

Story lines

A bi-monthly publication from
AuthoraCare Collective

November/December 2022

Hobby of the Heart

Love for Trains Inspires Railroad Village

By Charity Apple

Philip Dechene doesn't mind stopping at railroad crossings.

As a matter of fact, Philip and his late wife, Evelyn, used to "chase" steam engines.

Philip, clothed in an Indiana Jones-style hat and camera vest, would follow the trains while Evelyn shot photos and video.

"We would plan trips so we could see them," Philip said.

His love of trains began at the age of 3.

A black-and-white photo in the family home shows Philip, and his mother, posed in front of a steam locomotive.

"My father was the friend of the engineer at the time," Philip said, pointing to the photo. "We were able to take a ride in the cab that day."

And that fascination with trains only grew over time.

Philip has competed in model train events for clubs and won prizes for his creations including Best in Show during a Greensboro event in 1987.

But it's the model train village in his home that has attracted attention from friends and family members through the years.



Philip Dechene is shown with his Indiana Jones-style hat and camera vest. He and wife, Evelyn, would chase steam engines, capturing photos and videos.

After their son, David, moved out of the house, his room became home to the train village. The family has "before" and "after" photos of the progress.

Everything was created by Philip and Evelyn. The backdrop is so realistic and three-dimensional that Philip has often been asked how he was able to get those mountain scenes assembled.

"It was all Evelyn," he said. "She painted the trees, grass, and mountains so it looked like you could reach out and touch it. The scenery has such depth to it."

The dirt, moss, rocks, leaves, and vegetation came from the family's yard. He put leaves in a blender and sifted the dirt to get different textures. Using a bulb syringe, diluted glue was applied to various places so that the landscape wouldn't move when the trains rolled over the tracks.

In This Issue

A Trip to Remember	1-3
CEO Reflection.....	2
We Honor Veterans	4
Light Up A Life.....	5
Navigating Grief.....	6
Power of Knowing Webinar	7
Supporter Spotlight	8-9
Volunteer.....	10-11
AuthoraCare in the News.....	14-17
Community Corner.....	18-19

Board of Directors

Officers

Chair: Mary Copeland
Vice Chair: David Kibbe
Secretary/Treasurer: Becky Loy
President/CEO: Kristen Yntema
Asst. Treasurer: Leigh Williams
Asst. Secretary: Lori Shaw

Directors

Andy Barrow
Kathy Colville
Lisa Duck
Dr. Timothy Finnegan
Eddie Gant, Jr. (Foundation representative)
Ronald P. "Ron" Johnson
Dr. Sendil Krishnan
Anne Macner
Dr. Tiffany Morris
Dr. Laura Murray
Ellen Pancoast
John Peterson, Jr.
The Rev. Milton C. Williams, Jr.

Board of Trustees

Officers

Eddie Gant, Chair and Foundation Representative
Ryan A. Newkirk, Vice-Chair
Chris Bryan, Treasurer
Tiffany Crenshaw, Secretary
Kristen Yntema, President and CEO
Leigh Williams, Assistant Treasurer and CFO
Paul J. Russ, VP of Marketing and Development
Alanna Cousin, Assistant Secretary

Directors

Elizabeth Brantley Bostian
Erin Cockman
Casey Crossan
Gail M. LeBauer
Matt Logan
Bonnie McAlister
Leslie Marus
Charles Morgan

The Storylines Production Team

Charity Apple, Linda Ann Fitts, Theresa Hancock,
Paul Russ, Cindy Skinner

CEO Reflection

Turning the Page on a New Chapter

For nearly three years, our team has relied on their resilience and adaptive skills to provide excellent patient-centered care. Despite many obstacles created by COVID-19, patients and their families continued to be supported during their sacred transitions.

As we enter a new season, the daily impact of the pandemic has eased. We are grateful that it no longer demands such focus. Previously, COVID-19 was "in the driver's seat." As we have learned to live with the health crisis, it no longer has the same impact on our care delivery it once did.

This transition has allowed us to refocus our energies. As we turn the page on this chapter, we can begin a new one which makes this an exciting time for AuthoraCare Collective.

In the coming year, we will refresh our offices, Beacon Place, and the Hospice Home. All our spaces will benefit from fresh aesthetics. And the in-patient facilities will each receive needed updates to make the patient experience as comfortable as possible.

We are looking forward to bringing our patient-centered expertise to more people who are facing chronic illness. As one staff member described, people won't have to be dying to benefit from our excellent care.

We will build on our incredible foundation of community support and decades of hospice caregiving to provide superior experiences for our patients and families, those who are grieving, our health care partners, medically fragile children, and our supporters. We continue to invest in our team with a goal of being the employer of choice. Ultimately, we are proactively writing our next chapter.

This is an exciting time! Know that we are grateful for all the support and history that helped us weather the past three years. We look forward to many partnerships that will take us forward to our future.



Kristen Wither Yntema, MBA, MHSA

President and CEO, AuthoraCare Collective



Kristen Yntema



A Trip to Remember

(cont. from cover)

Philip constructed all the buildings. A set of buildings is dedicated to his children and their spouses – Barbara Dechene Hill (Barb's General Store); David (Drafting); Paul (Music); and Cindy Latimer (restaurant).

The characters, buildings and vehicles span from 1910 to 1930.

There's also a lighthouse – based on one from New Brunswick, Canada – which he built from scratch, along with a working light.

A native of Maine, Philip served in the U.S. Navy for 27½ years and in the National Guard for 4½ years. His father was in the National Guard as well, during World War II. As a child, he was fascinated with building model planes, trains, and cars.

Philip and his family moved to Graham in 1986.

"When he retired, you could find him downstairs, working on the trains," David said.

Along with Philip's various medals and awards from the military, he has awards from model train competitions. He designed a Cone Mills logo for a model train car.

"Three hundred of these were sold with my decals on them," Philip said.

Being a hospice patient hasn't slowed Philip down. Due to the support of the AuthoraCare Collective team, he has been empowered to do things he enjoys most – such as building model trains. The most recent creation, which he works on bit by bit as he feels like it, can be found on the dining room table.

Paul made two videos of his father's model train operation on YouTube. The most recent is – My Dad's Model Train Layout 2.

On a recent visit to the home, Paul, David, Philip, and I watched, in silence, as the trains made their way down the track.

Philip's face lit up as he talked about how trains have always been a part of his life.

"It's just a sense of Americana," he said. "Steam trains have all but disappeared from our landscape. I enjoy the fact that I can still see and experience them – in my own home."



Philip Dechene, 3, poses with a steam engine. [Photo submitted]



Philip Dechene assembled a realistic-looking train village in his Graham home. [Charity Apple]



Philip's children, Barbara, Cindy, David, and Paul have buildings named after them in the model train layout. [Charity Apple]



We Honor Veterans



AuthoraCare Honors Veterans with Pinnings, Parades & More

By Charity Apple

As proud partners with the We Honor Veterans National program, AuthoraCare Collective honors veterans year-round, but a few special events were held to commemorate Veterans Day this year.

More than 500 veterans, at 30 partnering assisted living facilities, received certificates and American flag lapel pins in the week leading up to Veterans Day (Nov. 11). Patriotic songs as well as poems were read and each individual veteran was honored for his or her service.

AuthoraCare Collective was represented at the Veterans Day Parade in downtown Greensboro on Nov. 5 by AuthoraCare volunteer and veteran Joel Graves along with Bryan Herring, husband of April Herring, Community Education/Outreach Coordinator.

Sam Lee, Facilities Manager and a veteran, attended the Veterans Day Parade in downtown Graham on Nov. 12 on behalf of AuthoraCare.

Social workers delivered thank-you notes, created by AuthoraCare volunteers, to Long-Term Care veterans.

Veterans trees were set up in the lobbies of the Burlington and Greensboro campuses. This is the Greensboro tree - decorated by Smita Glosson, VP of Nursing on the Burlington campus. [Paul Russ]



And guests were greeted by two festive trees, decked out in red, white, and blue, decorated by Smita Glosson, VP of Nursing on the Burlington campus.

"I am grateful that we work for an organization that recognizes veterans, all year, every year, not just at Veterans Day," said Kristen Yntema, President/CEO. "I am so proud of the work we do to honor the people who sacrificed so much for us."



Sam Lee, Facilities Manager, and a veteran, represented AuthoraCare Collective during the Veterans Day Parade in downtown Graham on Nov. 12. [Photo submitted]



Chaplain Willa Brown recognized veterans during a pinning at Harmony at Greensboro on Nov. 9. [Charity Apple]

Light Up A Life Resumes In-Person Service

A Livestream Option Also will be Offered

By Charity Apple

Light Up A Life, An Interfaith Service of Remembrance, will be in-person for the first time in two years.

The event will be from 5 p.m. to 6 p.m. Sunday, Dec. 4, at First Lutheran Church, 3600 W. Friendly Ave., Greensboro. There will also be a livestream option on Facebook at facebook.com/authoracarecollective.

It is a way to meaningfully honor the memories of special friends and family members.

The Rev. Dr. Jill Duffield, Senior Pastor of First Presbyterian Church in Greensboro, will serve as keynote speaker.

"It's a really important night to give those grieving the time and space to reflect," Duffield said. "Being able to gather in a sacred space provides a universal sense of connection with one another."

Prior to accepting the call to ministry, Duffield served as editor and publisher of the Presbyterian Outlook, a more than 200-year-old publication. As editor, she won the Associate Church Press James Solheim Award for editorial courage three times, the award of excellence for an editorial in 2020, and the best book of the year for 2018. She has written six books - "Lectionary Reflections, Cycle A, B and C," "Lent in Plain Sight," "Advent in Plain Sight," and "The Upside Down, Backwards Life of Disciples."



Rev. Dr. Jill Duffield

Duffield graduated Magna Cum Laude and Phi Beta Kappa from the University of North Carolina at Greensboro and earned a Master of Divinity degree from Union Presbyterian Seminary and a Doctor of Ministry degree from Austin Presbyterian Theological Seminary.

She and husband, Grant, have three children - Joseph, Jessie, and Marissa.

Duffield considers it an honor to "walk alongside those who are grieving. It is for all people - regardless of religious affiliation."

"This will be a service of celebration, remembrance, and most importantly, hope," she said.



Light Up A Life

An Interfaith Service of Remembrance

Beginning Friday, Dec. 2, 2022, luminaries will light the path around the Hospice Home in Burlington and Beacon Place in Greensboro. Each symbolizes those patients currently there, as well as those served in past years.

First Lutheran Church
3600 W. Friendly Ave.,
Greensboro, N.C. 27410

**Sunday,
December 4, 2022
5-6 p.m.**

Navigating Grief During the Holidays

HONORING LOVED ONES & COPING STRATEGIES

By Charity Apple

It's difficult to feel joyful while in the throes of grief. "What we often hear from clients is how they would like to skip over November and December," said Bereavement Counselor MJ Tucci. "We all hold on to these fairy tale images of what the holidays should be, but the reality is that's not what it's like for those grieving. Instead, it has been described as – inside a snow globe – trapped in pain."

When experiencing loss during the holidays, Tucci said that "we, as counselors, encourage folks to accept invitations of places that feel safe during this vulnerable time."

"If you need your own space, let the host/hostess know," she said. "And if you don't want to attend an event – answer 'no' with a period on the end. You don't have to do it emphatically or emotionally and you don't have to feel compelled to give a reason."

Focus on what it was that made you appreciate the holidays in the first place. If it was the music and lights, purchase a scented candle and light it in your home while playing some favorite holiday music.

Leave a seat at the holiday table with your loved one's favorite dessert.

Leave a basket at the door and ask guests to contribute a note of gratitude for the person who will read it.

Create a memory jar filled with special memories. Throughout the holidays, reach in and bring that memory to life again.

Create a memory tree by hanging objects/items your loved one enjoyed.

Make memory bears by utilizing your loved one's clothing.

"After my mother died, I made four bears out of her denim shirts and gave one to each grandchild," Tucci said.

If you have family members who would like to remember their loved one through an object, say costume jewelry, pass around a basket with baubles and let them take something they want.



For family traditions, such as going to see neighborhood holiday lights, pick someone to enjoy it with or who wouldn't mind if you just ride through in silence.

Minimize alcohol use – substitute it with hot chocolate, favorite teas, or cider.

Have a pajama day – it's OK to stay in your pajamas if you do it for one day. If you, however, feel compelled to do it more than one day, reach out for support and/or counseling.

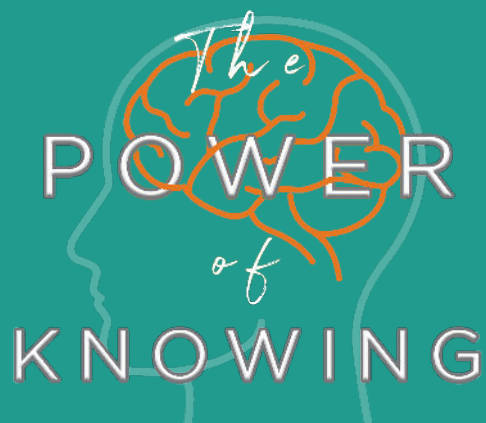
Do something totally different this year – drive to the mountains or the beach and order pizza or another favorite food instead of the traditional fixings.

Instead of focusing on what you can't do this year, focus on what you can do. Visit a shut-in neighbor, adopt a family for the holidays, volunteer at a soup kitchen. If you have items of clothing, donate those to people in need.

Pack a cooler and keep paper bags of bottled water, crackers and nonperishable snacks that you can keep in your car. Hand those out to the homeless.

"This can bring you to a higher place of purpose – so you won't stay in a place of feeling lost," Tucci said.

"As we approach this holiday season, there's a loss of light. When someone we love dies, we may feel like we are surrounded by darkness. But as this season gives way to spring, we're promised that new life will form. There will be light again and this time will pass," she added.



A Free Webinar Series

Healing at the **HOLIDAYS**

Thursday, December 1, 2022
Noon - 1 p.m.

Register Today >

Understanding comes from knowing. Grief is a unique journey for each adult, child, teen, and/or family. The holiday season may bring up additional challenges and questions. This webinar will provide useful information on what some families and adults have found supportive in their grief journey, around this time of year.

Now Streaming On Demand at authoracare.org/knowning

- Grief and Loss During COVID-19 | Parts 1 & 2
- The Benefits of Palliative Care During COVID-19
- The Impact of COVID-19 on Children and Teens
- Giving Thanks: An Overview of AuthoraCare's Services
- Healing Hearts During COVID-19
- Beyond the Casserole: Supporting Grieving Persons
- Dementia | Parts 1 & 2
- Finding Joy During A Long Journey of Illness
- Aging in LGBTQ+ Communities | Parts 1 & 2
- Transitions & Life Changes
- The Death Experience | Parts 1 & 2
- Staying Socially Connected: Avoiding Social Isolation
- Life Tools for People Living with Dementia and Their Care Partners
- Caring for Veterans: Serving Those Who Have Served
- Celebrating Diversity in Hospice & Palliative Care **NEW!**

SUPPORTER SPOTLIGHT

HOLIDAY CHEER ACCEPTS GIFTS & GIFT CARDS

Deadline to Contribute is Approaching

By Charity Apple

AuthoraCare Collective's Holiday Cheer program is currently accepting donations of gifts and/or gift cards to assist Kids Path patients and families and adult patients.

In Guilford County, if you choose to adopt a Kids Path family or adult patients, those gifts should be delivered to the Kids Path building, 2504 Summit Ave., Greensboro, by Dec. 19.

"Through Holiday Cheer, we can provide children and their families gifts that they would not otherwise have," said Cathy Lohr, Volunteer Coordinator for Kids Path. "I have seen what it means to parents/caregivers and adult patients, and their reactions are so heartwarming. Our agency is blessed to have so much support throughout our service area."

Gift cards (Walmart, Target, Amazon, VISA/Mastercard, along with grocery and gift cards) are requested in \$25 or \$50 increments, but any amounts are welcome along with all monetary donations. The gift cards will be distributed to those in need. It also will give Kids Path families the opportunity to purchase the items needed or requested by kids and teens.

Earmark these donations "Holiday Cheer Program" to the attention of Cathy Lohr and either mail or drop them off at 2500 Summit Ave., Greensboro, N.C. 27405. We will use these where needed most with Kids Path families or adult patients who have little or no family support.

The deadline for submitting gift cards/donations is Dec. 12. For more information, call Cathy Lohr at 336-544-2274 or email her at cathy.lohr@authoracare.org.

AuthoraCare community volunteers Allison Nichols, Maple View Ice Cream manager and partner; Walter "Bird Dog" Riddle; and Doug Shambley, owner of Doug's 24-Hour Towing and Recovery; have secured partnerships with area businesses to benefit Sam's Wish Fund Holiday Cheer in and around Alamance County.

"It's such a wonderful feeling how friends and family come together to support these families during the holidays," Nichols said. "I can just imagine the joy on their faces when they open the gifts."

continued on pg 9



Light Up A Life

An Interfaith Service
of Remembrance

First Lutheran Church
3600 W. Friendly Ave.,
Greensboro, N.C. 27410

**Sunday,
December 4, 2022
5-6 p.m.**

Event will be livestreamed for those wishing to attend virtually.

Beginning Friday, Dec. 2, 2022, luminaries will light the path around the Hospice Home in Burlington and Beacon Place in Greensboro. Each symbolizes those patients currently there, as well as those served in past years.

You are invited to honor or remember a special friend or loved one by making a gift to Light Up A Life at authoracare.org/light now through Dec. 31, 2022. A contribution of \$10 or more will place a symbolic light on the Hospice Trees of Remembrance, located at 914 Chapel Hill Road in Burlington and at the Kontoor Building, 400 N. Elm Street in Greensboro. All donors will receive a Light Up A Life card of thanks and all honorees and remembered families will receive a Light Up A Life notification card.

Deadline to Contribute is Approaching

(cont. from pg 8)

In Alamance County, if you choose to support Kids Path families, angel tree locations with tags, including information on Kids Path families, can be found at:

Al's Burger Shack, 516 W. Franklin St. and Southern Village, 708 Market St., Chapel Hill

Brown Brothers Body Works, 411 Erwin Rd., Durham

Down Home Harley-Davidson, 2215 Hanford Rd., Burlington

Eclection Emporium, 110 N. Fourth St., Mebane

Lucky's Saloon, 1453 Industry Dr., Burlington

Maple View Ice Cream, 6900 Rocky Ridge Rd., Hillsborough, and Maple View's County Line Creamery Company, 113 E. Main St., Gibsonville

Muffin's Ice Cream Shoppe, 109 N. Fourth St., Mebane

ReRe's Stylish T's Boutique, 6703 Lynx Dr., Mebane

Southern Acorn Market, 203 N. Main St., Graham

The Honeysuckle Tea House, 8871 Pickards Meadow Rd., Chapel Hill, and The Honeysuckle at Lakewood, 1920 Chapel Hill Rd., Durham

Gift cards (Walmart, Target, VISA/Mastercard and Amazon) and monetary donations, along with diapers, Pull-Ups, baby wipes, baby socks, washcloths, paper towels, toilet paper and hand sanitizer for Holiday Cheer can be dropped off at:

Both Al's Burger Shack locations in Chapel Hill

Brown Brothers Body Works in Durham

Divine Med Spa, 1625 S. Church St., Burlington

Down Home Harley-Davidson in Burlington

Eclection Emporium in Mebane

Lucky's Saloon in Burlington

Both Maple View Ice Cream locations (Hillsborough and Gibsonville)

Muffin's Ice Cream Shoppe in Mebane

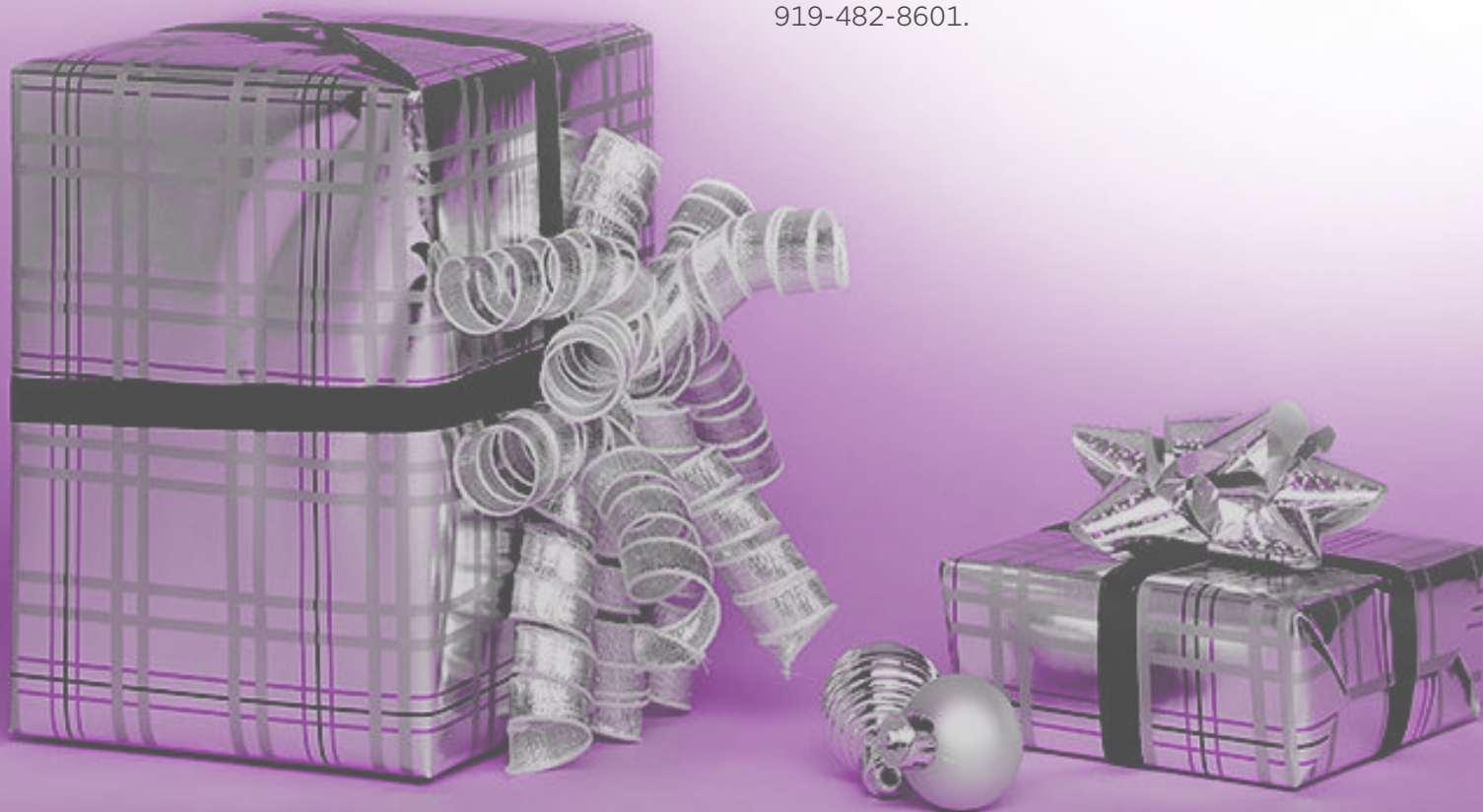
ReRe's Stylish T's Boutique in Mebane

Southern Acorn Market in Graham

Both Honeysuckle locations (Chapel Hill and Durham)

Whiskey Sowers, 113 N. Fourth St., Mebane

Deadline to receive gifts, gift cards and monetary donations at these locations is Dec. 16. Please make checks payable to Kids Path of AuthoraCare and include SWF Holiday Cheer 2022 on the memo line. For more details, contact Allison Nichols at allison@mapleviewfarm.com or call 919-482-8601.



How to Become Part of the 'Volunteer Family'

By Charity Apple

AuthoraCare Collective volunteers are the heart of our organization.

"I call us the volunteer family and there's a reason for that," said Teresa Pendergraft, Director of Volunteer Services, and Integrated Personalized Support. "Our volunteers are there to support each other, like a family would."

Hospice volunteers are known for providing compassionate care and understanding to patients and their families. Utilizing volunteers also is a Medicare requirement.

In fact, 5% of all direct patient care must be provided by volunteers," Pendergraft said.

Due to the pandemic, the 5% requirement was waived.



Meg Rudd and Sherry Sedam are AuthoraCare gardening volunteers. [Sally Cobb]



Veteran and volunteer Joel Graves assists with placing flags on the Greensboro campus to commemorate Flag Day in 2020. [Cathy Lohr]

"Prior to COVID-19, 9 to 10% of our patient care utilized volunteers. We just brought back volunteers to assist with direct patient care in April and it's at 3% and rising," she said.

To become an AuthoraCare volunteer, "an application, with three references, is required along with a background check and tuberculosis test," she added.

Volunteers must complete 16 hours of training, followed by an online interview.

"They train for four hours for four days," Pendergraft said.

How to Become Part of the 'Volunteer Family'

(cont. from pg 10)

AuthoraCare volunteers commit to volunteering 24 hours per year and are expected to maintain Continuing Education Units (CEUs).

In addition to direct patient care, AuthoraCare volunteers perform administrative tasks, including working at the front desk at Kids Path in Greensboro and Hospice Home in Burlington and Beacon Place in Greensboro.

They help with events and outreach, including the Corks for Kids Path fundraiser held annually.

Vet to Vet volunteers connect with veteran patients.

"As a veteran, they share common ground," Pendergraft said. "They understand when they can or cannot talk about some things. Not all veterans are willing to share their stories and a fellow vet understands that."

Volunteers assist in beautifying the gardens and offer pet therapy to patients.

Community volunteers, which aren't required to undergo training, come from churches and other organizations. They donate items as well as completing projects.

"Our community volunteers were responsible for creating more than 3,000 masks during the first year of the COVID-19 pandemic," she said.

Community volunteers are also essential. They provide support in many ways, including keeping our therapeutic gardens looking spectacular. And our Thrift Store would not function without them. Volunteers help pick up and sort donations, and set up item displays.

Teen volunteers, ages 14 to 18, provide administrative support and assist with our food pantries and laundry services at the Hospice Home.

The next training session is in January and those interested in volunteering can visit authoracare.org/volunteer and/or call 336.621.2500 to request an application.

"It is amazing to watch our volunteers interact with patients and families as well as each other," Pendergraft said. "They treat each other with such care and respect. They know how important it is to be here - in this moment - for patients and families."



AuthoraCare volunteer Larry Ahlrich performs administrative duties for Medical Records.



AuthoraCare volunteer Ellen Stanford assists with administrative duties. [Photo submitted]

A Glimpse into the Accreditation Process

By Theresa Hancock

In September, AuthoraCare Collective proudly completed our first reaccreditation survey as a merged organization.

AuthoraCare is accredited by Accreditation Commission for Health Care, Inc. (ACHC), which is a third-party, nonprofit organization, and one of three organizations that provide accreditation services to hospices. It has developed the national standards for providers to be surveyed against to illustrate the ability to deliver quality health care products and services effectively and efficiently to consumers. Hospice and Palliative Care of Greensboro and Hospice and Palliative Care Center of Alamance-Caswell were both previously ACHC-accredited.

Accreditation is a voluntary activity in which health care organizations submit to a peer review every three years of their internal policies, processes, and delivery of patient care against national standards. AuthoraCare chooses to seek deemed status, which means that ACHC performs both the reaccreditation and Medicare surveys at once.

Storylines recently sat down with Michelle Mason, Director of Compliance, to provide some insight on the accreditation process and the significance of this achievement.

HOW DID AUTHORACARE PREPARE FOR THE ON-SITE SURVEYORS?

In September 2021, we started a “deep dive” to prepare for the on-site survey. We asked ourselves - “Do we meet the designated standard?



Tonya Hooks, Home Care Clinical Manager, and Tracie Strader, Director of Home Care, served on the committee that organized the carnival. [Charity Apple]

Is there a policy to back it up? Could we demonstrate success by observation or other means?”

We formed an interdisciplinary steering committee. From there, we asked assigned staff to review their standards, including any associates’ policies. We conducted mock audits by pulling sample patient charts, staff records and conducted mock interviews. All our facilities were inspected for safety including our supply rooms for hazardous or expired items. Educational packets were prepared for clinical and non-clinical employees and volunteers. It was a team effort.

WHAT WERE THE BIGGEST CHALLENGES?

Both organizations were ACHC accredited prior to our merger so we already had a long tradition of excellence. Over the last few years, we have evaluated and adopted best practices on both campuses. This survey would review the newly adopted policies and procedures and evaluate our adherence to them as a joint organization. All of this was done during remote working, COVID-19 challenges, leadership changes and national staffing shortages.



Chaplain John Connor rides the merry-go-round at Northeast Park in Gibsonville. [Charity Apple]

continued on pg 13

A Glimpse into the Accreditation Process

(cont. from pg 12)



HOW MUCH NOTICE DID YOU RECEIVE PRIOR TO THE SURVEYOR'S ARRIVAL?

We knew from the start there was a three-month window of time when the surveyor(s) would arrive – from June 23 to Sept 23 – and that they would give us a 30- to 60-minute notice. We were able to block out a few dates. We were told by ACHC that they would take about six days on both campuses and speculated they would arrive on a Monday. Therefore, we were a bit surprised when we were notified of their arrival on the Tuesday after Labor Day. But we were ready. I had already drafted my communications to the team and all I needed to do was press “send”. Overall, the survey lasted four days, including a life safety code – on both campuses – and going on patient visits.

WHAT ARE YOU THE PROUDEST OF?

I’m proud of the work we did to get ready for the survey. I’ve been involved with our surveys since 2006 and this was the best outcome. As an organization, we took the time to thoroughly look at all our policies, procedures, and processes. It was obvious to the surveyor that we cared about the quality of patient care.

WHEN WERE THE RESULTS KNOWN – IS IT A PASS/FAIL?

How will the results be communicated internally and externally? We knew shortly after the survey visit that we had “passed”. They were complimentary of our organization throughout their visit. While we received one deficiency, we quickly provided a plan of correction that was accepted, and we were brought into full compliance. We received four certificates – one for each in-patient care unit (Beacon Place and Hospice Home) and one for each main building.

HOW DID YOU CELEBRATE?

Personally, I planned a weeklong vacation in Colorado. I also had Queen’s “We Are the Champions” cued up on my playlist. As an organization, we celebrated with a company-wide carnival event at Northeast Park in Gibsonville on a beautiful October afternoon. We had food trucks, games, and prizes. More importantly, we had time to celebrate our achievements together.

WHEN WILL YOU START PREPARING FOR THE NEXT SURVEY (2025 SITE VISIT)?

We strive to be always survey-ready. Although unlikely, we could have a surveyor show up on any given day and we are prepared.



Kristen Yntema, President/CEO, and Jeanine Falcon, VP of Human Resources, pose for a photo during the YOU-tober Carnival at Northeast Park in Gibsonville to celebrate our ACHC reaccreditation survey. [Charity Apple]



April Herring, Community Education/Outreach Coordinator, poses with a cake she won during the Cake Walk. [Charity Apple]

AUTHORACARE COLLECTIVE IN THE NEWS

PMi, AARP NC and Pete Barusic receive Philanthropy Awards

By Charity Apple

The Association of Fundraising Professionals (AFP NC Triad Chapter) recently awarded AuthoraCare Collective supporters, Pest Management Services Inc. (PMi), AARP North Carolina, and Pete Barusic, with distinguished awards in recognition of National Philanthropy Day.

PMi, AARP NC, and Pete Barusic were among the award recipients honored Nov. 21 at Grandover Resort in Greensboro.

PMi received the Outstanding Business in Philanthropy in Greensboro award. In addition to AuthoraCare Collective, the business was nominated by Habitat for Humanity of Greensboro and the Greensboro Science Center for its philanthropic efforts in Greensboro.

"PMi has been a longtime donor and fundraising volunteer for AuthoraCare Collective," said Paul Russ, VP of Marketing and Development. "PMi is a family affair and their corporate approach to philanthropy follows suit."

PMi was the presenting sponsor of the 15th Annual Corks for Kids Path event on June 3 at Elm & Bain in downtown Greensboro. Julie Tesh-Clark, Director of Marketing and Communication/Public Relations, served as chairperson and she was joined by her parents, Billy and Laurie Tesh, who served as members of the planning committee.

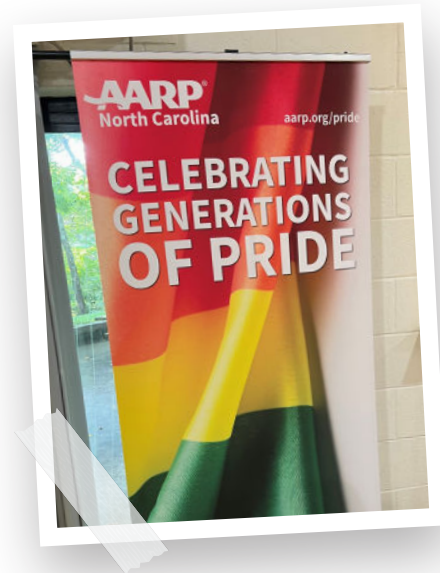
"To have been given this accolade for philanthropy, nominated by our friends at AuthoraCare Collective has given us so much joy. It has been a privilege of ours to give back to such a notable cause for

over a decade now," Tesh-Clark said. "We love that this is a relationship we will continue to partner with for years to come and build them up for all the good they do for so many."

AARP NC received the IDEA Award (Greensboro) which recognizes those who represent inclusion, diversity, equity, and access in philanthropy.



Pete Barusic



The Association of Fundraising Professionals N.C. Triad Chapter presented AARP NC with the IDEA Award for Greensboro. The award recognizes those who represent inclusion, diversity, equity, and access in philanthropy.

"AARP has a rich commitment to addressing DEI (diversity, equity and inclusion) concerns among the aging population," Russ said.

AARP participated in AuthoraCare's two-part Power of Knowing presentation on the topic of "Aging in LGBTQ+ Communities." And when SAGE NC organized a social outing in May to honor Older Americans Month, AARP served as a sponsor.

"AARP's mission is to empower people to choose how they live as they age. There are over 2.4 million LGBTQ+ adults over age 50 in the United States – a number expected to double by 2030 to over 5 million," said Mark Hensley, Associate State Director of Community Outreach and Advocacy for AARP NC. "We are committed to supporting all as they age with particular attention to diversity, equity, and most importantly, inclusion."

continued on pg 15



From left to right: Marian Ragsdale, Senior Development Associate for Habitat for Humanity of Greensboro; Paul Russ, VP of Marketing and Development; Julie Tesh-Clark, Director of Marketing and Communication/Public Relations for PMi Inc.; Laurie and Billy Tesh, co-owners of PMi Inc.; Christine Byrd, Director of Development and Communications for Habitat for Humanity; and Kathy Neff, Vice President of Development for the Greensboro Science Center.

PMi, AARP NC and Pete Barusic receive Philanthropy Awards

(cont. from pg 14)

AuthoraCare Collective honored Pete Barusic with the Spirit of Philanthropy award for his fundraising efforts.

Barusic is organizer of the annual Summer Solstice Ultra Relay Race on June 25, which benefits local nonprofit organizations, and he competed in "A Race for the Ages" in Manchester, Tenn., during Labor Day weekend. Barusic raised \$1,720 during the Summer Solstice Relay and \$1,100 during the Race for the Ages for AuthoraCare.

"I am honored to be recognized for the Spirit of Philanthropy award," he said. "I never expected that my family and I would be experiencing those services firsthand in our home and at the Hospice Home with a family member. As a fundraiser, donor and now beneficiary for AuthoraCare Collective, I will continue to do what I can to help highlight the benefit of hospice services."

Chief Medical Officer Named AAHPM Fellow

By Charity Apple

The American Academy of Hospice and Palliative Medicine (AAHPM) recently named AuthoraCare Collective's Chief Medical Officer, Dr. Juan-Carlos Monguilod, a Fellow, which is the highest honor bestowed upon a physician practicing in the hospice and palliative care field.

The AAHPM is a professional organization for physicians who specialize in hospice and palliative medicine, nurses, and other health care providers.

Dr. Monguilod, MD, HMDC, FAAHPM, will receive the honor during the closing plenary session at the Annual Assembly of Hospice and Palliative Care in Montreal, Canada, on March 25, 2023. He will be joined by colleagues working in the field of hospice and palliative care.

He has worked at AuthoraCare, formerly known as Hospice and Palliative Care of Greensboro and Hospice and Palliative Care Center of Alamance-Caswell, for 17 years.

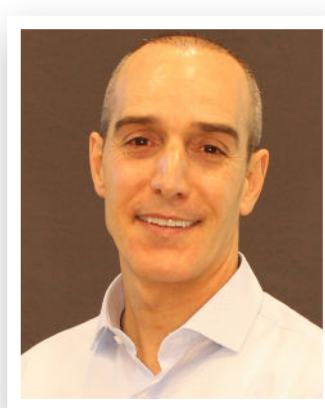
"He cares so deeply about the work he does," said Kristen Yntema, MBA, MHSA, President/CEO. "I am so lucky to get to work with and learn from him every day. And how incredibly lucky our community is to benefit from his care."

Dr. Monguilod received his Doctor of Medicine degree from the Zaragoza University School of Medicine in Zaragoza, Spain, and completed his internal medicine residency training at Cone Health.

He is double board-certified in internal medicine and hospice and palliative medicine by the American Board of Internal Medicine. He also is Hospice Medical Director Certified (HMDC) by the American Academy of Hospice and Palliative Medicine.

It was Dr. Monguilod's peers who encouraged him to apply for the honor.

"It is such a humbling experience," he said. "I love what I do. I consider it an honor to care for people during the most critical point in their lives. Our IDT (Interdisciplinary Team) is an amazing group of professionals who have taught me how to consider and care for the patient in ways that go beyond their medical scope. I feel lucky and grateful to work alongside them. I am also very fortunate that I had the guidance of leaders/mentors such as Dr. James Bryan II and Dr. John Lusk III. My path crossed theirs at just the right time and I was inspired to come this way."



*Dr. Juan-Carlos Monguilod,
Chief Medical Officer*

2022-2023 Board of Directors

By Charity Apple

AuthoraCare Collective welcomes Andy Barrow and Dr. Timothy Finnegan to serve as Directors of the 2022-2023 Board of Directors and Casey Crossan and Leslie Marus to serve as Trustees of the 2022-2023 Foundation Board of Trustees.

Andy Barrow is Executive Vice President and Chief Financial Officer of Cone Health.

Prior to joining Cone Health, he served as Corporate Controller for the Cape Fear Valley Health System in Fayetteville from 2009 to 2012. He earned a Master's degree in Business Administration with Health Care Concentration from East Carolina University and a Bachelor's degree from Wake Forest University. He is a member of the North Carolina Health Care Financial Management Association and North Carolina Association of Certified Public Accountants. He serves on the board of Goodwill Industries of Central N.C. and is an adult leader with a local Boy Scouts of America troop.



Andy Barrow, Chief Financial Officer, Cone Health

Dr. Timothy J. Finnegan, with the Cone Health Cancer Center at Alamance Regional Medical Center, is a board-certified medical oncologist, specializing in hematology and oncology.

"My vision is to improve access to cancer care and create programs with the goal of helping cancer patients live their healthiest lives," he said.

Dr. Finnegan completed an oncology/hematology fellowship with the University of North Carolina at Chapel Hill; earned a Doctorate of Medicine from MCP-Hahnemann University in Philadelphia; earned a Master of Medical Science from Hahnemann University in Philadelphia; and a Bachelor of Science in Vertebrate Physiology from Pennsylvania State University in State College, Pa.

He is married, with three active children, and enjoys spending time with them at weekend sporting events. His hobbies include Spartan Racing.



Dr. Timothy Finnegan, Cone Health Cancer Center, Alamance Regional Medical Center

2022-2023 Board of Directors

(cont. from pg 16)

Casey Crossan and her husband, Bryan, received support from AuthoraCare Collective's Kids Path program.

Their 11-year-old son, Conner, died on April 5, 2018, after a two-year battle with osteosarcoma.

It has become the Crossan's mission to support other bereaved parents and families as well as advocating for children and families through cancer treatment.

The Crossans created Conner Cares Inc., a childhood cancer nonprofit to encourage kids during cancer treatment. The Tune In to Tune Out boxes provide a Kindle Fire, noise-canceling headphones, a gaming gift card, and a personal note from their son, Conner, to children in treatment for cancer.

Crossan volunteers with the Ronald McDonald House of Winston-Salem; is on the Patient and Family Advisory Council at Brenner's Children's Hospital; is a member of the NW Guilford Kiwanis Club; and is on the Board of Directors as well as serving as Secretary for the SPCA of the Triad.

Leslie Marus served as Senior Vice President and Commercial Banker for 15 years.

Marus earned a Graduate Banking Degree from Louisiana State University in 2016; a Master of Business Administration degree from the University of North Carolina at Greensboro in 2007; and a bachelor's degree from Appalachian State University in 2005.

She currently serves as a Wish Granter for the Make-A-Wish of Central & Western Carolina, consulting with wish kids and families to determine, plan, and grant wishes. She and her husband, JJ, live in Greensboro with their three children.



Casey Crossan



Leslie Marus

COMMUNITY CORNER

Women's Ministry Supports AuthoraCare

By Theresa Hancock

Lakia Warren of Sharpe Road Church of Christ Women's Ministry, 2400 Sharpe Rd., Greensboro, dropped off snacks, drinks, and personal items at Beacon Place on Nov. 7.

The Women's Ministry selects an organization each month to sponsor.

"We had so many church members who transitioned there (Beacon Place), including my mother-in-law, Jeannette Holley Warren, in 2015," Warren said.

The group has selected Kids Path Holiday Cheer for the month of November.

Thank you for your generous donations!



Lakia Warren of Sharpe Road Church of Christ Women's Ministry dropped off snacks, drinks, and personal items at Beacon Place on Nov. 7.

Boy Donates Collected Change to AuthoraCare

By Charity Apple

Nathaniel Black, 7, has been collecting change in his Tzedakah box for the last year.

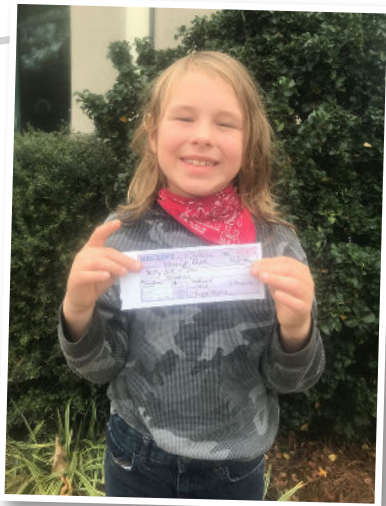
Tzedakah is the Hebrew word for philanthropy and charity.

"If he helped clean, do chores, or found change, he would put it in the box," said his mom, Katie Black. "The intention was for the money to benefit the community. We realized, because the box was getting heavy, that it was time to decide where the money would go."

After much discussion, Nathaniel chose AuthoraCare Collective to be the recipient of the \$45 he had collected.

Katie's stepdad had been cared for by a Hospice organization in Salisbury, so the family knew the importance of hospice care.

"It's so nice to have an organization like AuthoraCare which supports not only patients, but grieving families," she said. "Nathaniel selected AuthoraCare so they could continue to provide the services so needed in the community."



Nathaniel Black, 7, donated \$45 worth of change that he collected over the past year to AuthoraCare Collective on Nov. 10.

Tri for Hospice Events Generate \$11,495 for AuthoraCare

By Theresa Hancock

Tri for Hospice's Gears and Beers attracted about 100 cyclists to Summerfield on Oct. 9, raising awareness and donations for AuthoraCare Collective.

The route offered riders a 25, 35 or 50-mile option, all on paved surface roads that navigated the rolling hills of this beautiful countryside.

Following the race, riders returned to Village Beverage Company for music and a cookout.

The annual event was organized by Karen Buxton and her fellow Tri for Hospice board members. Buxton, a professional athlete, coach, and trainer, initially organized this team as a way of honoring and remembering loved ones and the hospice care each received.

Karen and her team also hosted the Try A Tri event at Ridgewood Swim and Tennis Club in September.

Thanks to generous sponsors, 100% of the race entry fees from both events go directly to AuthoraCare Hospice.

Buxton presented Theresa Hancock, AuthoraCare Public Support Coordinator, a check for \$11,495. In the last 10 years, Tri for Hospice has raised over \$160,000 for hospice.

"I love raising money for such an important cause. This was a great event because of the people who stepped up to help. We had perfect weather, good food, and generous sponsors," Buxton added.



Harleyween Raises \$4,000 For Kids Path

By Cindy Skinner

Burlington's Down Home Harley-Davidson hosted a Harleyween event Oct. 29.

The event was open to the public and consisted of a bike show, sound competition, costume contest, 50/50 Raffle, and food trucks. Proceeds from the event will support Kids Path.

April Robertson, Director of Marketing and Events for Down Home Harley-Davidson, has dedicated her time and efforts to hosting multiple events every month. Down Home Harley-Davidson has hosted successful Halloween events for several years but wanted to support the community with this year's event.

Dr. Stephanie Wolfe, Director of Kids Path, and her husband, Michael, registered attendees for the bike competition and costume contest. They also assisted with the 50/50 raffle. Walter "Bird Dog" Riddle, a Kids Path supporter, was on hand to assist the kids in finding the best candy and entering them in the costume contest.

Over \$4,000 was raised to support Kids Path during the holiday season.

Kids Path offers a team approach to care for children with life-limiting illnesses. Kids Path is 70% funded by donations.

Thank you, April Robertson and Down Home Harley-Davidson for supporting Kids Path patients and families!



From left to right: April Robertson, Director of Marketing and Events for Down Home Harley-Davidson; Cindy Skinner, Public Support Coordinator for AuthoraCare Collective; and Aaron Hampton, Director of Operations for Down Home Harley-Davidson; pose for a photo on Nov. 16. Down Home Harley-Davidson's Harleyween event on Oct. 29 raised \$4,000 for Kids Path. [Charity Apple]

Pride events in Greensboro and Burlington

By Charity Apple

AuthoraCare Collective participated in the Pride Festivals in Greensboro and Burlington on Sept. 18 and Oct. 15, respectively.

At each event, a poster with the words – "Before I Die, I Want To ..." encouraged those in attendance to jot down their "bucket list" items or other wishes.

As a CEO Action for Diversity & Inclusion signatory, AuthoraCare supports all LGBTQ+ individuals and their stories. We are committed to fighting for diversity and inclusion in our workplace and communities.



A poster, with the words – "Before I Die, I Want To ..." was on display at the Greensboro and Alamance Pride Festivals. [Charity Apple]



From left to right: Dee Curry, Hospital Nurse Liaison LPN; Jeanine Falcon, VP of Human Resources; Bryan Siefert, Chaplain; Kelley Salmon, HR Recruitment and Retention Manager; Kelly Harrison, Social Worker; and Paul Russ, VP of Marketing and Development represented AuthoraCare at the Greensboro Pride Festival on Sept. 18. [Charity Apple]

Our Mission

AuthoraCare Collective empowers people to be active participants in their care journey, enabling them to live on their own terms through personalized support for mind, body, and spirit.

LOOKING FOR A NEW CAREER?

AuthoraCare has employment opportunities available now!

AuthoraCare Collective is a dynamic and innovative health care organization committed to empowering individuals to be active participants in their care journey, enabling them to live on their own terms through personalized support for mind, body, and spirit.



Join AuthoraCare Collective for a career with:

Flexible Schedules

Freedom to Build Your Workday

Competitive Pay

Comprehensive Benefits

A Mission-Driven Culture

Growth Opportunities

Quality Time with Patients & Families

Work/Life Balance

A Like-Minded, Innovative Team

A Diverse, Inclusive, and Equitable Workplace

Visit authoracare.org/careers to learn more and apply today.

Getting Social



Connect with us to stay informed about the latest news, upcoming events and more!