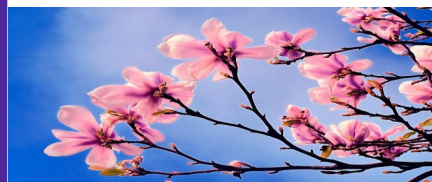


Volunteer



Newsletter

New Spiritual Coordinator

I want to take this opportunity to introduce myself. Most of you already know me as the Social Worker, as I have been the Social Worker for Hospice for over seven years. Hospice is very near and dear to me as I have had family who have received Hospice services and I have had loved ones die without the benefit of Hospice. I am also passionate about Hospice because end of life is more than a biological occurrence; it is a human, social, emotional, and spiritual event as well. I will continue as the Hospice Social Worker, but I now have the opportunity to coordinate the spiritual needs for patients and families. This seems to be a natural fit for me as I have the opportunity to see almost all Hospice patients at admit and can add the spiritual assessment to our conversation of their needs and concerns. I will do my best to understand the spiritual needs and if requested, I will be calling on those of you who have volunteered their time and talents for spiritual support. If you want to visit, don't hesitate to call. I'd love to visit.



Jennifer Granot

2020 Hospice Tree of Lights

This year we opted to publish the memorial names in the newspaper ONLY and we did not hold our normal Remembrance Chime Ceremony event, nor did we give out our usual memorial ornaments to bereaved families. This was all in the attempt to reduce possible COVID contacts. This change was well-received by our community and there was a wonderful turnout of 350 memorialized names mailed in to us to be published in the newspaper. The community was wonderful to also give generous donations to Hospice. A big thank you to our volunteers, Barb Dubois, Linda Robinson, and Margee Smith, for picking up, addressing and preparing, and dropping off our 2020 Hospice Tree of Lights invitations to be mailed!



Spring 2021

In this issue:

* New Spiritual Coordinator	I
* Upcoming Events	I
* Hospice Tree of Lights	I
* Department Numbers	I
* Conversation Starters	2
* New Faces and Office Changes	3
* A Note from Your Manager	4

UPCOMING EVENTS

- Volunteer Training— To be determined
- Hospice Tree of Lights—Wed, December 8, 2021, Celebration Church—6:00 p.m.

HOSPICE VOLUNTEER IMMUNIZATION STATS

16 CMMC COVID immunizations
CMMC Occ Health-Reported
24 Flu shots / 2 Masking



Home Health Visits

(Home Health visits include nursing, aides, physical therapy, occupational therapy, speech therapy, and social worker).

2019 Fergus County Home Health Visits-	2,996
2020 Fergus County Home Health Visits—	2,650
2019 Judith Basin County Home Health Visits-	489
2020 Judith Basin County Home Health Visits—	363

Jan 1— Jan 30, 2020 Mileage

Home Health —	3,152 miles / 88 hours
Hospice -	871 miles / 30.4 hours
Private Pay —	271 miles / 4.6 hours

A LOOK AT 2020 VOLUNTEER HOURS BY QUARTER

Jan/Feb/Mar 2020		Apr/May/June 2020	
82.09	Patient Care	14.7	Vol Phone calls
0.0	Bereavement	0.0	Bereavement
0.0	Office	0.0	Office
13.25	Fundraising	0.0	Fundraising
0.0	Education	0.0	Education
6% Vol to Staff Hours		1% Vol to Staff Hours	
July/Aug/Sep 2020		Oct/Nov/Dec 2020	
3.12	Vol Phone Calls	7.0	Vol Phone calls
3.33	Bereavement	13.0	Bereavement
1.75	Office	0.0	Office
0.0	Fundraising	0.0	Fundraising
0.0	Education	0.0	Education
0.6% Vol to Staff Hours		1% Vol to Staff Hours	

CONVERSATION STARTERS

Tips: Ask open-ended questions that cannot be answered with a yes or a no. This is not a checklist, but rather a compilation of conversational phrases, questions, etc. that a few can be chosen at a time per conversation.

- Acknowledging what has been said with encouraging conversation cues..."Oh!, Wow!" "Tell me more...."
- "Why do you think that happened?" These may be especially helpful on the phone.
- How are you doing?
- How are you feeling?
- What can we do for you?
- How was your day/week?
 - *What was the high point and low point of your day?
 - *What was the highlight of your day/ week?
 - *What was the best part of your weekend?
 - *What are you looking forward to this week?
- Any problems with anything today?
- You sound happy/tired/what is going on?
- Did anything surprise you today?
- Is there anything of interest on TV? Have you watched any _____ lately
- What is your favorite movie? What is the most recent movie you watched? Did you like it?
- What character in a book/movie do you feel most like and why
- Who is your favorite actress/actor?
- Who is your favorite singer? What is your favorite song?
- Do you sing/ or did you sing? What was your favorite song to sing?
- Did you ever play an instrument?
- While I was doing _____ the other day, it got me to thinking about you and I wondered _____?
- If you could live any time in history, what time period would you choose? Why?
- What was your favorite thing to do as a child? What was your favorite toy as a child?
- What was the most embarrassing thing you did at school or when you were a kid?
- Did anyone stop by to visit this week? Tell me about the visit. How are they doing?
- What is your favorite food? What is your favorite restaurant in the world? How about in Lewistown?
- Where is your favorite place you visited in the world and why? What did you like?
 - o Describe places where you have gone with lots of words that appeal to the senses such as "feel," "appear," "hear." Describe colors, sounds, tastes, feelings to paint a visual picture.
- Where have you lived? For how long? What did you like about it? What did you dislike about it? How old were you when you lived in each place?
- Pick a topic you know he/she is interested in and ask some normal questions. Then ask deeper... "I was wondering about _____?"
- Talk about something you found out this week...
 - o Ex: I tried a new restaurant or a new meal at your favorite restaurant and _____.
 - o Was working on my garden yesterday and _____
 - o Discovered a new books or show you liked
 - o Talk about a recent experience you had in your hobby
- What do you think.... Would you rather _____ or _____?
- What's your biggest fear? Regret?
- What is your biggest satisfaction/happiness?
- Who is your role model? Who inspires you?

CONVERSATION STARTERS

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NEW FACES AND OFFICE CHANGES



Stephanie

Stephanie Drga started at CMMC working with the developmentally disabled. She is now our department's Home Health/Hospice/Private Pay biller and a rock star! She can literally be heard singing at times but she is also a fabulous biller. She and her husband, David, welcomed a son in December 2019. She is currently working from home during this challenging COVID culture.



Christine Wichman is originally from Hilger and joined CMMC Home Care Services in October 2019. She has been involved in Hospice both personally and professionally as her father benefited from Hospice services. As our team's Departmental Assistant, she



Christine

plays an integral role in preparing chart episodes for billing and keeping our office running smoothly. She volunteers with her church and she can be seen volunteering for many of the area events.

Rula McKinlay has been a Certified Nurse's Aid for 30 years and is good at it. She has brought her expertise to serve our patients since January 2020.



Rula

She also loves to cook and spends many joyful hours creating various crocheted goodies for her fellow staff members. She and her husband have eight children and 24 grandchildren!

Annette Fjeldheim joined our team in December 2019. Annette was born at St. Joseph's Hospital in Lewistown and grew up on a ranch in Grass Range. When all of her children were in college, Annette pursued a nursing career, graduating from MSU-Northern Lewistown in 2005. After graduation, she worked at Billings Clinic as an RN in various departments. She is a per-diem nurse and helps out in a pinch!



Annette



Alicia

Alicia Case is our newest physical therapist, joining our team in December 2020. She and Janelle Painter share the load of our Home Health and sometimes Hospice physical therapy patients! Alicia brings ten years of experience to our department! She and her husband, Ryan, and three children are enjoying the long walks and bike rides here in Montana!

Utilizing her phenomenal organizational skills, Teresa Olson whipped the cabinets and shelves into shape and streamlined the supply system in our office. Though working in Hospice only since June of 2020, Teresa decided it is time to see what is next in her life. Now she is passing the torch to her very capable successor, Michelle Vuong. Michelle signed on January 2021 as Office Assistant to take over the office portion of the position. Michelle is learning quickly and brings 12+ years of customer service experience to our office.



Michelle



Julie

Our staff also welcomes another team member who is not so new to our team, Julie Rooney. She returned to Home Care Services as a Home Health/Hospice nurse in March 2021, after several years working as a nurse in other areas in the medical field. She has nearly 40 years of nursing experience with 15 of those years at CMMC! She was born in Waterville, Washington, which begs the question of whether there is any connection between her love of water rafting with her family and the name of her place of birth. She also enjoys quilting and knitting.





Central Montana Medical Center Hospice

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Fax 535-6306

We are on the web!

<http://www.cmmc.health/services/hospice>

A Note from your Manager

Dear Hospice Volunteers,

Along with everyone else in the world, we were, and still are, learning about this new disease of COVID 19. Early on, the decision was made for the safety of our volunteers to cancel in-person visits. As difficult as it was, it was the most appropriate action to take. Wherever possible, services were adapted for those volunteers that chose to do phone call visits, in place of face to face in-person visits.

Now, a year later, things are looking brighter, and there is a feeling of sunshine in the future. Despite some ups and downs (corona coaster) and a mountain of work to keep going, this experience has been positive in many ways. Thanks to our volunteers, both visiting patients by phone and those anxiously awaiting to re-connect. I appreciate all your dedication to our patients and our Hospice family. I cannot wait to see you soon.

Happy spring!

Kathy Ward, RN

