

Perspective

Fall 2021

A community publication
from Northern Illinois Hospice



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The Gift of Gratitude

When the "Grateful Families" program debuted in February, families were invited to share their personal, Northern Illinois Hospice stories as well as recognize team members with donations in their honor and make memorial gifts in tribute to loved ones. The new program has been a hit!

Rockford resident Olivia Bruneni was so touched by our care that she shared her family's story. Her grandma Patty Hart was cared for by Northern Illinois Hospice and died August 7. Olivia's beautiful words make clear the lasting impact her grandma's nurse, Sandy Burtard, RN, made on the family. Olivia wrote, "Sandy is compassionate about what she does and the love she poured into my grandma and my family was incredible." Olivia noted that our clinicians also are exceptional teachers. "Sandy took time to educate all of our family members



Rockford resident Olivia Bruneni and her grandma, Patty Hart.

on why grandma was experiencing certain things. That really helped to put us all at ease."

Northern Illinois Hospice clinicians are experts at bringing a sense of calm to an overwhelming time. This support allows family members to

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First in *caring* for life's final months

From the Chief Executive Officer

Have you heard? In late June, Northern Illinois Hospice was awarded The Joint Commission's Gold Seal of Approval® for Home Care Accreditation.

What is The Joint Commission and what does it mean to be accredited? Since 1951, The Joint Commission has worked to improve health care to the public. An independent, nonprofit entity, The Joint Commission certifies and accredits more than 22,000 U.S. health care organizations and programs each year, including home health and hospice, hospitals, behavioral health, ambulatory and office-based surgery centers, laboratories, and nursing facilities. During The Joint Commission's rigorous, unannounced inspections, it evaluates health care organizations and provides education on how to excel in providing safe and effective care of the highest quality and value.



This was our first survey with The Joint Commission. It also is important to note that we asked The Joint Commission to come inspect us. We strive to provide care at the highest level and want to be using the best-known quality and safety practices for home health and hospice.

During The Joint Commission's 4-day, onsite review, Northern Illinois Hospice demonstrated compliance with the Medicare Conditions of Participation as well as Joint Commission standards. (Joint Commission standards typically are more stringent than Medicare requirements.) Areas reviewed included emergency management, environment of care, infection prevention, medication management, among many others. Thousands of hours, across the organization, went into making sure we were prepared.

So now that we're accredited, The Joint Commission's Gold Seal can be displayed next to Northern Illinois Hospice's name. The Gold Seal is a symbol of quality that reflects our commitment to providing safe, quality patient care. Every three years, The Joint Commission will come back to ensure we remain worthy of the seal.

Northern Illinois Hospice has dedicated itself to quality and safety for five decades. Patients, families, and partners deserve this high level of performance from us! Still, The Joint Commission's recent inspection confirms that Northern Illinois Hospice is using current, up-to-date best practices for quality care and patient safety. It also validates our commitment to clinical and organizational excellence, 2021 and beyond.

We are proud of what we have accomplished and certainly hope you are too!

Make today the BEST day!

A handwritten signature in cursive script that reads "Lisa".

Lisa Novak
Chief Executive Officer



Sealed with Pride

After months of preparation to earn The Joint Commission's Gold Seal of Approval®, it was time to celebrate!

Our staff was given a sweet treat of gold seal cookies! Additionally, each member of our team was presented with a gold seal pin from our Board of Directors to wear proudly and display our accomplishment.





MISSION

Northern Illinois Hospice is a trusted community partner dedicated to:

- providing extraordinary and dignified care, comfort and compassion to individuals and families at the end of life;
- removing barriers to care access so all eligible individuals, regardless of ability to pay and payment source, receive exceptional care and support; and
- educating others about end-of-life planning and hospice and palliative care.

VISION

Our vision is to be a local and national leader in hospice and palliative care and to enrich end-of-life experiences through our quality, innovative approaches, and supportive education.

CORE VALUES

COMMUNITY
COMPASSION
EXCELLENCE
GRATITUDE
INTEGRITY
QUALITY
SERVICE
STEWARDSHIP
VISION

Donor Recognition: “Thank you” is just the beginning

This fall, a donor wall will be installed in the Atrium of our building between two “living walls” of greenery. This location is at the heart of the building, making it an ideal place to showcase names of donors, supporters, and Legacy society members who keep Northern Illinois Hospice’s mission and the Foundation close to their hearts.

Susan Lundin, Director of Northern Illinois Hospice Foundation, explains, “Annually, we welcome many new donors and supporters and the Foundation Board felt it was imperative that the donor wall be inclusive and updated yearly so generous new donors receive recognition alongside longtime supporters.”

Northern Illinois Hospice Foundation directors recently approved another exciting “first” for donor recognition. For the calendar year 2021, with recognition appearing in the first quarter of 2022, cumulative giving circles and levels will recognize the annual generosity of Northern Illinois Hospice donors. This includes individuals, businesses, corporations, civic groups, and public and family foundations. Of course, requests for anonymity always are honored.

“I am so proud of the work the Foundation Board has done, and continues to do, in establishing new ways to applaud our donors and supporters,” said Kelly Dinsmore, Northern Illinois Hospice Foundation Board President.

The circles are named for Northern Illinois Hospice’s core values and include:

- Circle of Compassion \$25,000+
- Circle of Community \$10,000 (to \$24,999)
- Circle of Excellence \$5,000 (to \$9,999)
- Circle of Gratitude \$2,500 (to \$4,999)
- Circle of Vision \$1,000 (to \$2,499)

Other levels include:

- Partner in Comfort \$500 (to \$999)
- Partner in Dignity \$250 (to \$499)
- Partner in Hope \$100 (to \$249)

For decades, Northern Illinois Hospice has grown and excelled in providing outstanding end of life care and education to the region — and supporters have been there every step of the way. We are excited to provide another public and gracious way to recognize donor generosity.

For more information, contact the Director of the Northern Illinois Hospice Foundation, Susan Lundin, at 779.210.3577 or slundin@niha.org.





A Tee-rific Day of Giving & Golf

Northern Illinois Hospice Foundation's 33rd Annual Charity Golf Event held on August 6th was an all-around success thanks to our event sponsors, supporters, attendees, volunteers, and, of course, our fantastic planning committee! The day began with a round of golf at the Rockford Country Club. After 18 holes, attendees were treated to the musical duo "Espinosa and Coffey" on the deck overlooking the Rock River. In addition to playing great music, the two shared their personal experience with Northern Illinois Hospice.

This year, the Golf Committee decided to direct the course game revenue and event donations to our "Wish" program. Of monies raised, \$2,500 will be used to fulfill patients' "bucket-list" goals to provide meaningful experiences. By day's end, over \$65,000 was raised to exclusively

benefit the programs and services our patients and their families depend on for compassionate, skilled care and heartfelt support.

In addition to raising funds and goodwill for our mission, this event is truly a ton of fun! Each year, we look forward to enjoying the day with some of the most kind-hearted people we know. The Golf Committee has a knack for planning a day filled with good friends and delicious food while keeping our patients and their families top of mind.

Thank you to everyone who made this day a tremendous success, including our Premier Sponsor, SwedishAmerican, a Division of UW Health. We are beyond grateful to those who came together to help us ensure everyone in our region has access to extraordinary hospice care.

Golf Committee

Derek Kiley,
Golf Chair

Pat Derry

Jessica Iasparro

Laura Pena

Lindsay Swift



First in *caring* for life's final months



Special Thank You to Our Top Sponsors!

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Thank you to all our Golf Event sponsors, donors, and in-kind contributors listed above and below:

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Above: Longtime supporter and sponsor Ken Howe and the Howe Freightways team enjoyed playing in their 12th consecutive Northern Illinois Hospice Charity Golf Event.

Left and page 4: Golfers enjoy Rockford Country Club during the 33rd Annual Charity Golf Event.



105 & Fabulous!

The Northern Illinois Hospice team had the privilege of celebrating two milestone birthdays in August.



Pecatonica resident Rena Lupps celebrated her big day with Volunteer Noreen Chiaramonte; Massage Therapist Stephanie Mellon, LMT; and Music Therapist Mallory Pannell, MT-BC.



Also turning the big 105 was Marjorie Carlson! Marjorie was thrilled to celebrate with her care team. Marjorie is pictured with Vickie Jones, RN Case Manager.

Hospice Medical Director Earns Certification

Northern Illinois Hospice Medical Director, John Myers, MD, FACS, FACC, HMDC, was recently granted the Hospice Medical Director Certified credential by the Hospice Medical Director Certification Board. Dr. Myers was recognized for his commitment to improving the quality of life by displaying professional competency in the hospice industry.

Professional certification affirms a knowledge and experience base for hospice physicians to display commitment to their career, dedication to patient and family care, and the sustainability of the hospice organization and industry.



John C. Myers
MD FACS FACC HMDC

The Gift of Gratitude

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focus on their loved one. It's evident from Olivia's words that Patty was a phenomenal grandma who played a big part in the lives of her grandchildren. We are heartened that our team was able to be there for Olivia, her family, and, of course, her grandma Patty.

Thank you, Olivia, for taking the time to share your experience with our care!

If you would like to share your story or make a gift, please visit: <https://northernillinoishospice.org/give/grateful-families/>.

Grief Support Opportunities

Open to anyone who has experienced the death of someone close to them, our groups and workshops focus on learning, healing, and encouragement. All are welcome. Registration is required. Please email avitale@niha.org or call 779.774.9820 to RSVP.



Meditation for Grief and Resilience

Consecutive Fridays
Through Oct. 29, 2021
Join anytime!

11 a.m. - Noon

Anderson Japanese Gardens
at the Pavilion
318 Spring Creek Road
Rockford, IL 61107

Registration is required. Call 779.774.9820 to register and learn more. Space is limited. Please dress for the weather - held rain or shine.



Join us for a "safe space" to gather, ask questions, and share ideas about grief, loss, and bereavement.

Search The Grief Café on Facebook.



Celebrating Our Team

Every August, the Northern Illinois Hospice Operating Board and Northern Illinois Hospice Foundation Board hosts its annual Employee Appreciation Breakfast. The event is an opportunity to thank the team for their hard work and dedication to the mission of Northern Illinois Hospice. This year's event was held on a beautiful morning on the deck of the Rockford Country Club.

Service awards also were presented to staff who have achieved anniversary milestones.



The 2021 Service Award recipients are pictured with Northern Illinois Hospice CEO Lisa Novak (back left), Northern Illinois Hospice Board President Jon Aldrich (back right), and Northern Illinois Hospice Foundation Board President Kelly Dinsmore (front right). Recipients include (from back left) Alexis Clark CNA (5 years), Andrew Vitale CT (5 years), Ken Follett RN (10 years), Roland Brown M.Div (5 years) and (from front left) Christina Porto (5 years), Char Carlson RN PMGT-BC GERO-BC CHPN (20 years), Holly Johns (10 years), and Mallory Pannell MT-BC (5 years). Not pictured: Kristin Getter RN (5 years).

Congratulations to all!

Thank you to Char Carlson, RN PMGT-BC GERO-BC CHPN, for more than 20 years of service to Northern Illinois Hospice.

Enjoy
your
retirement!





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Greeting Our Community

On July 9, Northern Illinois Hospice staff, volunteers and board members took shifts serving as gate greeters at Rockford City Market in downtown Rockford. The event was an opportunity to have some fun and connect with the community. The team handed out more than 1,000 green bags to City Market attendees.



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