospice

Join HCI Hospice Care Services for a special night at Principal Park in Des Moines. Come see who will throw out the first pitch as HCI Hospice Care Services is recognized. Visit our website or Facebook page to learn about discounted tickets when the I-Cubs take on Memphis at 7 p.m. We’re planning activities that will focus on our organization throughout our evening at the ballpark. Contact Jane Flanagan for more information at 515-271-1328 or jflanagan@hcifoundation.org.

Corrections:

The spring Care Matters included a story about donor generosity in updating the Kavanagh House on 56th Street. Please note that Kathy Sorbe, owner of Elements by K. Sorbe of Storm Lake, created the welcoming new rooms at discounted rates. Mike Pace’s $10,000 donation came entirely from proceeds of his book, “Dreams and Detours… Reflecting on the Souvenirs of a Lifetime.” Our apologies for these errors.
Memorials Make a Difference

“They were so good to us,” says Howard Evitt when he talks about the Centerville HCI Care Services team that served his wife Evelyn for nearly two months in late 2014. That’s why Howard, family members and friends provided their thanks with memorial contributions of more than $13,000. This was the largest amount generated for a patient served by a team outside the metro Des Moines area.

Nurses, hospice aides, spiritual care counselors, social workers, bereavement counselors and volunteers impressed Howard with their friendliness and kindness. “Always there when you needed them,” he adds, noting that the team members cared for Evelyn and himself.

“The generosity of Evelyn Evitt’s memorial fund donors serves as a tribute to her,” says Dan Raedeker, HCI Foundation director. “We thank her loved ones for their appreciation of the compassionate and valued care that patients and families receive from HCI Hospice Care Services.

Unless designated, memorial contributions are used to fill the organization’s greatest need.
Talking About a Loved One’s Death

Dr. Thomas Mouser, chief medical officer at HCI Hospice Care Services, visited Camp Amanda the Panda in April. He met with young children, teens and adults who have experienced the death of someone close to them. Everyone present could ask Dr. Mouser special questions and share lingering medical concerns. Amanda the Panda, which is part of our family of non-profit compassionate services, offers spring and fall two-day camps and a one-day summer camp for Iowa families and individuals who are on healing journeys. Visit amandathepanda.org for more information.

Letters of THANKS

The family of Ruth Spencer wants you to know how much we appreciate the help we received from your staff. You were so caring and helpful in giving us the information needed to understand the end-of-life process. We all felt so blessed to have you with us. On behalf of Ruth and our family, we are donating in appreciation for all you do – so that you may help others as you have helped us.

Phoebe and Mike O’Connor and family Centerville, Iowa

Planting Another HCI Giving Tree

Iowans love our HCI Giving Tree thrift store! That’s why a second HCI Giving Tree will open on July 7 at 521 E. Locust Street, Suite 102 in the popular East Village of Des Moines. Purchases at both locations support patients and families served by HCI Hospice Care Services. A grand opening celebration will be held this fall.

The new store faces E. 6th Street (near the State Historical Building) and will carry clothing and fashion accessories, home décor and furniture. Donations of goods for resale at both stores will only be accepted at the Urbandale location, 3330 100th Street. Visit hcigivingtree.org for more information and to sign up for the store’s weekly e-newsletter.
Facing 6th St. (near the State Historical Building), our second store offers premium, gently used clothing, furniture, home decor and everything special you’ve grown to love about HCI Giving Tree!

New Store: July 7th!

Visit our New Store in the East Village!

Facing 6th St. (near the State Historical Building), our second store offers premium, gently used clothing, furniture, home decor and everything special you’ve grown to love about HCI Giving Tree!

Reclaim precious time spent trying to find and schedule support services for your home or your loved ones.

Learn about our in-home private duty care options and special concierge packages designed to meet your needs.

(515) 333-4275 • extracareservices.org

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New store! 521 East Locust St., Suite 102, Des Moines
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