What's in a Name?
By Larry Dawalt, M. Div., HPCCR Director of Spiritual & Grief Care Services

Some of us go to the memorial services during Light Up A Life for the music, or maybe for the candlelight. But many of us go simply to hear the names.

What does your name mean? You may have looked it up in a book or heard the story of your name’s origin from a parent. When you were young, you surely figured out what it meant when people called your name in a certain tone, or when authority figures said it in a way that communicated much more than the two or three words heard audibly. Names become a part of us. They are an index of our identity, not only to us, but to others as well.

Closer to the heart, though, names are about memories—especially the memories of those who have influenced and impacted our lives. It takes energy to remember a significant name because of the numerous associations that spontaneously occur upon recall. Some names evoke happy feelings, good memories, funny stories, and great experiences. We can linger pleasantly with those thoughts. Others bring pain and heartache that remind us of sad days. Still other names bring both happiness and heartache. Those are probably the most challenging because they usually represent memories of those to whom we are, or were, closest. They are not all good or all bad. They are both—and more. Names are powerful when recalled in the memory, but even more powerful when said aloud.

One of the most significant hours of the year for me occurs in December, when I gather with a large group in St. Martin’s Episcopal Church for one of the annual Light Up A Life memorial services hosted by Hospice & Palliative Care Charlotte Region. After poignant readings and music, there is the call for a time of remembrance. One-by-one, each person lights a candle and calls a name—usually that of a mother, father, brother, sister, child, grandparent, friend, or other loved one. Some names are called with boldness and resolve, but many are called with trembling voices riddled with pain. It only takes a few seconds to light the candle and call the name, but the memory lingers long after.
Hospice Care Reduces Readmissions

As the debate about health care reform continues, the conversations tend to be largely numbers driven. We know that costs in our country are too high, but which worthy programs must be sacrificed in order to better the bottom line? What are the creative solutions that could potentially benefit all Americans?

Those of us who are focused on providing quality end-of-life care know that increased usage of hospice will ultimately reduce health care expenditures. But the intrinsic value must not be overlooked either. Our Medical Director, Dr. Robert Smith, recently wrote the following article for his e-newsletter. I believe it captures the essence of this hospice ‘double benefit’.

In 2008, Medicare costs reached almost $600 billion. As the percentage of the United States population over the age of 65 increases, these costs are only going to continue to rise. Because much of the cost in caring for a patient is spent in the last months of life, an approach to caring for patients with terminal illnesses that is rational (not to be confused with rationed), and focused on quality of care rather than quantity of care, will ultimately reduce health care costs. Hospice care remains the gold standard for cost-effective, high quality care of patients with terminal illnesses.

The current health care reform plan is committed to reducing costs. In April 2009, the Medicare Payment Advisory Commission recommended that payments to hospitals with high readmissions should be reduced. Accordingly, President Obama’s 2010 budget includes provisions that will not only consolidate payments for hospitalization and post-acute care into one payment, but will also pay less to hospitals that have high rates of patients readmitted within 30 days of discharge. For hospitals with high readmission rates, this could mean a significant loss of revenue.

Increased utilization of hospice services can help hospitals and physicians with the challenge of reducing readmissions. When physicians have those difficult conversations with a patient whose illness is no longer responding to aggressive, disease-specific treatment and a referral for hospice care is made, the patient is less likely to opt for expensive (and often traumatic) treatments and will make fewer costly trips to the emergency room. And what’s more, these patients will die with peace and dignity, most likely at home with family, rather than in an impersonal hospital room. While the focus of health care reform may be on cost-cutting alone, we believe that the potential secondary benefit of increased referrals to, and awareness of, hospice care will benefit all Americans as well.

When grieving the loss of a loved one, support from family and friends is so important and comforting. And that support can come in significant ways. This past summer, employees from The Duke Energy Corporate Tax department gathered to assemble bereavement baskets for the loved ones of patients who passed away under our care. They purchased items such as toiletries, picture frames, healthy snacks, note cards, candles, movies, gift cards, stuffed animals, books, puzzles, and more. With great care and compassion, they filled the decorative gift baskets to the brim, knowing that each one would bring a small ray of light into the darkness of grief.

Left to right, Darci Vodan, April Davenport-Rice, Jim Johnson, Patty Reynolds, and Kiala Felder-Furr gather to assemble bereavement baskets for Hospice & Palliative Care Charlotte Region. Spearheading this amazing endeavor were HPCCR board member, Keith Butler, SVP Corporate Tax at Duke Energy, and his executive assistant, Judith Reese.

Precious Gifts from Hearts and Hands

Do you have a caring heart and want to feel like you have made a real difference in someone’s life? Then consider becoming an HPCCR volunteer. We have a number of opportunities, from patient/family support, assisting staff at one of our five regional offices, helping at fundraising events, preparing a holiday meal, and more. For information about volunteering, visit our website or contact Crystal England at 704.335.3578 or englandc@hpccr.org.

To learn how you or your group can participate in our holiday meals program, contact Mary Fink at 704.905.6686 or mary@navarac.com.

Have you had an extraordinary experience with hospice?

Would you like to include Hospice & Palliative Care Charlotte Region in your estate plans?

Contact:
Penelope Wilson, MBA, CFRE Development Officer
at 704.335.4325 or wilsonp@hpccr.org.

HPCCR volunteer, Johnnie Waldo, left, enjoys spending time with hospice patient Inez Nettles. One of their favorite activities is simply sharing a meal together.

Follow Us! Like Us! Read Our Blog!

We invite you to “like” our organizational Facebook page, follow us on Twitter, and subscribe to our blog. Simply visit our website, www.hpccr.org, and find the links to all of our social media sites. It’s a great way to continue your support of HPCCR!

The mission of Hospice & Palliative Care Charlotte Region is to relieve suffering and improve the quality and dignity of life through compassionate hospice care for those at the end of life, palliative care for those with advanced illness, and through community education.
Every holiday season, I am so grateful to Hospice & Palliative Care Charlotte Region for their Light Up A Life remembrance program. When I purchase a commemorative bell each year, I honor the memory of my husband, Tom, with a beautiful keepsake ornament. I also sponsor a light on the Remembrance Trees. It reminds me of the joy and light he brought to my life. This time of year can be difficult when you have lost a loved one. The Light Up A Life memorial service is a comforting and moving experience to share with others who have experienced a loss. We are so fortunate to have this program in five locations, and I look forward to attending again this holiday season.

-Lisa Muse
HPCCR Volunteer

“We have been buying Light Up A Life bells for several years for our friends. They always tell us how much they appreciate this keepsake as a special tribute to their loved ones. We also feel that it is a small reminder to all of us that we will see these beloved people again.”

-Ann & Tom Dutton
HPCCR Donors

A Time for Remembering

Let Us Celebrate Life
Holidays are typically a time for observing traditions and joyfully celebrating with family and friends. However, this time of year can be difficult if you have experienced the loss of a loved one. Creating a new custom can be a comfort and also provide needed healing.

We invite you to create a new custom with us. Please join us as we celebrate life at one of our “Light Up A Life” interfaith memorial services. Now in its 22nd year, Light Up A Life provides a number of meaningful ways to remember loved ones. Helping families to honor and remember the special people in their lives is an important part of our mission. We hope that you will make Light Up A Life a new tradition for your family. For information on times and locations, see the yellow sidebar.

Commemorative Bells
Each year Hospice & Palliative Care Charlotte Region releases a new hand-painted, porcelain bell that becomes a treasured keepsake for many. Our 2010 bell is painted a soft ivy-green and trimmed with silver accents. Bells can be hand-inscribed inside with your loved one’s name and a year. Consider this very special gift for a friend, neighbor, or teacher, or start your own holiday collection. Bells can be mailed to you or sent directly to your chosen recipient(s).

Remembrance Trees and Tree Lights
Special trees throughout our community have been designated Holiday Remembrance Trees. We invite you to sponsor one or more lights which will shine “in honor” or “in memory” of your loved ones this holiday season. Remembrance Trees lights will shine from the first tree lighting in early December through January 2, 2011. A tribute card is sent to those being honored, or to the families of the loved ones being remembered. You may purchase bells and lights online at our website, www.hpccr.org.

Proceeds from the purchase of Commemorative Bells and Remembrance Tree Lights will help us continue to make a difference in the lives of the many adults and children cared for by Hospice & Palliative Care Charlotte Region. Thank you!

Remembrance Tree Locations

- Hospice & Palliative Care Charlotte Region – Uptown
  1420 East Seventh Street
  Charlotte
- Matthews Town Hall
  232 Matthews Station
  Matthews
- Stumptown Park
  120 South Trade Street
  Matthews
- Levine & Dickson Hospice House
  The Park
  Huntersville
- Mt. Zion United Methodist Church
  1960 Zion Street
  Cornelius
- Davidson Village Green
  Main Street
  (in front of the public library)
  Davidson
- Lincoln Cultural Center
  403 East Main Street
  Lincolnton

Light Up A Life Interfaith Memorial Services

Invite family and friends to join you at one of our interfaith, candlelight memorial services honoring and remembering the individuals and families served by Hospice & Palliative Care Charlotte Region, Hospice & Palliative Care Lake Norman, Hospice & Palliative Care Lincoln County, and Levine & Dickson Hospice House. Each ceremony includes thoughtful readings, music, and the lighting of candles in memory of those we have lost.

It is an opportunity for reflection, a time for healing, and a true celebration of life. You are welcome to join us in one of the most meaningful experiences of the season at one or more of the following services:

Hospice & Palliative Care Lincoln County
Thursday, December 2, 6:30pm
Emanuel Reformed Church
329 East Main Street, Lincolnton

Hospice & Palliative Care Charlotte Region - Uptown
Saturday, December 4, 5pm
St. Martin’s Episcopal Church
1510 East Seventh Street, Charlotte

Levine & Dickson Hospice House
Sunday, December 5, 2pm
11900 Vanstory Drive, Huntersville

Hospice & Palliative Care Lake Norman
Tuesday, December 7, 6:30pm
Mt. Zion United Methodist Church
19600 Zion Street, Cornelius

Hospice & Palliative Care Charlotte Region - South
Thursday, December 9, 6:30pm
Sardis Baptist Church *
3602 Unionville-Indian Trail Rd., W. Indian Trail
* New location
ORDER FORM

You can now order Commemorative Bells and Remembrance Tree Lights online. To order online, visit www.hpccr.org.

Please complete the numbered sections below, and print clearly to ensure that we correctly acknowledge your gift. For additional orders, use a separate sheet of paper or download this form from our website: www.hpccr.org. Gifts may be made to light up a life through January 2011.

1. Ordered by (PLEASE PRINT CLEARLY)
- NAME
- ADDRESS
- CITY, STATE, ZIP
- PHONE
- EMAIL

2. I'd like to order
- QUANTITY AMOUNT
  - Bell ______ $25 each = ______
  - Bell Stand ______ $5 each = ______
  - Tree Light ______ $15 each = ______
  - Shipping and Handling* ______ $7 each = ______

  *Shipping and handling applies to bell & stand orders only. Please add a shipping fee for each separate mailing address.

  I would like to make an additional gift to Hospice & Palliative Care Charlotte Region. ______

  GRAND TOTAL ______

3. I'd like to pay with
- □ Check payable to Hospice & Palliative Care Charlotte Region, or
- □ My credit card:
  - □ Visa □ MasterCard □ AMEX □ Discover
  - CARD # ______
  - EXPIRATION DATE ______
  - SIGNATURE ______

4. Commemorative Bells
- Your bell inscription will begin with "In memory of" or "In honor of," followed by the name, and it will end with the current year. Example: In memory of Nana – 2010 In honor of Art Barnett – 2010

- QUANTITY ______ BELL(S)
  - □ IN HONOR OF ______
  - □ IN MEMORY OF ______

  PLEASE SHIP TO:
  - NAME ______
  - ADDRESS ______
  - CITY, STATE, ZIP ______

5. Remembrance Tree Lights
- You will receive a gift acknowledgment for your tree light sponsorship. We will also send a tribute card to those you honor or to the families of the loved ones you are remembering.

- QUANTITY ______ LIGHT(S)
  - □ IN HONOR OF ______
  - □ IN MEMORY OF ______

  PLEASE SEND TRIBUTE CARD TO:
  - NAME ______
  - ADDRESS ______
  - CITY, STATE, ZIP ______
How Our Community Helps

We are thankful for the continued support of our community who sponsors and participates in our fundraising events. These events raise needed dollars to care for patients, and also allow a wonderful opportunity to educate the community about the many services we offer through our hospice care, palliative medicine consultations, grief care, and educational programs for adults and children. For more events information, please visit www.hpccr.org.

Pedal Power

It was a powerful sight to see on Labor Day, as 308 cyclists pedaled up to the start line at Levine & Dickson Hospice House, ready to ride 30 or 60 miles in the 3rd Annual Pedal The Park cycling event, which raised almost $22,000. “We have been amazed with the support this event has received by local cycling enthusiasts, riding clubs, and even our neighbors in The Park Huntersville who have sponsored this popular ride,” said Nancy Cole, Manager of Special Events. “Their support means so much to the patients and families receiving care at Levine & Dickson Hospice House.”

Leigh Kosteryz, left, and her brother Scott Pennington, participated in the event with their enthusiastic and colorful team called “Pedal Pushers.” They rode in remembrance of their mom, Mary Kay Pennington, who passed away in May at Levine & Dickson Hospice House. The event date fell on Mary Kay’s birthday, making the ride even more meaningful for the team.

Miles with Smiles for Kids

Runners and walkers took to the streets to support hospice care for kids. The 14th Annual Hit the Brixx 10K/5K Run-Walk event has traditionally been a favorite for avid athletes and novices alike. They participate year-after-year to support Kids Path®, a program of HPCCR, which provides medical, social, spiritual, and emotional care to children and teens with chronic or terminal illnesses, while supporting their family and loved ones, too.

Stout Stand Against Cancer

Don Stout decided to take a stand against cancer. After receiving his diagnosis, and feeling deeply grateful for quality end-of-life care, Don planned a special event to benefit Hospice & Palliative Care Lake Norman.

On Sunday, August 15th, the WSOC 103.7 Stout Stand Against Cancer at Coyote Joe’s showcased some very special country music friends of Don’s. The line-up included local bands Matter of Fact, Fried Pies, Part Time Blues Band, and the house band Out of the Blue. Nashville country music artists who came to town for the event include Blackberry Smoke, Lee Brice, Randy Montana, and Rodney Atkins. The event raised $5,882.

Give the Gift of Caring

As the holiday season approaches, make your gift-giving easier and more meaningful with holiday tribute cards from Hospice & Palliative Care Charlotte Region. Use them to honor a neighbor, colleague, or anyone on your gift list! Your gifts make quality end-of-life care possible for anyone who needs it.

Simply send the names and addresses of those you wish to honor or remember, along with your donations, to Margaret Mullis at HPCCR, 1420 East Seventh Street, Charlotte, NC 28204, or contact her at 704.335.4323 or mullism@hpccr.org.
Memorial Designations  May 16 – August 31, 2010

We are honored that families of the following individuals chose our organization as the beneficiary of memorial gifts, as designated in their loved one’s published obituary. The gifts received as a result of memorial designations allow us to provide care for individuals without insurance, care for children, grief support for adults and children, and community education programs. Thank you!


Please contact Caroline Clark at 704.335.3536 or clarkca@hpccr.org to let us know of any omissions or corrections to this list, if you want to learn more about memorial giving, or to request giving envelopes to have on hand when you need them.

Hospice Happenings

Thank you to the following community groups and friends of HPCCR who organized special events to benefit our mission. These funds support patient care, our area of greatest need. For more information about events, visit www.hpccr.org.

CHOCOLATE FOR THE GREATER GOOD .......................................................................................................................... $144
DINING FOR HOSPICE AT 131 MAIN RESTAURANTS .................................................................................................. $682
DINING FOR HOSPICE AT ENCORE BISTRO & BAR ................................................................................................... $267
DRIVEN BY GRACE “PORKER RUN” ............................................................................................................................ $2,681
MEMORIES IN MOTION MEMORIAL WALK ................................................................................................................... $3,682
NEWCOMERS OF NORTH MECKLENBURG/SOUTH IREDELL ..................................................................................... $200
TASTE OF BIRKDALE ..................................................................................................................................................... $2,967

The events listed below occurred after our newsletter went to press. We will publish them in the next edition: Audrey Kell High School Teen Walk, Dennis Lowery Memorial Golf Tournament, Empty Bowl, Mt. Zion United Methodist Church Golf Tournament, One Eyed Jacks BBQ, Plaza Midwood/Chantilly Chili Cook-Off, Tournament of Joy Tennis Tournament, and US Foodservice Pro-Am.

If you would like to host an event supporting HPCCR, please contact Nancy Cole at 704.335.4312 or colen@hpccr.org.
**FUNDRAISING EVENTS**

For more information about our special events, please contact Nancy Cole at 704.335.4312 or colen@hpccr.org.

**Dining for Hospice**

Dressler's Restaurant
Monday, November 1, at two locations
1100 Metropolitan Avenue, Charlotte
8630-1A Lindholm Drive, Huntersville

**11th Annual Soup on Sunday**

Sunday, January 30, 11am-2pm
Central Piedmont Community College
Philp L. Van Every Culinary Arts Building

**Spring Brick Dedication Ceremony**

Sunday, April 17, 2:30pm
Levine & Dickson Hospice House
Contact Caroline Clark at 704.335.3536
Orders are due March 1.

**VOLUNTEER TRAINING**

For more information about specific times for these sessions, and/or to apply to become a trained volunteer, please contact Crystal England at 704.335.3578 or englandc@hpccr.org.

**Adults:**
Monday & Tuesday, November 15 & 16
Hospice & Palliative Care Lincoln County
107 North Cedar Street, Lincolnton

Tuesday & Thursday, January 18, 20, 25 & 27
Hospice & Palliative Care Charlotte Region
1420 East Seventh Street, Charlotte

**GRIEF SUPPORT**

Life after a loss can be challenging. It calls for making adjustments while at the same time learning ways to make sense of life without a loved one. Sharing experiences with people who understand can offer healing. We invite you to participate in the following programs.

- **LIGHT UP A LIFE CELEBRATIONS**
  (Please see page 4 for details.)

- **BLENDING MOURNING & CELEBRATION DURING THE HOLIDAY SEASON**

  **Hospice & Palliative Care Lincoln County**
  Thursday, November 4, 6-7:30pm
  107 North Cedar Street, Lincolnton
  To register, please call 704.732.6146.

  **Hospice & Palliative Care Charlotte Region**
  **South Charlotte Office**
  Tuesday, November 9, 2:30pm
  7845 Little Avenue, Charlotte
  To register, please call 704.335.4334.

  **Hospice & Palliative Care Lake Norman & Levine & Dickson Hospice House**
  Tuesday, November 9, 2:30pm & 6pm
  11900 Vanstory Drive, Huntersville
  To register, please call 704.335.4334.

- **IN GOOD COMPANY: GRIEF SUPPORT GROUPS**

  **Charlotte**
  4th Wednesday of each month, 10am
  Julia’s Coffee House
  1133 North Wendover Road, Charlotte
  Contact Marge Brokaw at: brokawm@hpccr.org or 704.375.0100.

  **Huntersville**
  4th Thursday of each month, 11:30 am
  Bob Evans Restaurant
  16706 Northcross Drive (I-77, Exit 25)
  Contact Amy Thomas at: thomasa@hpccr.org or 704.375.0100.

- **WELCOMING THE NEW YEAR 2011 GRIEF WORKSHOPS**

  **Hospice & Palliative Care Charlotte Region**
  **South Charlotte Office**
  Thursday, January 20, 6pm
  7845 Little Avenue, Charlotte
  To register, please call 704.335.4334.

  **Hospice & Palliative Care Lake Norman & Levine & Dickson Hospice House**
  Tuesday, January 25, 6pm
  11900 Vanstory Drive, Huntersville
  To register, please call 704.335.4334.

  **Hospice & Palliative Care Charlotte Region**
  **Uptown Office**
  Thursday, January 27, 1pm
  1420 East Seventh Street, Charlotte
  To register, please call 704.335.4334.

  **Hospice & Palliative Care Lincoln County**
  Thursday, January 27, 6:30pm
  107 North Cedar Street, Lincolnton
  To register, please call 704.732.6146.

- **GRIEF: THE RELUCTANT JOURNEY 2011 SUPPORT GROUPS**

  **Hospice & Palliative Care Lake Norman & Levine & Dickson Hospice House**
  Tuesdays, February 8 – March 15, 12:30-2pm
  11900 Vanstory Drive, Huntersville

  **Hospice & Palliative Care Charlotte Region**
  **South Charlotte Office**
  Tuesdays, February 15 – March 22, 6-7:30pm
  7845 Little Avenue, Charlotte
  A pre-group interview is required. Please call 704.335.4334 to arrange an interview with a grief counselor.

**704.375.0100**
www.hpccr.org
www.donatehospice.org

1420 East Seventh Street
Charlotte, NC 28204

If you are receiving multiple copies, or no longer wish to receive this newsletter, please contact Margaret Mullis at 704.335.4323 or mullism@hpccr.org.

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