On any given day, more than 200 of our 2,000 volunteers are delivering meals to more than 800 people in Rochester and surrounding areas. Annually, we help more than 1,400 people stay healthy and safe in their homes serving more than 230,000 meals last year alone.

According to a recent New York Times report, research in 2013 demonstrated that if states increased the number of older adults receiving home delivered meals by just one percent, savings to Medicaid would have exceeded $109 million. In other studies, people who receive Meals On Wheels say they are less lonely and have a higher quality of life compared to those who are on waiting lists for meals. We know that Meals On Wheels saves lives and saves money!

We are proud to have served Meals On Wheels in our community for more than 59 years. Recently, Meals On Wheels celebrated March for Meals- an opportunity for us to highlight our program through mini-fundraisers and spotlight “celebrity” deliveries.

Thanks to everyone who took part in serving our community!
2016 was an exciting year at UR Medicine Home Care. As President and CEO I am proud to be the leader of an organization recognized for high quality, community partnership and innovation.

In 2016 we achieved and maintained a four star quality rating from Centers for Medicare/ Medicaid Services thanks to our exceptional staff. We continue to be a leader in the industry of Home Care in our Rochester community. The mission of UR Medicine Home Care is to provide compassionate care and services to preserve quality of life and independence. The scope of our work enables us to assist in keeping our patients comfortable and healthy in their homes.

UR Medicine Home Care is committed to making our communities a healthier place to live. From our youngest clients in our Nurse-Family Partnership program to our most fragile clients in hospice we are a valued part of UR Medicine, our health system partner.

Our cornerstone programs are what sets us apart - Meals On Wheels, Hospice and Visiting Nurse Services— and our innovations are what sets us above the competition. Whether you or someone you love needs skilled nursing care after a hospital stay, in-home physical therapy to regain strength, a hot, home-delivered meal from a caring Meals On Wheels volunteer or a comforting word from a hospice nurse, we know that acts of kindness and compassion are what is needed to make our patients “feel right at home.”

I invite you to read this issue of Vital Lines 2.0 and learn more about the patients and supporters who define UR Medicine Home Care. I am proud to be part of a team that has such a profound impact on our community. I hope you feel this same sense of pride as a supporter, volunteer or friend of this great organization.

Sincerely,

Jane Shukitis, President & CEO

“I am proud to be part of a team that has such a profound impact on our community.”
Contrary to what many people think, hospice doesn’t mean that hope is lost. It does mean refocusing the goals of end-of-life care to support the best quality of life. UR Medicine Home Care’s Hospice Medical Director Dr. Thomas Caprio explains what hospice is, and why it’s about how you live.

When we think about end-of-life care, it can be emotional and burdensome for caregivers, especially those who lack support or get access to hospice services when their loved one has just days or hours left to live. Many people aren’t aware of the benefits of hospice care until very late into their illness. Sadly, this is a missed opportunity, since a hospice team can help ease the journey, address symptoms, share in the stories and celebrate the life that has been lived.

Here are a few common myths about hospice, along with facts to dispel them:

- **Myth: Hospice is a place.** Hospice care can be provided at any location. Hospice caregivers go wherever the patient is, whether that’s a person’s home, a community-based comfort care home, an inpatient center, a hospital unit or a skilled nursing facility.

- **Myth: People in hospice are bedridden.** Patients often begin getting hospice care at a point where their symptoms and pain are managed well enough for them to go out of the house or visit with family and friends. And hospice care isn’t just for the patient, but also for his or her entire family. The hospice team of specialized professionals, along with a patient’s primary physician, acts as a direct extension of the patient’s family, addressing everyone’s personal, emotional, spiritual and medical needs. Put simply, the goal of hospice is to enhance quality of life for everyone, not just the patient.

- **Myth: Hospice is only for people with cancer.** Some people turn to hospice if they have cancer and no further treatment options, or it’s progressed despite having the best treatments. But the majority of patients in the U.S. who get hospice care have other non-cancer diagnoses, including advanced dementia, neurologic disease, kidney failure, or heart, lung or liver disease.

- **Myth: Hospice means you’ve given up and is a last resort.** While it’s associated with end-of-life, choosing hospice doesn’t mean surrendering to disease, but rather embracing the opportunity to make the most of the time you have. And the idea of not giving up hope applies to both patients and families. Hospice neither hurries nor prolongs the dying process, although some people may live longer, especially if their disease is not responding to standard treatment. But the earlier someone is referred to a hospice program, the better the hospice team will have an opportunity to get to know the person, identify their specific needs and address any worries.

*continued on page 4*
Hospice is a program and philosophy of care that provides a supportive environment to meet the physical, emotional, and spiritual needs of those with life-threatening illness. It’s focused on preventing, treating or eliminating discomfort and managing distressing symptoms.

Hospice can
• provide compassionate care for people with a terminal illness until death occurs,
• focus on relieving symptoms and increasing comfort of the person who is dying,
• assist family and loved ones in addition to the patient,
• assure that a person’s wishes for end-of-life care are honored.

Remember that, while they’re with you through the end of life, a hospice team is focused on how you live.

Thomas V. Caprio, M.D., specializes in geriatric medicine, hospice, and palliative care. He is chief medical officer and hospice medical director for UR Medicine Home Care, which offers a complete system of care and support for those facing the end of life with respect and compassion.

Visiting Nurse Service Launches New Overarching Brand

Visiting Nurse Service of Rochester and Finger Lakes Visiting Nurse Service unveiled their new brand: UR Medicine Home Care. UR Medicine Home Care will not replace the names of existing programs, rather, it will serve as an umbrella brand unifying each component of the agency:

• Visiting Nurse Service (the certified agency that serves Monroe, Wyoming and Livingston counties)
• Visiting Nurse Signature Care (the licensed agency that primarily serves Monroe and Livingston counties)
• Visiting Nurse Hospice
• Meals On Wheels of Monroe County
• Visiting Nurse Foundation
• Finger Lakes Visiting Nurse Service (the certified agency that serves Ontario, Wayne, Seneca and Yates counties)
• Finger Lakes Home Care (the licensed agency that primarily serves Ontario, Wayne, Seneca and Yates counties)
• Ontario-Yates Hospice

UR Medicine Home Care helps to unify two organizations that became one in November 2013: Visiting Nurse Service and Finger Lakes Visiting Nurse Service. Both are now under one umbrella brand. The reason behind the change is to create the understanding that the organization is part of UR Medicine and helps communicate a broader scope of expertise and services. The agency provides a myriad of programs to keep people safe and independent at home, but the names Visiting Nurse Service and Finger Lakes Visiting Nurse Service limit consumers’ perceptions.
Retired Air Force Colonel Michael J. Healy, has been a longtime supporter of our Ontario-Yates Hospice program. As a volunteer for over 20 years, Mike has given the gifts of his time, talent and treasure in support of the patients and families we serve.

In addition to providing hands-on patient care and companionship, acting as an active member of the Professional Advisory Committee and chairing numerous hospice fundraising committees, Mike and his wife, Kimiyo have created a fund to support our We Honor Veterans Program.

We Honor Veterans, a nationally certified recognition program sponsored by the VA provides educational tools and resources in advancing these goals:

- Promote Veteran-centric educational activities
- Increase organizational capacity to serve Veterans
- Support development of strategic partnerships
- Increase access and improve quality

Here at Ontario-Yates Hospice we believe that all veterans deserve recognition for their service to our country and that no vet should ever die alone. Mike has personally held the hand of over 500 dying veterans in his 20 years of service. He and his wife, Kimiyo, started the Col. & Mrs. Michael J. Healy Fund as a lasting legacy in serving both hospice and their country.

To learn more about getting involved in the We Honor Veterans Program at either our Finger Lakes affiliate or in Rochester please contact Jackie Coates (585) 787-8315.
July 2017 will mark the 4th summer of our Camp Heartstrings- a bereavement program for children who have experienced the loss of a loved one.

A collaboration between Visiting Nurse Hospice, Pittsford Youth Services and Dreams for Drake, children ages 7-13 from Monroe County and Ontario Counties will gather at St. John Fisher College this summer with the goal of developing coping skills for handling and expressing grief in a safe and supportive environment. Camp Heartstrings also combats isolation children may experience in grief- allowing children to connect with peers who have also experienced the death of a loved one.

While grief is a normal reaction for children after the death of someone close to them, the emotional and psychological trauma that often accompany a loss can have significant negative impact on their well-being. Many grieving children feel that expressing grief is unacceptable, or that they are the only person who has experienced death in their life. For these reasons, it is extremely beneficial to give children the opportunity to gather with peers who have also experienced loss.
At Camp Heartstrings, professionally trained bereavement social workers, interns and volunteers work with the children to help them feel safe while expressing grief. Children also have the opportunity to enjoy fun, uplifting activities such as art therapy, yoga, music, arts and crafts and a memorial balloon release.

“Camp Heartstrings helps children develop coping skills for handling and expressing grief in a safe and supportive environment.”

The camp is offered free of charge to any child wishing to participate and is made possible by area business leaders and professionals in our Rochester community who donate funds, items and services to make it all possible.

Did you know:

• 1 in 5 children will experience the death of someone close to them by age 18

• One out of every 20 children aged fifteen and younger will suffer the loss of one or both parents. These statistics don’t account for the number of children who lose a “parental figure,” such as a grandparent or other relative that provides care.

• 1.5 million children are living in a single-parent household because of the death of one parent

• It is estimated that 73,000 children die every year in the United States. Of those children, 83 percent have surviving siblings

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At UR Medicine Home Care we take home health care to heart. We've been providing care to area residents since 1919. Today, UR Medicine Home Care is one of the largest, most complete sources of home health services in Rochester.

To learn more, visit our website, www.VNSnet.com, or give us a call at (585) 274-4253.

Support our programs and patients by visiting giveto.urmc.edu/vitallines and making a secure online gift today!