

Juanita Andersen receives Lotus Award at 34th Anniversary Celebration



Volunteer Juanita Andersen (at right) with (from left) CEO Dwight Wilson, Board Chair Maryann Raab, Volunteer Coordinator Hank Nourse, and Award committee chair Kate Breaux at the Mission Hospice Anniversary Celebration.

Direct Care volunteer Juanita Andersen is the epitome of positive thinking. Upbeat and funny, she is quick to smile and joke. But she becomes serious when she discusses her work with Mission Hospice & Home Care. Her commitment to serving patients spans 29 years, longer than any other volunteer.

Her service and dedication to patient care earned her the Lotus Award at January's 34th anniversary celebration. The award was created in 2005 to recognize individuals who have shown outstanding support of Mission Hospice. Past recipients include Adella Harris (2005), John Nash (2006), Rev. Stuart Coxhead (2007), Marian Soss (2009), Robert Sawyer (2010), Karen Leonardini (2011) and Dr. Stephen Weller (2012).

Lotus Award committee chair Kate Breaux said the decision was especially gratifying this year. "We have incredible service from everyone on our staff, from the doctors through the social workers and chaplains, but it's volunteers like Juanita who set Mission Hospice apart. They are the ones who make such special connections with our patients and their families," Kate explained. "Juanita is the most modest, unassuming person I've met, and it's really special to recognize a person who's given so much and yet is so humble."

Juanita starts with an initial meeting with the patient's family to find out what they need. Often her time is spent simply being present with a patient

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Mission Hospice provides comprehensive support for whole family

Bess Love remembers the first thing that impressed her when she met future husband Neal in 1945.

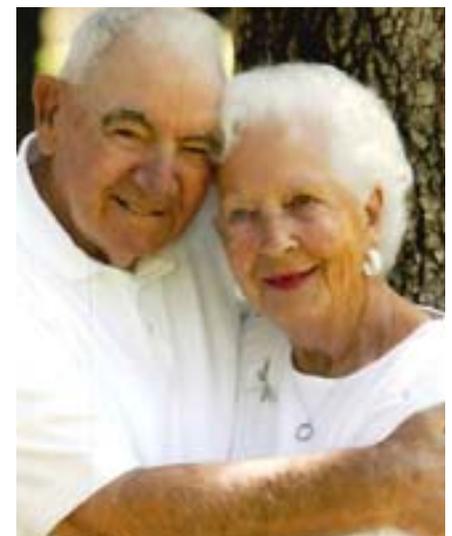
"I fell in love with his shiny shoes," she recalled during a recent interview in her San Mateo home. By the time he died, four months shy of their 65th wedding anniversary in 2011, the couple had shared a lifetime of ups and downs, raised three children and had seven grandchildren and seven great-grandchildren.

It wasn't always easy, but they weathered their problems and enjoyed their family life. Neal, who had grown up in a foster family and was a decorated World War II veteran, worked as a warehouseman and took up golf in retirement. She volunteered for 18 years at the Samaritan House thrift shop after raising their children.

Still, when Neal entered his final illness as he approached age 90, the family was at a loss because they hadn't dealt with a close family death before. They were taken aback when Neal's doctor recommended hospice.

"I thought that if you have hospice, that's a death sentence, and they just come and hold your hand," son Mike Love recalled. Mission Hospice & Home Care's Dr. Gary Pasternak explained that hospice care can start up to six months before a doctor anticipates a death.

"Dr. Pasternak knew we were shocked and gave us time to process," said Mike. "He stayed with us for two hours and took some of the fear out of it. He demystified it so it was in layman's terms that we could all understand."



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Neal and Bess Love

Calendar of events

NEW VOLUNTEER INFORMATIONAL MEETINGS

Tuesday, February 12, 2013, noon – 1pm and 5:30 – 6:30pm
Mission Hospice & Home Care office
1670 South Amphlett Blvd., Suite 300, San Mateo
Open to anyone interested in volunteering. For information, call Hank Nourse at 650-554-1000.

FIFTH ANNUAL NIGHT OF FUN

Saturday, March 9, 2013, 6pm
Peninsula Italian American Social Club
100 North "B" Street, San Mateo
Come enjoy a special Italian dinner, raffle, silent and live auctions, and dancing to the live music of the Lou Roselli Band. For more information, please call Angie Fanucchi at 650-341-1577.

NEW VOLUNTEER TRAINING SESSIONS

Saturdays, March 2, 9, 16 & 23, 10am – 3 pm, and Thursdays, March 14 and 21, 6 – 8 pm
Mission Hospice & Home Care office
1670 South Amphlett Blvd., Suite 300, San Mateo
This series of trainings is for those who have committed to volunteer with Mission Hospice.

BEREAVEMENT SUPPORT GROUP

Wednesdays from 6 – 8pm, or the 1st and 3rd Saturdays of the month, 10 – 11:30am
Mission Hospice & Home Care office
1670 South Amphlett Blvd., Suite 300, San Mateo
Open to all members of the community on a drop-in basis. For more information, please call 650-554-1000.



From the CEO's desk

Hundreds of you reading this newsletter have recently received a thank you letter from me acknowledging your generous support of Mission Hospice & Home Care during our year-end campaign. I want to thank you publicly, because your contributions are at the core of our commitment to serve everyone in our community, regardless of their insurance coverage or ability to pay.

I'd especially like to acknowledge our most generous donors, the 149 members of our Leadership Circles who made gifts of \$1000 or more to Mission Hospice in 2012. Our Leadership Circle membership has grown by more than 30% since 2011, and we are extremely grateful for this increasing community support.

The high level of care we provide exceeds the amount that Medicare will reimburse. Medicare covers only a fraction of the costs for our Advanced Care program, and doesn't pay for our Transitions services at all. In fact, Medicare and private insurance cover only about 92% of our costs.

Your gifts fill that gap, and make it possible for Mission Hospice & Home Care to provide quality, personalized care for our family, friends, and neighbors through their last days of life.

Our organization's board and staff have been using this new year as an opportunity to review our strategic goals so that we are well equipped to meet the challenges of the future. As our population ages, we anticipate and are preparing to serve even more patients in all three of our programs.

We are now serving more than three times as many patients annually as we did five years ago. In 2012, we served approximately 40% more patients than we did in 2011. In addition, we have seen an increasing number of younger patients with more complex needs who require a higher level of care.

It is a pleasure to lead an organization with such dedication from our professional staff, our volunteer board of directors, and our generous community supporters. Together, we can ensure that everyone in our community has the physical, emotional, and spiritual support they need to live their last days with dignity, and surrounded by loved ones.

– Dwight Wilson, CEO, Mission Hospice & Home Care

Mission Hospice provides comprehensive support for whole family ...continued from front

The hospice team swung into action to provide not only medical care, but also family support. Neal started to open up about his war experiences to social worker Roby Newman, something he'd always declined to discuss with his family.

Mike said directions from hospice staff were always "suggestions and never directives. The family and patient are always in control and have the final say."

The family exercised that option when they decided to withdraw from hospice care and admit Neal to a hospital. Possibly having flashbacks of his war experiences – he had a Bronze Star and two Purple Hearts from his service as a Navy medic in the Pacific – Neal was fighting to get out of bed.

"We understood that in doing so, Mission Hospice would no longer be able to assist

us in the decision process," Mike said. "Even so, Dr. Barnes stayed in constant contact with us during the 2 ½ days Dad was in the hospital.

That guy was my rock. He was on the phone with me probably every 45 minutes the night before Dad died.



The Love family.

"Then, at Dad's memorial service, several staff members were in attendance. It was a great tribute to our dad as well as a comfort to our family. They have continued to stay in contact with my mother and always offer any assistance she might need."

As he told the audience during last year's Light Up a Life remembrance service, having hospice made an enormous difference for their whole family.

"Having Mission Hospice available is like having a bright ray of sunshine breaking through a very black and dreary sky," he said. "We shall forever be indebted to them." 🐾



2013 Mission Hospice Auxiliary Bridge Day & Luncheon



The Mission Hospice Auxiliary's 16th annual Bridge Day and Luncheon included 160 players who enjoyed a day of cards and lunch at the Peninsula Golf & Country Club in San Mateo.



Staff profile: John Eck, RN, Director of Advanced Care

Balance is the name of the game for Mission Hospice's new Director of Advanced Care. John Eck's job is to ensure the highest level of care for patients in the Advanced Care Program. But as he explains, this

means balancing a number of responsibilities, including managing clinical schedules, quality assurance, meeting program regulations, and financial management.

Calm and soft-spoken, John is clearly dedicated to his work and committed to the personalized care Mission Hospice provides. "Focus on care has always been important to me. That's what Mission Hospice is known for, and that – and the small size of the organization – is what brought me here."

Having worked as a nurse for several years, John began working in home health in 1995 when he became the single father of three children and needed flexibility in his professional life. After working in the Bay Area for many years, he started a home care and palliative care program in Glendale. He returned to the Bay Area last fall to join Mission Hospice.

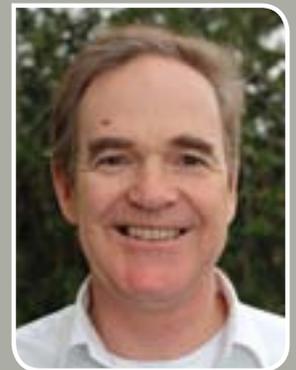
The Advanced Care program serves people who are homebound with life-limiting illnesses and who may be continuing treatment such as chemotherapy and radiation. These patients are not ready for hospice – and may not be for some time. As John explains, this program "fills an important gap" in the continuum of care.

To care for these patients, John manages a group of skilled nurses, medical social workers, home health aides, and physical and occupational therapists. The Advanced Care team is currently serving about 40 patients.

As our population ages, more people will need home health care, and John expects that the Advanced Care program at Mission Hospice will grow to meet this need. "People like the personal care we provide," he said, "and as a result, we're going to have more people calling for assistance."

He's the first to admit that this work is "intense." To balance his professional life, John volunteers with organizations including the Muscular Dystrophy Association, Multiple Sclerosis Society, United Cerebral Palsy, American and Juvenile Diabetes, and Union Rescue Mission.

He also loves paddling, because "being on the water keeps things in perspective." John is an extreme paddler who enjoys 500-mile wilderness paddle trips. And each fall, he competes in the San Francisco Dragon Boat Festival at Treasure Island, where 20-person teams race colorful boats accompanied by drummers. John promises he'll be competing with his team again this September. 🐉



John Eck, RN

THE NUTSHELL

EDUCATION

- BACHELOR OF SCIENCE IN NURSING, STATE UNIVERSITY OF NEW YORK
- BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, UNIVERSITY OF REDLANDS

CAREER

- DIRECTOR OF PATIENT CARE SERVICES, HOME HEALTH CARE OF THE WEST, GLENDALE, CA, 2011-2012
- SITE DIRECTOR, KAISER PERMANENTE HOME HEALTH, NOVATO, CA, 2007-2011
- CLINICAL MANAGER/ SUPERVISOR, SUTTER VNA AND HOSPICE, SAN MATEO - SANTA ROSA, 2002-2007

PERSONAL

- THREE ADULT CHILDREN
- INTERESTS INCLUDE WILDERNESS AND COMPETITIVE PADDLING

1670 S. Amphlett Blvd., Suite 300, San Mateo, CA 94402
650-554-1000 www.MissionHospice.org

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- Danette Magilligan
- Betty Stern
- Michael Teutschel
- George Thomas
- Dr. Stephen Weller
- Patricia Wyrod

HONORARY LIFETIME MEMBERS

- Helen Lagen
Co-founder
- Adella Harris

AUXILIARY PRESIDENT

- Marilyn Porto

Lotus award ...continued from front page

– visiting, propping up their pillows, reading to them, or listening to music – and allowing the family members to have a break. She emphasizes that her job is really to honor the patient’s wishes. “Their life is changing. If you can offer them choices, it gives them some power.”

Juanita also enjoys sharing what she’s learned with other volunteers. “It feels good to pass along some of your knowledge to someone,” she says, lighting up as she recounts some funny experiences she’s shared with other volunteers. “It’s really amazing what our volunteers will do for our patients.” Juanita knows. She’s helped well over a hundred patients and families over the years.

Juanita’s generosity spreads far beyond Mission Hospice. In addition to her time with patients, she currently teaches PE at a retirement home and established a program in adult education. Over the years, she’s served on the PTA, led Brownies and coached her children’s sports teams.

“There’s an inner satisfaction that you get from helping others. It’s a way of paying back your community,” Juanita explained. “Even though there’s no monetary value to this work, there’s a spiritual value to it.” 🌸



In January, 130 friends of Mission Hospice & Home Care celebrated the organization’s 34th year of serving our community.