



# EMPLOYEE NEWSLETTER

Dedicated to providing Support, Education and Hope

OCTOBER 2022 - MARCH 2023

## Strive For Five

As we launch into a new year, Bella Care Hospice is moving full speed ahead with our "Strive For Five" program. Strive For Five is a program that was developed after the CMS ruling to start publicly reporting the CAHPS Hospice Survey Star Ratings. Starting in August 2022, consumers are now be able to log onto the Medicare Care Compare website, and view the Star Ratings for hospices, just like you can for nursing facilities and other health care entities. Bella Care Hospice's mission has always been to "provide superior health, social, emotional and spiritual services". And while the Star Rating platform has given us an opportunity to highlight the exemplary care that our staff provides day in and day out, it has also provided us with an opportunity to identify specific areas of improvement.

The Star Rating is calculated using four quality measures: HIS (Hospice Item Set) data, Hospice Visits in the Last Days of Life (HVLDL), Hospice Care Index (HCI) and Medicare claims data, and the CAHPS Hospice Surveys.

### A. The HIS Comprehensive Assessment Measure at Admission

- The proportion of patients for whom the hospice performed all seven care processes as applicable. Beliefs/values addressed, treatment preferences, pain screening, pain assessment, dyspnea treatment, dyspnea screening, patients treated with an opioid who are given a bowel regimen.

### B. HVLDL

- The proportion of patients who have received in-person visits from a registered nurse or a medical social worker on at least 2 out of the final 3 days of life.

### C. HCI

- A single measure comprising ten indicators calculated from Medicare claims.

### D. CAHPS Hospice Survey

- All eight of the CAHPS Hospice Survey measures.

1. Communication With Family
2. Getting Timely Help
3. Treating Patient With Respect
4. Emotional And Spiritual Support
5. Help For Pain And Symptoms
6. Training Family To Care For Patient
7. Rating Of This Hospice
8. Willing To Recommend This Hospice

With these new changes, we found ourselves needing to enhance our current QAPI program by adding the Quality Ambassador position in May of 2022. The Quality Ambassador works with QAPI on developing ways to improve our Star Rating to 5 Stars (Strive For Five). A Quality Ambassador was chosen for each branch: Crystal Terry, Tyler Bostick, Brooke Walker, Raenette Biedka, & Billie Chord.

The Quality Ambassador's primary focus has been improving Bella Care Hospice's CAHPS Hospice Survey scores. This 47-question survey is mailed to the primary caregiver 30 days after the death of a patient. At this time, we have identified "Communication With Family" and "Help For Pain and Symptoms" as two areas that have the most room for improvement.

Some of the tasks that the quality ambassadors have been working on are making additional quality calls to current patients, sending welcome letters to the primary caregiver of new patients, providing education and engagement with fellow staff members, and keeping the QAPI bulletin board updated. Make sure to check them out as they are updated quarterly.

*submitted by Brooke Walker,  
Social Worker Ashtabula*





## Holiday Party

The Ashtabula Branch was very excited to be able to get together again for our holiday party this year at The Lodge at Geneva-on-the-Lake. Staff and guests enjoyed a cocktail hour while chatting with co-workers as everyone started to arrive. As everyone settled in and found their seats, we were led in prayer by our chaplain, Nicholas. We indulged in some delicious meals, followed by dessert to satisfy our sweet tooth! While everyone was enjoying their dessert, Michelle (Executive Director) and Veronica (Clinical Supervisor) gave special announcements, awards, and door prizes. We finished the night off by dimming down the lights, turning up the music, taking requests, and dancing the night away!

## A Special Anniversary Debra Hoplight

Debra Hoplight, NP celebrated her 10th work anniversary with Bella Care Hospice in November 2022. We are so grateful for all that she does for our Ashtabula branch and look forward to many more years to come!



## Happy Retirement Pam Brenneman

We want to wish a very happy retirement to Pam Brenneman who retired from her position as Hospice Nurse Case Manager this week. Pam will still pick up some contingent work, but for now- all is said and done! We are so lucky to have had Pam with us as she rounded out her exceptional career. She was steadfast throughout many changes in the branch, and always put the needs of her patients first. We thank you, Pam, for everything you've done over the years and we wish you all the happiness in your next chapter!



## Welcome to the Team

### Kristy Asher

Kristy Asher is working as an RN. She brings Hospice experience to our team and has already made a great impression with her patients and our partner facilities. Kristy is very efficient and hard working. Her teammates describe her as eager to learn the Bella Care way, caring, and a great addition to the team.

## Employee of the Quarter

### Kim Beatty

Kim has been with Bella Care Cincinnati for 7 years in the Marketing position. Her team members and clients describe Kim as a kind and caring. She is a servant leader and often starts her day at 7:00 in the morning to make sure she is checking in on her declining patients and her team members that may need assistance. We are grateful for all you do Kim!



## Celebrations in the last quarter of 2022



### Fall Family Fest

A huge hit, the team enjoyed the time getting to meet each other's families. They played games, ate great food, and enjoyed making cotton candy.



### Holiday Party

We ended the year with a Holiday Party! The staff enjoyed dinner and conversation. Our Volunteer Department joined us to make the event extra special.



### Chaplain Appreciation Month

Cincinnati Marketers and Managers had a great time celebrating our Chaplains. We treated our spiritual care team to breakfast at a local restaurant.

## Celebrating the Holidays

Mother Nature had a temper tantrum in December so our Christmas Party became a "Welcome 2023" celebration! We shared a lot of laughter and created some new traditions. We are looking forward to many more celebrations together. We also turned the change of plans into an opportunity to celebrate the holidays twice, with a Christmas cookie decorating at our December All Staff meeting.





## Welcoming new team members

The Cleveland branch is very excited to welcome fresh faces into our work family. Between December and January we had 3 new staff join our team: Lisa Sylvester (Director of Marketing), Chelsea Emmerich (STNA), and Deseree Bender (RN). They each bring enthusiasm and years of experience with them and are off to a strong start!



Lisa



Chelsea



Deseree

## Fall Festival

Bella Care Columbus had our 1st ever Fall Festival. This event was planned to bring the families of Bella Care employees together, thank them for sharing their loved ones with us, and to simply have a good time. We started the event with Trick-or-Treating for the kiddos. It's a toss-up if the kids or adults had more fun participating! The evening had something for everyone to enjoy: food, games, crafts, cookie decorating and a costume contest. This event was a huge success and we cannot wait to make it part of our annual traditions!



### Holiday Party

Ain't no party like a Bella Care Party, 'cause a Bella Care Party don't stop! This team works hard and they play just as hard. 2022 was a tough year, and this team proved to be resilient. We ended the year with a Holiday Party filled with good food, amazing fun, and uncontrollable laughter. It was a time for us to come together and simply enjoy each other's company. From door prizes, to our staff surprising everyone with their dancing skills, to a Conga line; it was a fun time for all who attended.





## Veteran's Day

On November 11, 2022, the Dayton Bella Care office was invited to assist with the recognition of Veterans residing at Randall Residence of Centerville. Volunteer Coordinator Abby Frederick, Marketing Director Katrina Beculheimer, and Chaplain Mike Lawson gladly accepted the invite. Chaplain Mike thanked the residents and staff for inviting them and opened the ceremony with prayer. Katrina announced the names of each veteran and their branch of service while Abby and Mike handed out veteran pins to each person and thanked them for their service. Abby also pinned our own Veteran Chaplain Mike. Many tears were shed out of gratitude for recognizing the sacrifice the veterans had made in service to our country.



## Nurse Honor Guard

Our Nurse Honor Guard did a funeral for a fellow RN at one of our partner facilities. RNs Valerie and Kelli, and LPN Chena attended. NHG is a service Dayton recently started offering to our fallen RN patients. During the service, a porcelain Nightingale lamp with a white candle is lit in the nurses' honor. When the nurse doesn't respond to a third and final call, they are relieved of their earthly duties, and asked to rest in peace. The candle is extinguished, and the lamp is presented to the family along with roses to signify the nurse's devotion to his or her profession. This was officially our first service for a patient. We hope to be a part of many more!



## Alzheimer's Walk

The majority of our team participated in the Alzheimer's walk along with many of our families and friends. It was a good day spent outside the office and for an even better cause!

## Comforting Blankets

The Dayton branch is making some new knot blankets to give out to our patients in 2023 with the help of a local school and their wonderful volunteer group!

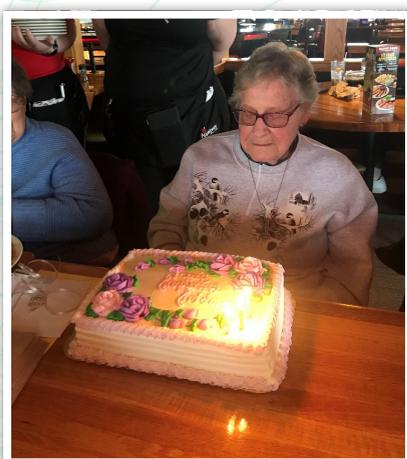
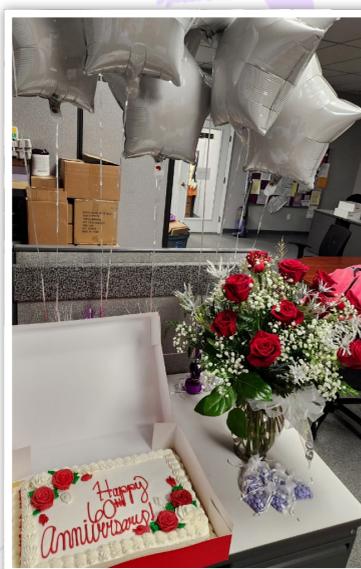


## Ashtabula

### Happy 60th Wedding Anniversary

Mr and Mrs J. were married on December 29, 1962 and just celebrated their 60th wedding anniversary together surrounded by their family! They chose to go to a local restaurant, Jefferson Diner. Bella Care staff assisted with making their 60th anniversary special by getting them dinner, cake, flowers and decorations to celebrate their special day together surrounded by those they love.

Celebrate Life



### Happy Birthday

Our patient Ruth wanted to go out on her birthday and with the help of our wonderful care team we were able to make that wish come true! Ruth went out on her birthday to the restaurant of her choice, Applebee's. She enjoyed her cassata cake for dessert after everyone sang her happy birthday! She was surrounded by her family and care team including; Laura (RN), Brooke (LSW), Nicholas (Chaplain) and Staci (volunteer) who all helped her celebrate her special day!

# Celebrate Life

## Cincinnati

### Bluegrass Memories

When meeting Fred for the first time, it was evident that music was important to him. No matter how nervous he felt, music helped him feel calm. His son shared with us that Fred used to play the guitar; his favorite music to play was bluegrass. April, Brittany, Erin, Abby, Chris, and Kim presented Fred with a new guitar. He felt overwhelmed with love; when taking it in his hands, familiar chords came back to him, and he realized that he was still able to play a little bit. This brought him so much joy, and continues to be a positive coping mechanism tied in with Music & Memory.

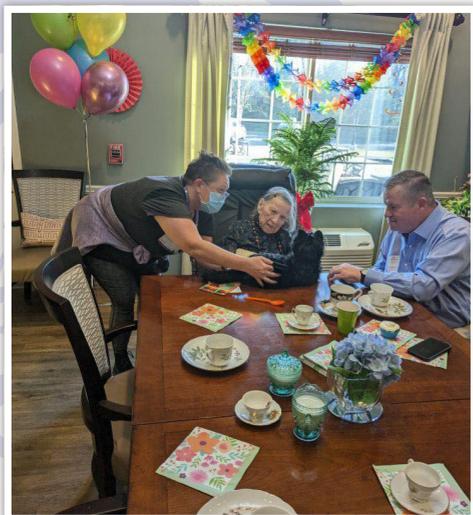
### Birthday Tea

Our Cincinnati patient, Shirley, celebrated her 92nd birthday. Our team joined in the celebration at a lovely tea party with her family! To honor this special birthday our team presented her with a life-like cat to bring comfort and joy.



*"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."*

*~Leo Buscaglia*



# Cleveland

## Lighting Up the Room

Our sweet volunteer, Carolyn, noticed that there were not very many decorations in one of her patient's room and asked if we could get some things to liven the space up. We delivered her decorations, including artificial flowers, a wreath, picture calendar and several floral prints. The patient said that Carolyn always brightened her day.



## Family Bowling Trip

Shelley came on our services and within a couple of days was in less pain than she had been for quite some time. RNCM April asked if it would be possible to put together a gathering for her family while she was able to get around, and while members from out of town would be visiting. Shelley loved bowling so we started making some calls. With the help of Spins Bowl in Akron were able to bring this beautiful family together for some bowling fun! Shelley even got to roll a couple of balls down the lane (with help of family).



# Columbus

## Columbus Symphony Orchestra

As a social worker for Bella Care Hospice, one of the best parts of my job is planning and executing Celebrate Life events with the help of my amazing team. The Celebrate Life Foundation is a way for us to truly live our mission statement, and it is one of the things that make Bella Care unique. Big or small, each of these events makes a significant impact in the lives of our patients and their families.

Recently, I was fortunate to take part in a truly special occasion for one of our patients. Doris was admitted to our service in September of 2022. When she came on with us, she was overwhelmed by her decline and her admission to hospice, and it caused her a lot of anxiety. When her birthday came around in October, she did not want to have



a celebration. In talking to her daughter, I learned that Doris had at one time been a cellist and enjoyed attending the Columbus Symphony. Due to her anxiety and physical condition, it was no longer a possibility for Doris to go out to a performance, but it got me thinking: what if we could bring the symphony to Doris? On a whim I went to the Columbus Symphony website and after poking around, I found an email address for an outreach coordinator. I sent her a message explaining the situation, and to my surprise she responded the same day to let me know how excited they would be to put on a performance for Doris. I phoned Doris' daughter, who was very excited, and after that it was just a matter of arranging the details. On a Friday afternoon in the first week of December, the Columbus Symphony Orchestra sent three musicians - a violinist, a violist, and a cellist - to the AL to put on a private performance for Doris and some of her fellow residents. Doris attended as the guest of honor, and for the first time since I had met was excited to get dressed up and leave her room. The trio played classical Christmas songs for an hour, and many of the residents sang along. The musicians even spent some time with Doris after the performance

was over. She was practically glowing. A few weeks later, Doris had a sudden change in condition and passed away with her daughter and the hospice team at bedside. Her daughter told us how grateful she was that with the help of Bella Care she had been able to provide that final experience for her mom.

I remember telling the musicians after the performance that afternoon that though the audience had been small, they had made a big impact. As you read this story, remember that it is not just the big events that make a difference in our patients' lives. The little things you do each and every day - a smile, a comforting word, a held hand, a silent presence while someone grieves - mean everything to those we serve. Thank you! -Written by Nick Pollock, MSW

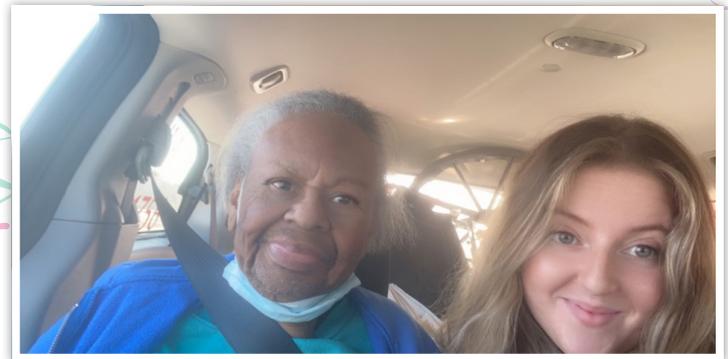


# Celebrate Life

## Dayton

### Appreciating a Break

Our patient Marian wanted get out of the nursing facility for a change of pace. Our STNA Kylah took her out to do some shopping and get some lunch so she could have a sense of normalcy and a break from the facility.



### Pajama Day

In November, we had a pajama day and some of our patients wanted in on the fun! STNA Tina got one of her favorite patients dressed up for the day. STNA Chloe came in in her pajamas so her patient Colette wanted to dress up too. After connecting that day, Chloe helped honor Collette by taking flowers to place on her late husband's grave and afterward brought her favorite lunch to cheer her up.



*"Did you ever see the  
beauty of the hills in  
Carolina or the sweetness  
of the grass in Tennessee?"*

*~Lynyrd Skynyrd*

# EMPLOYEE of the quarter

## Congratulations to our Employees of the Quarter for 4th Quarter 2022

**Cincinnati** - Kim Beatty, Director of Marketing

**Cleveland** - Angela White, RN

**Columbus** - August Barnes, RN

**Dayton** - Chloe Drummond, STNA

welcome  
TO THE TEAM

### Welcome to all the staff members joining our amazing teams!

#### Ashtabula

Lorraine Wright, RN - January 10th

Katelynn Salyan, RN - January 30th

Laura Fay, STNA - January 30th

#### Cincinnati

Kristy Asher, RN- November 15th

Karen Baston, RN- January 5th

Jessica Davis, STNA- January 5th

Grace Sanderson, STNA- January 30th

#### Cleveland

Chelsea Emmerich, STNA- January 18th

Deseree Bender, RN- January 25th

Lisa Sylvester, Director of Marketing- December 5th

#### Columbus

Hanna Alula, Receptionist- October 5th

Dontavious Ashcraft, Administrative Assistant-  
October 18th

Allison Zinn, STNA- October 18th

Eileen Huber, RN- October 18th

Matthew Barr, LPN- October 24th

Michelle Rangel, LPN- October 24th

Terri Brooks, Administrative Assistant- November 8th

Julie Swinehart, STNA- November 16th

Joby Anders, Regional Director of Marketing-  
November 21st

Amanda Bollinger, STNA- December 7th

Ashley Croston, RN- December 19th

Teaira Banks, RN- January 10th

Myrtle Owens, RN- January 19th

#### Dayton

Abby Frederick, Volunteer Coordinator- October 6th

Jeff Williams, LPN- October 6th

Hayley Reed, Receptionist- November, 9th

# Happy Anniversary!

The following employees celebrated a work anniversary during the fourth quarter of 2022.

## Ashtabula

Suzanne Ales- 1 year  
Laura Adams - 1 year  
Veronica Klug- 8 years  
Stacey Bosley- 2 years  
Debra Hoplight- 10 years  
Regina Jeschenig- 1 year

## Cincinnati

Gretchen Todd- 6 years  
Abigail Green- 1 year  
Emily Rebholz- 1 year  
Janella Leary- 1 year  
Dr. Waymon Wallace- 8 years  
James Hopkins- 6 years  
Jessica Roberts- 2 years  
Kayla Crouch- 2 years

## Cleveland

Casey King- 5 years  
Viviane Deans- 1 year  
Kristen Caldwell- 5 years  
Catherine Schwab- 1 year  
Angela Bliss- 8 years

## Columbus

Dr. Fatima Chawdry- 1 year  
Rolanna Wolford- 3 years  
Jessica Eschenbrenner- 3 years  
Audra Orwig- 3 years  
Steve Hielkema- 14 years  
Cheryl Harper- 5 years  
Len Martin- 5 years  
Mike Scheiner- 4 years  
Jennifer Miller- 8 years

## Dayton

Shannon Seals- 1 year

# Happy Birthday!

Please celebrate those team members that will have a birthday in the 1st and 2nd Quarters of 2023.

## Ashtabula

Sara Palmer- January 3rd  
Tracy Miller- January 4th  
Debra Hoplight- January 19th  
Jamie Schmidt- February 5th  
Nichole Lister- February 16th  
Veronica Klug- March 19th  
Nicholas Hull- March 31st  
Alex DeGeorge- April 13th  
Katelynn Salyan- May 26th  
Jessica Brainard- June 3rd

## Cincinnati

Kayla Crouch- January 6th  
Melody King- January 22nd  
Wosilat Majekodunmi-  
February 2nd  
KaraKay Kovaly- February 3rd  
Crystal Terry- February 23rd  
Tanya Kaylor- March 4th  
Sherry Ping- March 13th  
Jessica Moupin- March 16th  
Janella Leary- March 28th  
Emily Rebholz- April 2nd  
Karen Baston- April 8th  
Robin Souder- April 8th  
Diane Wooten- April 18th  
Miuky Paul- April 18th  
Stacey Powell- May 7th  
Aretha Burt- May 11th  
Abigail Grieff- June 14th  
Jessica Davis- June 15th  
Kimberly Beatty- June 30th

## Cleveland

Deseree Bender- January 17th  
Tomarah Medley- January 25th  
Angela White- February 9th  
Brenda Sutton- February 14th  
Melissa Sutton- February 16th  
Casey King- March 13th  
April Cohen- March 20th  
Catherine Schwab- April 15th  
Tina Bugaj- May 8th  
Amanda Zuchelli- June 27th

## Columbus

Justine Strawser- January 4th  
Lisa Nelson- January 8th  
Jeaniece Kelley- January 10th  
Michelle Brooker- January 27th  
D'Juana Drew- January 31st  
Cierra Ramey- February 7th  
Amanda Bollinger- February 10th  
Audra Orwig- February 10th  
Anna Amato- February 11th  
Joyce Mills- February 12th  
DeeDee Harris- February 18th  
Maggie Appiah- February 26th  
Matt Clark- March 1st  
Nichole Lampeter- March 1st  
Mara Hlabse- March 6th  
Avery Herda- March 11th  
Jennifer Miller- March 17th  
Joby Anders- March 19th  
Jessica Eschenbrenner-  
March 29th

Terri Brooks- April 2nd

Brandy Stenson- April 3rd  
Rebecca Adkins- April 9th  
Carrie Stoll- April 19th  
Teaira Banks- April 26th  
Matthew Barr- May 2nd  
Caitlyn Kennedy- May 9th  
Aundrea Wymer- May 12th  
Zach Brittenham- May 18th  
Eileen Huber- May 22nd  
Rolanna Wolford- May 29th  
Michael Dobbs- May 30th  
Krista Pace- May 31st  
August Barnes- June 3rd  
Dr. Fatima Chawdry- June 9th  
Julie Swinehart- June 11th  
Alicia Angelo- June 12th  
Dr. Michael Campolo- June 25th

## Dayton

Chloe Drummond- January 16th  
Denise Hinders- January 23rd  
Abby Frederick- January 27th  
Chris Mattox- February 3rd  
Jeff Williams- February 15th  
Mike Lawson- March 15th  
Haley Reed- June 2nd  
Donna Dull- June 15th  
Valerie Lovell- June 15th  
Megan Lash- June 21st  
Brian Reinicke- June 29th

