

It begins with
Kindness

Alex Craver
RN, BSN, CHPN
Nurse Case Manager
Salisbury Team

What's
Happening:



Message from the
CEO Linda Darden
page 2

Take your Mark...
page 2- 3



 **TRELLIS**
Supportive Care
4 STAR HOSPICE CARE
★★★★★

Choose Quality...
page 5





I have such confidence and pride in the team at Trellis Supportive Care, delivering our mission every day. We all understand the magnitude of the journey each patient and their family are taking when they turn to us. Many of us have experienced that same vulnerability with our own loved ones, and we all recognize the privilege in being that trusted source of support and care.

That trust is extended to our team of nearly 300 who live in the communities we serve, each day caring for over 400 patients in our hospice care program and over 300 in our palliative care program. The depth and breadth of expertise results in exceptional care and, in so many ways, a commitment to deliver care far beyond traditional hospice care.

I'd like to spotlight three initiatives that demonstrate our organization's commitment to excellence.

First, our holistic approach to care means caring for the whole person, not just their disease. Offering spiritual and emotional support is essential, for both our patients and their families. In addition, we have the most talented group of specially trained complementary therapists who provide the kind of care that soothes the soul, like music and massage. Likewise, our animal-assisted therapy program means that our trained volunteers and certified animal companions can be a source of comfort that, for some, may be the best medicine we can offer.

Secondly, understanding that each patient is unique means personalizing care to reflect their health status and honor their goals because, ultimately, that is the best road map we can follow. As a member of the National Partnership for Hospice Innovation, we have joined our peers to embrace collaborations with nationally recognized healthcare pacesetters, including the American Heart Association and the American Lung Association. In doing so, we are utilizing best practices and providing specialized care and advanced treatments in the home to alleviate symptoms and provide peace of mind for both patients and caregivers. The outcomes are gratifying, with patients experiencing greater comfort and caregivers feeling more at ease.

Finally, I'd like to give thanks to the entire staff for the continued pursuit of the highest quality care. Further, we have a dedicated Quality Council that leads quality and process initiatives, and I'm grateful for their leadership. This industrious and deliberate team measures quality, tracks outcomes, and above all – listens – listens to feedback and collects data that helps inform areas of opportunity for growth and improvement. In the pages of this newsletter, you'll read more about our quality rankings and, I hope, you'll be just as proud as I am to be an advocate for Trellis Supportive Care.



TAKE YOUR MARK. GET SET. REGISTER.

It's time for the Hope Run 5k and Music in the Park! Join us to walk or run in honor or in memory of a loved one, or simply come out for the fun. This 27-year tradition continues Saturday, April 15, at Bailey Park in downtown Winston-Salem.

Take time to enjoy this very special event with family and friends while supporting our mission.



TRELLIS SUPPORTIVE CARE

(continued on page 3)

Plan to pack a picnic and enjoy the entertainment following the 5K. No time to pack a lunch? No problem! Continue your post-race celebration in the beautiful and vibrant areas around the park. And remember – if running isn't your speed, that's okay. It's so much more than a run. So, what can you expect?

- 8:00 a.m. - registration opens
- 10:00 a.m. - start time for the 5K – run or walk (timed or at your leisure)
- Music in the Park
- The adrenaline producing sounds of The WSSU Red Sea of Sound Marching Band
- The Dash - Kids Dash
- For those 21+ - Incendiary Brewing will have beverages
- For the kids – face painting and a balloon artist

Your participation helps Trellis sustain unmatched care for patients and families in need of compassionate care.



CHOOSE QUALITY

Improving quality of life happens with quality care. One of the greatest indicators of our quality is from family caregivers who have had a personal experience. Likewise, from the medical and long-term care communities who refer their patients and residents to Trellis knowing they will receive outstanding care.

The Centers for Medicare & Medicaid Services (CMS) have developed a star rating guide available to consumers on a website called Hospice Compare. Utilizing data, including feedback from family caregivers, the star rating reflects overall quality of care.

Proudly, Trellis has earned a 4-Star rating.

What does this mean? Timeliness, being treated with respect, receiving emotional and spiritual support, and pain and symptom management are just a few of the areas in which patients and families can expect care that is provided, in comparison to other hospice care provides, above the national average.



TRELLIS

Supportive Care



4 STAR HOSPICE CARE

(continued on page 4)

CHOOSE QUALITY

How did we get a 4-Star rating? It's in our DNA to focus on quality care. Trellis has a Quality and Compliance Department as well as a Quality Council. Our robust quality program monitors areas of improvement proactively instead of reactively – evaluating and reevaluating practices and process from an innovative perspective. A key take-away from the focus on quality and the feedback from the survey is that patients and families who have had a firsthand experience with Trellis would overwhelmingly recommend our care to others in need.



KINDNESS & TEAMWORK MAKES THE DREAM WORK

It's safe to say that people drawn to hospice and grief counseling are inherently kind and compassionate. They join as a team with a variety of skills and expertise to create an approach that allows patients and families many layers of support. Our teams consist of:

- Physicians
- Nurses
- Nursing Assistants
- Social Workers
- Chaplains
- Complementary Therapists
- Volunteers

Alex Carver, RN is on our Salisbury team. She said, "I'm so proud to be working with a team that puts our patients first. I think it is truly the definition of patient focused care. Each day, my team brings their best to work and pushes to uplift our patients, families, and every single staff member."



MEET A COUPLE OF OUR TEAMS:

Our Walnut Cove Team - covering Stokes and surrounding counties.



Our Salisbury Team – covering Rowan and surrounding counties.



OPERATION ADOPT A GRANDPARENT



When our nurse, Savanna Parker, and her three children execute Operation Adopt a Grandparent, love and joy blossom. Their kindness and presence light up a room. You can see it in the smiling faces of those they visit.

Savanna is consistently going above and beyond, and she's teaching that lesson to her three children. Not only do our patients and families appreciate the thoughtful gifts and cards, but the residents of Walnut Ridge Assisted Living look forward to their visits and special deliveries too.

Savanna has been a part of Trellis Supportive Care for five years. With the support of her friends, family, and Trellis teammates who donate to her efforts, and her children who love making people smile, Operation Adopt a Grandparent means the world to many.

On Christmas Eve, they hit the road at 8:30 a.m., and with the help of our Walnut Cove team, patients received a little extra love, and the residents of Walnut Ridge received a little extra quality time. It was the same on Valentine's Day.



"The holidays can be hard for some people, but it's also a great time to show how much we care. My kids get excited and ask questions about when they can get started making and assembling gifts and cards. They look forward to it," shared Savanna.

It's a universal truth that everyone wants to feel loved and to be remembered on special occasions. Thanks to Savanna, Camryn, Jimma, and Maddix for setting an example and reminding people that they are loved.



Camp Carousel

Supporting the Grief Journey for
children ★ teens ★ adults

There is a Pathway to Hope



For over 30 years, Camp Carousel has provided support for children, teens, and adults who are grieving the death of a loved one. Sessions led by compassionate leaders help campers connect, share, learn, and grow.

Join us for our day camp at Triad Park! Sessions include art and music therapy, outdoor play, small group time, and bonding with new friends.

- Rising 1st – 5th graders: July 18 & 19, 2023
- Rising 6th – 12th graders: July 20 & 21, 2023

Our day retreat for grieving adults will take place on Friday, August 4, 2023.

To learn more about this summer's Camp Carousel sessions, visit our website or call (336) 331-1300. There is no charge for Camp Carousel.

FROM THE CLINICAL SIDE

Over the last two years, we've launched an Advanced Cardiac Care program and a specialized dementia care program called Aliviado. Aliviado is a Spanish word meaning "no longer anxious or worried."



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

Advanced
CARDIAC CARE

ALIVIADO
DEMENTIA CARE

In both cases, these programs were developed with nationally recognized experts. The approach means tailored care, with advanced treatments now provided in the home setting to create better outcomes for both patients and their caregivers. The collaborators in the Aliviado program included the Hartford Institute for Geriatric Nursing (HIGN) at the NYU Rory Meyers College of Nursing. The collaborators in the Advanced Cardiac Care program included the American Heart Association and over 70 of the top hospice care providers who are members of the National Partnership for Healthcare and Hospice Innovation.

We are pleased to announce our next specialized program, our Advanced Lung Care program, to be launched this summer. Collaboration, innovation, and a commitment to quality.



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

This is how we grow and create the best possible care for those we serve.

Advanced
LUNG CARE



SAVE
THE
DATES



TRELLIS
Supportive Care

05 • 06 • 23



10 • 04 • 23

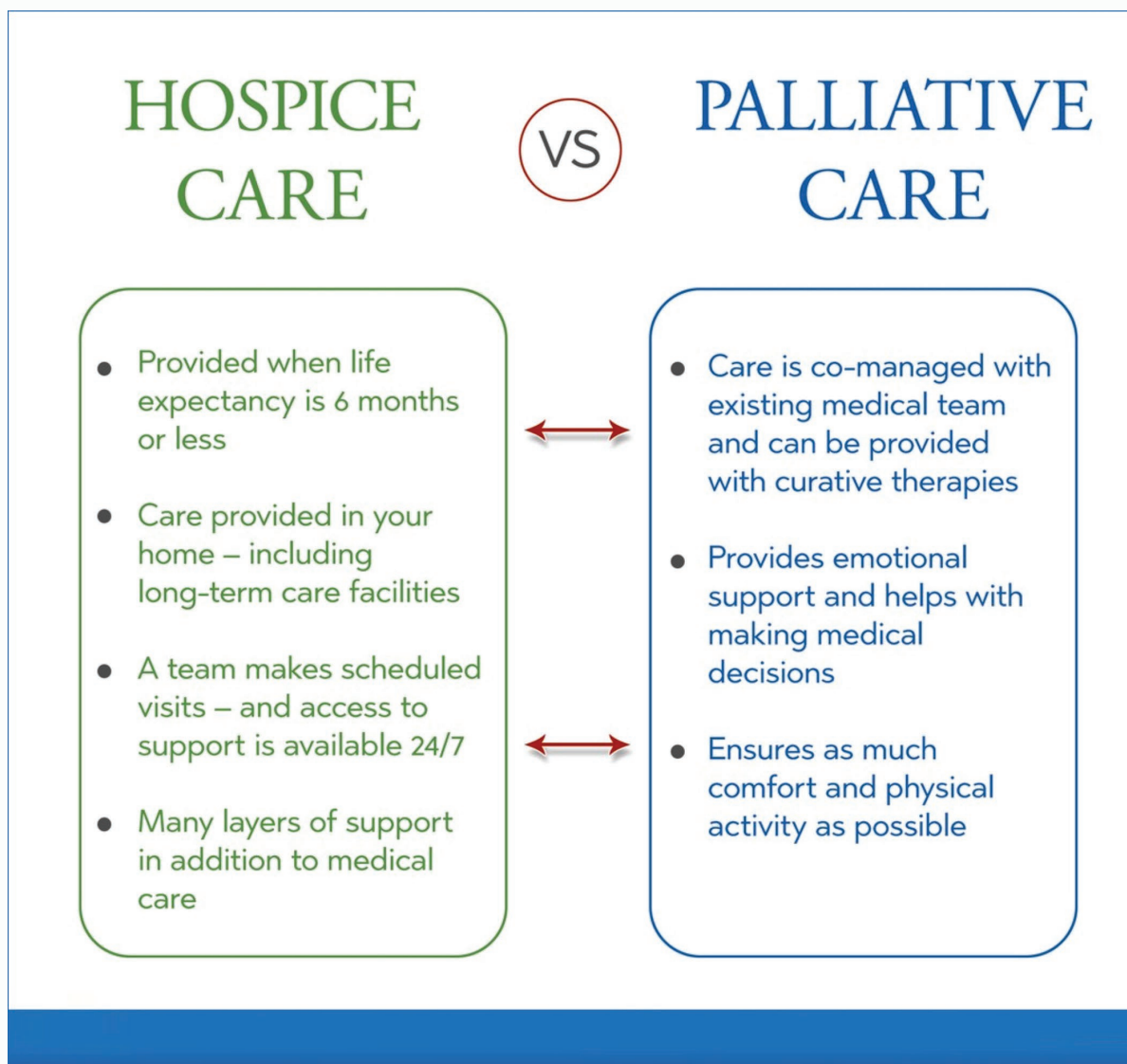
PALLIATIVE CARE VS. HOSPICE CARE. WHAT'S THE DIFFERENCE?

Both palliative care and hospice care are medical specialties. They share a similar philosophy and are complementary. Palliative care, like hospice care, aims to ease suffering, improve the quality of life, and deliver care in a way that honors the patients' and families' wishes.

However, palliative care is different from hospice care because the patient doesn't have to forgo curative treatment. Often, palliative care is provided together with curative treatment to help manage unwanted symptoms. Palliative care generally happens on an as-needed basis, so a person may pursue palliative care at the time of a diagnosis or when their symptoms warrant more support.

Choosing the Right Care at the Right Time - If you or a loved one are facing the fears and challenges of a serious illness, you don't have to go it alone. Likewise, you don't have to be an expert in palliative care or hospice care to know what's right for you. We will listen, offer guidance, and support you in whatever way is best for you.

Anyone can ask for help. You don't need a physician's referral. Call 336-331-1271 and one of our referral team members will talk with you about your needs and concerns. Together, you can decide what is the best care for you.



**Trellis Supportive Care
Board of Directors**

Peter Juran, Chair
Mike Gwyn, Vice Chair
Darcie Lewis, Secretary
Teresa Lindsay, Treasure

Members of the Board

Richard Bennett
Kathryn Callahan, MD
Suzanne Caroon
Tembila Covington
Haley Gingles
Stephanie Joseph
Tom Kangur
Samara Llewellyn, MD
Chris Pardue
Isaac Perry
Jeanne Sayers
Tim Sechrest
Ramon Velez, MD
Sarah White
Della Wildfong
Nancy Young

Emeritus
Kenneth P. Carlson, MD
James N. Smith



**Trellis Supportive Care
Foundation Board of
Directors**

Lottie Kay, Chair
Elizabeth Madden, Vice Chair
Bruce Brown, Secretary
Bryan Thompson, Treasurer

Members of the Board

Danny Freeman
Colleen Friedman
Will Goodson
Michelle Kennedy
Ashley Kohlrus
Chris Munnely
Susan Pfefferkorn
Keisha Redd
Hal Rollins
Carla Rumph
Amy Smith
Jimmy Strickland
David Twine
Christie Williams
Brad Zabel

Emeritus
JoAnn E. Davis



Palliative • Hospice • Family Support

101 Hospice Lane
 Winston-Salem, NC 27103
 TrellisSupport.org

Non-Profit Org.
 US Postage Paid
 Permit No. 393
 Greensboro, NC

The **CIRCULAR** - SPRING/SUMMER 2023 Issue

A LOOK AT WHAT'S INSIDE:

IT BEGINS WITH KINDNESS **PAGE 1**

A MESSAGE FROM THE CEO / TAKE YOUR MARK. GET SET. REGISTER **PAGE 2**

TAKE YOUR MARK. GET SET. REGISTER / CHOOSE QUALITY **PAGE 3**

CHOOSE QUALITY / TEAMWORK MAKES THE DREAM WORK **PAGE 4**

OPERATION ADOPT A GRANDPARENT / CAMP CAROUSEL **PAGE 5**

FROM THE CLINICAL SIDE **PAGE 6**

PALLIATIVE CARE VS. HOSPICE CARE. WHAT'S THE DIFFERENCE? **PAGE 7**



Serving 13 counties from four offices
 and the Kate B. Reynolds Hospice Home

Winston-Salem
 (336) 768-3972t



Walnut Cove
 (336) 591-1124

Mocksville
 (336) 753-0212

Salisbury
 (704) 637-7645

TrellisSupport.org



Palliative • Hospice • Family Support



FOUNDATION