

# Reflections

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## Recent affiliation greatly benefits patients

*After months spent in and out of the hospital, Gary Graham finally learned, in late fall, that many of his internal organs were failing. He knew he could no longer care for himself at home – and he couldn't ask his aunt, who already had so many people to look after, to take on the added burden of caring for him.*

The Baltimore area's only residential hospice center, Joseph Richey House, was full to capacity, but thanks to a recent decision by Gilchrist Hospice Care and Joseph Richey leadership to join forces, Gary was able to spend the week and a half between his hospital discharge and admission to the newly renamed Gilchrist Center Baltimore – Joseph Richey House in a safe place: Gilchrist Center Towson.

Today, Joseph Richey House, with its small but neat and cozy rooms, serves as a haven of sorts for Gary, who suffers from liver and heart failure.

*“These are good people working here. They make me feel safe and comfortable. They make me realize I can still do things,” said Gary.*

The new relationship between Gilchrist and Joseph Richey, which was formalized in November, is already reaping benefits for both organizations. For Richey, this relationship offers a wealth of new resources to help keep the city institution, which opened in 1987 and played an important early role in the care of terminally-ill patients with HIV/AIDS, operating and financially healthy. For Gilchrist, an affiliation with Richey bolsters its efforts to reach deeper into communities that are historically underserved by hospice to



*Gary Graham is already benefiting from the Gilchrist/Richey affiliation. Instead of having to stay in the hospital, he was able to transfer to Gilchrist Center Towson until a bed at Gilchrist Center Baltimore – Joseph Richey House was available.*

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# Gilchrist

CENTER BALTIMORE

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JOSEPH RICHEY HOUSE

*“Here, they build you up.  
I feel like part of the family.”*

Gary Graham, Gilchrist Center Baltimore  
– Joseph Richey House patient

*Gilchrist Center Baltimore – Joseph Richey House’s iconic yellow door is well known to many in the city. The center is a welcome addition to Gilchrist’s expanding array of services.*

ensure that all patients realize and have access to the benefits offered by hospice care. It also adds a third inpatient center – this one with residential capacity to care for terminally ill patients who have no other safe place or an able caregiver – to Gilchrist’s widening continuum of services.

Under the new arrangement, Joseph Richey’s home care program was merged into Gilchrist’s, and Gilchrist assumed management of the 19-bed inpatient center located in converted row homes at 828 N. Eutaw Street in Baltimore. The center often has a list of patients waiting for an available bed. While insurance only covers the medical care for patients at Joseph Richey, room and board expenses are covered by grants and donations. This averages \$4,400 for each patient and totals nearly \$2 million a year in uncompensated costs.

For Gary, 52, the benefits of the new arrangement are easy to see. Following his latest hospital stay, and his newly terminal prognosis, he knew it wasn’t safe, given his recent seizures, to stay home alone in his home in Northwest Baltimore. He spent just less than two weeks at Gilchrist Center Towson, where the staff stabilized his condition. When a bed became available at Gilchrist Center Baltimore – Joseph Richey House – a location close to his family – he was transferred there.

Unlike his visits to the hospital, where he didn’t even want to get out of bed, he spends his days now walking down the halls, getting a cup of coffee or just talking to the staff.

## We Honor Veterans Partnership Reaches New Milestone

*Gilchrist Chaplain Angela Bullock had already built a unique rapport with her patient, a veteran of World War II, when she arrived at his home one day in mid-January to present him with a special pin and decorative blanket to commemorate his military service.*

During a short, intimate ceremony, Angela, a veteran herself, read from a prepared script – one used in hundreds of pinning services performed by Gilchrist Hospice Care staff members – before interjecting a personal thanks: “I told him, from one veteran to another, that I was honored by his service, and that the work he did laid the groundwork for my own service to the country.”

As a six-year veteran of the Army reserves, Angela, the newest of the organization’s chaplains, said she was happy to learn of Gilchrist’s dedication and devotion to the We Honor Veterans Program, a partnership between local hospices across the country and the Veterans Administration that is designed to recognize and honor those who served and protected our country.

During Gilchrist’s nearly three-year involvement with the We Honor Veterans Program, staff members have identified more than 1,000 patients who served in various branches of the military, provided opportunities for them to discuss their experience

*“So often in this world, veterans are forgotten, so this is very special. Our families are always excited that we want to honor their loved ones.”*

Angela Bullock, Gilchrist Chaplain



*Angela Bullock with blankets like the ones given to veterans during pinning ceremonies. The blankets are made by Gilchrist volunteers and community members.*

and the impact it may have had on their lives and further recognized their service during special pinning ceremonies. In addition, Gilchrist team members work to ensure that patients are receiving all of the veterans’ benefits and services to which they are entitled.

Today, Gilchrist cares for about 100 veterans at any given time – about one out of every six patients. And the organization is always on the lookout for new ways to commemorate the past service of not only its patients, but that of members in the community as well. For example, on Veterans Day 2014, nearly three dozen Gilchrist staff and volunteers fanned out across the Baltimore metropolitan region, performing commemorative pinning ceremonies for nearly 300 individuals in area nursing homes, assisted living facilities and retirement communities.

For staff, the program offers a unique opportunity: “I love to do veteran pinnings. I look forward to it,” said Angela. “It’s my honor to let our patients and families know their time and service are still significant.”

# INTRODUCING Gilchrist SERVICES

*In an effort to enhance and expand the extraordinary care Gilchrist provides, Gilchrist Services, the umbrella organization for Gilchrist Hospice Care has created new programs designed to ensure that patients are able to receive coordinated, comprehensive and compassionate care earlier in their health care journeys – and not just during the last months of their life.*

## **TRANSITIONS:**

Started in Fall 2013, Gilchrist Transitions offers non-medical case management and volunteer support for individuals who have been discharged from hospice care because their health has stabilized and for those seriously-ill individuals who are either not yet eligible or not ready to accept hospice care but are in need of assistance and support.

The growing program currently provides support for nearly 100 individuals at any given time, helping clients coordinate their care with their doctors and their prescription medications with their pharmacies and offering volunteer care including respite for overburdened caregivers or assistance with chores or errands.

For those who have been recently discharged from hospice but have come to rely on the extra care of the hospice team, Transitions offers continued contact with someone who can help them manage their care and access needed resources.

**For more information about Gilchrist Transitions, please call 443-849-8347.**

## **SUPPORT OUR ELDERS:**

The new Support Our Elders program, led by a certified nurse practitioner, offers specialized care for older patients with increasingly debilitating conditions who are becoming more and more limited in their ability to be independent in their daily activities.

The program is designed to improve the care of this important population of individuals, who often require the assistance of multiple medical specialists and whose care is often not well coordinated. Under Support Our Elders, the nurse practitioner often serves either as the primary care provider for the patient or as a support for the patient's own primary care physician or specialist. The nurse practitioners offer illness and symptom management, medication oversight, coordination with in-home services in the office for ambulatory patients and in the home for homebound patients.

**For more information about Support Our Elders, please call 443-849-6257.**

*To learn more about Gilchrist Services and the above programs visit:*  
***[gilchristservices.org](http://gilchristservices.org)***

# Advance Care Planning Talks

*Discussing end-of-life wishes doesn't have to be awkward.*



Dr. W. Anthony Riley, the medical director of Gilchrist Hospice Care, is presenting a free, informative series of talks throughout 2015 that are designed to educate the public about the importance of Advance Care Planning.

The talks, offered at 5:30 p.m. in the Civiletti Conference Center on the Greater Baltimore Medical Center campus, will discuss steps individuals can take to ensure that their future health care needs are met and their end of life wishes followed. Participants will be offered guidance on ways to communicate with their loved ones about this sensitive topic. Copies of the forms individuals will need to formalize their care wishes will be provided.

Some of the talks will be more general in nature; others will focus on individuals with heart and lung disease or those with Alzheimer's/dementia or other brain and nervous system diseases.

## *Talks will be held the following dates:*

- *Tues. April 21: "Advance Care Planning – Tools and Decision-Making"*
- *Tues. May 26: "Advance Care Planning – Choosing Treatments Wisely for Diseases of the Heart and Lung"*
- *Tues. June 16: "Advance Care Planning – Choosing Treatments Wisely for Diseases of the Brain and Nervous System"*
- *Tues. July 21: "Advance Care Planning – Tools and Decision-Making"*
- *Tues. Sept. 15: "Advance Care Planning – Choosing Treatments Wisely for Diseases of the Heart and Lung"*
- *Tues. Oct. 20: "Advance Care Planning – Choosing Treatments Wisely for Diseases of the Brain and Nervous System"*
- *Tues. Nov. 17: "Advance Care Planning – Tools and Decision-Making"*

For more information on the talks, or to register for one or more discussions, please visit the Gilchrist website at [gilchristhospice.org](http://gilchristhospice.org) or call 443-849-GBMC (4262).

## Taste of Howard County Another Success

About 500 supporters of Gilchrist Hospice Care gathered at Turf Valley on October 26 for the 2014 Taste of Howard County, an annual event that features the sweet and savory fare of Howard County's premier restaurateurs and caterers, as well as a live and silent auction and a cash raffle. The event raised about \$230,000 to benefit Gilchrist Center Howard County, the organization's 10-bed acute inpatient hospice center in Columbia.

*Absolutely Perfect Catering took home first prize in the restaurant decorating contest.*



*Guests, sponsors and volunteers alike had a great time sampling the delicious food and participating in the exciting live and silent auctions.*



## The Holly Ball Dazzles Again

Held December 12, the biennial Holly Ball to benefit Gilchrist Hospice Care again featured dining, dancing and a thoroughly elegant start to the holiday season in Baltimore. The 2014 event, held at the Baltimore Marriott Waterfront hotel, attracted about 800 attendees and raised \$610,000 to benefit Gilchrist Center, the organization's 34-bed acute inpatient hospice center in Towson.



*Finding room on the dance floor was a challenge, but guests danced the night away to tunes played by The Mood Swings, regardless.*



*Chairs Eric & Lacie DeCosta and Roger & Xandy Waesche welcomed guests*



*The ballroom was decorated to resemble a beautiful winter wonderland.*

# Updates

## Open House Held at Gilchrist Center Baltimore – Joseph Richey House

Gilchrist Hospice Care and Gilchrist Center Baltimore – Joseph Richey House hosted an open house on January 26 at the Center located at 828 N. Eutaw Street in Baltimore City. It was an opportunity for community members, as well as Gilchrist employees and volunteers to both meet staff at Gilchrist Center Baltimore – Joseph Richey House and to see the 19-bed facility.

About 50 community and Gilchrist representatives attended the open house, where they enjoyed light refreshments and toured the center, which opened in 1987 and is known for the compassionate care it provides for underprivileged individuals with life-limiting illnesses.



*Pictured here (l to r): Karen Cousins-Brown, MD, Medical Director for Joseph Richey; Leana Wen, MD, Baltimore City Health Commissioner; Arnold Eppel, Deputy Commissioner Baltimore City Health Department Division of Aging; G.I Johnson, Faith Based Liaison City of Baltimore Department of Aging.*



*The open house was also an opportunity for staff to meet their new colleagues from Joseph Richey House. Pictured above are two Gilchrist Business Development Managers, Susan Kelly and Michele Levin with Gilchrist Center Baltimore Chaplain, Leslie Goldvarg.*



*Guiding the way.*

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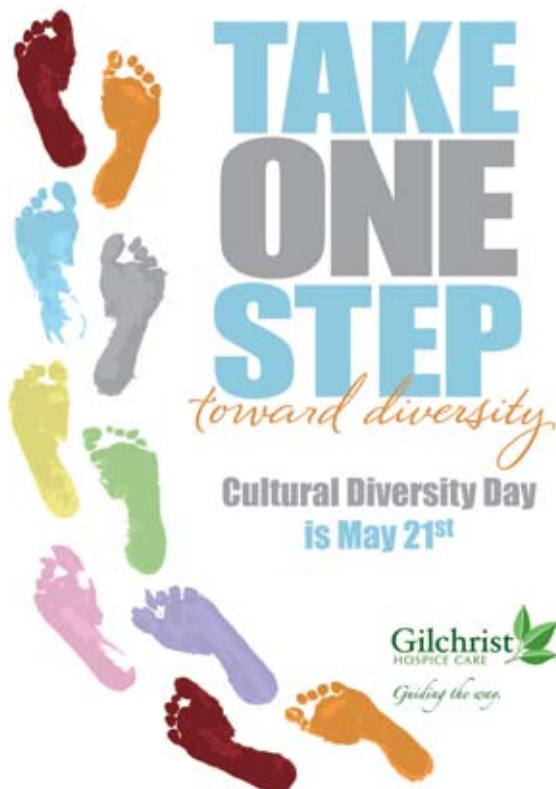
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## Celebrating World Diversity Day



Gilchrist Hospice Care is enhancing its efforts to understand and care for patients from diverse backgrounds through its new Take One Step Toward Diversity program – an effort that will culminate in an organization-wide celebration of World Diversity Day on May 21.

Leading up to the international day of celebration and understanding of diversity, Gilchrist is encouraging staff to attend events, read books, watch movies and eat at restaurants that will enhance their understanding of diverse cultures and differences among individuals. Staff members will then describe their experiences, which will be displayed on the walls in Gilchrist's offices and inpatient centers.

