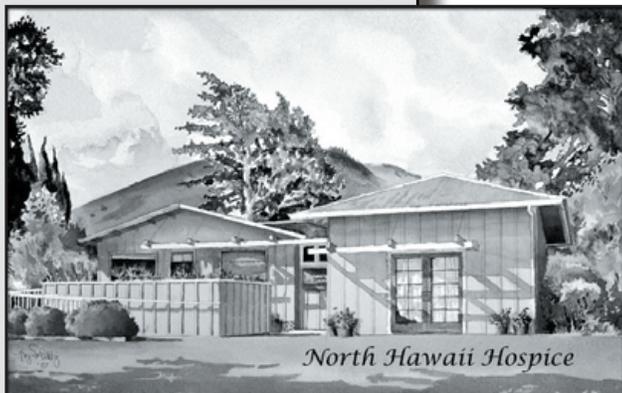


NORTH HAWAII HOSPICE

FALL 2011

NEWSLETTER



Plein Aire by Greg Schultz

COMING UP:

Making Your Wishes Known

Join hospice staff to discuss how to have important conversations with your loved-ones.

Nov 29, 2011 5:30 pm
Tutu's House, Waimea

Tree Lighting in North Kohala

Join the North Kohala Senior Center for a tree-lighting and holiday program with refreshments.

Friday, Dec 9, 2011 5:00pm
North Kohala Senior Center,
Kapa'au

Light Up a Life This Holiday Season

Remember your loved-ones with an ornament for the memorial tree in your community. For more information call 885-7547.

Save the Date!

Spring High Tea and Silent Auction

Saturday, April 7, 2012
If you are interested in being a table hostess or reserving seats, please call our office at 885-7547.

Letter from the Executive Director

North Hawaii Hospice has been described as "the gift that the community gives to itself." I have often reflected on this statement and marveled at just how true it is.



Over the past 26 years, almost everyone in North Hawaii has had a friend, relative or neighbor that has been cared for by North Hawaii Hospice. Families that have had an experience with our hospice want to tell their story and express their gratitude and they often do this by giving back. Our largest base of financial support is from our individual donors and it stands to reason these gifts are expressions of gratitude and expressions of hope for other families that will need hospice care.

We are proud to say that our mission to provide our hospice services without asking for payment from patients or families has continued for 26 years due to the gifts we receive from our donors and from our volunteers. This fall issue serves to highlight those who have given of themselves either through volunteering or being donors.

On behalf of our patients and families, I want to personally thank each and every one of the donors and volunteers who make our organization strong. Our clinical staff couldn't provide the care and comfort for our hospice patients and families without you.

So, treat yourself to a smile, a pat on the back and a "high five" but please also take a moment to consider all that you have helped to make possible.

With aloha and appreciation on behalf of our hospice mission.

Mahalo,

Katherine Ciano
Executive Director

NORTH HAWAII HOSPICE

is a nonprofit organization committed to helping patients, families and friends dealing with life-limiting illnesses.

BOARD OF TRUSTEES

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President

Thomas Blackburn, PhD
First Vice-President

James T. (Toby) King
Second Vice-President

Linda West
Secretary

Margarita Scheffel
Treasurer

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Nancy Bouvet
Sheila Cadwallader
Wendy Craven

Bev Dawson
Howard Edelman
Ken Fischer, OD
Marty Hind
Harold Hughes

Claren Kealoha-Beudet
Ranee Kumove

Stewart Lawrence, MD
Keawe Liu
Diana Mahaney
Julie Mattson
Ali Woods

MEDICAL DIRECTOR

John Dawson, MD



5th Annual Big Island Classic Golf Tournament a Success!

We were once again thrilled to be the sole beneficiary of the Tommy Bahama Charity Classic Golf Tournament held at the beautiful Mauna Kea Beach Resort. The sold out event was the 2nd year that North Hawaii Hospice was the benefactor of this fund raiser. The full day event featured world class golf, food, drinks and prizes all to benefit North Hawaii Hospice's programs and services.

The event started with a breakfast provided by the Mauna Kea Beach Hotel followed by a putting contest and the lucky ball drop from a helicopter. Throughout the day, Tommy Bahama's restaurant provided delicious food and drinks for all participants on the course. That evening, Tommy Bahama sponsored a wine and cheese party followed by a private party and dinner. The evening festivities concluded with a silent and live auction.

A special big Mahalo to Tommy Bahama

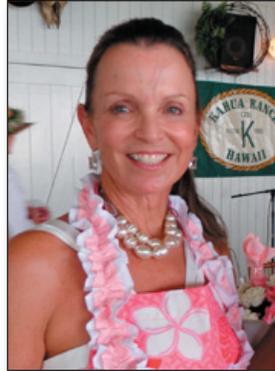
at Mauna Lani and all their hardworking staff, the entire golf team at the Mauna Kea Beach Resort, each and every golfer who came to play and all of our Hospice volunteers who made the event so great. A special thanks also to our many sponsors and donors. Many hands make light work and many golfers make a great tournament!



WHO'S ON BOARD?

With the beginning of the new fiscal year in July, the North Hawaii Hospice Board of Trustees also experienced a change in leadership. With a new slate of officers and the retirement of one of our board members last spring, we welcomed three new board members and a new executive committee.

First, North Hawaii Hospice wants to recognize the service of **Kim Norman** who left our hospice board to move back to the mainland. Kim brought tremendous talent to our fundraising events and our agency is stronger and better for her service. We wish Kim much happiness being closer to her new mo'opuna and know that she will soon be fundraising for a charity near her mainland home.



Toby King stepped down as Board President after leading us for two years. As the past president, he will remain on the board as Second Vice President and will continue to chair our 25th Anniversary Capital Campaign Committee. Attorney **Lynn Higashi** assumed the role of Board President in July and didn't waste any time before chairing the event committee that planned our highly successful Floating Lantern Ceremony. Other changes to our executive committee include **Tom Blackburn** moving into the role of Vice President and **Linda West** serving as Secretary.

We also welcome the following new trustees:

Kenneth Fischer, OD is an optician in Northern Hawaii and has been involved in our community for more than 40 years.



Dr. Fischer has served on the Board of Directors of Parker School and has a long history of service to our community non-profits.

Harold Hughes was born and raised in Hilo. He has an MBA from the University of Hawaii

at Manoa and a Bachelor of Science degree in Horticulture from Colorado State University in Fort Collins, Colorado. Harold has 29 years of service with First Hawaiian Bank. Currently, he is a Vice President and Branch Manager of the Kamuela Branch, and serves as the North Hawaii Area Manager. Prior to working for the bank, he was a cultivation superintendent for Mauna Kea Sugar Company. He served



NORTH HAWAII HOSPICE STAFF

Katherine Ciano, MHA, BSN
Executive Director

Colleen Norris, MBA
Director of Finance

Gayle Hubbard
Administrative Assistant

Denise Wade
Clinical Services Assistant

Reinhard Fritsch, RN, PhD
Debbie Washburn, RN, CHPN
Kristin Wohlschlagel, RN
Patient Care Managers

Nanea Brown, LPN
Clinical Support Nurse

Mark Therrien, LSW
Social Worker

Juli Szilagyi, MEd
Volunteer Coordinator

Sindona Cassteel, MS
Bereavement Counselor

Sally Kaufmann, RN
Lisa Lawrence, RN, CHPN
Nina Millar, RN
Christine Richardson, RN
After Hours Nurses

Felicia Murray, CNA
Sandie Rossi, HA
Hospice Aides

as treasurer of the North Hawaii Community Hospital in the years that saw the actual building of the facility, is a past member of Rotary Clubs in Hilo, Waimea and Kona and past president of the North Hawaii Rotary Club, past treasurer of the Kona Family YMCA, past treasurer and current at large vice president of the Hawaii Preparatory Academy Alumni Association. Harold has two grown children and lives in Waimea with his wife, Esther. In addition to being a licensed private pilot, he enjoys fishing and hunting during his spare time.

Diana J. Mahaney is originally from Arizona and California. Diana has lived on the Big Island since 2003. Diana is a sales consultant for Ka Milo at Mauna Lani,



Brookfield Homes Hawaii. From buying her first home, owning and managing investment properties, building new homes or remodeling and decorating, Diana Mahaney has done it all and understands real estate. A life-long entrepreneur, Diana brings 20 years of business development and marketing to our local real estate market. She shares with her clients a passion for the process of negotiation

for the best outcomes and unwavering commitment to the client. When not showing property, Diana volunteers at the Isaacs Art Center in Kamuela and helps to organize numerous fundraising events throughout the community. Prior to joining the North Hawaii Hospice Board of Trustees, Diana was involved in the planning committee for several hospice fundraisers and handled the silent auction for the "Sweethearts on the Range" event held last year at Kahua Ranch. Diana and her husband, Mark, enjoy hiking the trails and shores of our island home, cycling, paddleboarding, kayaking, golf and photography.

Wendy Craven was born and raised on Oahu but has generations of family on the Big Island so it was a natural migration for Wendy and her husband Tony to move back to the Big Island about 10 years ago. All three of their children and their families are living here on the island and their business and ranching interests are in Kona.



After graduating from Punahou and then college, Wendy had worked in sales and sold everything from high fashion garments in New York

to cases of beef in Honolulu, to working in chain stores and restaurants.

Wendy has always enjoyed being actively involved in every community in which she has lived. Wendy's volunteer work has been her way of giving a tiny bit back to support the community. It has given Wendy great pleasure and introduced her to many interesting and wonderful new faces.

As for her spare time activities, she says "just put me in my garden, on a horse driving cows, arranging a handful of lovely fresh flowers or stirring a pot of yummy stew to share with others and I'm in heaven!"

Wendy has thoroughly enjoyed learning about North Hawaii Hospice and is excited and delighted to be part of such an outstanding organization.

It is important to remember that all members of North Hawaii Hospice's Board of Trustees are volunteers. Our hospice has always been blessed with an amazingly committed group of volunteer board members.



We are very excited to have such exceptional leaders join our Board of Trustees!

North Hawaii Hospice Floating Lantern Ceremony

For many years North Hawaii Hospice board member, Marty Hind, wanted to find a way to bring a floating lantern ceremony to the west side of the Big Island. Marty had visited Oahu to witness the lantern ceremony held there each Memorial Day and to float a lantern in honor of a member of her family. Finally, with the Fairmont Orchid as partners, the North Hawaii Hospice Floating Lantern Ceremony became a reality.

The beautiful event, held just before sunset on a late summer evening was attended by hundreds. Hospice founders Sheila Cadwallader, Nancy Bouvet, and founding nurse Fran Woollard were in attendance and were remembered for their vision and many years of hard work to establish a hospice program for North Hawaii.

The event committee was chaired by Lynn Higashi and her husband Miles Okumura. Kate Bell and Tom Blackburn also provided support by providing a grant to support the event.

Deena Hurwitz led the evening's memorial ceremony which also included Taiko drummers, music and hula.

North Hawaii Hospice is grateful to the Fairmont Orchid, Hawaii, to Kate Bell and Tom Blackburn, and to all of the many volunteers that helped bring this beautiful ceremony honoring our loved-ones to our community.

MAHALO



VOLUNTEER CORNER

As the year comes to a close, North Hawaii Hospice has so much to be grateful for. The volunteer service from our ohana has been tremendous. From the respite and care giving of our patients and families to the community outreach and fundraising that makes North Hawaii possible, everyone has generously given of their time and talents. Throughout the year we have remained very busy with the many events and programs that support what we do and without the efforts of many people to raise the funds needed for hospice care in our community, we would not be able to provide our services. At the heart of hospice are these very important people who give freely of themselves so that members of our community may have hospice, no matter what their financial situation. This altruism from our volunteers, which includes our hardworking board of directors, is what North Hawaii Hospice is all about.

The photos displayed are of our volunteers and board members at the many events we have had over the past year. What is nice to see are all the smiles and people having fun. A sign that we're doing something right! We started out the year with the delightful High Tea and Silent Auction – Sweethearts on





the Range at Kahua Ranch. We moved on to participating in the Charity Walk and quickly picked up the pace with Relay for Life. The Spring Volunteer Training was next and then we went to tee with the Tommy Bahama's Big Island Golf Classic. Our first annual Floating Lantern Event, which our community really loved, was a great success. Without missing a beat we took on the Shorty and Jacque Johnson Estate Sale, not a small feat by any stretch of the imagination, and then quickly got ready for the Fall Volunteer Training with a newly revised and edited training manual, no less. As we wind down the year, we reach out to the community through the Waikoloa Health Fair and the Kahilu Theatre "Consider the Conversation" presentation, and then we quickly turn into elves to help Santa get his photo taken with our community's keiki and help our community remember their loved ones through Light Up a Life. In between all these events, volunteers answer phones, update our web site, quietly fundraise, help with mailings, count wishing well coins, share the mission of hospice with their friends and neighbors, support the patients and the list goes on. North Hawaii would not be possible without you! Mahalo to our wonderful ohana!

New Faces at Hospice



Nanea Brown, LPN

Hospice Nurse

Born and raised in Waimea, Nanea

graduated from the Hawaii Preparatory Academy in 2000 and received her practical nursing degree in Honolulu. She worked for two years for the St. Francis Hospice on Oahu before moving to Los Angeles. Nanea moved back to her Big Island home this past summer and joined North Hawaii Hospice to provide nursing care and support for hospice patients and families.

Felicia Murray, CNA

Hospice Aide

Felicia Murray, CNA, has been a volunteer for NHH since 2009. She recently joined

our team as a Hospice Aide. A resident of the Big Island since 1994, Felicia suffered an acute illness in 2007 that nearly took her life. Her long recovery became a pivotal point in her spiritual journey and gave her



serve the patients and their families but to bring a spirit of encouragement and healing to the homes she visits.

Denise Wade

Clinical Services Assistant

Denise is from Denver, Colorado, and educated at the University of Colorado with a BA in Sociology and Psychology. Prior to moving to

tremendous compassion for those with serious illnesses. It is her desire to not only

the Big Island, Denise worked as a Case Manager at Tooley Hall Community Education Center, and as an On-Call Mental Health Counselor at Third Way Center Youth Treatment Center. Denise moved to Hawaii in July 2009, and began working at the Blue Dragon and Tres Hombres. Denise joined Hospice originally as a volunteer in November 2009 and has always



enjoyed helping out in the office and filling in where she could. She joined our hospice

staff part time in July 2011 and then full time in October 2011 to oversee patient medical records and the quality database, and provide clinical support for our hospice team.

What Hospice Means to Us

<p>H <i>Ha, the breath of life. In the time of need, as a loved one is breathing their last breaths, it is Hospice who helps remind everyone to EXHALE.</i></p>	<p>O <i>Ohana- Hospice is a family you don't know you have until you need them. And there they were at our doorstep and answering our calls in moments of panic.</i></p>	<p>S <i>Support- Medical knowledge, counseling, and hugs when we didn't know what to do.</i></p>	<p>P <i>Patience for patients and peace of mind for families.</i></p>	<p>I <i>Individuals who make a difference (volunteers).</i></p>	<p>C <i>Comfort at home-mind, body and soul.</i></p>	<p>E <i>Eternally Grateful- Hospice provides the light to carry on.</i></p>
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Mahalo,
Nick, Stephanie, Nicholas, Vanessa
(On behalf of Brigitte Rutgers)

THE FOUR THINGS THAT MATTER MOST

Lessons from Life's End Teach Us About Living, Hospice Author Says

by Tanya Dean

Key life lessons learned at the bedsides of hospice patients—about the importance of attending to emotional affairs and leaving nothing essential unsaid—have much to teach all of us at any time in our lives. That's the inspiring message of hospice and palliative care physician Ira Byock, M.D., whose book, [The Four Things That Matter Most: A Book About Living](#), is published by The Free Press, a division of Simon and Schuster.

Please forgive me. I forgive you. Thank you. I love you. These four statements encapsulate core wisdom distilled from countless experiences of patients and families served by hospice. In 1978 when Ira Byock began working with families facing life threatening illnesses, the hospice movement was just beginning to address pain and symptom relief among hospice patients. He was not expecting to witness such positive experiences among those hospice served; but that is what he observed.

"When physical and emotional suffering is alleviated, people are able to focus on the things that matter most. So often this involved expressions of forgiveness, appreciation and love to key persons in their lives." Byock says that his 35 years of caring for dying patients have reinforced this practical wisdom.

"My awareness of The Four Things evolved over the years from listening to patients and their families and from discussing cases with many other experienced caregivers," recalls Dr. Byock. "I would often hear hospice nurses, social workers or pastoral caregivers suggest to families: 'You may need to say 'I love you' or 'Can you forgive me?' or 'I forgive you' so that she can pass on in peace.' It seemed so simple, yet so many families found the advice to be incredibly valuable. Over time I began making it a point to suggest people consider saying the four things—and not only when relationships were strained. Sometimes I'd write the statements on a card and leave it at the bedside of patients I was visiting."

In his many lectures, Dr. Byock would often teach "four things before goodbye" emphasizing that expressing forgiveness, gratitude and

affection to people is wonderful preparation for saying goodbye. Commonly, people from the audience would later come up to him and offer stories about how they had used one or more of the four things to mend or nurture relationships in their own lives.

"As a physician, I began to realize that there was a practical wisdom in these statements. Like many people in the field of hospice and palliative care, my professional work was having a positive impact on my own life. I became more mindful of keeping my most important relationships complete, so that if I died at any time, there would be nothing left unsaid. I apologized more quickly and fully and would take time to clearly express gratitude and affection to people I love. At conferences, I started pausing longer when people stopped me to tell their story."

Hospice professionals are familiar with the powerful, life-altering personal transformations that can occur during the inherently stressful and often emotionally charged experience of living with incurable illness. Although they often assert that hospice is about quality living—this message has been hard convey to the public. The public's concept of hospice remains negative. As results, many patients resist accepting hospice until they are literally on the brink of death--frequently too late to fully benefit from the improved quality of life that hospice has to offer to them and to their families

Byock offers the Four Things as a prescription for self-care and emotional health. His stories and experiences teach that it is never too soon to ask or offer forgiveness of the people we love, to thank them or to express our love. After all, he says, we don't know what lies ahead for us--only that our time on this earth is precious and finite.

"We need to take time and make the effort to express the things we do feel," Byock advises. "Sometimes it is important to state the obvious, for instance, instead of assuming those we love already know it. We can mend, nurture and celebrate our relationships--which are, after all, our most precious possessions."

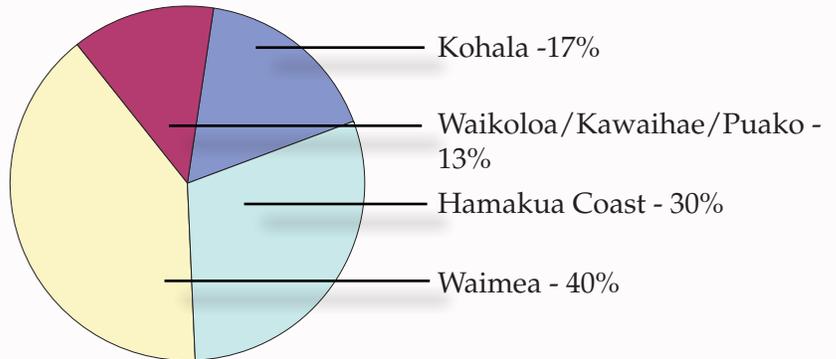
NORTH HAWAII HOSPICE ANNUAL REPORT

The following statistics pertain to fiscal year July 1, 2010 to June 30, 2011.

Volunteer Hours Donated

Direct Care	290 hours
Indirect Care	1,445 hours
Total Hours	2,718

Hospice Patients by Region



Age Range of Our Patients

Age of our oldest patient	97 years
Age of our youngest patient	10 months
Average age of our patients	75 years

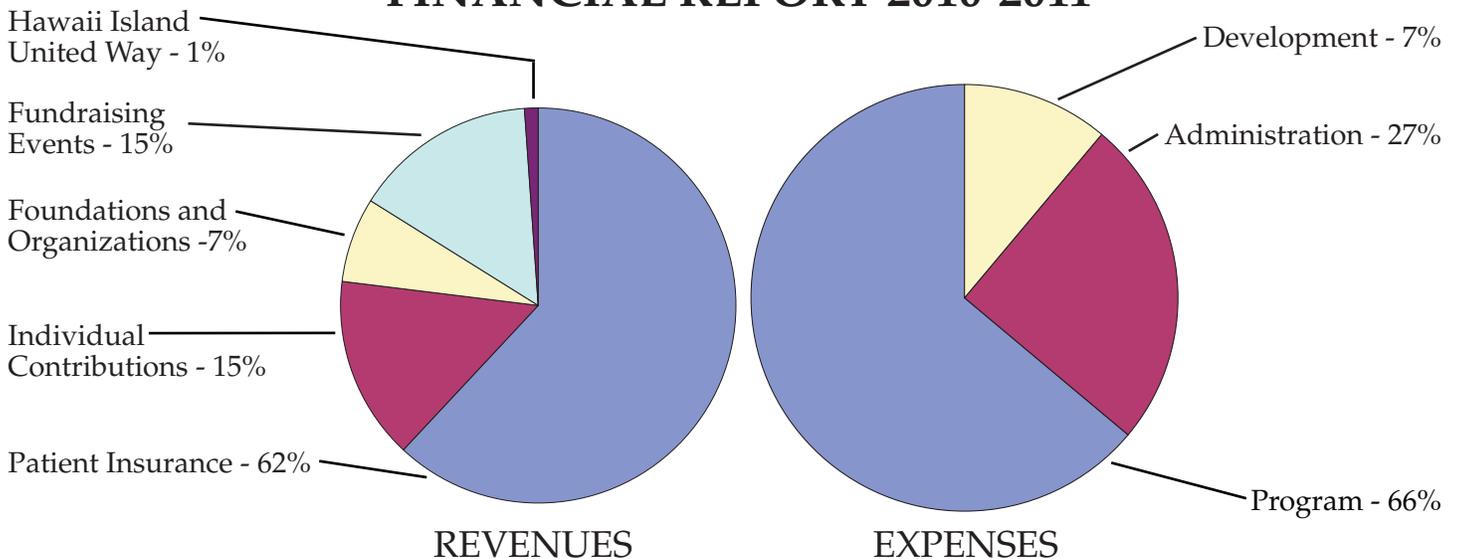
Grief and Bereavement

Number of contacts with hospice families for grief resolution	756
Number of contacts with community members for grief resolution	147
Number of contacts through community support group programs	58

Patient Care Services

Number of patients and families in hospice	105	Patients with a cancer diagnosis	53%
Number of patients discharged alive	10	Patients with a non-cancer diagnosis	47%
Average length of stay in hospice	49		

FINANCIAL REPORT 2010-2011



Gifts to North Hawaii Hospice

Mahalo to Our Donors

Our giving report includes the names of those individuals, community groups and businesses who have given gifts to North Hawaii Hospice from July 1, 2010 to June 30, 2011.

Commemorative gifts were received in memory of the following people:

Nancy	Emelia Gomes	Vernon Maxwell	Yoso Ryusaki
Daida Akau	Shirley Gould	Mac McCurdy	John Scully
Mary Lou Anderson	Toddy Hagans	Penny McGuiggan	Wilma Seaton
Marlyn Axelrod	Karl Heller	Florence McPeck	Hal Shapiro
Ziegfried Azevedo	Mike Higashi	Vi Medusky	Kent Shattuck
Bernice Baker	Irene Higashi	Harriet Medve	Peggy Sperring
Marvelyn Bannister	Coco Hind	Evanita Midkiff	Joseph Spielman
Paul Barker	Kiyotsugu Hirako	Ronald Mochida	Clyde Springer
Puanani Beaudet	Bradford Houser	Stephen Morifuji	Thomas Stearns
Phyllis Bezona	John Hudson	Yoshio Murakami	Colin Stuart
Rebecca Brightman	Barbara Hutchinson	Stanley Murakami	Marcia Sullivan
Helen Burlingame	Violet Ishikawa	Marion Nahulu	Guy Suzuki
Robert Butterfield	Judith Johnson	Janet Nakada	Rick Sweere
Shirley Cam	Shorty Johnson	Izzy Nelson	Sandra Sydserff
Berlinda Camara	Richard Jose	Olga Nichols	Shizuo Tagawa
Henry Cambridge	George Kamimura	Kaio Nishida	Mickey Taub
Jan Chillingworth	Chris Kawakami	Joseph Obina	Jeannie Terminello
Te Iwi Chilton	George Kealoha	Shuhei Ohta	Heather Threlfall
Delores Coates	Jaime Kelce	Joseph Pacheco, Sr.	John Urner
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Marshall Doi	Yoshio Kimura	John Pavao	Riyochi Uyama
Connie Erger	Nikolaus Klotz	Nancy Piianaia	Mildred Venter
Ruth Foster	Jitsuo Kotake	Ben Radin	Henrietta Visser
William Foster	Roy Kouke	Amy Radin	Brooke Winvick
Connie Francois	Ernest Kurlansky	Jack Ramos	Harvey Wong
James Frazier	Annabelle Lindsey	Phyllis Richards	Sueo Yamasaki
Takeshi Fujino	Joan L'Orange	Shirley Rizzuto	Hideo Yanazaki
Yoshito Fukuki	Jean L'Orange	Diana Rogers	Wallace Young
Pedro Garcia	David Lorch	Dennis Rose	
Maria Garcia	Marium Macion	Richard Rowe	
Gwen Gibbs	Tom Matsumura	Brigitte Rutgers	

MAJOR DONORS (\$5,000+)

The Estate of Virginia Davis
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and Kate Bell, Ph.D.
Balbi Atherton Brooks
Mrs. Zadoc Brown
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Wishing Well at Healthways II
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Vicki and Greg McManus
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Mr. and Mrs. Neal Winvick
Sally and Allen Wooddell

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Walter Ackerman
Eddie Akana, Jr.
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Aloha United Way
Charlie and Lisa Anderson
Annunciation Catholic Church
Sharon J. Azevedo
Ban-Nix Home Medical Equipment, Inc.
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Mr. and Mrs. Lindsay Barnes, Jr.
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Ruth and Michael Bernstone
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Lala Black
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Melinda and Ric Bollinger
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Mr. and Mrs. Carl 'Soot' Bredhoff
John and Ann Broadbent
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Rosemary Broughton
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James and Madeleine Budde
Kitty Budge
Matthew Bumanglag
Gary and Sheila Cadwallader
Michael Camp
Diane M. Carlson & William Freyd
Paul and Laurie Jo Carney
Ed and Shirley Carter
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Quintin and Teri Chong
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Melanie Collier
Mavis Cook
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Grace Czerwinski
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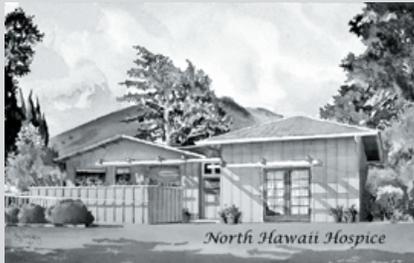
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Tips for the Holidays from the National Hospice Foundation

If you have recently experienced the death of a loved one:

- Be aware that the approaching holiday season may be a difficult time. It's not uncommon to feel out of sorts with the celebratory tone of the season. The additional stress may affect a grieving person emotionally, cognitively and physically; these are normal reactions.
- Recognize that holidays won't be the same. Trying to keep everything as it was will only lead to disappointment. Doing things a bit differently can acknowledge the change while preserving continuity with the past. Different menus, changing decorations, attending a different service or even celebrating in a different location may provide that slight but significant shift. However, be aware that feelings will still be there. If change is the plan, be careful to avoid isolation.
- The holidays may affect other family members. Talk over plans. Respect the choices and needs of others, and compromise if necessary. Everyone should participate in ways that are comfortable.
- Avoid additional stress. Decide what is really wanted and what can be avoided. Perhaps cards don't need to be sent, or shopping can be done by phone, the internet or catalog.
- Do the right thing for yourself, not what others think is right.

