

**ALPENGLOW
HOSPICE
FOUNDATION**

3200 E. 19TH STREET
SIGNAL HILL, CA 90755
(562) 494-7687
(FAX) 494-7817

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Alpenglow Quarterly

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Message from the "Clinical" Director

As the new Director of Patient Care Services, I appreciate the opportunity to introduce myself and share some of my professional nursing journey which led me to hospice care and especially to Alpenglow Hospice. I have been professionally active as a registered nurse for the past 44 years—33 of them in hospice care. I have been blessed to have found "my niche" early in my career. That gift alone provided me with a solid clinical/interdisciplinary foundation from which to build. Combining that with multi level management experience helped define my mission and vision of a quality hospice model. I was well on my way to understanding excellence in hospice care. When I arrived at Alpenglow Hospice last October, I discovered that this program supported the same mission and vision in hospice care by living it daily. This occurred not only with their referral sources, phy-

sicians, patients and families but among the employees. The team's clinical excellence, respect, compassion, dignity, nurturing and healing presence is exceptional. Alpenglow has gifted itself with the ability to be real and present to others and connect to what is truly important and of value to that individual and their love ones. They know that in taking those few extra moments in silence or listening is when they hear the pain, suffering, feelings, fears, stories, wishes and unfulfilled dreams—those things that affect the quality of one's life and the potential for comfort, meaning and joy within their journey. It is in this human connection that we understand what matters and what hospice needs to offer to help. I am proud to see that we at Alpenglow Hospice "get it" and with our professional knowledge, comprehensive services and experienced interdisciplinary team we strive to



help our patients and families experience it—the true meaning of quality and service excellence in Hospice. As I continue my nursing journey, I feel very blessed, grateful and proud to call Alpenglow Hospice my professional home. I hope that you will consider Alpenglow Hospice and call us or come by to visit us.

Joan Pimentel, RN
Director of Patient Care Services

Contact Us:
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www.alpenglowhospicefoundation.com

Grocery Shopping at Ralphs Can Help the Hospice Cause

Recently Alpenglow Hospice Foundation ("AHF") partnered with Ralphs Grocery to assist in our fund raising efforts. As part of Ralphs Community Contribution Program, AHF is eligible to receive rebates on its supporters purchases at Ralphs or Food 4 Less stores. This program is a separate matching fund and will not effect the members "Ralphs

Rewards" account or other discounts. By simply identifying Alpenglow Hospice Foundation using the Organization Number (92360) linked to your rewards card you will be contributing to the cause with each purchase. Ralphs will match a percentage of the money spent and send the money to Alpenglow on a quarterly basis. Go to

www.ralphs.com to sign up today. You may also sign up for the program at your local Ralphs store by providing our Organizational Number (92360). If you have any further questions please contact Eric Lenore at Alpenglow Hospice Foundation (562) 494-7687. Thank you for helping us provide quality hospice care to our community.

The Miss Annie Story

Miss Annie, what a sweetheart! This is a woman who gave her life to raise three adopted children selflessly. The children were now worried about her and feeling helpless. She was dying of Lung cancer. It was obvious to me that the oxygen being given to her in the hospital didn't seem to be enough. She wanted to go home from the unfamiliar, sterile environment of the hospital. This was not where she wanted to spend the last days of her life. At admission I asked Miss Annie if she had any goals or if

there was anything Alpenglow could do to give her better quality of life. Miss Annie replied, "I want to go fishing one last time with my grandson." I thought to myself "Fishing!" I was thinking she was going to say "get me home safely in the ambulance".

A few weeks had gone by and we were sitting in our team meeting talking about our patients and their goals. The nurse caring for Miss Annie said, "We met Miss Annie's goals this week, she was able to go fishing with her grandson and is planning the second trip." Amazing! Hospice allows

our patients to live. We give them choices and opportunities they may not have had lying in a hospital bed. That day, my goal for our patient was to get her home safely from the hospital. She obviously had a different agenda. At last check, Miss Annie was on fishing trip number three and counting. It makes me proud of our team that we were able to help her achieve her goals and improve her quality of life .



Vicki Hallaian
Admission's Nurse
Alpenglow Hospice

2009-2010 Supporters of Alpenglow Hospice Foundation

Alpenglow Hospice Foundation wants to recognize the wonderful donors to our Foundation over the past 12 months. Even in this difficult economic time, these individuals were incredibly gracious and compassionate in helping those less fortunate than themselves. Thank you for allowing Alpenglow to make a difference.

Sunny Ovesen
Liselotte Matulich
Joseph Walsh
Dorcas and Vincent Cobum
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Donald E. Parenteau

Anne Walsh
Joe and Carolyn Prettyman
Lawanza Norris
Ian Cameron
Judith Andrade

Please consider making a difference as well by donating to our cause.
Alpenglowhospicefoundation.com

Employee Spotlight - Anne Janssen

Volunteers are a crucial component to the operation and success of hospice. In fact, Medicare requires that a certain percentage of services for hospice be performed by volunteers. Managing these broad based volunteer activities falls on the shoulders of Alpenglow's Volunteer Coordinator, Ann Janssen (centered in picture). Anne moved to the area from Arizona in 1998 with her husband of 25 years and their two children. Anne joined Alpenglow in April 2009 and has grown our volunteer program from infancy to a thriving organization within the Company. Beyond her volunteer duties, Ann plays a critical role in the day-to-day operations of the entire company. She interacts with our referral sources providing them support and assistance with documentation and processing of their patients. In addition, Anne assists our clinical and administrative staff with logistical issues and provides support whenever she is needed. Ann is the epitome of a "Generalist" and can handle just about any issue that may arise in the office. Her work ethic is outstanding and dedication to the team is exceptional. So it is with extreme gratitude and admiration that we recognize Anne Janssen as our Spotlight Employee of the quarter.

