



# VOICES

A Publication of Hope Hospice, Inc.

## JOINT COMMISSION Renews Certification

Hope Hospice is pleased to announce the renewal of our Joint Commission certification. The Commission is a nonprofit process-improvement organization whose purpose is to provide care healthcare facilities and homecare agencies like Hope Hospice with a comprehensive independent evaluation of patient-care services and administration. The certification symbolizes an agency's commitment to safety and quality, and it is not easily achieved.



Every three years. A surveyor reviews every aspect of our procedures and operations, including patient-care practices, information

protection, emergency preparedness, and quality control. In addition to policy review, the surveyor shadows clinicians on home visits.

"When the Joint Commission comes to town, it's one of the most stressful times imaginable," says Kathy Nouri, RN, Hope's Chief of Quality and Compliance. "That's not to say the visit isn't welcome. We actually look forward to our review because it's an opportunity for a specially trained eye to dissect our procedures with the goal of improving things for our patients."

Past recommendations have included:

See "Certification" on page 3



## VOLUNTEERS Return to Service

One major letdown during the height of the pandemic was having to cancel our homecare volunteers' visits with our patients. It simply wasn't safe. We made the decision in March 2020, not knowing how long the pause would be—certainly not thinking that it'd be 16 months!

That very long hiatus came to an end this past July, and while some volunteers had moved on to other things, we still had a cohort who were delighted to return to service. We're proceeding with caution and several new requirements, including COVID vaccinations and wearing of protective masks in the patient's home and/or care facility.

Although several members left our volunteer roster during the break, we've also had many new inquiries from community members looking for ways to give back. One new volunteer is Jan Provan (pictured above) and her therapy dogs, (from left) Jackie and Cobalt. Hope Hospice works with Valley Humane Society in Pleasanton on our Canine Comfort program. The animal welfare organization evaluates applicants for temperament, obedience, vaccination records, and other standards that make them a good fit to visit the elderly or frail people in various settings.

If you or a friend is interested in learning about volunteer opportunities with Hope Hospice, please visit [HopeHospice.com/volunteer](https://www.hopehospice.com/volunteer) or call (925) 829-8770 on weekdays between 9 a.m. and 5 p.m. We will work with you to find a job suited to your interests and near your home or work neighborhood. We have a particular need for people willing to visit patients in the cities of Concord, Pleasant Hill, and Walnut Creek. And, as you'll read on page 3, we're expanding into Brentwood! ➤

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Community-based and non-profit, Hope Hospice is accredited by The Joint Commission, certified by Medicare and Medi-Cal, and is a member of the National Hospice and Palliative Care Organization and National Partnership for Hospice Innovation.

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## MESSAGE FROM THE CEO

# Year-End REFLECTIONS



With the year winding down, I'm reflecting on some major achievements at Hope Hospice in 2021. Most recently, we had record-breaking fundraising success at our fall golf event (see page 3), and I'm so grateful for the community's support. We aim to go the extra mile in our service quality, and we can only make that happen with support from donors to fund special programs and services beyond basic hospice care. Our appreciation program for veterans, extra efforts in grief support, senior-care classes for family caregivers, dementia education, and other extra services set us apart in a growing hospice industry.

I'm also proud to report that we sailed through our evaluation by the Joint Commission (see page 1), which renewed our certification for another three years. Accreditation is not required, but requesting the evaluation shows a commitment to safety and quality.

I can't close this issue without another celebration of our staff, especially our patient-facing employees. They continue to be out in the field under some rather worrisome conditions as word of another COVID variant has hit the news circuit. Our brave nurses, home health aides, social workers, and chaplains are shielded by the vaccine and protective equipment, but we know that infection risk remains. I am proud of our entire team's dedication and compassionate hearts.

I wish you and yours a blessed (and healthy) holiday season.

**Jennifer Hansen**  
Chief Executive Officer



## SWEET GREETINGS for the Holidays

We have teamed up with See's Candies on a holiday season fundraiser. Whether you're looking for sweet stocking stuffers, party snacks, or gifts, you'll find a tasty assortment of See's best treats at our special online store; shop at [bit.ly/holidaysees](https://bit.ly/holidaysees). A percentage of sales made by December 3 will benefit Hope Hospice. You can have your goodies shipped to your home or straight to your recipient.

If you'd rather donate to Hope Hospice *without* placing a candy order, you can do that at [HopeHospice.com/donate](https://HopeHospice.com/donate).

Your donations help fund our grief support center and family caregiver programs, and cover the cost of care to patients without insurance or other way to pay for end-of-life care. Your generosity makes a big difference! ➤

# SEASON OF HOPE

A TIME TO HONOR OR REMEMBER  
THOSE WE HOLD DEAR



The Season of Hope is a special time of year in which we ask our supporters to make a tax-deductible donation that will impact our future patients and community clients. Your dollars go toward providing care to anyone in need, regardless of their insurance status or ability to pay for end-of-life medical care. Donations also help us keep important programs available to the community at no cost, such as our grief support and family caregiver classes.

For your gift of \$150, you will receive an exquisite crystal ornament, personalized with a name of your choosing, the year, or a phrase of up to 18 characters.

For your gift of \$250 or more, you will receive two personalized ornaments.

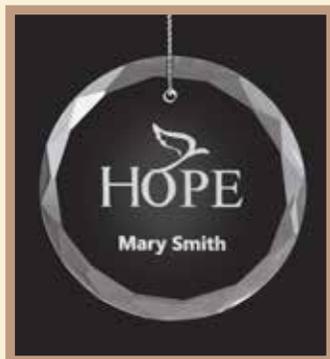
You can make a donation—with or without placing an ornament order—at [HopeHospice.com/hopeseason](https://www.HopeHospice.com/hopeseason). Questions? Call us at (925) 829-8770.

Enjoy your ornament each holiday season or year-round as a window decoration that captures rays of ambient sunlight.

Your ornament comes in a gift box and can be sent directly to your recipient, or to your own home. Your gift amount includes the cost of shipping.

Hope Hospice is a 501(c)(3) nonprofit organization, Federal Tax Id 94-2576059. Your donation is tax-deductible to the extent allowed by law. Please consult with your tax professional.

*Please allow two weeks for delivery. We will be accepting orders through January 3, 2022.* ➤



## BRENTWOOD Expansion

With the hiring of Delinda Brown as Community Liaison, Hope Hospice is expanding into the Brentwood/Antioch area. Our team has cared for the occasional patient in the area before, but Delinda's addition officially marks the beginning of a concentrated effort to serve families in this territory.

Welcome, Delinda! ➤



## Certification (continued from page 1)

- Improving fire safety when oxygen is in the home by assessing the storage of tanks.
- Reducing risk of infection by checking prescription expiration dates and reinforcing hand-hygiene techniques.
- Improving the care plan to be as specific and patient-centered as possible.

In 2018, the Commission nominated our falls-prevention as one of its Best Practices. When implemented, the plan resulted in an 84 percent reduction in injuries related to patient falls. ➤



## HOPE 100 Breaks Fundraising Record

The 2021 Hope 100 Golf Marathon raised \$155,217—the highest amount in the event's six-year history.

“We're so grateful to our event organizers and biggest champions, Jim and Kathleen Berriatua, for their leadership and philanthropic hearts,” says Hope Hospice CEO Jennifer Hansen. “Coming out of a hard year with several events canceled because of the pandemic, we weren't sure what could be accomplished. But the Hope 100 attracts a special group of generous golf aficionados who seem to return each year more excited to participate than the last.”

Hope will open registration for the next event in spring 2022 at [Hope100GolfMarathon.com](https://www.Hope100GolfMarathon.com). ➤

## WORKS OF HOPE Art Drive Finishes Successful Second Year

The books are closed on the second annual Works of Hope Art Drive. The tally for this year was just shy of 200 pieces of art, taken to nearly 50 facilities housing Hope Hospice patients. The artwork contributed this year was of an excellent quality and perfectly sized for gifting to patients.

The program has brought Hope to the attention of several local artists, in great part due to word-of-mouth advertising within the community.

Once again it is humbling and incredible to see such generosity and be a part of sharing joy with our patients across our entire service area.

We plan to reopen the program in summer 2022. To learn more, visit [HopeHospice.com/art](https://www.hopehospice.com/art) or contact our Volunteer Services Department by phone, (925) 829-8770. ➔

