

## Care team keeps patient and family safe and supported throughout pandemic, wildfires, power outages, and more

The power of teamwork in our patient care manifests itself in many ways. It shows in attention being paid simultaneously to a person's physical,

can offer a level of care that goes above and beyond, and we can serve patients regardless of their insurance or ability to pay.

While Medi-Cal helps cover the costs of Barbara's hospice care, the Mission Hospice team has gone to great lengths to provide for her other needs. She has a history of trauma, so they started by laying a foundation of honesty to earn her trust. They had no way of knowing just how important



*In 2020, our interdisciplinary teams were called upon to provide extra levels of care. From left, Spiritual Counselor Rachel Rosenberg, Social Worker Tess Murphy, and RN Case Manager Lydia Claesson, along with Nurse Practitioner Michele Cronin (not pictured), worked closely to support one family through the pandemic, wildfire evacuation, power outages, and more.*

emotional, and spiritual well-being. It shows in the coordination between clinical and administrative staff to ensure that necessary medicines, supplies, and equipment arrive – and that the patient and family understand how, when, and why to use them. And it shows in the personalized support we provide to patient and family alike, sometimes at all hours.

While teamwork and holistic care are a natural part of hospice, as a nonprofit agency – with generous support from our community – we

In special circumstances – like last year's terrifying intersection of a pandemic, wildfire, and power outages – that teamwork and level of care are taken to an extraordinary level.

Since August 2020, Nurse Practitioner Michele Cronin, RN Case Manager Lydia Claesson, Social Worker Tess Murphy, and Spiritual Counselor Rachel Rosenberg have been supporting our patient Barbara after she decided to stop her cancer treatment and begin hospice care. (This article uses a pseudonym to protect her privacy.)

*“We’ve acknowledged as a team how intimate this relationship and journey are. Honesty is at the forefront of it all.”*

– Lydia Claesson, RN  
Nurse Case Manager

that trust would become as they helped her through the emergencies of 2020.

Barbara lives with her husband in rural San Mateo County, where – just after she started hospice care – the CZU Lightning Complex fires ignited. The team worked furiously and closely to see that Barbara, her husband, and their pets were able to evacuate safely.

Tess procured hotel vouchers so the pair – and their pets – had a place to stay. Even this was challenging: soon after they had been evacuated, that site was itself evacuated. The family wound up staying in a series of hotels during the two-week evacuation order.

“It was pretty crazy,” says Tess. “We worked together to be sure we all

*...continued on page 2*

## National Healthcare Decisions Day is April 16 – Take Charge now!

**Planning for your future care can bring peace of mind – to you and your loved ones.**

Our website has everything you need to complete your advance directive, including a guide for starting conversations, our Take Charge toolkit, downloadable documents in multiple languages, and a video to walk you through the steps.



You can find all of these resources at [MissionHospice.org/TakeCharge](https://www.MissionHospice.org/TakeCharge)

To learn more about how our team can help you plan for your future care, call us at 650.554.1000.

## Keeping family safe through disasters of 2020... *continued from front*

knew where they were, and that they were safe.” One of the logistical challenges they faced was arranging for Barbara’s medications to be delivered to various hotels.

Fortunately, the family’s home survived the wildfire, and their community rallied around them to donate things they needed as they returned home.

The Mission Hospice team coordinated with San Mateo County Health specialists, who arranged for meal delivery for Barbara and her husband. They completed an application to PG&E’s Medical Baseline Program to reduce the family’s electricity and gas costs. And they requested – and received – a donation from Saint Vincent de Paul for cremation services to be provided after Barbara dies.

But just two months after the evacuation, the entire community suffered power shutoffs. Again, the Mission Hospice team went into overdrive, making sure Barbara had what she needed. “We checked on her regularly,” Lydia says, “to support her not only through the power outages, but also through the fear of additional fires.”

The team also looked at her comfort and safety inside the home. They helped Barbara make changes to reduce fall

risks, and made sure she understands how, why, and when to use medications. Lydia also reminds her to use breathing exercises and music to reduce anxiety and pain.

Spiritual Counselor Rachel has shared music, prayer, and conversation with Barbara; the pair often sing together. “Rachel allowed this patient to explore all of the aspects of her illness and her upcoming death, and come to terms with her relationship with God,” says Lydia. “She feels at peace.”

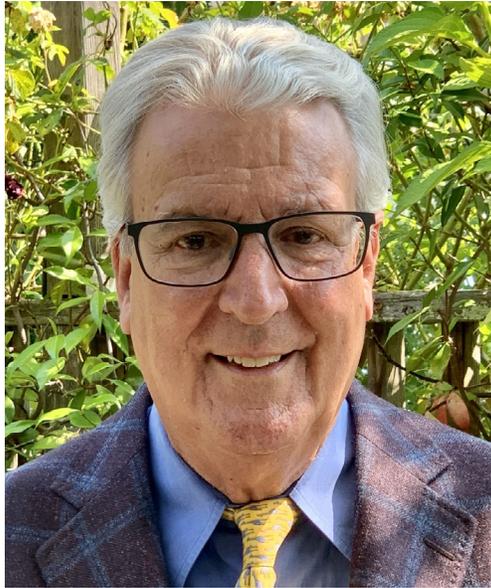
“She knows we are there for her,” says Lydia. “I can’t overstate how important the team component is in her care. We consult each other regularly, to share information and make sure we are in agreement about how best to care for her. We’ve acknowledged as a team how intimate this relationship and journey are,” says Lydia. “Honesty is at the forefront of it all.”

That honesty has paid off. “She doesn’t feel alone,” Lydia says. “She knows that she has people on this journey with her who truly care for her, and whom she trusts. The fact that she’s able to understand and express this is like a gold medal for us.” 🍌

# John Draper: Supporting the future of hospice through planned gifts

Longtime San Mateo resident John Draper has decades of experience in leadership and fundraising for our community.

In the '90s, as Spanish teacher and Director of Admissions at Crystal Springs Uplands School in Hillsborough, John's interest in philanthropy was sparked when he



*New board member John Draper is a champion for using estate gifts to provide for the future of Mission Hospice.*

took the San Mateo - Foster City - Burlingame - Hillsborough Leadership Program. Since then, he's worked to raise funds and engage others for a range of causes.

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In addition to his volunteer work fundraising for Peninsula Bridge, and later as President of the San Mateo Library Foundation, he worked in development at Crystal Springs, where he focused on alumni giving and planned gifts.

"A planned gift is simply a gift you leave in your estate, typically in your will," John explains. "It might be cash, property, or stocks - it doesn't matter, and there is no minimum. Each gift matters."

*"Planning ahead for your final gift is a wonderful way to support the future of care for our community."*

*- John Draper,  
Mission Hospice Board of Directors*

While John is a longtime donor to Mission Hospice, he had no personal experience with hospice care. But when his friend (and Mission Hospice board member) Dr. Steve Weller asked him to consider serving on the board, he was intrigued. After a tour of Mission House, John was sold.

"As I approach my 80s," John says, "I realize that palliative care, end-of-life care, is terribly important. This is the kind of care everyone in our community deserves."

John quickly jumped in to support our work. Soon after joining the Mission Hospice board last July, he joined the Development Committee, and right away he amended his will to include Mission Hospice as a beneficiary.

"John has already led by example, and is now encouraging others to include the organization in their estate

planning," says Steve, who is a fellow Legacy Society member, along with his wife Nancy. "A planned gift is one of the greatest ways to support the future of Mission Hospice."

"Mission Hospice provides a wonderful end-of-life experience," John says, "and I'm pleased to make this important gift to ensure that this care can continue for many years to come." 🍌

## The Mission Hospice Legacy Society

We'd like to acknowledge these community members who have included Mission Hospice in their estate plans:

Sally Bergman  
Richard Bouthiette  
Mary Chigos  
Rev. Stuart Coxhead  
John & Alison Draper  
Emil & Lois Giannoni  
Jeffrey & Cheryl Hylton  
Kim Ladd  
Diane Marcus  
Vera Pitts  
Renette Robillard  
Dr. Robert Roe  
Robert Sawyer  
Dr. Stephen & Nancy Weller  
Chiyo Yakushi  
Sheila Young

If you have made a planned gift to Mission Hospice and would like to be recognized as a member of the Legacy Society, or if you have questions about estate gifts, please contact Development Director Marsha Eddleman at [meddleman@MissionHospice.org](mailto:meddleman@MissionHospice.org) or 650.532.2550.

Mission Hospice & Home Care serves patients and families in the San Mateo and Santa Clara County area with quality, compassionate end-of-life care and education. Founded in 1979, our local, independent nonprofit has supported thousands of patients and their families through illness and bereavement. Donations from the community support our exceptional care and educational programs, and help us serve people regardless of their medical coverage or ability to pay.

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**INSIDE:** Care team supports patient throughout disasters of 2020  
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John Draper: Supporting the future through planned gifts



## Community ed: Bringing national experts on end-of-life care to your home

Our community education programs offer countless ways to learn and engage with others about end-of-life care - from movie nights and author talks to conversations with leading thinkers.

Most of these events are free, thanks to donations from our community. And during the pandemic, our programs are all online - so it's easy to join us.

You can find out about upcoming programs in the enclosed *Community Connections* guide or on our website at MissionHospice.org/events.

And if you've missed a program, you'll be glad to know that recordings of many of these are posted on our YouTube channel and on our website.

You can find these past programs at [MissionHospice.org/CEvideos](http://MissionHospice.org/CEvideos).



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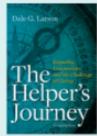
**Community Connections**



Download your [Community Connections](#) guide to find ways to learn about and discuss end-of-life planning and care, get grief support, and connect with others.

### Community education videos

Many of our free community education events have been recorded, and are available here and on [our YouTube channel](#).

<p>Dale Larson</p>  <p>Author Talk February 25, 2021</p>	<p>Wilka Roig</p>  <p>Symbolic Language at End of Life February 11, 2021</p>	<p>Hank Dunn</p>  <p>Spiritual and Emotional Concerns at the End of Life February 4, 2021</p>
<p>Claire Willis</p>  <p>Author Talk January 28, 2020</p>	<p>Dr. David B. Feldman</p>  <p>Redefining Hope at the End of Life January 14, 2021</p>	<p>Ken Ross</p>  <p>How It All Began January 7, 2021</p>
<p>Frank Ostaseski</p>  <p>Exploring Endings December 3, 2020</p>	<p>Charles Fontenot</p>  <p>Author Series November 5, 2020</p>	<p>Barbara Karnes, RN</p>  <p>End-of-Life Care in the Age of COVID-19 October 29, 2020</p>