



**Carondelet Hospice & Palliative Care**

Carondelet Health Network  
1802 W. St. Mary's Rd.  
Tucson, Arizona 85745

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# Hospice News



**Carondelet Hospice & Palliative Care**

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## Hospice in the Desert

By Norm Steffenson

Hospice in the desert  
Where the weary rest their head  
Where the living cry and then let go  
Where the earth reclaim the dead.

This is Green Valley of the Santa Cruz  
Where Father Kino walked  
Gentle families journeyed here  
Stopped, and laughed, and talked.

Where caring souls would nurse the  
wounds

And fellow travelers cried  
And held a hand and said good by  
As each generation died.

For hospice is a place of hope  
Where life is understood  
Not as a permanent dwelling place  
But a journey that is good.



*Norm Steffenson has been a Carondelet Hospice and Palliative Chaplain for 10 years. He has been a poet all his life.*

**The Gift that “Gives Back”**  
Gifts are used to advance the mission of Carondelet Health Network, to help purchase equipment, enhance facilities, expand services, fund staff education and to reach out to meet the health care needs of our communities throughout Southern Arizona.

**You can also give by visiting the Carondelet Foundation Website at: [www.carondelet.org/foundation](http://www.carondelet.org/foundation)**

**Yes, I would like to make a gift to Carondelet Foundation to support the mission of Carondelet Hospice and Palliative Care.**

\_\_\_\_\_  
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Address

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City State Zip

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Phone (optional) Email (optional)

Anonymous Donor  In Memory/Honor of \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Check #: \_\_\_\_\_  Visa  MasterCard Amex  
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Expiration Date \_\_\_\_/\_\_\_\_ (month/year)

Mail this form to: Carondelet Foundation 120 N. Tucson Blvd. Tucson, AZ 85716

## Executive Director’s Corner

Not many people know that April is National Volunteer Month. It is so important that we honor the people that dedicate themselves to taking action and solving problems in our communities. In hospice we are required by regulation to ensure that our volunteers provide

administrative and/or direct patient care services in an amount that equals 5 percent of the total patient care hours of all paid hospice employees. Regulations aside, though, our volunteers are the heart of what hospice is all about. They provide endless hours of support

to our patients as they navigate the final months and days of their lives. I would like to personally thank not only our very own hospice volunteers, but all the wonderful people out there that share of themselves in so many ways. Volunteer.....what a great title to have!

*Nancy Epperson*

**Carondelet Hospice & Palliative Care**  
1802 W. St. Mary's Rd. Tucson, AZ 85745  
(520) 205-7700

Presents

Hospice Foundation of America's 2014 Webinar Series

**April 22 – Helping Families Cope With Conflict at the End of Life**

**April 29 – Strategies for Successful family Meetings: Handling Family Conflicts**

## Family Dynamics and Hospice

When family members disagree about the goal of hospice care, hospice professionals are placed in a difficult position. "How to establish the plan of care?" is a question commonly encountered when conflicting demands are made upon hospice staff. In some cases, the quiet, subdued and often grieving family may remain silent while a domineering family aggressor takes over. While everyone might sincerely believe that they all have the patient's best interest in mind, they may have diametrically opposed views about what that would look like and how it is to be accomplished.



## Volunteer Highlight

Carondelet Hospice Volunteers range in age from 18 to 81 years old. The reasons these people dedicate their time to our patients and their families are just as varied. All volunteers agree that the rewards are beyond measure.

EE-Lynn Loi is currently a senior at the University of Arizona, graduating this May with a double degree in physiology and psychology. She plans to apply for medical school and has a special interest in geriatrics. EE-Lynn has been a Carondelet Hospice volunteer for 5 years, and states, "I have learned to value the wisdom and advice that each patient has to share."

A patient that EE-Lynn had the honor to visit, remains one of the most inspiring people she has ever met. Prior to meeting

this patient, she had a Plan B – in the event she didn't make it into Medical School. The patient's words of advice were, "You might not take the path you originally envisioned. It might take longer than you expected, but all of the hard work will be worth it when you

make it." From that point on, EE-Lynn's backup plan dissolved, as she is determined to practice medicine.

To request more information about becoming a Carondelet Hospice Volunteer, call 520-205-7567.



Prior to joining the Carondelet team, EE-Lynn spent some time in South Africa, where she spent time shadowing a doctor in the HIV and TB wards.

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<b>Registration Form</b> Tuesday, April 22 and/or Tuesday, April 29, 2014 4:30 p.m. to 6:00 p.m.		<b>Session #1</b> <b>Helping Families Cope With Conflict at the End of Life</b>
<b>Registration Fee - \$10.00 per session</b> Includes light snacks and beverages (Please print)		The very definition of hospice care centers on family-centered care. Yet this can be very complicated when dealing with difficult or dysfunctional families during the crises of a family member's terminal illness. This webinar assists hospice professionals in assessing difficult families and offers strategies for effectively working with difficult families.
Name: _____ Address: _____ City: _____ State _____ Zip: _____ Phone: (     ) _____ E-Mail: _____		
Session #1 _____ Session #2 _____ Both Sessions _____ <b>Registration Fee \$10.00 each session</b>		<b>Session #2</b> <b>Strategies for Successful Family Meetings: Handling Family Conflicts</b>
Cash ___ Check ___ Credit Card ___ Amount Paid _____ Card # _____ Expiration _____ Sec. Code _____ Name on card _____		This webinar focuses on the family meeting as a way to resolve conflicts emerging in end-of-life care. The webinar offers participants practical strategies for planning and conducting family meetings.  EXPERT PANELISTS: <b>Kenneth J. Doka, PhD, MDiv</b> , is a professor of gerontology at the Graduate School of The College of New Rochelle and Senior Consultant to the Hospice Foundation of America. <b>Sherry R. Schachter PhD, FT, RN</b> , is the Director of Bereavement Services for Calvary Hospital/Hospice where she develops, coordinates, and facilitates educational services for staff and develops and oversees an extensive bereavement program for families and bereaved members of the community.
Make checks payable to <b>Carondelet Hospice and Palliative Care</b> and mail registration with payment, to: <b>Carondelet Hospice and Palliative Care</b> Attn: Susan Howard 1802 W. St. Mary's Road Tucson, AZ 85745		
<b>Program Location:</b> <b>Carondelet Holy Family – Network Education Room</b> <b>1802 W. St. Mary's Road</b> <b>Tucson, AZ 85745</b> Doors open at 4:00 p.m.		Continuing education credits (1.5 hours per session) are included in the cost of registration and CE credits are available by a number of professional boards. <b>CE Credits are copyrighted by HFA.</b> Participants are attending an event of Hospice Foundation of America (HFA). All CE certificates must be obtained directly through HFA. Boards approve the content developed by HFA, not by the viewing organization. CE instructions will be provided to you following each session.
<b>For more information, call 520-205-7575</b>		