

HOSPICE HOME EXPANSION NOW COMPLETE

SPECIALIZED TECHNOLOGY. PERSONALIZED PATIENT CARE.

Amid joy and jubilation, the ribbon-cutting ceremony for the Hospice Home expansion project was held on September 6, 2017. It highlighted the feelings of pride and satisfaction because there was, and is, plenty to celebrate! The project was completed ahead of schedule, allowing us to accept new patients sooner than planned.

Most important, of course, is the additional patients and families who will find care and comfort as a result of the expanded capacity.

Continuing to Stay True to Our Mission

Before the expansion, our in-patient Hospice Home (officially the William M. Dunlap Center for Caring) comprised 20 private rooms. Last year, we served 850 patients in those 20 rooms — yet growing demand meant there was often a waiting list. The core of our mission is to serve everyone and never turn anyone away — adding ten new rooms will allow us to care for 400 additional patients each year.

In keeping with our mission, we will continue to care for indigent patients — approximately 250 per year, according to estimates by John Thoma, Transitions LifeCare's CEO.

Building On What Works

The expansion provided an extraordinary opportunity to not only take advantage of new equipment and technologies, but to replicate the design and construction features that proved so successful in the initial Hospice Home.



A new room for bariatric patients featuring a special lift and increased access



The Power of 10 Campaign Tri-Chairs:
Thad Woodard, Dr. Billy Dunlap and Brenda Gibson

Like the original 20 rooms, the new rooms are spacious enough to accommodate family members and offer open access to private patios (as appropriate for each patient), healing gardens and walking trails.

Staying On the Leading Edge

Transitions LifeCare has long been known as the preeminent and predominant hospice organization in the Triangle and well beyond. Many of the features and capabilities found in the expanded section of the Hospice Home represent another step forward in our commitment to excellence in patient care.

Examples include:

- Several of the new rooms are designed for specific populations, two rooms for bariatric patients that include special lifts, as well as rooms for patients with Alzheimer's or dementia.
- All of the rooms can be converted to a children's room for pediatric patients. "The room is decorated specifically for the child and their age," John says, "with the toys, games and kinds of artwork that we know help a child to feel more relaxed and comfortable."
- All of the new rooms are equipped to meet the high acuity needs of our patients. Intensive care equipment must be readily available, and it is tucked away in cabinets, out of sight, which eliminates the feel of a standard hospital room.

(over, please)

- A unique upgrade feature to the entire facility as a result of the expansion is that we have applied to be a Certified National Fire Protection Association Tier 1 Facility. This means that the stability of our suction and oxygen systems is hospital grade, with automatic monitoring and back-up systems. John reports, “This is a standard of excellence for in-patient hospice care that — to our knowledge — is unparalleled in the entire state.”

Adding High-Tech to High-Touch

Some of the systems put in place in the new area are on the cutting edge of healthcare technology.

Examples include:

- Limited access rooms for patients with cognitive impairments.
- WiFi for the clinical staff so their documentation can be completed on laptops anywhere in the facility.
- Separate wireless access for families, which enables them to work from the Hospice Home and thus spend more time with their loved one.
- A new pharmacy-dispensing machine helps ensure accuracy in dosage and timing.
- Hand-held wireless phones are now carried by all nurses. The phones also integrate with the nurse call system, allowing a nurse and patient to communicate immediately through an intercom system within the phones. The phones also operate as two-way intercoms between each nurse and the nurse station. John explains the benefits: “In addition to maximum responsiveness, the new system dramatically reduces disruptive overhead paging.”
- Another upgrade – to the entire facility – is a nurse locator system. This employs an infrared, radio frequency-driven monitoring system to locate staff and equipment and builds a computerized database of all movements throughout the facility.
- And we have upgraded the security system throughout the entire building.

Giving Credit Where Credit Is Due

None of this would have happened without those who made our \$6 million capital campaign a success. Special recognition goes to the **Power of 10 Campaign Tri-Chairs Brenda Gibson, Dr. Billy Dunlap and Thad Woodard**, along with the wonderful and dedicated Campaign Cabinet volunteers. To them we express our deep appreciation.

But our deepest gratitude goes to all of you who supported the campaign with your generous contributions. Whether you gave as members of the 1979 Circle, made gifts to our capital campaigns, gave during a special event, or provided memorials for a family member or friend, you have made a profound difference to people who can now live their final days with meaning and dignity, and to their families who find comfort and solace through Transitions LifeCare.

Thank you.



Founded as Hospice of Wake County • 1979

BRENDA C. GIBSON

EDUCATION AND COMMUNITY SERVICES CENTER

The decision to name our administration building for Brenda Gibson was one of the easiest we have ever made. As Dr. Billy Dunlap explains, “The impact Brenda Gibson has had on our organization, first as Hospice of Wake County and then as Transitions LifeCare, is difficult to measure. Her involvement began over 20 years ago when she first joined our board; she soon became board chair. After completing this phase of her service, she rejoined the board in 2013 and was instrumental in successfully raising the \$6 million needed to add ten beds to our hospice home. We literally would not be where we are today without Brenda Gibson.”

