



## Hospice Memorandum

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**TO:** MARY SACKMANN  
**FROM:** WENDY SPEAR  
**SUBJECT:** PROGRESS REPORT: COMPARATIVE STUDY OF HOSPICE FACILITIES  
**DATE:** FEBRUARY 20, 2005

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### INTRODUCTION

Hospice facilities rely on volunteers to do the majority of the services needed by families who are facing the death of a loved one. You have a special place in your heart for these families and their needs. After serving for just over one year at Evergreen Hospice in Kirkland, Washington, you desire to become more involved in hospice, especially bereavement counseling – and want a comparison study of the hospice facilities in the greater Seattle area.

Since you are employed full-time, play with a bluegrass band on the side and volunteer at Evergreen Hospice, there is very little personal time to do the research needed to compare facilities. You want to ensure your time and talents are being shared in the place best suited to meet your needs, and the needs of the hospice facility you serve.

I am happy to assist you in finding a hospice facility where you can best use your gifts. My ongoing research of hospice facilities has brought to light some information that I am sure you are not aware of. The National Home and Hospice Care conducted a survey in 2004 which was inclusive of 422 hospices. Of these facilities, 24% were for-profit, 90% were certified by Medicare; 67% were free-standing and 39% were part of a chain. Only 45% of patients at the for-profit hospices received counseling - including **bereavement counseling**. For-profit hospice facilities also supplied notably reduced services when compared to not-for-profit hospice facilities.<sup>1</sup>

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<sup>1</sup> "Care Delivery Varies Widely Among Hospices." *Clinical Journal of Oncology Nursing*, Vol.8 No.5, News Briefs, <<http://ebscohost.com>>

I have discovered all of your requested options are **not-for-profit** hospice facilities.

- ♥ Swedish Medical Center/Hospice (Seattle, WA)
- ♥ Evergreen Hospice Services (Kirkland, WA)
- ♥ Providence Hospice of Seattle (Seattle, WA)

**Christian Community Hospice in Renton, WA** has been removed from the options for study. This facility offers a new approach to hospice care and is currently re-vamping their program. More details relating to **Christian Community Hospice** will be available to you in my final report.

The remaining hospice facilities are being evaluated on the following criteria:

- ♥ Number of Cases per Year on Eastside
- ♥ Commute Area and Time
- ♥ Volunteer Time/Health Requirements
- ♥ Volunteer Training (re-training?)
- ♥ Bereavement Volunteer Opportunities
- ♥ **Animal Assisted Therapy**
- ♥ **Comfort Therapy**
- ♥ **Mission Statement**
- ♥ Hospice Team Make-Up

This progress report, provided for your benefit, shares with you the advancement of my research. I have changed **Pet Care Program** to **Animal Assisted Therapy** and **Healing Touch Program** to **Comfort Therapy**. The new titles represent the correct titles of the programs being offered through hospice.

Through my research I have found that all **Value Systems** are non-denominational. This criterion remains equal and does not provide the information that you are seeking regarding how the facility serves the overall needs of the patient. Therefore, I have replaced **Value Systems** with **Mission Statements**. **Mission Statements** provide a good clarification as to why the facility is in place, the goals of each facility, and how they serve the needs of the patient overall.

While the majority of my information is being gathered from websites, I have conducted more interviews than previously planned. The criteria are best answered through direct questions to the directors of the hospice facilities.

The remaining sections of my report: Research Results - share how my research is progressing and what I have left to accomplish in each resource area; and Conclusion - contains a summary of the progress accomplished to date, and an update of my timeline.

## Research Results

### 1. Websites

#### PAST WORK:

I have discovered clear and up to date information under each option for **Commute Area and Time, Volunteer Time Requirements, Volunteer Training, Bereavement Volunteer Opportunities,** and **Hospice Team Make-Up.** Each website is continuously updated in order to provide the most recent information for volunteers as well as the patients they serve.

#### FUTURE WORK:

I will continue to check the websites for any last minute information. I do not anticipate needing to conduct any further in-depth research from this resource.

### 2. Interviews

#### PAST WORK:

I have completed my interview with Dorothy Sackmann, a hospice volunteer for 6 years, on 19 February 2005. Mrs. Sackmann shared great insight into the joys of hospice work and the personal rewards one receives when helping others at the most difficult time of the patient and families lives. Her experiences in **Bereavement** work and the **Animal Assisted Therapy** are a wonderful addition to my research. Mrs. Sackmann does not have any experience with **Comfort Therapy** as previously stated in my proposal report.

A phone interview with Barbara Bromberg, Volunteer Coordinator at Swedish Medical Center/Hospice was conducted 22 February 2005. Ms. Bromberg provided insight into **Number of Cases per Year on Eastside, Health Requirements, Bereavement Volunteer Opportunities, Animal Assisted Therapy, Comfort Therapy** and **Hospice Team Make-Up.**

A phone interview with Kay Notaro, Referral Contact for Christian Community Hospice was conducted 22 February 2005. Reasons for the removal of this facility and **Volunteer Opportunities** will be made clear to you in the final report.

A phone interview with Melissa Lubatti, Volunteer Coordinator at Evergreen Hospice Services was conducted 24 February 2005. Ms. Lubatti provided insight into **Bereavement Volunteer Opportunities, Animal Assisted Therapy, and Comfort Therapy.**

A phone interview with Jan Lee, Scheduler at Evergreen Hospice Services was conducted 24 February 2005. Ms. Lee provided the statistics needed for **Number of Cases per Year on Eastside.**

#### FUTURE WORK:

A scheduled phone interview will be conducted on 28 February 2005 with Anne Brandt, a critical care nurse who works closely with hospice volunteers. Her experience with volunteers will bring added information to **Volunteer Time, Comfort Therapy and Hospice Team Make-Up.**

Unfortunately, I have been playing phone tag with Patty Taylor-Richards and Ailey Armstrong of Providence Hospice of Seattle. I will continue to contact one of these two volunteer coordinators in order to provide needed information on **Number of Cases per Year on Eastside, Health Requirements, and Animal Assisted Therapy.**

### 3. Newsletters/Volunteer Packets

#### PAST WORK:

To date I have received volunteer information packets from Swedish Medical Center/Hospice, Evergreen Hospice Services and Providence Hospice of Seattle. All provide information for **Volunteer Time Requirements, Volunteer Training, and Bereavement Volunteer Opportunities.**

#### FUTURE WORK:

No further research is necessary.

#### 4. Online Databases

##### PAST WORK:

I have found one article on the EBSCOhost Periodical Database, but much of the information in other articles I have read are too broad to include in my research analysis.

##### FUTURE WORK:

I will continue to look into the periodical database, but my expectations are not high that I will find an article meeting the criteria specializing in the Seattle/Eastside area of Washington State.

### **Conclusion**

My research to date is progressing smoothly and on time. The majority of the research is organized and documented, bringing the comparative study to 85% completion.

In the final report, I will be adding criterion information to one option that is not available at the other hospice facilities. I know your deep nurturing love for children and how important it is to you that they at least know of the love of Jesus Christ. Providence Hospice of Seattle has a special program that caters to children dealing with the death of a loved one. This program is NOT about the oncoming death of a child, but of a family member. Since this is the only hospice facility that caters to children in this area, I trust you will find this specialized information informative and enlightening.

Concerning the removal of Christian Community Hospice – In the final report, I will provide clear and detailed information as to why the need to remove this facility from the options list.

Expect delivery of the data report 3 March 2005. The final report will then be compiled and delivered to you 21 March 2005.

Once again, it is my pleasure to be of service to you.