

Ohana Happenings

NOVEMBER 2019

VOLUME 3

Makana Pono: Employee Giving Program

Mac Quene Geyrozaga, RN,
has been working at
Islands Hospice for
one year.



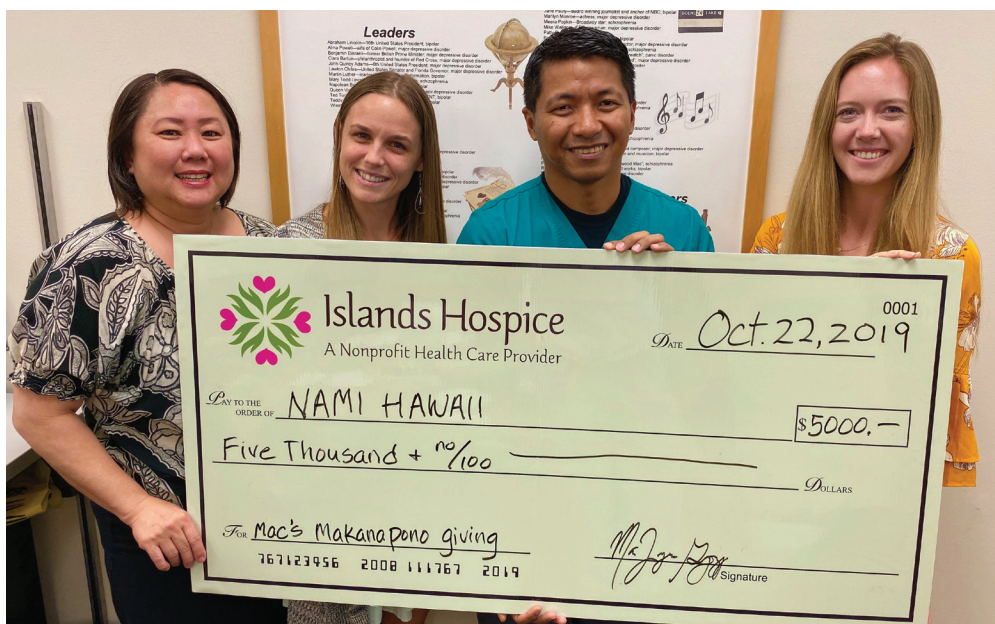
He has chosen to support the National Alliance on Mental Illness (NAMI) Hawaii chapter, which helps people with mental illness and the families that are affected.

NAMI Hawaii strives to improve the quality of life of individuals and families affected by mental illness through support, education, advocacy and awareness. "Mental illness is very difficult for anyone," said Mac. "This organization will benefit greatly from this kind of donation to deliver on its mission, vision and goals."

About 165,000 adults in Hawaii, or 15.5 percent of the population, suffers from depression, substance abuse, suicidal ideation and other forms of mental illness. While this number

is lower than the national average, Hawaii ranks last in access to mental health treatment. It's clear that greater support is needed to improve access to care for those who need it.

"We have the discernment to see past a situation and realize a person not by imperfections, but rather unfortunate circumstances. May we provide an understanding heart, rather than a relentless force of corrections," Mac added. "A mentally ill person may not know. Please be in the know."



MAC QUENE GEYROZAGA
Registered Nurse, Oahu

NONPROFIT:
**NATIONAL ALLIANCE ON
MENTAL ILLNESS HAWAII**

From L to R: Kumi Macdonald, Executive Director; Anise Wiseman, Program & Walk Manager; Mac Quene Geyrozaga, Islands Hospice RN; Corina Edgington, Intern





Hospice Hero – Town

LURLINE LIU

Volunteer Coordinator

Lurline Liu went into health care because she realized she wanted to help people.

Since starting at Islands Hospice seven years ago as a CNA, she took a slightly different path to fulfill her passion — overseeing the organization's volunteer program, where she helps volunteers spread joy to patients every day.

As Islands Hospice's Volunteer Coordinator, Lurline has the important role of interviewing, training and overseeing our 80 volunteers. Most of her days are spent out in the field with new volunteers, training them and making sure they feel comfortable before scheduling solo visits.

She enjoys sharing her aloha and receiving aloha from patients, volunteers and families. "Taking out a new volunteer and seeing them just connect with the patient or having

a volunteer call and ask if they could visit more patients — my heart is overwhelmed with kindhearted people," she said.

Lurline also coordinates floral pickups and deliveries, assists with bereavement visits and plans Islands Hospice's Day of Remembrance, an annual celebration of life for family members who have lost loved ones.

"One of my best memories is coordinating the Day of Remembrance every year. It's a special time where our patients' families will come to talk story, share memories with hugs, smiles and laughter."

During the Day of Remembrance, Lurline remembers her own father, who received care from Islands Hospice after his cancer diagnosis. "I have seen the care, the friendly faces and the love they shared," she said. Her family worked with other hospice providers who cared for her relatives in the past, but to her, Islands Hospice was different. "Having my family with Islands Hospice gave me a change of heart. I knew I wanted to work here," she said.

Lurline's family is her inspiration for what she does. "Family is first! Nothing is better than relaxing and talking stories about our loved ones, always remembering those in our hearts," she said. "I know that we all share the Aloha Spirit because I feel it in my hugs, I see it in their eyes, hear it as we speak and mostly, I know it in my heart. I'm proud to be a volunteer coordinator at Islands Hospice and so blessed to have a job that I love doing."

ANNOUNCEMENTS

Upcoming Holidays

Thanksgiving

November 28

Christmas Day

December 25

Upcoming Events

Winter Gala

(End of the Year Party)

December 14

6:00 pm

Royal Hawaiian

Please RSVP with your supervisor

New Employees

John Hutchinson

Mary Grace Sabandal

Liezl Dixon

Cherica Magbeta Cajudoy

Jonathan Wessel

Patricia Wolf

Kanoa Lee

Steven Mendoza

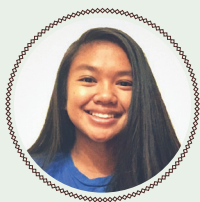
Kenyatta Hines

80's Day!



Staff around the office participated in 80's dress up day. Join us for our next one!





Volunteer Spotlight

TIFFANY NUNIES

Tiffany Nunies loves to make people smile. As an Islands Hospice volunteer, she gets to do just that — bringing a bit of brightness to the lives of the patients and families she interacts with.

A student by day, she decided to spend some of her free time volunteering at Islands Hospice because “it was a great opportunity to be able to help others.”

She started as a volunteer in the office, stuffing

envelopes and helping with other administrative tasks, and recently began visiting patients as well.

The simple act of doing something small for others makes her actions well worth the effort. Her favorite part of being a volunteer is “being able to know that what I did brought a smile to someone’s face,” she said.

During her two years as a volunteer, Tiffany has been a part of many special moments at Islands Hospice. One of her favorite memories is attending a patient’s birthday party. “I was able to enjoy cake and ice cream with the other patients and listen to the many songs played,” she recalled. “It was very heartwarming because just this one little party was able to make not only the birthday girl happy, but everyone around her.”



Hospice Hero West Oahu

KELCI SCHEDLER

Registered Nurse, Team F Purple

Sometimes, all it takes is a simple phone call to make a difference in a patient’s life. Kelci Schedler, RN, recently helped a patient and his family have an unforgettable experience.

Kelci’s patient, a movie buff, had a last wish of going to the theater. She called Kailua Cinemas, which agreed to a free private showing for the patient and his family. Kokua Medical agreed to transfer a bed to the theater, and Islands Hospice picked up the transport tab.

Thanks to multiple companies working together, Kelci’s patient was able to go to the movies one last time. “I had not seen him so happy in months. At the end of the showing, his mom looked at me and said, ‘I will always

remember this,’” she recalled. “We are not able to make all last wishes happen, but this time we were.”

It’s experiences like these that give Kelci a sense of purpose and meaning in the work she does. While most of her role involves spending time at the bedside with patients or talking with families, occasionally surprise visits or tasks like these keep her on her toes.

She developed an interest in hospice nursing early on, during her first job at a senior care home. “I learned very quickly that working with the elderly population was something that I could do for the rest of my life,” she said.

Kelci’s patient visits take her to two or three different facilities every day, where she coordinates care with facility nurses and calls family members to update them. She does whatever she can to walk patients and their families through the death and dying process, so they know they are not alone. She sees education as an essential part of her job, speaking with families and patients to make sure they understand and are prepared for what could happen next. “I have seen how just a little bit of education can give great relief and comfort to the family.”

“I genuinely love what I get to do,” she said. “The dying process can be very difficult to navigate. It is an honor to be a very small part of their journey.”



ASK THE EXPERT



BY: MAUREEN ENGEL, RN
Director of Clinical Services,
West Oahu

Let's Get Physical for a Healthy Mind, Body and Spirit

After a long day of sitting at your desk, going home to fall onto your couch with a glass of wine and your favorite TV show might sound like the only thing you want to do.

Do something physical instead — it will help exercise your body, mind and spirit.

Staying active allows us to keep up with the physical demands of our job. Nursing involves lifting and turning patients, moving equipment, bending to pick up objects. The more physically active you are, the easier it is to do these things.

But physical activity does more than make your body stronger. It sharpens your mind, reduces stress and provides a balance to the emotional toll of hospice care. We are all here because we choose to walk with patients and their families at the end of life. We become attached to our patients and take on the stress and pain of their families. It's important to have an outlet when we leave work that helps us release the suffering so we can start fresh every morning.

When I start to feel frustrated by my responsibilities at work or find myself on a power trip trying to control my team, I know I need to take some time to challenge myself physically. A physical challenge can turn into a humbling experience. Struggling to run one more mile or hold a yoga pose for just a few seconds longer can make you realize how our bodies are all just flesh and bones and can help you find perspective on what's important in your life.

I have been teaching yoga for 11 years, and when I come into work after teaching a class, my teammates say I smile more. I feel like a better person. Exercise helps me provide better care to my patients and their families.

Here are a few tips to help you incorporate physical activity into your life:

- 1. Have a workout buddy.** Many people struggle with self-discipline, but if you make plans to go to the gym with a friend, it's much harder to cancel if you know you're letting someone else down.
- 2. Create a routine.** You don't have to go running every day. Start with one day out of the week and stick to it. Write in your calendar that you're going to go running on Thursday after work. Plan your day around it. Do it enough times, and it becomes second nature.
- 3. Find your motivation.** The hardest part of being active is showing up. Once you get to the gym, or the yoga studio, or the soccer field, you're halfway there. Buy a cute outfit you'll want to wear. Make a playlist you want to listen to. Make it easy to show up.
- 4. Start small.** If you sit for most of the day, doing something as simple as using a standing desk or taking a quick walk around the office every hour can help.

By focusing on customer service, we can improve the quality of care we offer and support our patients, their families and caregivers on their hospice journey.

