



OHIO'S[®]
Hospice[®]
of Central Ohio



Celebrating Life's Stories[®]

1982 - 2022

Hospice being formed

Members of the board of directors of Hospice Service of Licking County met Monday to review a proposed constitution and bylaws for the program.

Kathleen Brown, former director of the Licking County Aging Program, is heading up a group of health service professionals and residents interested in establishing a local hospice program.

Hospice is a concept of care for the terminally ill and includes a program of coordinated care for the patient and his family. Although some programs include a separate facility from which the program operates, Mrs. Brown said the focus of the Licking County program will be to keep the patient at home.

The basic premise of a hospice care system is to improve the quality of life for the dying patient by providing pain-free treatment and giving support to the patient's family.

The hospice staff will consist of a registered nurse/director, other paid staff and trained volunteers.

Mrs. Brown said the program will be medically directed. Physicians will refer patients to the program and will prepare care instructions for the nurse and volunteers. The overall cost of the care would be less than the cost of caring for the patient in a nursing home, she said.

She said the hospice must adopt a constitution and bylaws in order to be recognized as a non-profit organization by the Secretary of State's office, but the organization does not need to be recognized by state or national hospice associations at this stage.

Board members reviewed the constitution and bylaws Monday and suggested a few changes in wording. An attorney will review the documents to...

director of an operating hospice program in Ohio.

Anyone wishing to learn more about the program should call the hospice office at 522-6586. Also, the Lifestyle



Hospice termin...

Open house new medical at Licking

By HEATHER HOMA, Advocate Reporter
NEWARK — The Central Ohio Inpatient promises to offer families peace of mind and terminally ill patients a feeling of...





To our Central Ohio neighbors and community,
This year, Ohio's Hospice of Central Ohio is celebrating 40 years of service to the community.
Since 1982, it has been our privilege to care for your loved ones.

Ohio's Hospice of Central Ohio began with a small group of visionaries giving their time and talent so compassionate care and a comforting presence were available to those facing a life-limiting illness. Throughout the past 40 years, we have had the privilege to provide care for thousands of our friends and neighbors. **As a not-for-profit, community-based hospice provider, we are dedicated to supporting the physical, emotional and spiritual needs of patients and families wherever they call home.**

Hospice offers haven for chronically ill, families

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...the new Hospice of Patient Care Center ...am- ...ind ...pa- ...of

close to their loved one and a fold-out bed for those who wish to stay overnight. Shower facilities are available and visiting hours will be unrestricted. "The key is comfort and accessibility for the patients and their families," said Dr. David W. Koontz, the center's medical director. "We wanted it to be unique."

The rooms are decorated by local artists and patients are encouraged to bring their personal items. "We want to make this as home-like as possible," said Executive Director Michele McMahon.

The center will be staffed and managed by specially trained workers, a chaplain and bereavement coordinators. About 20 volunteers worked since November to open the center and will continue to be part of its daily operation, Koontz said.

"The volunteers have done tremendous work here. We rely on people who are giving of their time and an

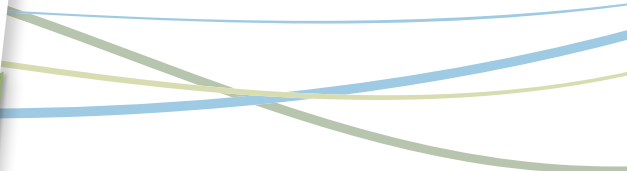
Our service area has grown from the counties the original Hospice of Licking County served. Today, we have offices in Newark, Columbus, Lancaster, and Zanesville and serve nine counties across central Ohio. We also have two inpatient care centers for symptom management in Licking Memorial Hospital and in The Ohio State University Wexner Medical Center.

One thing has remained the same since our founding: our mission and focus to celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

Thanks to the support from generous donors throughout the community, we continue to serve more patients and their families every year. **We thank you for supporting our mission now and always.**



Renee Sparks
General Manager, Executive Vice President



The background is a solid orange color. It features several overlapping circles and arcs in a lighter shade of orange. Some circles contain smaller solid orange circles. There are also small, stylized leaf-like shapes scattered throughout. In the bottom right corner, the text "1980s" is written in a white, sans-serif font.

1980s

Women Work to Find a Better Way

Dame Cicely Saunders is recognized as the founder of the modern hospice care movement. In 1967, she established Saint Christopher's in South East London, a hospice dedicated to serving patients at the end of life.

In the 1970s, Dame Saunders came to speak to a group of students at Yale University and as a result, a nurse and volunteer in Connecticut made the first home care visit to a hospice patient. Quickly, the ideals of hospice were adopted across the United States. Initially serving patients often in the home, hospice care primarily served those with cancer, ALS and other fatal diseases in the beginning phases of the hospice movement. With the onset of the AIDS crisis in the 1980s, hospice providers became pioneers in caring for those with advanced AIDS.

Here in central Ohio, Selma Markowitz became an advocate for hospice care after reading a magazine article about the purpose and impact of hospice care on an airplane flight home. Around the same time, Kathleen Brown cared for her dying husband and dying mother. She had no medical training and she felt there should be a better way to care for loved ones.

Each woman talked to Licking Memorial Hospital about the need to bring hospice care to the community. The hospital introduced them to one another and loaned them space to hold planning meetings with like-minded community volunteers, and hospice care in Licking County began.

1982



Selma Markowitz



Kathleen Brown

In January 1982, nine community leaders and volunteers brought together by Selma Markowitz and Kathleen Brown first met to discuss end-of-life care in Licking County. Unlike most founders of community-based hospices, neither woman had a background in healthcare. By September 1982, the group legally formed Hospice Service of Licking County, Ohio, Inc., now known as Ohio's Hospice of Central Ohio.

1983



Early Volunteers

Throughout 1983, the committee developed a hospice care program and recruited volunteers to care for patients and families. Virginia Follmer, RN, was appointed the first executive director of Hospice Service of Licking County and Licking Memorial Hospital donated office space in the basement of the Wehrle Building. Selma Markowitz begged and borrowed office furniture and filing cabinets from members of the community and volunteers served as office staff to support the organization. As hospice care in Central Ohio became a more established care option, **Newark Mayor Bill Moore issued a proclamation for Hospice Month in November.**

Since the beginning, volunteers have been vital to the success of not-for-profit hospice care from care support to community education. Volunteers formed a Speaker's Bureau to present hospice care to churches, businesses and organizations throughout the community. They shared their vision of hospice care and explained how hospice care supports people who wish to die at home surrounded by family and friends.

1984



Home Visit

1985

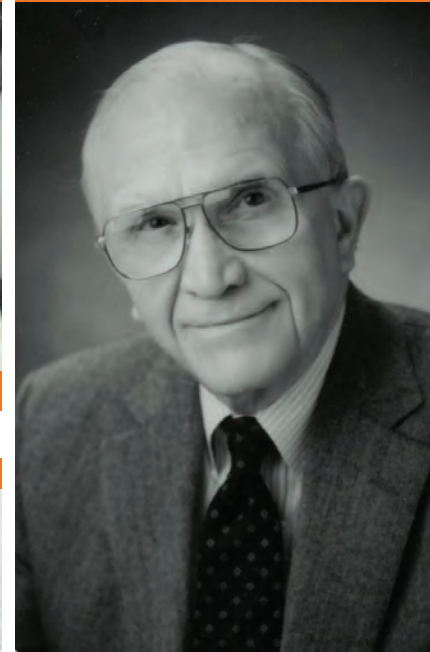


Home Visit

Our first Hospice Service of Licking County patient was admitted on July 17, 1984, and 18 patients were served that year. The newly formed not-for-profit hospice's intent was to not bill patients for hospice services and until 1985, **all expenses were covered by the generosity of community donors.** Then, the Medicare Hospice Benefit provided a regular source of reimbursement. Eventually, most health insurance companies offered hospice coverage as a benefit.

Hospice Service of Licking County achieved Ohio Department of Health licensure in 1985 and began offering respite care that was offered in a room at Licking Memorial Hospital. Kathy Ritter, RN, BSN, was appointed director of nursing and also assumed the duties of executive director. **To keep up with the increase in patients, the organization hired part-time nurses to provide care in patients' homes.**

1988



Jim Moss

Jim Moss was appointed as the third executive director of Hospice Service of Licking County with the goal of making the organization a world-class organization. He had led a three-hospital healthcare group and was a former state president of the Ohio Hospital Association. **A visionary, Jim made it possible for the organization to be on the cutting edge of technology at the time.** He provided the staff with beepers, bag phones, and eventually, cell phones. Such technology made a huge difference for the staff and the operation, who spent most of their time in patients' homes, and provided care and services 24/7.

Since the beginning, volunteers have been vital to the success of not-for-profit hospice care from care support to community education.

1985 1986 1987 1988 1989

The background is a solid blue color. It features several white geometric elements: large overlapping circles, smaller solid circles, and thin white lines. Scattered throughout are small, stylized leaf icons. The overall aesthetic is clean and modern.

1990s

Going Above and Beyond to Serve Our Community

During the 1990s, more and more patients and families sought the services of Hospice of Central Ohio.

Volunteers and generous community organizations held special events to support patient care and services that went above and beyond what was covered by the **Medicare Hospice Benefit**. Annual fundraisers including **Light Up a Life** and a **golf outing** began.

As the staff expanded, the first office space was acquired on West Main Street in Newark. As the organization continued to grow, **The Selma Markowitz Care Center** was opened in February 1997 within Licking Memorial Hospital. In addition, the annual children's bereavement camp, **Camp HOCO**, began in 1997 to assist children in managing their grief.

1990



Many patient and family needs fall outside what is covered by the Medicare Hospice Benefit and traditional insurance.

Throughout the years, hospice volunteers and generous community organizations held special events and campaigns to support patient care and services. One of our most enduring fundraising events is **Light Up a Life**.

This event began in 1990 with brightly decorated Christmas trees at Indian Mound Mall in Heath, Ohio. Visitors were invited to make a donation and add a paper dove that they personalized with the name of a loved one. Since then, the Christmas tree display has moved to Wilson's Garden Center in Newark, Ohio, and the tradition continues. The event serves as a time of reflection for those who have lost loved ones.

1992



1993



In 1992, to accommodate the growing organization, office space was acquired at 1435 W. Main St. in Newark. The clinical staff was reorganized into two teams and a satellite office was opened in Pataskala to better serve patients. The growth included a variety of clinical and support staff in addition to more than 40 volunteers who visited patients and provided office support.

As part of our mission, we have always championed every patient's right to receive care in the setting they call home. In January 1993, the first nursing home patient was admitted as a resident. We changed our name to Hospice of Central Ohio in 1994 to better reflect our expanded services to communities in eight surrounding counties.

1996



Michele Layman

Upon the retirement of Jim Moss, the board of directors appointed Michele Layman as president and CEO. Under Michele's leadership, The Joint Commission for Accreditation of Healthcare Organizations granted Hospice Deemed Status for Accreditation and full accreditation with commendation was achieved in 1997. **During that same year, we served our 2,000th patient. At Hospice of Central Ohio, Michele transformed the organization from a small, local agency providing supportive care to a state-recognized hospice organization.**

1997



The Selma Markowitz Inpatient Care Center | Camp HOCO

In February 1997 we opened **The Selma Markowitz Care Center**, staffed and operated by the hospice care team, in the Licking Memorial Hospital. The care center offered respite care, offering short-term stays to provide relief for caregivers, and symptom management. The center included seven private patient rooms, a full bath, a family kitchen and lounge areas for a home-like atmosphere.

In the late 1990's, the annual children's bereavement camp, **Camp HOCO**, began. **The five-day camp was designed to assist children in the development of coping skills to help them manage thier grief now and into the future.** Hospice of Central Ohio continues to be known for grief support services that go above and beyond what is required by Medicare and Medicaid and are available to the community at no charge, thanks to generous support from the community.

As part of our mission, we have always championed every patient's right to receive care in the setting they call home.

The background is a solid green color. It features several overlapping circles of varying sizes and thicknesses, some in a lighter shade of green and others in white. Scattered throughout are small, stylized leaf icons, also in white or light green. The overall aesthetic is clean and modern, with a focus on organic shapes and a monochromatic color palette.

2000s

Growing to Meet Community Need

The first decade of the 2000s saw the creation of the Hospice of Central Ohio Foundation, which raises funds to provide complementary support services to patients and their families.

A special fund was established for **Camp HOCO** to dedicate funds for children's grief support. As we continued to grow, we saw the need for a larger space. In 2004, we purchased a building on Cherry Valley Road in Newark, our current home. During this period, we also started using an electronic medical record system to improve our medical records.

2003



Community Support

In the early 2000's, The Hospice of Central Ohio Foundation was created, seeking charitable gifts to provide complementary support services to patients and their families. Some of our support services include massage, Starlight Therapy®, aroma, pet and music therapy. Our bereavement service, now called Pathways of HopeSM, opened to anyone in the community who has suffered a loss, at no charge, thanks to donor support from the community. **Community support through philanthropy strengthens our mission so that no medically eligible patient is turned away, regardless of severity of need, complexity of care, or ability to pay.**

2004



New Building

In 2004, we found our permanent home when we purchased a building in Newark at 2269 Cherry Valley Road.

Today, the building continues to serve as the organization's main office location. This new building provides room for growth, plenty of storage, and ample parking for our staff and guests. As we grew, this building has been periodically reconfigured to add more office space, a bigger kitchen with an eating area, an executive boardroom and a large conference center. The building provides space to hold celebrations of life and support groups for grieving individuals. It also has enough room for a consultation room for palliative patients.

2005



Electronic Medical Record System

In 2005, we began using an electronic medical record system to improve the accuracy and clarity of our medical records. This new technology made health information more readily available and helped patients and their families be well informed. This also allowed patient data to be shared among members of the care team. The real-time patient-centered health information enabled healthcare decisions to be made based upon the most current information. **The new system altered the way care was delivered, to allow teammates to more easily work together to ensure that we had the most current patient information to provide safe, world-class care.**

2007



Offering Palliative Care

We introduced Palliative Care of Central Ohio to offer symptom and pain management to help patients manage chronic health conditions. It was a natural extension of the work being accomplished by Carl Waggoner, MD, medical director, and Cindy Simons, clinical nurse specialist. They identified a community need for management of seriously ill patients who were not ready or eligible for hospice care. **The goal of palliative medicine is to help individuals living with serious illness to remain as well as possible, successfully complete the treatments they desire to receive, avoid unplanned hospitalizations, and to anticipate symptoms before a crisis occurs.** Hospice and palliative medicine were accepted nationally as a subspecialty in 2006.

2009



Quality of Life Fund

With donor interest and community support, the Quality of Life Fund was created for patient needs outside of their clinical care, such as safety monitoring devices or motorized chairs or scooters.

Community support through philanthropy strengthens the mission of Ohio's Hospice of Central Ohio so that no medically eligible patient is turned away.

2009



Kerry Hamilton

In 2009, Kerry Hamilton was named president and CEO of Hospice of Central Ohio. Under his leadership, the organization grew with a focus on providing extraordinary patient care. Working with an exceptional team, the not-for-profit organization expanded into nine counties —Coshocton, Delaware, Fairfield, Franklin, Hocking, Knox, Licking, Muskingum, and Perry —and opened offices in Columbus, Lancaster and Zanesville.

He was instrumental in leading the efforts to open the inpatient care center at The Ohio State University Wexner Medical Center. During his tenure, Hospice of Central Ohio also became the first non-hospital member in the Ohio State Health Network (OHSN).

Kerry guided Hospice of Central Ohio through its affiliation with Ohio's Hospice. "We have not only strengthened Hospice of Central Ohio but also ensured that not-for-profit hospice will continue to be strong throughout the state of Ohio," he said.

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2010s

Setting a Pattern of Continuing Excellence

The vision of Selma Markowitz, Kathleen Brown and the steering committee surpasses their loftiest dreams of hospice care for central Ohio.

The 2010s were a time when we were able to achieve key milestones to continue to provide care to patients and families through inpatient care centers, volunteering, philanthropy, and joining in a partnership with Ohio's Hospice providing world-class care and statewide resources.

Today, more than **220 clinical and support staff and 140 volunteers** serve patients and families in nine counties throughout central Ohio.

2010



Celebrating Life's Stories

In 2010, we achieved a key milestone — serving our 10,000th patient. Our care teams celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family. We are committed to making a difference in the lives of our patients and families every day.

Since our founding, volunteers have been vital to our mission of providing superior care and superior services to each patient and family.

2015



In 2015, we entered a strategic partnership with Ohio's Hospice as an affiliate, joining Ohio's Hospice of Dayton, Ohio's Hospice of Miami County, and Ohio's Hospice of Butler & Warren Counties. **Affiliating with Ohio's Hospice has allowed us to have access to world-class resources and expertise in providing care for our community.** We maintain our board of directors, made up of community members and local leadership. The board focuses on being good stewards of our community dollars by focusing on local needs, services and ensuring donor dollars remain in the area we serve.

2017



Offices Opening

We had a local presence in Lancaster since October, 2011 (rented offices) and then purchased the building (July 2017) we are currently in to accommodate growth. We rented an office in Westerville in January 2012 as we expanded into Franklin County. We moved into a larger office on Bethel Road in April 2019 to accommodate a growing census. These sites serve as a home base for our staff working in these areas and allow for a stronger community presence with faster response times. These offices also provide us with more space for team meetings. **Through the Pathways of HopeSM program, this space also allows us to offer community bereavement support groups and other grief support services for our community at no charge.** Through these additional locations, we continue to provide quality care for our patients and support for their families wherever they call home.



The Ohio State University Wexner Medical Center Inpatient Hospice Room

To best meet the end-of-life needs of patients at The Ohio State University Wexner Medical Center in Columbus, we opened a 12-bed inpatient care center. **Through this initiative, patients facing a life-limiting illness, receive the care, support, dignity, and comfort they need to have a meaningful end-of-life experience.** Offering the comforts of home, the unit's 12 patient rooms provide a peaceful environment for patients and families in a natural looking setting, along with flexible space dedicated to holding family gatherings. This new partnership with The Ohio State University Wexner Medical Center allows us to enhance and expand our services to the central Ohio community and statewide.



Renee Sparks

In 2020, Renee Sparks was named general manager and executive vice president of Ohio's Hospice of Central Ohio, a promotion from her previous role as the vice president of Clinical Services. During this time, she has led the organization to achieve deemed status with The Joint Commission, an organization dedicated to helping to ensure healthcare organizations are providing safe and effective care. Under Renee's leadership, our palliative program also became Joint Commission certified.



The Denison Venture

The Denison Venture Philanthropy, a unique Denison University student program focused on generosity and charity, awarded us \$10,000 and 200 student volunteer hours. The funding went toward buying materials and equipment to support our Handmade Items program. Through this program, volunteers make handmade gowns, neck pillows, catheter bag covers, lap quilts, shirt savers, hand grips, and activity (busy) blankets for patients. **Volunteers also are ambassadors in their respective communities, educating and informing others about our programs and services.** They visit patients, offering caregivers a much-needed break and provide administrative project support in our offices. Our Veteran volunteers participate in Veteran recognition ceremonies as part of American Pride® Veteran Care by Ohio's Hospice.

In 2021 we:

Provided Care to:	2,624	Spent time with patients:	203,399 Hours
Visits:	195,486	Drove to provide care:	1,131,483 Miles

Thank you

for supporting our mission and for allowing us to celebrate our story as we continue

Celebrating Life's Stories®

2021

KEY FACTS
About Ohio's Hospice
of Central Ohio



228,190 Total Visits



172 Staff



145 Volunteers

Our mission is to celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

Our vision is to be a world-class organization.

Our values are:

Servant Leadership

Kindness

Honesty

Compassion