



NORTH HAWAII  
HOSPICE



*Ho'ouu*  
...to enhance



**NORTH HAWAII  
HOSPICE**

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## LETTER FROM THE EXECUTIVE DIRECTOR

Welcome to our new newsletter! We took a break during the pandemic and now we are back with a new format we hope you enjoy. Unlike our newsletter, there has been no break from providing hospice care for the communities we serve. This issue highlights personal stories of some of the folks we serve as well as new staff who have joined our hospice 'ohana.



One thing we've noticed during this past year is that our patients and families are waiting longer before choosing hospice care. What I would like people to know is that hospice is not about giving up hope, it's about improving quality of life. If you or a loved-one is facing a serious illness and there is time left, that time is the most precious time there is. It is a time for high quality decisions and for calling in as much support as possible. It is also a time of blessings and opportunities to come to peace with things in life and to enjoy it until the very end. Hospice becomes part of that support system and something that the family caregiver can rely on so that they are not alone.

Our message to our community is this: If you love somebody that is not getting better and if you are afraid and wanting to do the best thing you can do, we are here to be with you every step of the way. It takes courage to take the leap, but you are not jumping into the unknown alone. You have a partner with experience that will be with you through the entire journey. In fact, you have the entire community behind you. They have worked very hard to build and sustain this service for you. So do not be afraid to call us early - if it is too early, we'll let you know.

As the holiday season approaches, we want to wish everyone in our community peace and aloha. If you have recently lost a loved-one and this may be the first holiday after your loss, don't forget that we offer free confidential bereavement support for everyone in our community.

If you are a supporter of our hospice I want to thank you on behalf of our board of trustees, staff, and volunteers. We see the results of your commitment to support us in everything we do and it inspires the best in us every day.

With sincere aloha,

*Katherine W. Brooks*

Katherine W. Brooks  
Executive Director



# Our Beloved Volunteer, Aunty Betty

APRIL 25, 1929 - SEPTEMBER 18, 2021

Aunty Betty Webster was well-known to the North Hawaii community as a dedicated and diligent greeter and hostess at various Waimea restaurants where she outwardly expressed her distinctive inner character by always wearing a vibrant mu'umu'u and an eye-catching pair of quasi-theatrical but still very elegant sunglasses from her collection. "These funky sunglasses were just to make people smile," she'd humbly explain. They also earned her a Guinness Book world record of over 1500 pairs in 2015.

Delighting the community with her tasteful and cheerful appearance, Aunty Betty demonstrated her true inner goodness by applying herself as a passionate volunteer for North Hawaii Hospice. Aunty Betty's talent was boasting her unique style as our front desk receptionist on Fridays; greeting everyone who walked through the door with gentle, authentic personal attention. Her contagious smile, dynamic style, wit, calm, and gentle manner were recognized by all who were fortunate to know her.

Walking into the hospice office on Fridays was always a treat because she could connect with anyone from the UPS delivery

person to a concerned family member and put a smile on their face; not to mention whatever set of hilariously brilliant, sparkling eyewear she was wearing — pink flamingos, dancing beer mugs, aerial dancers, and even more abstract constructions of gold glittering forms with wings. Her son recalls, "She'd never miss a Friday because she loved hospice and it was another way she could spread aloha." Hospice volunteers often say they get back more than they give when they serve and this was true for Aunty Betty.

After battling breast cancer for six years, treatment options were running out and the pain was hard to control. She entered our Supportive Care program, which provides care for patients with serious illness that are still seeking curative treatment. Although she stopped working at our front desk, she wouldn't let her illness keep her from volunteering — she continued to serve by rolling coins from our community wishing wells. She taught us by example about the art of living your passion — doing what you truly care about for as long as you are able.

We deeply lament her passing. To recall her



is to be flooded with ideas and images of her creative vitality; and to be prompted to remember that we, like Aunty Betty, are all free to pour out our best energy and spirit in unexpected and delightful ways. We hope earnestly that in the wake of her passing another good individual from our community will step forward to express their unique gifts, to jump in there and pick up where Aunty Betty left off and join our 'ohana of caring hospice volunteers.



# Why North Hawaii Hospice?

**MISAE WELA, RN,** TELLS US WHY SHE JOINED OUR TEAM AS DIRECTOR OF PATIENT CARE SERVICES

"I had always admired Fran and Nancy (part of the founding group of North Hawaii Hospice) and followed them over the years. One thing I always remembered was an image of Nancy and the team gathered around a kitchen table to create this program. Just that sense, like family — everyone gathers around the kitchen table to eat and tell stories. And Nancy and Fran always exuded that warmth and caring. It reminded me of my grandfather, when all the cousins would gather at his house, he always had pō'ai — that's when you sit in a circle as a family. I always remember that warmth of being in a circle in the family, that's the feeling I got from Fran and Nancy. Of course they had to abide by Medicare guidelines, but they never let them be barriers to the care they provided. That sense Fran and Nancy created is still

reflected here — it's 'people first.' That's what I see in Waimea, and all the towns we serve, there's this sense that everyone's there for each other. As I was driving home from here one evening, I pulled over on the side of the road to check my phone and right away a gentleman pulled over, came to my window asking, 'Are you okay?' He said he saw me pull over suddenly so he just wanted to see if I had car trouble. That kind of thing seems to be the norm here — that's the sense that the 'old Hawaii' way is still here. I see North Hawaii Hospice still carrying out the dream and legacy of the founders and I feel a sense of responsibility help carry that on and want to carry that on."

Nursing is Misae's second career — her first was in advertising and marketing. She was

drawn to nursing due to the death of her 18 month-old son. This event inspired her to go back to school and become a nurse while raising three children and pregnant with her fourth. In a small class of 20, she met Nina Millar, now a nurse at North Hawaii Hospice and Stephanie Woollard, daughter of Fran, one of the first RN's at North Hawaii Hospice. Misae completed her master's degree in nursing in 1998. She got her start at Hawaii Care Choices (formerly Hospice of Hilo), "back when we all carried a pager and had to be on call for our patients 24/7." After over 14 years with Hawaii Care Choices, she spent two years in palliative care for Kuakini and then worked as a Transitions Care Coordinator at East Hawaii Independent Physicians Association before joining our team this year.



## NORTH HAWAII HOSPICE HOSPICE STAFF

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**JENNIFER REAL, MD**  
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**COLLEEN NORRIS, MBA**  
Finance & HR Director

**GAYLE HUBBARD**  
Director of Development

**FAYE MITCHELL, MA**  
Community Relations Manager

**MARTHA SUNDERLAND**  
Finance Assistant, Receptionist

**JANICE MORGAN**  
Administrative Assistant, Receptionist

**MISAE WELA, RN**  
Director of Patient Care Services

**LEILANI DUMAGUIN, RN**  
Patient Care Coordinator

**KATHERINE CROSS**  
Volunteer Manager

**SANDY SPROAT, MSW**  
Social Worker

**VICKI FARLEY, BCC, DMIN**  
Spiritual Care Counselor

**FAITH GILLEY, MA**  
Bereavement Coordinator

**SANDEE MOIHA, HA**  
Clinical Medical Assistant

*Patient Case Managers:*  
**KAIKI GUNDERSON-COOK, RN**  
**ANDREA HESS, RN**  
**LAUREN KISH, RN**  
**MONICA NEWCOMB, RN**

*Hospice Nurses:*  
**MARYSHA CLEARY, RM**  
**SUSAN HILDENBRAND, RN**  
**YUKIKO KANAI, RN**  
**LORNA LEE, RN**  
**NINA MILLAR, RN**  
**CHRISTINE RICHARDSON, RN**  
**NADIA SCHLOSSER, RN**  
**DEBRA WASHBURN, RN**  
**RACHEL REAL, LPN**

*Hospice Aides:*  
**MARSHALL CACOULIDIS, HA**  
**DONNA GUILLERMO, HA**  
**LINDA BENANUA, HA**

# How Hospice Works

Hospice is a unique care program offered at no cost to anyone facing any serious life-limiting illness.

*Hospice is not about "giving up hope," it's about improving quality of life.*

## When should I call Hospice?

When you or someone you care for has a serious illness and is experiencing:

- Frequent visits to the ER or doctors office.
- Significant weight loss or weakness.
- Difficulty getting up or falling frequently.
- Pain that is increasingly difficult to control.
- Increasing difficulty with activities of daily living.
- Decline in spite of curative treatments.

*It's never too soon to ask about care that could enhance your life now.*

## What makes someone eligible for Hospice care?

- Person has a serious illness such as:  
Heart disease – Lung disease – Cancer – Stroke –  
Dementia – Liver Disease – Kidney Disease –  
Severe debility...
- Person / family agrees to elect hospice
- A physician certifies the person as eligible

## Benefits of Hospice care include:

- On-call nurses 24/7
- Care provided wherever you call home
- Assistance with bathing / personal care
- Medications and equipment provided
- Pain relief / symptom management
- Financial and community resource coordination
- Caregiver education, support & respite
- Spiritual support and end-of-life planning
- Bereavement / grief counseling





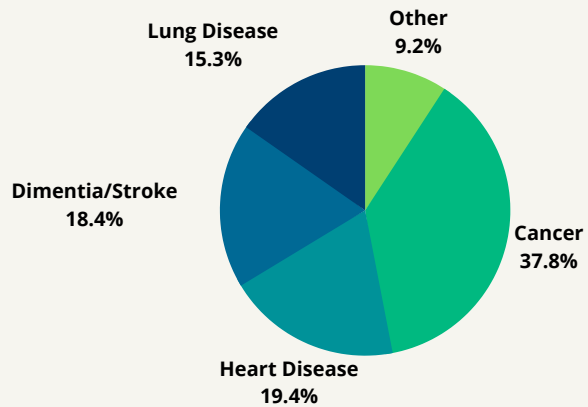
# Who We Serve

PATIENT POPULATION SERVED FROM JULY 2020 TO JUNE 2021

## TOTAL NUMBER OF PATIENTS

204

## TERMINAL DIAGNOSIS

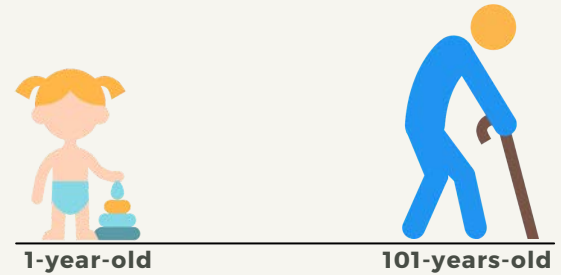


## DAYS WITH HOSPICE CARE

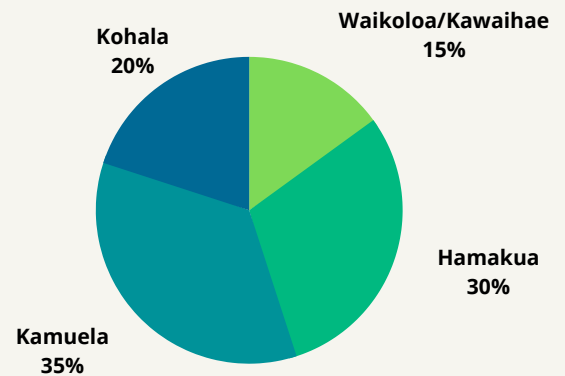
**22%** Less than 7 days  
**48%** Less than 30 days

MANY PEOPLE WAIT TO CALL HOSPICE UNTIL THEIR LAST DAYS, MISSING OUT ON FREE BENEFITS THEY DESERVE. IT'S NEVER TOO EARLY TO CALL HOSPICE TO FIND OUT IF YOU OR A LOVED ONE IS ELIGIBLE.

## AGE RANGE



## AREA OF RESIDENCE



# Shiro Takata of North Kohala

AUGUST 30, 1929 - JANUARY 12, 2021

In 2019, at the age of 90, Shiro Takata had a celebration of life gathering with the people that helped him “have a great life.” Nearly 100 family and friends gathered at Bamboo Restaurant, formerly Takata Store and his childhood home.

Shiro’s parents opened Takata’s in Hawi in 1923. They lived upstairs from the store with their seven children. After they retired, Shiro ran the store, now with a family of his own. After many years, it moved to its current location in Kapa’au. Apart from owning the largest grocery store in North Kohala, folks here know Shiro for his dedication to community service projects. A “Get out and vote” committee and “Loose Change Piggy Bank” fundraiser for a new elementary school playground were just a few of his recent efforts. Most notably was his decades-long support of Kohala Community Athletics Association (KCAA) - so invaluable to the community, they named the town baseball field in his honor.



TAKATA'S STORE IN THE 60'S



SHIRO TAKATA

About three years before his celebration of life, Shiro told his family he was diagnosed with kidney failure and that he wanted to make the most of every day left to live. He began dialysis to give him a couple more years to live – this gave him time. Even though he dreaded going to dialysis, he would say, “Three junk days give me four good ones.” All the while, Shiro managed the store, continued running community projects, and even organized a campaign for Mayor Mitch Roth in North Kohala.

As his disease progressed, he had many discussions with his doctor about what would happen if he ended dialysis. He told his family, “When I’m ready, and it’s time, I’m taking myself off of dialysis. And it’s my decision.” His last dialysis appointment was on December 31, 2020. He had decided, “I’m pau. I’m not going already.” The following Monday he called North Hawaii Hospice and on Tuesday he admitted himself into hospice care. That week he set up meetings with business associates to tie

up loose ends and called a long list of friends, employees, and community leaders to say “Goodbye” and thank them for being his friend, or for working hard, but mainly for helping him “to have a great life.”

During the many trips to dialysis over the Kohala Mountain Road, Shiro would point out where he wanted his ashes spread on the green hillside looking up at ChiChi Mountain. This way people would think of him as they drove the mountain road – he didn’t want to be in a cemetery that nobody ever visited.



SHIRO WITH SONS RAYTON (L) & JERRY (R)

Shiro spent his last days in the comfort of his home, as he wanted, with frequent visits from loved ones and the hospice team. His family recounts how hospice helped make this possible “by controlling his pain, providing expertise, and the care and attention every day that was so valuable.” Shiro passed away quietly at home on January 12th after his loved ones and caregiver had left the room, leaving on his own time and in his own way - he was at peace.

# Hospice Myths

## 1 MYTH

A patient doesn't need hospice care because their family will provide care.

## REALITY

Hospice supports families. We bring medical care, prescriptions, and supplies into the home, so families can focus on caring for their loved one. We train families how to care for the patient and themselves - improving quality of life for everyone involved.

## 2 MYTH

Hospice's grief and bereavement counseling services are only for patients/families enrolled in hospice.

## REALITY

These services are free for anyone in our communities who need them. They include individual and group counseling. Groups for youth, parents, and caregivers are offered to schools, churches, businesses, and community organizations.

## 3 MYTH

It's not possible to get hospice care while continuing curative treatments.

## REALITY

Hospice offers Supportive Care and Transitional Concurrent Care programs through HMSA and other plans which allow you to continue regular treatments for your illness while receiving more specialized care from hospice. In this way, you can "try" hospice care and decide if it might be right for you later.

## 4 MYTH

Once you're in hospice, you're in it till the end.

## REALITY

A person can start hospice care and stop it at anytime. About 10% of our patients find their health improves under hospice care to the extent that they no longer need it - we call this "graduating from hospice."



[www.ironmanforhope.org](http://www.ironmanforhope.org)

Mahalo  
Hospice of Kona & North Hawaii Hospice



COLIN AND NATASCHA CLARK

North Hawaii Hospice would like to thank Colin and Natascha Clark for their envisioning and leading the IronManForHope event to benefit Hospice of Kona and North Hawaii Hospice. The event raised over \$180,000 to support the work of these two Big Island hospices. A huge mahalo to each and every donor, athlete and hospice volunteer who worked to make Colin's dream come true.



**North Hawaii Hospice**  
**Ho'onui (to enhance)**

Enhancing our community's understanding of end-of-life issues through free services:

- Webinars / seminars
- Grief and bereavement counseling
- A lending library of books and videos
- Community memorials
- End-of-Life Doula training
- Patient Care training

For individuals and groups such as:

- Schools
- Employers
- Faith groups
- Healthcare providers
- Community organizations





# End-of-Life Doula Honor Dell Kabir

Many people are aware of what birth doulas provide: non-medical physical, spiritual, emotional care and guidance through various stages of pregnancy, labor, and postpartum. An End-of-Life Doula provides the same personalized service as birth doulas, but for those at the other end of the life spectrum. Based on ancient wisdom of caring for the dying recognized in cultures around the world, the End-of-Life Doula serves patients and their families by providing compassionate care, guidance, planning, and a better understanding of the changes that may occur at the end of life. The primary goal is to support and facilitate “quality of life,” as defined by the patient, so that they may die in peace.

I met Dell Kabir a few years back when he attended a series of talks I facilitated called “End of Life Matters” at Tutu’s House. It was here that he first became aware of End-of-Life Doula services. Dell had been diagnosed with cancer and like many who attended the group, he was determined to learn as much as possible about the end-of-life journey that lay ahead.

One evening, Dell came to a “getting to know you” session made up of private and

hospice trained doulas to plan ahead for when he might need our services. We were deeply touched by his willingness to share openly about his illness, his concerns and desire to know more about us.

For the next two years Dell was supported by doulas trained through the End-of-Life Doula Program at North Hawaii Hospice. The more his health declined the more he wanted to dive deep into his life – contemplating its meaning and the experiences that filled it. Doulas helped him complete a wide variety of goals: creating a plan for passing on possessions; drafting love letters and letters to resolve conflicts; orchestrating a visit with his son and organizing an ever-growing schedule of caregivers.

About three weeks before his passing, the hospice nurse noted a sudden decline – Dell was in need of full-time care. Immediately, a care team of friends, family, doulas, caregivers, and the hospice team pulled together the 24/7 care needed for his final days. Everyone had the same mission: to be fully present for him, to support him being as comfortable and as pain-free as possible. Dell died in peace at home.



DELL WITH SON, ERIC

Doula joined his son and a dear friend in the ritual of honoring his body by gently bathing and preparing him to lie in honor. His son told stories about their life together. Tears, laughter, and a deep appreciation for Dell filled his room. I was so very grateful to be a part of his circle of care.

My deepest wish is for everyone to have community-based end-of-life care. When many hands and hearts come together we strengthen the bonds of our human connection strengthening our families and our communities.



BOBBI BRYANT IS THE CREATOR OF THE END-OF-LIFE DOULA PROGRAM FOR NORTH HAWAII HOSPICE WHERE SHE ANNUALLY TRAINS VOLUNTEERS IN THE END-OF-LIFE DOULA MODEL OF CARE. AS THE OWNER OF INSPIRED ENDINGS BOBBI FACILITATES TRAINING FOR COMMUNITY END-OF-LIFE DOULAS, PROVIDES END-OF-LIFE PLANNING AND DOULA SERVICES. HER ONGOING RELATIONSHIP WITH NORTH HAWAII HOSPICE IS ONE OF THE INVALUABLE JEWELS IN HER TREASURE CHEST.

# *It's about how you live*

*About 10% of our patients "graduate" from hospice care.*



Mike Ring is a shining example of one of our hospice patients who "graduated" from hospice care - he regained his health and lives a good life. While in hospice, Mike shared that his day-to-day life was a bit monotonous. His End-of-Life Doula asked him, "Given your current health condition, what would you do if you could bring more joy into your life?" He said he wanted to play golf. He used to play quite often when his health was better and loved the game. After a few phone calls, Mike and his caregiver found themselves on the Kamehameha Golf Course. Mike had given so many of his possessions away when he first began care from North Hawaii Hospice as he thought he was going to die soon. Over time, like so many people who come onto hospice care, he started feeling much better. He had the hospice staff to care for him, a patient volunteer, and an end-of-life doula. It was a beautiful clear North Kohala day. Mike played better than he thought he would and sustained his energy through the 9-hole course. Mike had a portable oxygen concentrator that allowed him to move around with some ease. The experience on the course gave Mike confidence in his abilities (he hadn't played for two years), and now he wants to play again, perhaps at a different course, maybe an 18-hole course next time. Our hospice team is so grateful to be helping improve quality of life for people like Mike every day!

## Study Shows Hospice May Extend Lives

A recent study cited by the National Hospice and Palliative Care Organization, suggests that hospice might extend some patients' lives. Researchers looked at the survival rate of 4493 terminally ill patients comparing those who were using hospice care and those who were not. They found that the average survival rate was 29 days longer for hospice patients than for non-hospice patients. And the survival period was significantly longer for the hospice patients with chronic heart failure, lung cancer, pancreatic cancer, and colon cancer.

# Coming up...

## Grief & Bereavement Support Groups

Meet on Zoom every 2nd & 4th Monday of the month at 12:00p.m. For the Zoom link, contact Faith Gilley at (808) 930-6637.

## End-of-Life Doula Training

The next doula training is being planned for February 2022. To enroll, you must first complete the Hospice Patient Volunteer Training. Call our Volunteer Manager, Katherine Cross, at (808) 960-0108 to schedule your training.

## Webinars

Beginning January 2022, we will offer free educational webinars on end-of-life issues. Visit our website for details.

# If you love us - support us!

## VOLUNTEER

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Volunteers receive in-depth training to provide respite care and companionship for our patients and their families. Additional training is offered to patient volunteers interested in furthering their skills to provide End-of-Life Doula services.

Volunteers also support Hospice by helping in the finance office, at the front desk answering phones and greeting guests, supporting special events and outreach programs and assisting with our bereavement program.

Call (808) 885-7547 to volunteer now!

## DONATE

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North Hawaii Hospice is committed to serving the entire community, even those without insurance. Your tax-deductible contribution helps make this possible.

Your gift can be made in honor or in memory of anyone you choose. Just let us know where to send the acknowledgement when you send your contribution to:

**North Hawaii Hospice**  
**65-1328 Kawaihae Road**  
**Kamuela, HI 96743**

Or make a secure payment via credit card at  
**[www.northhawaii hospice.org](http://www.northhawaii hospice.org)**

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