



May 2020

# HopeWest

Sustaining The Hope of Hospice  
through the COVID-19 CRISIS

## *A note from Christy -*

I know, it's a weird picture for a newsletter, but this is my life these days – virtual leadership on ZOOM and staff videos for communication . . . well, and countless emails of course!

It is hard to know where to begin. The last issue of this newsletter was “before the war” and our lives were changed forever.

I have had my share of challenging days as a health care CEO for 30 years, but they pale compared to the days that turn into weeks right now. Yes, I have had my share of business challenges to deal with – the need for cash, decreased revenues from closed stores and lack of fundraising due to postponed events. But, most of my long days are focused on the care of our patients and on the safety of our staff and volunteers these days.

Speaking of volunteers, most of them are on hold . . . needing to “stay home” and “stay well.” But they are still in action – they have made over 1,000 masks so far! They are keeping in touch with our patients by phone. Many volunteer positions have been filled by non-clinical staff who still need to work, even though their area is closed.

Countless hours have been spent assuring our 350 clinical staff are outfitted with the correct personal protective equipment (PPE) to take care of . . . wait for it . . . over 650 patients!

Yes, we don't acknowledge it enough. We have over 650 people in our care every single day and countless more receiving grief support – now being provided virtually. That is what our communities make possible through their financial investment and time commitment to HopeWest.



*This photo brought to you by ZOOM*

Our clinical leadership and education department have developed policy after policy and guideline after guideline to ensure we keep everyone as safe as possible with evidence based information.

The challenges each of our communities face are unique and different. Our Montrose and Delta teams have bravely gone before the rest, serving patients positive with COVID-19. Our Ferris Hospice Care Center has significantly adapted to safely care for COVID-19 patients, including the wonderful FCI staff who removed railings so our positive patients could have visitors on their patio safely.

It truly takes a village now. We are cooperating and collaborating with all of our partners, including our hospital partners who let us provide general inpatient care when needed.

Despite the long days and difficulties, we try to focus on our blessings and our hopes for the days to come. Please stay home if you can, and if you can't please, please wear a mask. If you don't have one, call me – I'll get you one!

Prayers for safety and health,

*Christy*



# A DAY IN THE LIFE at HopeWest

## Finding the "new normal" . . .

### . . .at the Ferris Care Center



**6:45 a.m.**  
Next stop; pick up a set of scrubs so I don't have to risk taking this virus home.

**6:30 a.m.**  
Time to get screened for symptoms – temperature taken with a new infrared thermometer!



**6:55 a.m.**  
Hi teammates – nice outfits! I'm off to care for a patient who may be positive for COVID-19.



**7:10 a.m.**  
Time to check on the patient and get ready for morning care.



Well, I have it all on! My patient is such a pleasure! He survived the 1917 flu epidemic and says he plans to survive this too!



**11:00 a.m.**  
FCI finished making gates for my patient's patio so he can safely have a visitor. What a joy!

**1:00 p.m.**  
Off to Spoons for coffee and to see the amazing job Spoons staff did filling 130 "Bags of Hope" with essentials, fresh-baked bread, and cookies for HopeWest patients and staff in need.



**7:15 p.m.**  
Just a brief stop at the chapel – now a meditative place to support our clinical staff. I want to see what uplifting message our chaplains have left today. Think I will sleep well!



### . . .in Mera County



**Family Creativity**  
Here is our own Dr. Ellissa Tiller modeling the amazing work of her kids, WCCC and a 3D printer!  
  
Whew! We now have face shields for our clinical staff. Thank you!



**Virtual Visits Bring Smiles**  
Using existing technology, our nurses are able to take tablets with them to local facilities so they can connect patients virtually to their family members who are not able to visit.

## ...in Montrose & Ouray Counties



### Head Covers Arrived

Thank you to the Montrose Holiday Inn Express team for donating 100 shower caps to help protect our team. We are grateful for your generosity and support!

### A Closet Reinvented

To keep family members at home free from exposure to the virus through our clinical staff caring for COVID-19 positive patients, the team needed a convenient place to shower. They also need to shower between the care of patients so that we can visit COVID-19 patients and then other patients in the same day. It may be used as many as three times in one day by the same nurse. Necessity – the mother of invention!



### A Surprise Lunch!

Yes, our families reach out and touch us even from a distance! Recently one of our Montrose nurse's family members wanted to share some love and had a pizza delivered to the team unexpectedly. It meant so much. And to top that they sent masks and more 3-D printed face shields!

It means so much to the staff to know they are appreciated.

## ...in Delta County



### Delta County Businesses Bring Cheer to our Patients

A little spring cheer brightened our patients' days! Thank you to Lost Mesa Flower Company in Hotchkiss for the flowers and one of our diligent staff members for making things just a little bit brighter for patients and their families.



### ZOOM Together

This week, 16 of our volunteers, our Volunteer Coordinator, Hedy, and Heirlooms Manager, Amanda “gathered” virtually for fellowship and updates on projects. Look at all those happy faces!

## ...in Plateau Valley



### Creative Thinking

Macy Bevan, daughter of Susie Bevan, Program Director for Plateau Valley and Debeque, figured out how to make fashionable face shields out of a clear 3-ring binder divider, weather stripping, and a headband. These face shields were given to all Plateau Valley team members.

## ...in Meeker

### A Big Thank You

to volunteers who are sewing masks for HopeWest staff. 100 masks were delivered from volunteers in Meeker.





## Help us complete the Circle of Hope to sustain HopeWest

*Let's join hands to ensure HopeWest will be here when someone we love needs it.*

*Dear Friends of HopeWest,*

**Those of us who spend our time volunteering with HopeWest to raise community support to help them achieve their mission are asking you today to join us by giving in a new, sustained way.**

Most people know what HopeWest does and how much difference they make. What many DON'T know is that everything they do and how they do it happens only because of the extraordinary support they receive from our communities.

Both volunteers and philanthropy assure that HopeWest can deliver the very best in hospice care, as well as programs designed to help people who "fall between the cracks" of the traditional health care system.

Remarkably, it is almost magic what can happen with creativity and philanthropy. We know.

It takes both of these resources every day to ensure the following things happen, that don't typically happen in other regions of the country . . . highly personalized, expert loving care in

the *Ferris Care Center* ensuring both patient AND family comfort. More than \$500,000 every year is donated to help the Care Center break even. Volunteers provide over two full positions of time every week to provide everything from linen folding to pet therapy and music. Only through donations could an expert physician be on site 8 hours a day for 13 patients.

We didn't know that programs like *Journeys, Living with Cancer and Transitions* don't even exist in other communities because insurance doesn't pay for them. We didn't know that without support people who referred to HopeWest not ready or eligible for hospice services would just be turned away or discharged from hospice if they get better. Can you imagine? It is so important that when we are frail or seriously ill HopeWest can be there to guide us through all the complexities of care.

*And then there is HopeWest Kids . . .* Children who lose a beloved one are so easily overlooked when a family is grieving because they grieve differently – often silently. We didn't realize how lucky our community is to have grief support for kids in

every school, not to mention equine therapy and three camps. More than 100 volunteers and another half-million dollars of philanthropy make that happen.

We, our communities, really have created HopeWest. Since we became involved in a deep way with HopeWest we understand. We have come to understand that this organization does not define mission by margin. They go where the need is – even when it's unclear where the resources will come from – unusual, but it has worked!

They didn't go up the mountain to Plateau Valley or two hours north to Meeker seeking margin, they went because people needed hospice care in even the most rural towns in Colorado. They had faith that the communities would support them if they met their needs – and they did!

When the world turned upside down with COVID-19 they didn't know what would happen, they just acted. They got PPE, they protected their volunteers by asking them

to stay home, they closed three Heirlooms stores, Spoons bistro & bakery and Artful Cup. They suspended the CLUB, the Salon, the CLINIC and fundraising events. Did they cut staff? No. They got busy redeploying staff to make up for volunteers and they had faith that if they kept focused on the right things – their patients, families, volunteers and staff – resources would come, that's big faith.

HopeWest shows their steadfast commitment and compassion for each of us each day. They help us help each other. That is why we are asking you to be part of something that will lift them up not only today, not only through this crisis, but far into the future.

Please join us in completing the Circle of Hope by committing to a monthly gift. If you buy a coffee a day buy the equivalent of one for HopeWest! You can easily join us by filling out the enclosed envelope or going to our website, HopeWestCO.org – you can even use PayPal to donate!

***As a Circle of Hope member, you can designate your monthly gift to be in honor or memory of a loved one.***

*Thank you!*



Lori Dean, Board Member, Foundation Board Chair

*Lori Dean*



Pete Joufflas, DVM, Chair, Board of Directors

*Pete Joufflas*

# Having the Conversation...

Shannon Keel, M.D., MPH is our CLINIC Medical Director and oversees our occupational health response to the COVID-19 pandemic. She recently had an editorial published in The Daily Sentinel. Below are some excerpts:

We are putting on brave faces, trying to focus on the positive, and even enjoying moments of humor. But all of us, not just those in healthcare, are anxious and wondering how to prepare. Much of the emphasis is on preventing illness and "flattening the curve." Thank you all for doing your part by practicing physical distancing and washing your hands compulsively. There has been less attention, however, on how we will manage illness if we do succumb. This is also important. We should all be talking to our loved ones about our wishes should we become sick during this unprecedented time.

I am hopeful that many of us have already had the big conversation with our loved ones and our primary care providers. I am hopeful that for many of us, the discussion of "what would you want done should you become seriously ill with COVID-19?" will

essentially be a review and fine tuning of the larger conversation about goals in the face of serious illness that has already taken place.

However, I am a realist, and in my years as a primary care physician, I know that this conversation is not one some of us have been willing to have. When I have broached this subject, it has often been met with a pursing of the lips and a slight nod of the head. What is really hard is when that head-nodder has become seriously ill and has not spoken to his or her loved ones, leaving them with very difficult decisions without truly knowing what the person would want.

Advance care planning is the term used in medicine to talk about our wishes for our care when we are facing a life-threatening disease, both the care we would want, and the care that we would not want. This is a highly personalized form of medical planning that allows us to communicate with the people we love about our choices. In a moment of crisis, this allows them to be able to speak for us, rather than be



Dr. Shannon Keel

burdened by making decisions for us, unaware of our true wishes. This helps ensure that our care is our own and that we are not simply a number or "just a patient" but remain an important person. As the founder of hospice, Cecily Saunders, said, "You matter because you are you, and you matter to the last moment of your life." The only way to do that is to "have the conversation."

*One of the best ways to make your wishes known is to establish a Medical Durable Power of Attorney who would be available to make your wishes known during a crisis time when you cannot communicate. Download and complete the wallet card shown below, from our website. This is an effective way to legally establish the person you choose to make your wishes known if at any time that becomes necessary.*



For further guidance, please look for more resources on the HopeWest website:

[HopeWestCO.org/advance-directives-making-your-wishes-known/](https://www.hopewestco.org/advance-directives-making-your-wishes-known/)

Please consider reaching out to your own primary care provider for a telemedicine or telephone visit to discuss your concerns and advance care planning.



# Thankfully...

we are all in this together.



## Heartfelt insight recently shared by one of our nurses –

Working in healthcare can be a thankless job. Many of our friends or family members will never know what it feels like to be verbally or physically abused by patients, families and even our fellow colleagues. Emotionally drained in the deepest sense because we've seen too much and sometimes hide in the closet crying trying to hold it all in! From trying to code a patient who didn't survive and was never really appropriate to be on your unit despite the many attempts you made to advocate for them to be back in ICU.

From watching a young teenager give her baby up to adoption due to abuse and incest and knowing how much it hurt her to do so while you can't help to imagine what kind of world she grew up in.

To watching a baby put into adoption early on in their life because the mother and baby tested positive for meth and this is child #5 and she's so far into her addiction that she won't stop and of course, the father who is apart of creating this beautiful soul has no intention of being in their life. From watching organizations profit off of the vulnerable and sick making you wonder how on this earth is this possible? Organizations who say they care about their patients but if you look deep enough into how they operate & past the "fluff" you'll soon see it's financially driven.



*These flowers I shared VIRTUALLY with the rest of my healthcare family here and around the world. Thank you for all that you do!! We're in this together! We're going to pull through! #All hands on deck! #onelove*

There are joys though. When you've finally got your patient to make better choices for their health and it's benefiting THEM. When your life was enriched as elder patients shared stories of life, history and that secret strawberry jam recipe. When you inspired another human being to become a nurse as they were on a completely different track. When you see your old student nurses out there rockin' it in the work field! When you graduated from being a mechanical nurse to a sagacious one. When you have a sensational team you get to work with and things get done! You raise each other up instead of beating them down because systems of oppression can't live here!

We come to work because we value the human person. We walk with our patients through sacred moments seeing them at their best and at their worst. An unexplainable life path that requires selflessness.

Thank you to my healthcare team past, present, and future, and those around the world. Thank you to my employers at HopeWest who were kind enough to show appreciation to me . . . for simply doing my job but allowing me to realize my value and role that I get to play in this life. Thank you HopeWest for these gorgeous flowers and kind words!



# HopeWest Kids

## SCHOOL MAY BE CLOSED BUT OUR WORK WITH KIDS CONTINUES

Grief is about loss, and right now there is a lot of loss impacting our communities and our children.

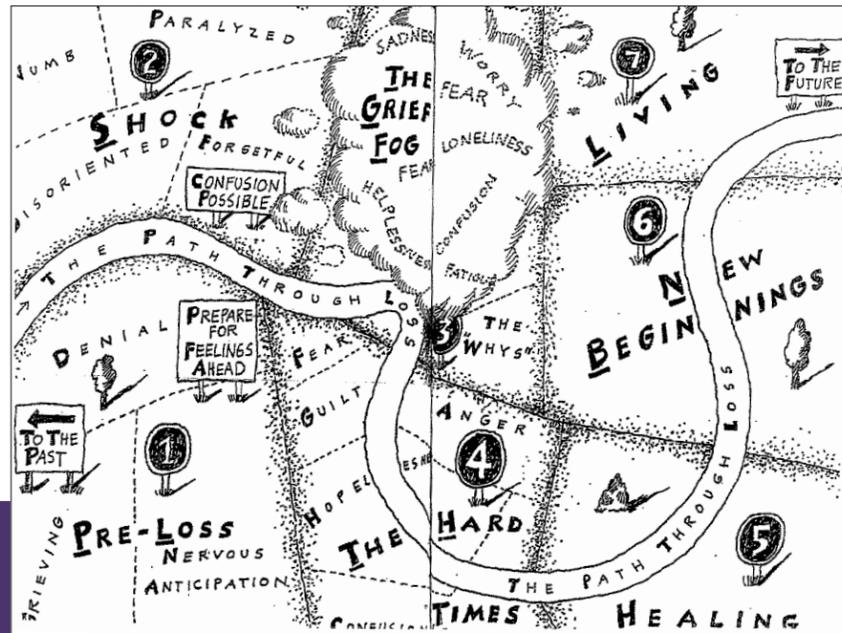
Our partnerships with the schools have allowed us to find new ways through technology to reach kids we were working with and who needed support despite school closures.

One of our HopeWest Kids counselors, Brittni Turner, recently used technology to support, coach, and participate in the virtual grief group at Thunder Mountain Elementary School, originally scheduled for sessions in school. They used Google Classroom for the kids to each participate.

We teach children about the experience of grief as a "Grief Map." It's a journey most children and adults take during a time of loss. It is a convoluted map as you can see by the drawing. Brittni was able to use this map to teach about

grief, even though it was not in person. Children were then assigned to create their own grief map before their next virtual group.

The map is a great tool to understanding that there are pretty universal emotions experienced in grief but not in a row or in order, and that it is a personal journey.



The work of Earl Hipp guides much of our work with children. He designed this map as a tool for people to acknowledge the convoluted path through grief.

The stages of grief and loss are universal yet unique to every person. Almost everyone bounces between the stages as they gradually adapt to loss and change, in fact some people refer to it as the "grief mess" rather than the "grief map." Think about how you might be experiencing some of these even with the loss we all have through social isolation and the COVID-19 crisis,



You've experienced it I am sure; *What? Is this happening? Oh, surely not. Not here. Must be a hoax . . . It will only be in the cities . . . It's just like the flu . . . I'm just ticked . . . Why did I yell at my family? Well, maybe we could just all wear masks . . . I could sleep 12 hours a day. This is so depressing. Wow, I kinda like this zoom thing . . . I didn't know we could be so creative . . . I'm going to really focus on what is most important in life – those we love.*

**"The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails."**

– William Arthur Ward

For current resources or activities in your area, please call (866) 310-8900.



Join us on the patio!

In keeping with current *State of Colorado Safer at Home* guidelines, Spoons is now open to the public in limited capacity, with seated dining available **ONLY ON THE PATIO.**

We are excited to announce:

- Full Breakfast and Lunch menus available all week
- Limited dinner menu including family-style options, available daily
- Full dinner menu available Thursday, Friday & Saturday only
- Daily takeout service and delivery available through Grubhub
- Wine to-go from Two Rivers Winery
- Grocery bags full of delicious prepared food or items to be prepared at home – save yourself a trip to the store and add a **Spoons Grocery Package** to your next takeout order (see examples below)



Visit [SpoonsBistroAndBakery.com](https://SpoonsBistroAndBakery.com) to browse our special takeout menu. Call (970) 255-7237 to place your order or visit [Grubhub.com](https://Grubhub.com) for delivery.



OPEN Monday - Saturday, 7:00 a.m. - 7:00 p.m. • Sunday, 7:00 a.m. - 2:00 p.m.

All proceeds from Spoons bistro & bakery support HopeWest.



# HopeWest

3090 North 12th Street, Unit B  
Grand Junction, CO 81506

Visit [HopeWestCO.org](http://HopeWestCO.org) and  
sign up to receive our newsletter  
electronically.

## WE APPRECIATE OUR NURSES!



NATIONAL NURSES WEEK  
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*Proceeds from Heirlooms support the mission of HopeWest, a nonprofit organization owned by the communities we serve.*



**COMING SOON - rubylane**  
vintage begins here

**FOR ANTIQUES & COLLECTIBLES FROM HEIRLOOMS**

*Beginning May 1st, Heirlooms will begin accepting donations! We will be accepting donations Monday - Saturday, 10:00 a.m. - 4:00 p.m.  
Please drop-off donations at the back entrance of each store. Pick-up for larger items will be available.*