

ReflectionsNewsletter

Fall 2022

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In this Issue...

Gilchrist joins with Luminis Health to provide care to people in their homes, residential communities and hospitals in Anne Arundel County to address the complex medical, emotional and social needs specific to the elderly. More on page 10.

Also in this issue: Gilchrist further tailors services to fit the unique needs of each community, a long-time Gilchrist volunteer benefits from hospice services, how to support a loved one who is grieving, a tribute on Gilchrist's Garden Wall and our annual Year-in-Review.

Gilchrist is in Your Neighborhood

Gilchrist's new care 'neighborhoods' tailor services to the unique needs of each community.

On any given day, Gilchrist professionals are immersed in communities throughout Central Maryland—not only providing care but also attending neighborhood meetings, holding listening sessions with residents and meeting with local leaders and public officials. That's because we believe developing a deep understanding of a community's needs helps us better serve the patients and families who live there.

Community-Centric Care

The integration of staff within communities and the personal relationships we are building are part of Gilchrist's new neighborhood approach, designed to provide community-centric care. With this care model, our clinicians in the field, inpatient staff and administrative teams from all of our programs are centrally located at each of Gilchrist's centers within our five primary service areas, or "neighborhoods"—spanning Baltimore City and Baltimore, Howard, Harford, Carroll and Anne Arundel counties.



Developing strong relationships with the communities we serve allows Gilchrist to better understand and address the unique needs of residents in each neighborhood.

"This local approach allows us to be very responsive to the characteristics of the people in the neighborhoods we serve," explains Gail Blackburn, Director of Community Programs and Partnerships for Harford County and Eastern Baltimore County. "There are some small differences that can be big differences depending on where you live and what's going on in your community."

In our Baltimore City neighborhood, for example, the largely Black and Hispanic communities have disproportionately higher rates of chronic health conditions, lower incomes and less access to health care, housing, transportation, jobs and healthy food.

"We know that residents in this community underutilize the hospice benefit," explains Dionne Savage, Director of Community Programs and Partnerships for Baltimore City. "Part of it is the lack of knowledge around hospice and also a mistrust of medicine and the medical community."

To better serve this community, Gilchrist has aligned with trusted organizations, including historically black colleges and universities (HBCUs) and city churches, to help educate people about our care and how it can help them. Gilchrist is getting the message out that everyone is entitled to hospice services at no cost and that Gilchrist will provide care and resources to the seriously ill in their homes or in our residential inpatient center. As a result, city residents don't have to forego care or rely on the emergency room—they can choose how and where they want to be cared for.

Delivering the Care People Want

Gilchrist's team in West Baltimore County tailors care to a completely different demographic. This community is home to a large Jewish population, so Gilchrist has worked closely with synagogues and partners like Sol Levinson to connect families to our Jewish Care and Support program. As a result, we can better align our care with families' religious and cultural preferences.

"We want everyone to feel like they are well supported in their journey," says Catherine Frome, Director of Community Programs and Partnerships for Baltimore County. "When the care team is able to deliver the care people want, everyone wins."

Gilchrist also serves rural communities, such as those in Harford County, whose residents may have limited access to medical facilities. In addition to providing



home-based hospice and elder medical care services, we partner with community organizations to offer resources that can help people age in place, such as churches, civic organizations, fire departments and senior centers. When patients in these communities need inpatient hospice, they can stay in Gilchrist's partner facility in Harford County, the Senator Bob Hooper House.

Seamless Transitions

These connections throughout our neighborhoods help create a trusted community health network that benefits patients and families through increased access to health services, improved information sharing between referral partners and seamless transitions across care settings.

A patient and family can experience the entire continuum of Gilchrist's care right in their own neighborhood—from palliative and elder medical care to home hospice, inpatient care and bereavement support.

"Focusing on the unique needs of each neighborhood allows us to function as our own small hospice versus one big organization," says Deborah Duhnke, Director of Community Programs & Services for Howard County. "And the integration of all our Howard County staff and services within one location has helped create a close-knit family—one that works together to put the needs of each patient and family at the center of our care."

To learn more about Gilchrist's services, visit gilchristcares.org

Mark J. Gloth, D.O., joins Gilchrist as Chief Medical Officer!

Dr. Gloth joined Gilchrist on September 7, 2022, succeeding W. Anthony Riley, M.D., who has retired after 38 years of service. As CMO, Dr. Gloth will provide medical leadership for our geriatric, palliative, hospice and medical director services in homes, residential care facilities, inpatient centers, offices and hospitals throughout the Baltimore region.

Dr. Gloth brings more than 25 years of leadership experience as a physician executive. He most recently served as Chief Medical Officer of ProMedica Senior Care (formerly HCR ManorCare/Heartland) where he provided

national medical leadership and medical practice management for the company's skilled nursing, hospice, palliative care, home care and assisted living operations for over 16 years. Prior to his tenure at HCR ManorCare, he was the Chair of the Department of Physical Medicine and Rehabilitation at Union Memorial Hospital, a Regional Medical Director for National Rehabilitation Hospital in Washington, D.C., and an Assistant Professor in the Department of Physical Medicine and Rehabilitation at Johns Hopkins.

To learn more about Gilchrist's services, visit gilchristcares.org.



Gilchrist Gives Back to a Longtime Volunteer Turned Patient

Jerome (Jerry) Hensby has dedicated more than 20 years and 3,100 hours to Gilchrist as a volunteer. Now 95, Jerry is on the receiving end of Gilchrist's care, as a hospice patient.

Jerry started his volunteer work in 1995, when the organization was named Hospice of Baltimore. His wife, Ellen, was also a long-time volunteer—first at GBMC and later at Gilchrist, as a welcomer at Gilchrist Center Towson.

Much of Jerry's volunteer work centered on offering comfort and support to bereaved family members. Having lost his son Craig at age 37, he understood the intense pain that these grieving families were feeling.

"Volunteering helped Dad very much after Craig died," explained Jerome's daughter, Marybeth. "He enjoyed what he did, and he helped others at the same time they were helping him."

It was only when Jerry stopped driving at age 90 that he finally stopped volunteering. Upon his "retirement," Gilchrist honored Jerry with a special plaque at an awards ceremony. The bereavement team, who worked with him closely, wrote, "There are not enough words to say how much you have meant to Gilchrist. Your years of service have been extraordinary."

At the time, Jerry humbly said of his service, "I feel I have done nothing special."

When Jerry's wife developed Alzheimer's, a compassionate team of Gilchrist specialists cared for her. Hospice helped so much that she actually improved and "graduated" from hospice. Jerry and the whole family were enormously grateful for the wonderful care she received. When Jerry's health began to decline last year, the family again turned to Gilchrist.

Hospice care has helped with Jerry's symptoms, such as difficulty breathing, so he can be more comfortable. Marybeth describes their nurse as "absolutely wonderful and very compassionate." A hospice aide also visits regularly to take care of his personal needs and spend time talking to him. In addition, a social worker visits to offer counseling and resources.



Jerry looks forward to his team's visits, which he says are very helpful. Hospice has also allowed him to spend more quality time with his family, which is the most important thing in his life.

"My dad loves his whole family being together," said Marybeth. "He loves his grandkids and great-grandkids—he lights up when he sees all of them."

For Marybeth, knowing that her father—who she calls her "best friend"—is receiving such compassionate care means everything. And it also means the world to Jerry, who has been so caring and giving to others all his life.

Jerry has difficulty speaking because of shortness of breath, so his words are reserved for what's most important. When asked what is so special about Gilchrist that he decided to give so much of his time, he summed it up quite simply: "Because Gilchrist is a wonderful organization."

Gilchrist is honored to care for such a caring and selfless individual. We thank Jerry for his extraordinary commitment to Gilchrist and his tireless dedication to our patients and families.

To learn more about volunteering with Gilchrist, visit gilchristcares.org/volunteer.





A Commitment to Your Community

gilchrist

2022 Year in Review



The Power of Community and Philanthropy

When a friend or neighbor is in need, there is no greater gift than rallying together as a community to help. In the same way but on a grander scale, you and other generous supporters have shown that extraordinary things happen when the community unites with a shared purpose. This past year, your philanthropic support helped provide comprehensive and compassionate care to thousands of individuals in need—ensuring that no one in our community would have to struggle alone with serious illness.

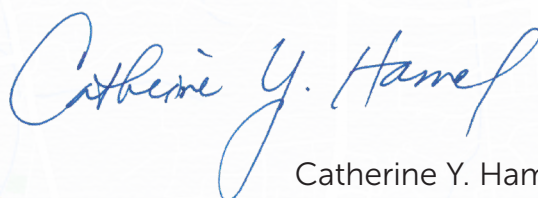
Together with the community, Gilchrist reached significant milestones in 2022 that have helped us serve more people. Most notably, we opened our long-awaited William L. and Victorine Q. Adams Gilchrist Center Baltimore, enhancing our hospice services for disadvantaged city communities. And with the collective partnership of more than a dozen community organizations and support from the Maryland General Assembly, Gilchrist and GBMC are addressing health disparities in Baltimore City—providing medical care and support for underserved city residents and helping with needs like transportation, food insecurity and legal services.

The greatness of a community is most accurately measured by the compassionate actions of its members.

– Coretta Scott King

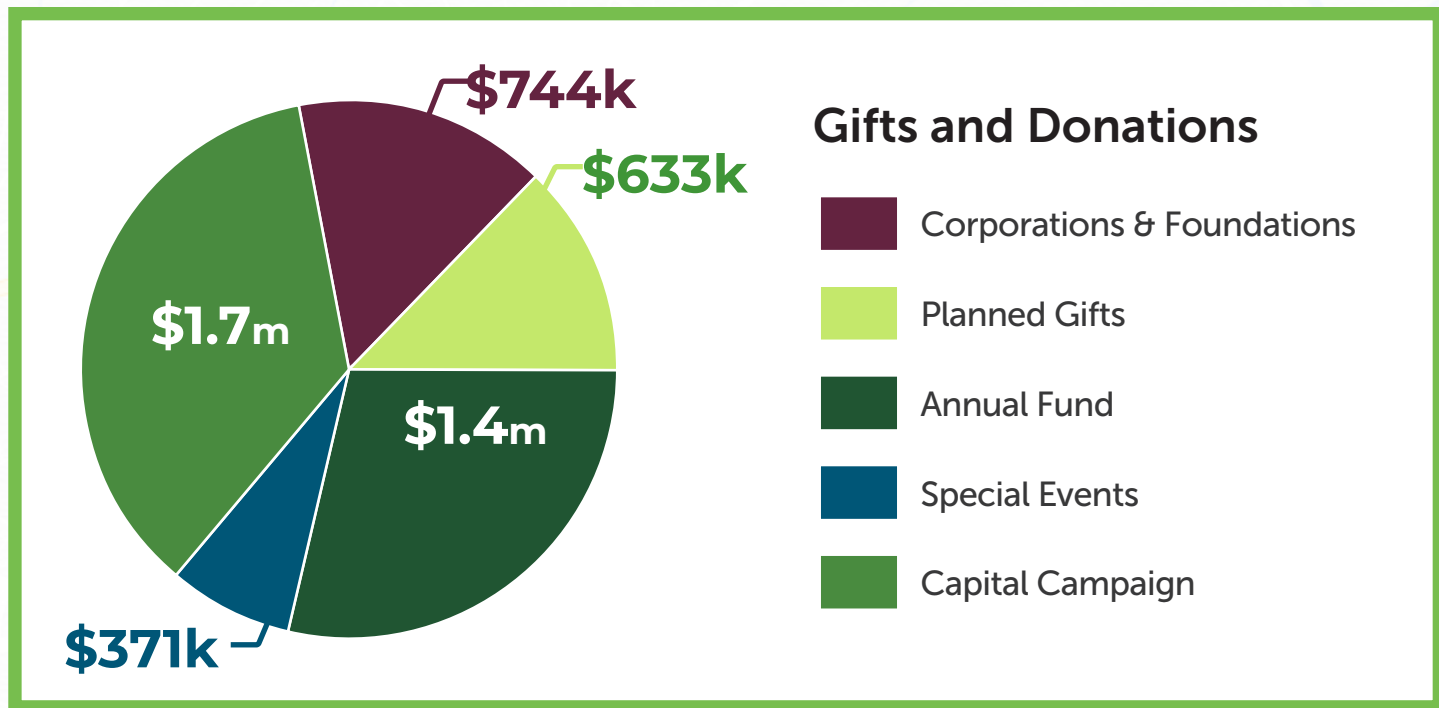
Even as the pandemic continued to throw challenges in our path, Gilchrist expanded our reach while bringing care closer to the communities where patients and families live. In Anne Arundel County, for example, we launched a joint venture with Luminis Health to provide a full continuum of care for senior residents. Throughout our larger service area, we have fully integrated our care teams and administrative staff into each neighborhood we serve, with a focus on building community partnerships to bolster care networks and support services. Ultimately, these connections with our neighbors help us better tailor our care to the needs of the residents who live there.

None of this work would be possible without you—our wonderful community of philanthropic supporters. We are so grateful you have chosen to partner with us to make the community a better place. On behalf of Gilchrist and all of the patients and families we serve, I want to extend my deepest gratitude for your generosity this past year. Thanks to you, we can continue providing the highest-quality compassionate care, counseling and support to anyone with serious illness, regardless of their ability to pay.



Catherine Y. Hamel, MA
President, Gilchrist



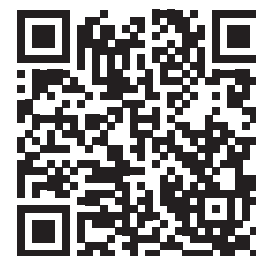


Over \$5 million was received in new gifts and pledges for the fiscal year ending June 30, 2022. Over \$1.7 million of this extraordinary support was committed to the William L. and Victorine Q. Adams Gilchrist Center Baltimore Capital Campaign, which was completed over this past year.

To view the full Gilchrist 2022 Year-in-Review highlighting our list of annual donors as well as those honored by a memorial contribution, visit

gilchristcares.org/2022-Year-in-Review

or scan the QR code here:



THANK YOU

for helping people with serious illness live life to the fullest.

Philanthropy is invaluable to everything we do.

Because insurance does not cover the full cost of patient care—and because Gilchrist accepts every patient, regardless of ability to pay—we rely on generous supporters to fulfill our mission. Your gift means patients and families can focus on spending cherished moments together, instead of worrying about finances.

To reach the Gilchrist Philanthropy team, please call **443.849.8330**.

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Gilchrist is a nationally recognized nonprofit leader in serious illness and end-of-life care. These are a few of our numerous certifications and achievements over the last year.



Garden Wall Tribute Creates Lasting Legacy for Devoted Couple

Faith, family and friends—these are the three pillars upon which Margaret and Henry Ledden built their lives, according to their daughters, Bernadette and Jeanne. They describe their parents as a special, giving couple, who were devoted to each other and their family. Married for 61 years, the couple had just celebrated Margaret's 85th birthday with a family trip to Ocean City when she was diagnosed with advanced leukemia and given two weeks to live. Her family wanted the very best care for her—so they turned to Gilchrist.



Hospice care allowed Margaret to stay in her home, surrounded by family, as was her wish. Despite her short prognosis, she was determined to live long enough to meet her granddaughter, whom Jeanne was in the process of adopting from Paraguay. Thanks to the expert care and compassionate support of the hospice team, Margaret was able to not only meet her precious granddaughter but also celebrate family birthdays, her anniversary and other special moments, and remain in contact with her lifelong friends for another eight months.

Bernadette and Jeanne view their mom's time with Gilchrist as a gift. "Hospice enabled Mom's last months to be a special time for us all," says Bernadette. "It was a time of renewing love and cherishing our already-close family. Our time with Gilchrist was just the most tremendous experience we ever had. The hospice team ministered to the whole family, and my parents had complete faith in them."

A few years later, when Henry's health declined at age 92, he was cared for at Gilchrist Center Towson. Jeanne still remembers the beauty of the center—more like an elegant, cozy inn than a hospice facility. Their father received the same wonderful care as their mother, and the hospice team was

a source of strength for the entire family. Having hospice enabled them to fully enjoy their remaining time together.

When Bernadette and Jeanne considered how they wanted to memorialize their parents, they chose to dedicate a plaque with their names that hangs on the Tribute Wall in the beautiful gardens at Gilchrist Center Towson, where their father received care. Not only does the tribute create a legacy of the couple for their children, grandchildren and generations to come, but it also makes a meaningful and lasting contribution to support hospice care for other families.

"Gilchrist has been a very special place for me in my heart for my parents," explains Jeanne. Bernadette adds, "I have always held Gilchrist in the highest regard and wanted to contribute meaningfully and in a lasting way. I am so happy that the tribute is in a place where my parents were honored, respected and cared for so beautifully."

To honor a loved one with a Garden Wall Tribute, visit gilchristcares.org/giving.



Gilchrist's New Joint Venture with Luminis Health Enhances Care for Seniors in Anne Arundel County



doctors' appointments may go without treatment until a crisis arises, leading to emergency room visits and hospitalizations.

Luminis Health Gilchrist Lifecare Institute provides medical care and coordination for these individuals at home and across care settings. These services allow seniors to maintain their independence and age in place, ultimately improving their quality of life. And if a person's health further declines, they can transition seamlessly to hospice services. All patients have access to a 24-hour nurse helpline in between visits to answer any questions or address concerns.

The joint venture expands on Luminis Health Anne Arundel Medical Center and Gilchrist's existing partnership for hospital-based palliative care services. The Luminis Health Gilchrist Lifecare Institute will provide services in Anne Arundel County, with plans to expand to Prince George's County through Luminis Health Doctors Community Medical Center in the future.

"Our partnership with Gilchrist is a natural evolution of our nationally recognized Institute for Healthy Aging to provide expansive care and services to our older adult population and their families," said Mitch Schwartz, president of Luminis Health Care Enterprise. "It's about providing the right care, at the right time and the right place, and this new partnership will ensure that elderly health care is seamless. We are pleased to have the expertise of Gilchrist in hospital-based palliative care and, now, elder care and hospice services beyond our hospital walls into the communities and homes of the people we serve."

To learn more about Luminis Health Gilchrist Lifecare Institute, visit gilchristcares.org/luminis-health-gilchrist.

Gilchrist has partnered with Annapolis-based Luminis Health to form Luminis Health Gilchrist Lifecare Institute. The joint venture will provide an integrated continuum of care for the elderly across multiple settings, including hospitals, doctors' offices, long-term care facilities and at home. These services will help address the complex medical, emotional and social needs specific to the elderly.

"Gilchrist is pleased to partner with a nationally recognized regional health system to provide comprehensive, patient-centered care to those with serious illness, whenever and wherever they need it," said Catherine Y. Hamel, president of Gilchrist. "Luminis Health shares our commitment to serving patients throughout all stages of life."

This innovative partnership fills a vital need in the community. Elderly individuals frequently fall through the cracks of the health system as their health and mobility decline. They may have multiple specialists for various health problems, but no one overseeing their overall care. Those who have difficulty traveling to



Helping and Understanding Someone Who is Grieving

Written by Dawn Tippet, LCSW-C, CT, Gilchrist Clinical Counselor

I have worked with many bereaved clients in my 19 years at Gilchrist. Throughout that time, many themes have arisen, but maybe none more so than the perspective that people just “don’t understand what I’m going through.” Many of our bereaved marvel at those who step up and are there for them. At the same time, they feel great sadness and disappointment with those who don’t.

As the weeks go by and everyone else goes back to their routines, the bereaved begin to feel more lonely, isolated and forgotten. And this, just as the reality of their loss is fully setting in and they are experiencing their pain more intensely.

Too often, it seems, we don’t reach out to someone who is grieving because we “don’t know what to say.” We may fear saying the wrong thing or worry that we will make them sad if they are having a good day. But the reality is that sadness and grief, especially in the first weeks and months, are always present.



Understanding Grief

So, what can we do to support those we care about as they grieve the death of a loved one? Before we explore that, a brief education on what grief looks like may be helpful.

- Know that grief is an expected and natural reaction to a loss
- There is no timeline for this process. It takes as long as it takes
- Expressions of grief will look different for everyone
- Grief can manifest in many and sometimes unexpected ways

How to Support Someone Who Is Grieving

With this information in mind, let’s look at what we can do to support someone who is grieving.

- **Show up**—be there, especially after most everyone else has disappeared
- **Know** that this isn’t a problem to be fixed
- **Be a listening ear**, willing to sit through the stories and tears
- **Offer concrete help** such as grocery shopping, childcare and lawn mowing
- **Call or text just to check in**, especially evenings and weekends, which often are most challenging for those who are grieving

What Not to Do

As important as what we can do is keeping in mind what not to do.

- **Don’t offer unsolicited advice**
- **Don’t offer trite phrases or platitudes.** When in doubt, silence is preferable
- **Don’t ask prying questions** about what happened. They will share if and when they are ready
- **Don’t try to “cheer them up.”** Allow them the opportunity to express their true feelings without fear of judgment

Never underestimate the power of your presence and willingness to sit with someone in the depths of their pain. And while this can be incredibly uncomfortable for many of us, if we push through this discomfort, these connections can be so meaningful not only for the bereaved but for us as well.

To learn more about Gilchrist’s Grief Counseling program, visit gilchristcares.org/grief-counseling.



gilchristcares.org

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6336 Cedar Lane
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Twilight
An Evening of Remembrance

Virtual Event
December 10, 2022
7:00 p.m.

Join us as we light up the night in honor of those we have loved and lost.

This virtual event will provide a time of reflection and remembrance in the comfort of your own home. To enhance your experience, we suggest you have a candle on hand during the event.

Register today at
gilchristcares.org/twilight

Registration closes on
Friday, November 25, 2022 at 5:00 p.m.



Gilchrist's 5th Annual
Welcome Home
Vietnam Veterans Day
Celebration

March 25, 2023

Event in-person
starting at 8:30 a.m.

[gilchristcares.org/
welcome-home-celebration](http://gilchristcares.org/welcome-home-celebration)

Martin's West
6817 Dogwood Road, Baltimore, MD 21244

Contact WeHonorVeterans@gilchristcares.org
or call 443.849.8337 for more information.