



Your Hometown

Your Choice, Your Hospice

Volume 25

“Excellence Is Our Standard”

SUMMER/FALL 2021

Richmond County Hospice, Hospice Haven & Anson Community Hospice



Meet Our Hospice Family

HOSPICE NURSE AIDES

Tammy Bull, NA II, CHPNA
Hospice Aide Coordinator

Teresa Graham, NA II
Stephanie Baldwin, NA I
Sybil Oxendine, NA I
Esmeralda Rodriguez, NA I
Annalisa Thompson, NA I
Erica L. Armstrong
Latonia D. Williams

PATIENT CARE TECHNICIANS

Kay Brewington, NA II
Audrey Martin, NA I
Latoya Ratliff, NA I
Kathy Taylor, NA I
Angela M. McDonald, NA I
Megan Hope Furr, NA I

HOMECARE PRIMARY NURSES

Lisa Wood, RN,CHPN
Home Care Team Coordinator

Miranda Watson, RN
Lori Jenkins, RN
Michelle Rogers, BSN RN
Brooke Tedder, RN
Christine Strickler, RN
Hayley N. Plyler, RN

INPATIENT NURSES

Shonda Crump, LPN
Teri McDonald, LPN/PT
Michele Huneycutt, RN
Karen Geiger, RN,MSN
Teresa Balzer, RN,BSN,CHPN
Kathleen Camp, RN,CHPN,PT

PRN

Patricia Wheeler, RN,PRN
Leslie Gadson, RN,PRN
Vanonda Lineberger, RN, PRN
Seth Dixon, RN, PRN
Hannah Taylor, RN, PRN
Arlaisjha Morrison, NA I, PRN
Rosa English-PRN Sitter/Housekeeper

ON CALL NURSES

Johanna Poole, RN, BSN
Natalie Barbour, BSW, RN, BSN

COMPLIANCE & OUTREACH

Heather Monroe, RN,CHPN
Compliance Coordinator

Lisa M. Luckey
Volunteer & Outreach Coordinator

Linda Russell
Volunteer & Outreach Assistant

FAMILY SERVICES

Sandy Black, BSW
Bereavement Coordinator

Mary Martha Warnock, BSW
Social Worker

Shannon Huff, BA
Social Worker

Jamie Connolly
Social Worker, MSW

Stephanie Thornton, BA
Inpatient Care Coordinator
Social Worker

Christopher Thornton, CPC
Chaplain

Kenneth Lyerly, MDIV.
Chaplain-PRN

Katie Spearman, MSW/PRN

MEDICAL STAFF

Dr. Thai Trihn, Hospice Physician-PT
Susan McDonald, NP-PT

SUPPORT STAFF

Lisa O'Neal, Clinical Office Coordinator
Jane Burnette, Billing/Account Specialist
Kelly Williams, Receptionist/Secretary
Buddy Edwards, Maintenance Technician
Vladimir Tushin, Housekeeping
Lynn Clewis, Stenographer
Nic Wilkes, Creativity Coordinator

MANAGERS & DIRECTORS

Kristina Leyden, MSW- LCSW
Chief Executive Officer

Steven Strobel, MD
Chief Medical Officer

Julie Woody, RN,CHPN
Director of Public Relations

Marvin Taylor, BS
Director of Finances

Arturo De Aguilar, MA, MDIV.
Director of Human Resources

Jessica Mims, BSW,CHP-SW
Director of Family Services

Jenny Mabe, RN, CHPN
Director of Nursing (Home Care)

Hollie Smith, RN, CHPN
Director of Inpatient Care

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Mary Kate Lambeth
Michelle Parrish
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Rev. Chris Hawks
Linda Arrington
Cleve Baxley

All of our volunteers who are part of our Richmond County Hospice Family. Their gift of time and dedication makes our organization the best "Home Town Hospice" around!





Light of Life Memorial Celebration



On Tuesday, May 25, 2021, Outreach for Jesus Church, Pastor, Bishop Marvin Taylor hosted our Light of Life Memorial Celebration.

The service was an outdoor event with families and staff remaining in their vehicles for health and safety concerns related to the COVID pandemic. Attendees could hear the service through the church's outdoor speakers as well as hear the service over the radio station FM 88.1. Linda Hatcher, a devoted hospice volunteer, played beautiful hymns as the prelude to the service. Kristina Leyden, CEO of Richmond County Hospice, welcomed the families and staff, followed by Chris Thornton, hospice chaplain, offering the invitational prayer. The service continued with Mary Martha Warnock, hospice Social Worker, presenting the Unity Candle as staff members, Lisa Luckey, Brooke Tedder and Annalisa Thompson lit the Unity Candle. In loving memory of our patients who died during the last 6 months, Julie Woody, Director of Public Relations read their name individually as a bell tolled in their honor. A message of God's hope and comfort was shared by Bishop Marvin Taylor, pastor of Outreach for Jesus Church. His words and scripture uplifted the family members and staff in attendance. Special music for the service included two solos beautifully sung by Mary Jacobs and Jessica Mims, Director of Family Services. Mrs. Jacobs sang "This Is Just What Heaven Means to Me" and Mrs. Mims sang "It Matters To The Master." The service was closed in prayer by Chris Thornton. Families received gift bags that contained a hand-held wooden cross and a candle for each family to light in their loved one's memory. Although plans were altered due to the COVID pandemic, the Light of Life Memorial Celebration remained true to the purpose of providing a time of reflection and remembrance for families and staff.





Message from Our Director of Nursing (Home Care)

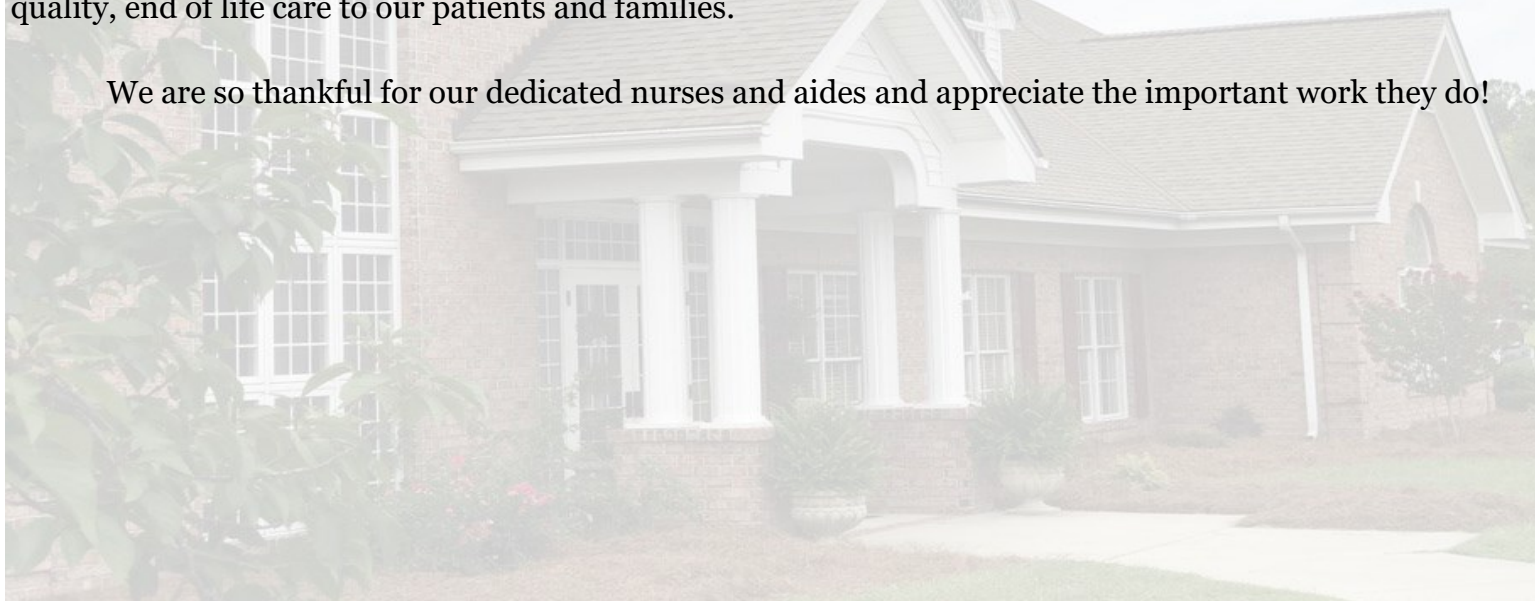
Hospice Care involves a team approach. Our nurses and hospice aides play a vital role in providing care for our patients and families. Dignity, respect, comfort, and quality are the foundations of our mission here at Richmond County Hospice. Hospice nurses and aides provide care not only for the patient, but also for the family, addressing physical, psychological, emotional, and spiritual needs during the most vulnerable point in their lives.

Our nurses and aides provide routine scheduled visits each week which usually last an hour or more. They are also available to make unscheduled visits as needed to manage symptoms or provide additional support. The work of a hospice nurse or hospice aide varies from day to day, depending on the needs of the patient and family. In addition to their routine medical tasks, they are also educators, providing ongoing care instructions throughout the patient's course of care.

They are counselors and mediators between patients and families. They meet spiritual needs by praying with the patient and family if they are asked to. They provide companionship by reading to patients or just listening as the patient tells stories of his or her life. Caring for patients at the end of life can be unpredictable and exhausting for the patients and caregivers.

It is often a relief to the patient and family to have someone who can anticipate their needs and provide comfort. A visit by the nurse or hospice aide may be the highlight of the day for a patient who is no longer able to get out of bed, or for the caregiver who has not left the house or seen anyone else for several days. Richmond County Hospice is proud to acknowledge that our nurses and aides provide compassionate, quality, end of life care to our patients and families.

We are so thankful for our dedicated nurses and aides and appreciate the important work they do!



Message from Our Director of Inpatient Care



Hospice Haven is our inpatient facility for our acutely ill patients. It also serves as a place for our patients to come so that their caregiver can receive a little time to themselves. Half of our patients come to get treatment or for a respite stay, and then they return home. The other half come here to transition on to their Heavenly home. Care during these times is largely the responsibility of our nurses and aides. Regardless of the outcome, it is difficult for patients and families to accept the need for the Haven. Once here, their anxiety melts away due to the compassionate care and open arms that they receive from our staff.

At Hospice Haven, we have 5 full time RNs (including the Director of Inpatient care), 1 full time LPN, 1 part time LPN, and 3 PRN RNs. A RN is always on duty around the clock. They manage our patient's care while at the Haven under physician direction.

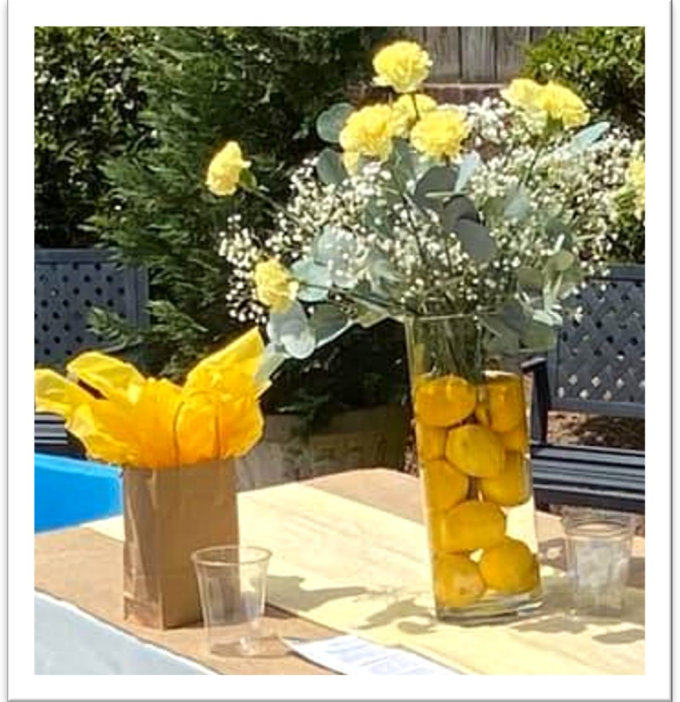
There are 6 full time NAs. Their title at the Haven is Patient Care Technician. From daily bathing to providing a home cooked meal to our patients, our PCTs are on top of it. Our nurses and aides provide exceptional care for our patients and their families. They pride themselves in maintaining and managing our patient's comfort as well as easing the family's worry. They provide clinical care as well as being a listening ear or a shoulder to lean on. They like to take the extra steps to "wow" all our guests. They have worked very hard during the pandemic, as well as taking care of many COVID patients. It takes a lot of compassion and understanding to work in this field. It has been very demanding and stressful the past couple of years.

All of the nurses and aides across our entire company encompass these qualities. We have the best team anyone could ask for! As a company, we celebrate everyone and their importance in the month of November. During November, we join as a Team and show appreciation for each other as well as taking time to reflect on the multiple roles that are required to take the best care of our patients.

Thanks to all of our nurses and aides for your compassionate care and diligent work!!! Thank you for hanging in there and working as a TEAM to make sure our patients, their families and friends, and any other guest still receives the ultimate Haven experience, regardless of the pandemic. You all are absolutely AMAZING!!!

VOLUNTEER TRIBUTE

Volunteer appreciation luncheon we held in May. We wanted to do something nice and show our support through covid.



VOLUNTEERS

Make a world of difference!



Special tribute to our many volunteers, Mrs. Linda Hatcher, James Mims, Nathan Black, Nic Wilkes, Chase Woody, Trenton Woody, Richard and Valerie Luncford, Robert Singletary, Lynn Clewis, Nancy Boling, Ken Lyerly, Linda Compton, Emily Wescott and Allyson Leggett. Thank you for all you do for Richmond County Hospice.



ALL ABOARD THE EMOTIONS EXPRESS!!



Camp Haven - Virtual Grief Camp 2021

In April 2021, campers were invited to board the Emotions Express for a virtual train ride. The trip's itinerary included 10 stops along the route. At each stop, the topic of grief and loss was discussed as well as an activity shared with the campers. Grandma Jane and Nic welcomed the campers and sang "I've Been Working on the Railroad" followed by Conductor Jess ensuring the campers were ready for the adventure as the train began its journey. The train made its first stop at the Chattanooga Chapel where Chaplain Chris talked with Will and the campers about grief, circles of support, and coping skills such as using a stress ball or blowing bubbles or a train whistle to relieve stress and anger. The train continued on its way to the second stop, the Steam Engine Soccer Field. Coach Shannon explained to the campers that staying active and exercising can help to ease feelings of grief. Two of her players demonstrated exercises for the campers to attempt. The train then traveled down the tracks arriving at the Critter's Crossing Pet Shoppe as the next stop. Farmer Neal introduced the campers to his beautiful dog, then Corey talked to the campers about pets being a source of comfort when we grieve. Farmer Neal, with the help of Lisa, Trenton and Chase, encouraged the campers to do the chicken dance with him. Campers were greeted by Mary Martha and Sandy at the fourth stop of the trip. In MM's Diner, Mary Martha and Sandy talked about their favorite memories of their loved ones who have died, then showed the campers how to make a playdough heart which illustrated that our loved ones' memories are always a part of us and cannot be taken from us.

To keep the campers active and moving, the next stop for the Emotions Express was at the Depot Dance Studio for some bold moves. At that stop, Kristina and daughter Kate discussed how military deployments are a source of grief and loss for many families. Kate and friends demonstrated a dance for the campers to do and reminded the campers it is OK to have fun while they grieve. The train made it down the tracks to the Whistle Stop Woodshop where Nic and Lisa discussed the many different feelings that accompany grief. Their activity was to draw sad memories on one side of a pillowcase, then happy memories on the other side. They encouraged the campers to express both happy and sad feelings and suggested keeping the pillowcase nearby for comfort. As the train neared the end of the journey, it made a stop at Tweetsie's Toy Shoppe. Caroline wanted to teach the campers how to patch a hole in a stuffed animal but many things happened to derail her plans. Arturo, Caroline and Sabrina took the opportunity to discuss how life does not always go as we plan. They shared ways campers could remain positive and have fun and laugh as they grieve. The train looped back to the Whistle Stop Woodshop to meet Jamie and Nancy. Their activity was decorating a memory box then filling it with special items of their deceased loved ones. Jamie put a picture of her grandfather in her box and Nancy placed a treasured ring that her father had given her into her memory box. Conductor Jess informed the campers that the Emotions Express train was making its final stop at the Reading Railroad Library. There the campers met Mrs. Hatcher who read a book entitled "Wherever You Are My Love Will Find You." The story reminded the campers that even if their loved one is not with them physically, their love is. Campers were encouraged to take love, happy thoughts, and memories with them as they deboarded the train and continued their grief journey.

The video "All Aboard the Emotions Express" remains on YouTube for viewing. Please google search the link: <https://www.youtube.com/watch?v=n7xBKMRc3rw> in order to view it. The staff of Richmond County Hospice would like to thank the Richmond Co. school staff for referring students, ages 5 to 12, for the camp experience. Campers who have suffered a loss, such as a death of a loved one, divorce of parents, death of a pet, placement in foster care of military deployment are encouraged to attend. The school staff also assisted in distributing the Emotions Express suitcases which contained the items needed to participate in the activities. A generous donation by Richmond County Farm Bureau made it possible for the hospice staff to prepare a suitcase for each camper. Last but not least, a BIG thank you to the hospice staff and volunteers for their OSCAR-winning performances in the video. A shoutout to Julie Woody, Nic Wilkes and Jessica Mims for giving of their time, talents, and efforts in making Camp Haven 2021 a virtual reality.

As the current COVID pandemic continues, we realize many children and parents may find their grief heavier and harder to bear. Please contact Sandy Black, Bereavement Coordinator at Richmond County Hospice, at 910-997-4464 for additional support during these difficult times.





**Richmond
County
Hospice, Inc.**

Hospice Haven & Anson Community Hospice

HOSPICE
HONORS

FOR IMMEDIATE REALEASE September 20, 2021

Contact:

Kristina Leyden, MSW, LCSW – CEO

Richmond County Hospice, Inc.

910-997-4464

kmleyden@rchospice.com

Richmond County Hospice, Inc. Named a 2021 Hospice Honors Recipient

Rockingham NC, September 15, 2021, Richmond County Hospice has been named a 2021 Hospice Honors recipient HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

"Hospice Honors recipients are industry leaders in providing quality care and constantly seeking ways to improve," said Ronda Howard, Vice President Revenue Cycle and CAHPS at HEALTHCAREfirst. "We are honored to be aligned with such high performing agencies like Richmond County Hospice and we congratulate them on their success."

Chief Medical Officer at Richmond County Hospice (RCH), Dr. Steven Strobel commented, "RCH is honored to once again receive this recognition of distinction. I think that this is a true reflection of the care provided by the entire RCH Team. Every member of the RCH family contributes to the operation of this organization and is responsible for maintaining our culture of providing compassionate and quality end of life care. Achieving this status during this past year of COVID chaos is especially meaningful and representative of the dedication of the RCH team."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2019 through September 2020. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. HEALTHCAREfirst hold a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on all 24 evaluated questions. Please visit HEALTHCAREfirst's website at www.healthcarefirst.com to learn more about HEALTHCAREfirst's Hospice CAHPS survey program survey program as well as the Hospice Honors awards.

Jessica Mims, Director of Family Services credits "Richmond County Hospice and the team on providing quality services to all those that we serve. It is especially rewarding to be given this special recognition during the pandemic. We are very grateful for this accomplishment and for the excellent work and dedication of our employees."

Kristina Leyden, Chief Executive Officer stated "I am so honored to be a part of this organization, to provide this mission to our community and to be surrounded by an amazing team. The RCH team is the best, and this award honors them".

About Richmond County Hospice Inc.

Richmond County Hospice (Hospice Haven and Anson Community Hospice) is a rural not for-profit independent community-based Hospice that has been providing compassion and care to our neighbors regardless of a person's ability to pay for the past 36 years. RCH is the leading provider for end-of-life care in our communities.

Richmond County Hospice, Inc. exists to enrich lives, beginning with each life we touch: our patients, their loved ones and caregivers, our employees, volunteers, the communities in which we serve, and those we will meet in the days to come.

About HEALTHCAREfirst

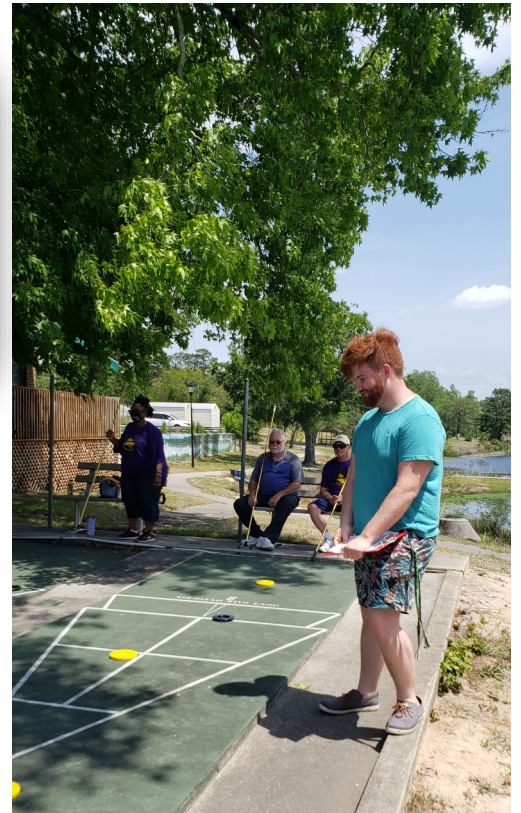
HEALTHCAREfirst enables home health and hospice providers to streamline and optimize their business through cloud-based software solutions and services. Thousands of agencies use HEALTHCAREfirst's CAHPS surveys, billing, coding and OASIS review, and advanced analytics services to streamline business efficiencies, simplify CMS compliance, expedite reimbursement, and improve patient care. HEALTHCAREfirst is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). Visit www.healthcarefirst.com or and follow @HEALTHCAREfirst on Twitter

Hamlet Senior Center Senior Games

Richmond County Hospice Staff was honored to be a part of the Richmond County Senior Games in May.



Lisa Luckey and Nic Wilkes of Richmond County Hospice enjoyed entertaining the Seniors at the Hamlet Senior Center.





**Thank you to everyone
who stopped by to see
Drac and Winnie the last
week in October!
We hope you all enjoyed
your visit!**







Our Heroes Tree

Richmond Community College hosted this year's Our Heroes Tree on September 23 at 10:00 a.m. at the Cole Auditorium. This tree is a special way to recognize military service members and veterans. The community is invited to make ornaments and place on the tree to honor or remember our military. The ceremony offers a time of reflection and appreciation for service members. The tree remains on display through Veterans Day each year. Richmond County Hospice is honored to be a part of this special celebration!



GRIEF SUPPORT GROUP

SPONSORED BY:

*Richmond County Hospice, Inc.
and Richmond County Memorial Park*

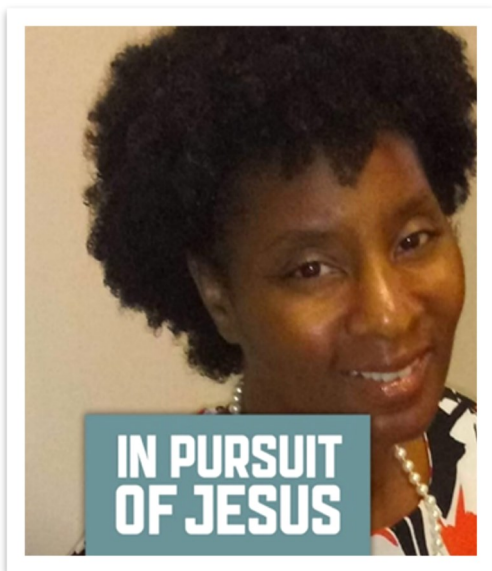
**FIRST SATURDAY OF THE MONTH
10AM TO 11AM**

**HOSPICE HAVEN
1119 US HIGHWAY #1 NORTH
ROCKINGHAM, NC 28379**

IF YOU HAVE EXPERIENCED THE LOSS OF A LOVED ONE, PLEASE JOIN US. EACH PERSON'S JOURNEY IS DIFFERENT, BUT TOGETHER, WE CAN HELP EACH OTHER THROUGH IT. THE GROUP PROVIDES SUPPORT AND ENCOURAGEMENT AS WELL AS SUGGESTIONS TO NAVIGATE THE MANY FEELINGS OF GRIEF. REFRESHMENTS ARE PROVIDED. THE GROUP IS OPEN TO THE COMMUNITY. NO COST FOR ATTENDING THE GROUP.

2022 DATES: JAN 8TH, (DATE CHANGED DUE TO HOLIDAY)
FEB. 5TH, MARCH 5TH, APRIL 2ND, MAY 7TH, JUNE 4TH, AUG. 6TH,
SEPT. 10TH, (DATE CHANGED DUE TO HOLIDAY), OCT. 1ST, NOV. 5TH AND DEC. 3RD.

**FOR MORE INFORMATION CONTACT: SANDY BLACK, BEREAVEMENT COORDINATOR
RICHMOND COUNTY HOSPICE - (910) 997-4464**



MEET OUR NEW INTERN!

Ms. Elise Wall

Student at University of North Carolina
Pembroke

Through our partnership with several Universities and Colleges we can help “train” some of the future professionals that soon will be providing services in our area. Almost every year we take two or three interns and help them work on their professional skills so they can polish them and gain some needed experience in an actual work environment. With the help of our current trained staff, they can practice and learn new methods and apply what they have already learn in school in a actual setting. These young professionals are ready and eager to share their newly acquired knowledge with the guidance of a member of our staff.

This year has brought to us many new faces and they have been assigned to different departments. I would like to introduce you to all of them little by little. This time I’m going to present one of our newest and current Interns. Let’s meet Elise, she’s been with us for some weeks now and is collaborating at our Hospice Haven Unit.

Elise Wall is the daughter of Minnie Bennett and Ellis Fletcher. She is the oldest daughter of eight siblings, and the second oldest of ninety-six grandchildren. As a native of Richmond County, she attended Richmond County schools, and graduated from Richmond Senior High School in 2000. She began her college studies at Richmond Community College where she graduated with an associate degree in Arts in 2014. As a member of Christ Memorial, Elise is the youth leader and founder of a youth event called Changing Hearts and Saving Lives One Prayer at a Time. This event is organized by her church and centered around enhancing conflict resolution skills in today’s youth by using biblical principles that will turn them away from gun violence. As a Christian, she centers her life around Jeremiah 29:11.

In 2017 Elise experienced a tragedy, that changed her life as she knew it. Her son, the late Traquan Wall, was killed in a car accident alongside his best friend. This tragedy encouraged her to attend UNC (University of North Carolina) Pembroke and pursue a degree in Social Work. When she is not in her studies, she enjoys spending time with her granddaughter. Elise is currently employed with First Health Moore Regional Hospital. She was favored to meet someone who encouraged her to obtain a clinical intern at Richmond County Hospice. Following graduation, she is currently undecided as to which direction to go. She hopes to take on a position that will enhance her ability to make a difference in the lives of individuals she is called to serve.

We welcome you Elise, and wish you all the luck not only in your internship, but in your future career!



Chaplain's Corner

As I prayed to decide what to write about, I started thinking about my own dreams and goals. Everyone dreams of success. It is their goal or destination in life. Some see success as making a lot of money, living comfortably, and retiring easy. Others dream of becoming proficient in their field, making money, and having people look up to them as important and wise. Still, others see success as the accumulation of material things, to own your own house, driving an expensive car, being able to walk into the store and buy anything you want. Then there are people who equate success with having a happy family: a loving wife or husband and children that are bright and obedient. To others success is long life, free from disease and heartache. We all have an idea of what success is for ourselves. The Bible says in Psalms 37:4 “delight yourself in The Lord, and He will give you the desires of your heart”. That’s a marvelous promise. The problem, it seems, is that it seldom works. Please hear me out before you stop reading. I mean, if it did, it seems many would be healthy, wealthy and wise for that’s what we desire, isn’t it? Why then, aren’t we successful? Could it be that we have the wrong idea of what success is?

I have heard for many years the saying “we as Christians have the blessing of Abraham”. As this statement is very true, it is also true that the only way we can have the blessings of Abraham is to walk in the footsteps of Abraham. We tend to want the blessings without putting in the action. Kenneth Hagin said “knowledge acted upon brings results”. The knowledge is that we can have the blessings of Abraham. The action is we have to spend the time and have the faith that Abraham did. We see success as having things but we should see success as having a close relationship with The Lord. Then and only then can we have the blessings.

Many Christians misinterpret Jesus promise of the “abundant life” to mean perfect health, a comfortable lifestyle, constant happiness, full realization of your dreams, and instant relief from problems through faith and prayer. In a word, they expect the Christian life to be easy. They expect heaven on earth. This self-absorbed perspective treats God as a genie who simply exists to serve you in your selfish pursuit of personal fulfillment. But God is not your servant, and if you fall for the idea that life is supposed to be easy, either you will become severely disillusioned or you will live in denial of reality. Never forget that life is not about you! You exist for God’s purposes!

It very well may be that what we think is success, are just the byproducts of what God’s true blessings. If we worked more to walk in the footsteps of Abraham, then we would know the true success that God has intended for our lives. If there is one thing I have learned from working at Hospice, is that **Everything** the world sees as success, means nothing at the end of your life! I ask all of you to take some time and think about how you measure success for your life. Do you need to make changes? God Bless you all with the love of Christ!

Rev. Chris Thornton
Richmond County Hospice