The Palliative Care Buffalo Research Team recently completed a study* of an innovative hospice program that trains inmates to care for dying fellow inmates. Members of the research team who visited prison included Rachel Depner, Pei Grant, David Byrwa and Jennifer Breier.

For over a decade, Hospice Buffalo staff has assisted a maximum security correctional facility with providing an inmate peer-care program. Under this program, healthy inmates are trained to serve in a role similar to a home health or nurse’s aide and care for dying fellow inmates.

The research team conducted in-person interviews with twenty-two inmates who served as caregivers. Interview topics ranged from questions about the program, to motivations for being part of the program, questions about the inmate caregiver’s meaning and purpose in life, what it was like to care for the dying, and their thoughts and feelings about death and dying.

Results from the study were surprising. Not only is this program a unique solution to the mounting problem of inmate access to end-of-life care, but findings showed that hospice care not only benefits the dying, but the inmate caregivers as well.

“For me, experiencing hospice showed me another side. There is so much you can learn from the dying. The dying teach the living.” ~ Inmate Caregiver

The study identified Personal Growth and Transformation as one of the overarching themes that emerged from discussion with the inmate caregivers.

Interviewees shared that in helping their fellow brother(s) make the transition from life to death a little more comforting and easier, that they also experienced changes or the desire to change in character, thinking, behavior, beliefs, and worldview. These changes were multi-faceted and encompassed not just overall character growth, but also changes in thoughts, attitudes and emotions. Inmate-caregivers expressed how being a caregiver in this unique hospice care program impacted who they are and how they saw themselves and the world.

“[Death is] something that’s gonna affect every one of us – whether we’re prepared for it or not. Whether we’re black, white, young, old, male, female – doesn’t make a difference – it’s gonna affect every one of us.” ~ Inmate Caregiver

While the inmate-caregiver program provides an opportunity for inmates to pursue meaningful work in an otherwise isolating environment, this study brings into focus the experience of inmate-caregivers and how the perception of their own lives shift as they care for their fellow dying inmates. The study was published in the December 2016 issue of Death Studies.** To read the full study, visit our Research (PCI) page at HospiceBuffalo.com (under “For Healthcare Providers”).

*This research was made possible by the Hubbell family, the Mary and Antonio Napoii Endowment Fund and the Dr. Elmer and Mollie Milch Endowment Fund.

Message from Leadership

We welcome spring and the rebirth that comes with it. We look forward to this renewal and the exciting year ahead. In 2017, we will continue to explore innovative ways to enrich our programs and build on the strong partnerships we have with our local health care systems. As always, our goal is to extend our compassionate care and support to more people in need within our community.

We anticipate continued growth in Palliative Care Buffalo’s Home Connections program, which offers home-based palliative care, while always focusing on improving the quality of the experience for those it serves. Home Connections is one of the nation’s largest and most innovative home-based palliative care programs. It has been cited in numerous health journals, articles, and publications since its inception in 2008. This year, our Palliative Care Institute will undertake a comprehensive research study in collaboration with Independent Health and BlueCross/BlueShield to further demonstrate the effectiveness, positive outcomes, and cost savings associated with the Home Connections program.

In April, Home Connections will begin the third year of its partnership with the Catholic Health System on The Integration of Palliative Care into the Patient Centered Medical Home, as part of New York State’s efforts to redesign Medicaid. The Home Connections program is working with Catholic Health’s affiliated primary care physicians to improve the quality of patient care while meeting the goal of reducing hospitalizations for Medicaid patients.

In addition, our Essential Care program will continue to care for children who are living with life-limiting illnesses and provide the needed support to their family members. Essential Care works with Women & Children’s Hospital of Buffalo and Roswell Park Cancer Institute to ensure the best care for these children as they transition from the hospital to their home.

It is so important to acknowledge that these goals can only be accomplished through the active support and generosity of our community. We are honored and most grateful for your gifts of support, which are so critical to advancing Hospice Buffalo’s mission. As we move forward through this year, we will keep you informed of our progress. We wish you a peaceful, healthy, and prosperous 2017, filled with many blessings.

Chris Kerr, M.D., Ph.D.
Interim CEO and Chief Medical Officer

Patrick Flynn
President, Hospice Foundation

2016 Year End Giving

More than 2,800 donors responded to Hospice Buffalo’s 2016 fall appeal by making a year-end gift. Two thousand sixteen was a record-breaking year with the campaign raising $523,000, a 28% increase over 2015. Without your support, this outstanding level would not have been reached. Hospice Board Member, Ken Houseknecht, shared his tender story about his wife, Diana, and the care she received as a Hospice Buffalo patient. In addition, Hospice Buffalo’s Signature Society made a remarkable difference on our year-end fundraising efforts. The members of this prestigious group helped raise more than $340,000 towards the fall campaign through their personal, handwritten notes to donors. Thank you to Richard & Karen Penfold for serving as the Signature Society Chair Couple for the second year.
The work of Hospice Buffalo focuses on people and their stories – each one unique. Some speak to the resilience and strength of the human spirit, others to the frailties and fears that can grab hold in troubling times. But each story ultimately reminds us of our shared humanity. The following is a reflection by Dr. Megan Farrell, Hospice Buffalo Medical Director, about one of our patients, Mary.

“Mary was 85 years old. She was born and raised in East Aurora, the youngest of six. Mary pursued a career in nursing. I don’t know if you know any nurses, but having known more than a few and having had the privilege to work alongside them my entire adult life, I can attest that these are the folks you want in your corner.

Mary married Tom, a funny, fiery Irishman from South Buffalo. They had six kids – five girls and a boy. Mary returned to nursing once all six kids went off to school and worked until she and Tom settled in the Finger Lakes after retirement. Mary was the quintessential caregiver – not only was it her profession, it was who she was. When her son-in-law was diagnosed with a devastating malignancy, she and her husband Tom put their lives on hold for over a decade to serve as surrogate parents to their four small grandchildren whenever needed. Mary also played a pivotal role in raising two of her other grandchildren as her oldest daughter was strained by the competing responsibilities of work and single parenthood. Mary fostered wonderful, rich relationships with each of her grandchildren.

When Tom was diagnosed with Alzheimer’s dementia in his late 70’s, Mary never faltered. She lived her marital vows with a sense of reverence in good times and in bad, in sickness and in health. As wife, caregiver, advocate, lifeline...she never failed him.

Mary’s own health issues began in 2010 when she was diagnosed with a fairly advanced head and neck cancer – a time when she was caring for her husband and four months before the death of her son-in-law. Major surgery and reconstruction was followed by a number of critical setbacks, but Mary pulled through. She faced her illness with grace and determination and was clear from the start about her priorities and hopes. She made all the right decisions because they were her own and they were made with full knowledge of their consequences and possible outcomes. From the day she was diagnosed, her primary focus was to optimize the quality of her days, not merely their number.

In 2014, Mary’s middle daughter, Maureen, died unexpectedly – the cause of death never determined. Maureen had been Mary’s caregiver and close companion, residing with her at the lake since Tom’s death. Mary’s family thought this loss would be the stress that would start the cascade of decline, but Mary rallied through. Bolstered by her family, friends and her deep abiding faith, Mary was able to move forward in Maureen’s memory.

Nearly two years later, just before Memorial Day 2016, Mary developed a terrible pain syndrome as her cancer spread. Her symptoms worsened and caused such distress that living alone in her lakeside home even with the support of her family was no longer feasible, and so she entered into hospice care and was brought to the Mary and Ralph C. Wilson Jr. Inpatient Unit.

It was heartening to watch Mary interact with her fellow nurses and our aides. Watching like-minded, like-hearted people connect was truly a gift. There was a sense of ease and comfort in her face knowing she was amongst her own. I am often struck by the manner in which folks move through the dying process and navigate the path to closure. People die as they live; folks rarely reinvent themselves in their final hours. So Mary’s remaining moments were marked by a sense of grace and gratitude that was pervasive - almost palpable. No matter how weak or symptomatic, every time someone from the staff entered her room, she made the effort to engage with them and learn their name so she could properly thank them.

As a nurse, Mary had high standards and wasn’t easily impressed, but both she and her family found her care in the inpatient unit unparalleled. When she was feeling a bit better, she asked if she could speak with the director of the Inpatient Unit, a remarkable woman named Mary Gordon. Our patient Mary couldn’t say enough about the quality of care she received and level of concern shown to her. She said, ‘You just don’t find nursing care like this anywhere...you really ought to write a book. The nurses and aides work so beautifully together in the care of their patients. Each inherently knows what the other will do, even before a word is spoken.’
The Center for Hospice & Palliative Care’s New Look

The Center for Hospice & Palliative Care wants to make it easier for our patients and their families, as well as our local physicians to understand the depth and breadth of our services. As you may have noticed we have organized our programs into two distinct service lines. This includes services provided by Hospice Buffalo and services provided under our new Palliative Care Buffalo umbrella.

Palliative Care Buffalo encompasses our palliative care programs, offering specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms, pain, and stress of a serious illness – whatever the diagnosis. The goal is to improve quality of life for both the patient and the family. Palliative care is provided by a team of doctors, nurses, and other specialists who work together with a patient’s other doctors to provide an extra layer of support. It is appropriate at any age and at any stage of a serious illness and can be provided along with curative treatment. Best of all, there may be NO ADDITIONAL COST to the patient. Programs under this umbrella include:

• Home Connections provides home-based coordinated care management and support to patients facing serious, chronic, progressive illness and their families. Our palliative care physicians recognize that each patient is an individual, and that his or her needs are unique. We view ourselves as partners in our patients’ care, and see the patient and their family as vital components of the team. Eligibility will be determined upon referral. If you are suffering from a chronic or serious illness, ask your doctor if you can benefit from palliative care, or call us for a free consultation at (716) 989-2475.

• Essential Care for Children is a one-of-a-kind, comprehensive pediatric palliative care program for children with chronic and life-threatening illnesses. The program provides specialty-trained professionals who collaborate with the child’s medical team during their illness. It also provides expressive therapy for the patient and siblings, resources for community support, spiritual guidance, and psycho-social support for family members during the span of illness and treatment, including bereavement. Referrals mostly come from physicians and other providers, but often, it’s a family member or friend who refers a child to Essential Care. Call (716) 686-8006.

Hospice Buffalo remains the only certified hospice program in Erie County, NY. It covers all of the services associated with end-of-life care for patients who have been given a prognosis of 6 months or less. This requires a physician authorization and considers that the patient’s disease will follow its normal course. Hospice care is fully covered by Medicare, Medicaid and most insurance plans, and includes physician oversight, visiting nurses, home health aides, social workers, spiritual care, volunteers and bereavement services. The hospice benefit also includes medications related to the primary diagnosis, and any necessary medical equipment or supplies that the patient may require. Hospice Buffalo also provides services beyond those required by Medicare including our Expressive Therapies (music, art and massage therapy), our Hospice Angels Fund, and special programs like the Dinner to Remember program and Time of Remembrance ceremonies. Anyone can request a hospice consultation for themselves or a loved one by calling (716) 686-8000.

Please don’t wait to reach out to us. So often we hear, “We wish we had called Hospice sooner”. The sooner you call the sooner we can help!
Helping Make Memories
One Family at a Time

The Hospice Angels Fund, once again, provided relief for our patients and their families over the holiday season. From Thanksgiving through New Year’s Day, we see a dramatic increase in the needs, emergency calls and additional requests from our patients and their families. We are very thankful for those who make donations to the Hospice Angels Fund so that we can help fulfill these requests.

Our volunteer and dietary departments begin planning in early September each year to ensure that most of these seasonal needs and requests are met. We remind our families that they are not alone during what is typically a very special time. This past year our Hospice team was able to purchase and deliver gifts to 103 families (251 individuals). Holiday meals (Christmas and Thanksgiving) were prepared and distributed to 75 families (202 individuals). In addition, approximately 100 holiday meals were prepared and served to our patients and their families in the Mary and Ralph C. Wilson, Jr. Inpatient Unit.

The Angels Fund does more than assist with emergency and practical needs. This fund enables us to make unique dreams come true for our patients and their families. For example, this year the Angels Fund helped Katie and her grandmother, Pauline, fulfill a special dream they shared. Katie and Pauline had a very special connection. Pauline’s strength, grace, attitude, laugh and of course her cooking had always been a great inspiration to Katie. The two women had long talks about Katie’s wedding day, family traditions and what Katie’s future would hold. They never thought that Pauline would not be around for Katie’s eventual wedding day. As time would have it, Pauline became increasingly burdened with Alzheimer’s dementia. Katie helplessly watched as it increasingly robbed her grandmother of her daily joy. Pauline entered Hospice after the disease progressed to the point where her moments of daily consciousness were limited. Katie approached the team at Hospice to see if they could assist in making a dream come true. Although Pauline would not be around for Katie’s wedding, she wanted to share her “wedding dress shopping day” with her beloved grandmother. The Hospice team transported Pauline to a bridal shop to meet Katie and her mom. Katie tried on the wedding gown from the 40’s that her grandmother was married in. Seeing Katie in the dress triggered memories for Pauline. She opened her eyes, processed what was happening and smiled. With these moments so far and few between with Pauline, Katie could not have asked for a more beautiful memory for her family, one that they will cherish forever. They were beyond grateful. With support from Angels Fund donors like you, we were able to assist in making this special memory. Thank you to all those who donate to the Hospice Angels fund and make memories like this possible each year.

Designated Memorials

We would like to express our sincere thanks to the thousands of family members and friends for their kindness in designating Hospice Buffalo as the recipient of a memorial gift in memory of their loved one.

When the time comes to make your final plans, please remember Hospice Buffalo when choosing organizations for which to make designated memorals. Memorial gifts are vital to Hospice Buffalo because they are used to provided extra services for the over 800 patients and their families that we serve annually. These extra services include extended bereavement counseling for up to 13 months.

Remember, when you are clear with your intentions it makes it easier for your loved ones to act as you would have wished. When you designate Hospice Buffalo in the newspaper you are letting your friends and family know that you wish donations to come to Hospice in your memory. Your gift will also allow your loved ones to provide a lasting memorial to you; a place where they can come and remember. When $2,000 or more is received in your name, your name is engraved on the Memorial Pillars on the Mitchell Campus.

If you have any questions regarding memorial gifts or our lasting tribute program, please call the Hospice Foundation office at (716) 686-8090.
For the past 30 years, the Hospice Buffalo Spring Bouquet Sale has been a timeless symbol marking the beginning of a new Spring season in Western New York, and has raised over $5.4 million for Hospice Buffalo.

You can pick up a bouquet for $8 at your participating florist or by visiting a Hospice volunteer at one of the following locations:

**WEDNESDAY, MARCH 8**

KeyBank: Erie County Branches
Paula’s Donuts: all 3 Locations
Anderson’s Frozen Custard: 6 Erie County Locations
Hospitals: Buffalo General Hospital / Women & Children’s Hospital / Millard Fillmore Suburban / ECMC / Roswell Park Cancer Institute
Other: Boulevard Mall / Cancer Care of WNY (Harlem Rd.) / Cheektowaga Senior Center / Participating Florists

**THURSDAY, MARCH 9**

KeyBank: Erie County Branches
Paula’s Donuts: all 3 Locations
Anderson’s Frozen Custard: 2369 Niagara Falls Blvd., Amherst / 2235 Sheridan Dr., Kenmore / 6075 Main St., Williamsville
Hospitals: Buffalo General Hospital / Women & Children’s Hospital / Millard Fillmore Suburban / ECMC / Roswell Park Cancer Institute
Downtown: Larkin at Exchange Building / Larkin Center of Commerce Rand Building / Rand Building / Rath Building
Other Sites: AppleTree Business Park / Boulevard Mall / Buffalo Medical Group (Essjay Rd., High St. and Southwestern Blvd.) / Cancer Care of WNY (Harlem Rd.) / Cheektowaga Senior Center / Excelior Orthopaedics (Sheridan Dr.) / WNY Breast Health (Sheridan Dr.) / Participating Florists

**FRIDAY, MARCH 10**

KeyBank: Erie County Branches
Paula’s Donuts: all 3 Locations
Anderson’s Frozen Custard: 2369 Niagara Falls Blvd., Amherst / 2235 Sheridan Dr., Kenmore / 6075 Main St., Williamsville
Hospitals: Buffalo General Hospital / Women & Children’s Hospital / Millard Fillmore Suburban / ECMC / Roswell Park Cancer Institute
Downtown: Larkin at Exchange Building / Larkin Center of Commerce Rand Building / Rand Building / Rath Building
Other Sites: Boulevard Mall / Buffalo Medical Group (Essjay Rd., High St. and Southwestern Blvd.) / Dent Neurologic Institute / Premium Wine & Spirits, (Transit Rd.) / Premier Wine & Spirits, (Maple Rd.) / Prestige Wine & Spirits, (Amelia Dr., Orchard Park) / Windsong Radiology (Spindrift Rd.) / Participating Florists

**SATURDAY, MARCH 11**

Paula’s Donuts: all 3 Locations
Participating Florists

The Dove Alliance is Hospice Buffalo’s monthly giving society. Become a member today and you can easily make your gift to Hospice in regular monthly installments from your credit card, debit card or checking/savings account. No amount is too small – $5 or $10 per month makes a great difference to our organization.

By choosing to allow deductions to continue from month to month on an annual basis, you will be counted among Hospice Buffalo’s most loyal donors. Monthly giving allows you to make your yearly contribution at any level, because your gift is divided into manageable monthly increments.

“My husband and I – now myself since my husband has been deceased – chose to give to Hospice as a continuing monthly contribution because we have had several loved ones and our very good friends have had family members who have accessed Hospice’s services. We have all been completely satisfied, pleased and very, very grateful that our loved ones have received the care that Hospice has to offer in such a wonderful way.”

~ Mary Banks, Hospice Buffalo Monthly Donor

Your monthly gift helps Hospice Buffalo more accurately project our annual income and therefore makes it easier to plan. Plus, your gifts are “greener,” requiring less paper and mailings.

To start your monthly giving, visit HospiceBuffalo.com and click on “Donate Now” – be sure to check “Yes, automatically repeat this gift every month.” Or, contact Laura Brann at (716) 686-8090 or lbrann@palliativecare.org for more information and additional incentives.
## Foundation Giving

The Hospice Foundation recognizes the generosity of the following foundations for their support of $250 or more to Hospice’s programs or unrestricted funds from October through December 2016. All foundations giving $5,000 or more in a calendar year are enrolled in our Founders Society.

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<th>Foundation</th>
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<td>John &amp; Pamela Henrich Charitable Gifts Fund</td>
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Become a Hospice Helper! Become a Hospice Helper! Hospice Helpers are companies, organizations and community groups that organize various fundraising events and activities to benefit Hospice Buffalo. Many thanks to these groups for their time and effort. Funds raised through the Hospice Helpers are unrestricted and support patient care, our greatest need.

Be creative! If your company or organization has a unique idea to raise funds for Hospice Buffalo or if you have questions about the Hospice Helpers, please contact the Hospice Foundation at (716) 686-8090 or e-mail Dave at dyacono@palliativecare.org.

A special Thank You to the Hospice Helpers who raised $250 or more for Hospice Buffalo:

- **Boulevard Mall, Holiday Gift Wrapping** ............................................ $11,983.96
- **M&T Bank General Accounting, Annual Basket & TV Raffle** ... $4,356.00
- **West Seneca West HS Boys Varsity Volleyball Team, Dig Pink Fundraiser** ........................................... $4,238.40
- **Polish Falcons Nest #6, 19th Annual Golf Tournament** .............. $4,000.00
- **Niagara Hospice, GM Car Raffle** ............................................................ $2,919.50
- **Mr. Justin Hoffman, Hoffspice Meat Raffle, Golf Outing & Octoberfest 2016** ............................................ $1,600.00
- **Mr. Thomas Diem, Don & Nancy Diem Memorial Baseball Pool** ........................................... $604.00
- **Barnes & Noble (Clarence), Holiday Gift Wrapping** ................. $549.27
- **Russell Bond & Co., Dress Down Days for Charity** ................. $515.00
- **U.A.W. Local 897, Paint Nite** ........................................................... $400.00
- **Barnes & Noble (Amherst), Holiday Gift Wrapping** ............... $272.00
- **AFGE Local 2930, AFL-CIO, CPT Maurice Chili Cook-off** ........ $272.00

**Did you know?**

...Many couples are choosing to make a donation to Hospice Buffalo in lieu of traditional favors.

There are still 2016 bells available in case you missed ordering one. Bells are $55 each and are inscribed with your loved ones’ name. These beautiful keepsakes make a sentimental gift throughout the year to give to someone who has lost a loved one.

Call: (716) 686-8090

Remember a loved one who may only be with you in spirit on your special day. Give the gift of compassionate care and use your celebration to help support Hospice Buffalo’s mission while thoughtfully remembering your loved ones on your wedding day.

For more information contact the Hospice Foundation at (716) 686-8090.
Memorial and tribute gifts are a meaningful way to support patient care at Hospice while offering an expression of one’s sympathy and respect to family members and friends. To the family and friends of those remembered, we express our condolences.

Thank you to the families that designated Hospice as the beneficiary of donations in memory of their loved ones. The gifts received from designated memorials support patient care — our organization’s greatest priority.

Listed below are gifts received by Hospice from October 1 - December 31, 2016. Due to space limitations, only gifts of $50 or more per donor are listed. However, with proper information, notification of any size gift is sent to the family of those being remembered. Tribute gifts made to Light-A-Life are not listed below.

If there is an error or omission, we are sincerely sorry. Please contact the Hospice Foundation at (716) 686-8090 so we may correct the error.

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**tribute gifts.**

**together in dignity.**

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**in memory of...**

Nancy Adams  
Ms. Lynda K. Stephens

Evelyn M. Adamski  
Ir Supply Centers, Inc.

Rosemary Adddeo  
Mr. Scott Adddeo

Anthony C. Alli, Frances Alli  
Titzler & Janice Alli Ferrone

Ms. Barbara Elmdorf  
Mrs. Wendy J. Zelasko

Tamar Adesda  
Mr. & Mrs. Dennis M. Cianfrini

Depew Teachers Organization, Inc.

Jim & Sherry Frost  
Mr. & Mrs. Michael J. Hines

Ms. Janet B. Hudson  
Ms. Destiny Kinal

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to allow her to pass with dignity
that she and I both wanted for her.
I extend my sincere gratitude for the
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