

Hand in Hand

THE 1979 CIRCLE • YOUR GIFTS AT WORK



Founded as Hospice of Wake County • 1979

Good news about providing more access to care.



We are out in front again. Telehealth in hospice and palliative care is just beginning to take off in this country, and Transitions LifeCare is on the cutting edge. Thanks to a \$125,000 grant from The Duke Endowment, we implemented a pediatric telehealth program that connects care teams, clinicians, patients and families, enabling us to better handle children's complex needs.

Now we are taking telehealth to a whole new level. A \$40,000 annual endowment grant from our own foundation is being used to extend the telehealth program to adults.

By adding telehealth technology to quality hands-on care, we are able to reduce travel, save time, utilize staff more efficiently and, most important, give our patients and their families the peace of mind that comes from knowing they are able to reach us quickly and get an immediate response.

For the impact these grants are having, I thank the two foundations. **For your continuing support, to help sustain this innovative care model, I thank you.**

Sincerely,

William M. Dunlap, M.D.

Co-founder

1979 Circle Charter Member



1979 Circle

The view above is from the Reid S. Towler Campus of Transitions LifeCare.

TELEHEALTH: TAKING CARE VIRTUALLY ANYWHERE

When we received a grant for \$125,000 from The Duke Endowment to establish a pediatric telehealth program, we had big plans: provide "face-to-face" triage of after-hours needs, conduct family meetings that included providers and hospitals, and more quickly respond to the needs of children who live a great distance from the Transitions LifeCare campus.

That's what we did, to great success.

But, says Transitions Kids program manager Lily Gillmor, **"We were surprised that the times telehealth has been most meaningful to families are not necessarily what we'd anticipated."**

One example was an instance where two siblings were physically separated — one in the hospital and one in the Transitions Kids facility — and the family clearly couldn't be in both places at the same time. Using telehealth, we were able to get everyone together to say their good-byes.

That was powerful.

In another case, one of our nurses arrived at the home and immediately knew the patient needed to be seen by

emotionally. A message is immediately transmitted to the care manager who can assess the urgency of the situation.

Other features of telehealth: It

can prompt users to take their medications or check their weight. It automatically updates the patient's medical chart. And it forwards updates to pertinent clinicians so they can stay up-to-the minute on any activities that have occurred.

"By incorporating telehealth in a broader and more meaningful way, Transitions LifeCare is able to touch more families in our communities, and to do so in an efficient, cost effective manner. We are elated to see our \$40,000 contribution leveraged for such positive impact!"

JASON SANDNER, FOUNDATION TRUSTEE

a provider — a provider who was an hour and a half away. Using telehealth, a nurse practitioner was able to "join" the group, participate in the assessment, and work with the nurse to resolve the acute issue.

Telehealth enables us to guide a parent through a procedure, monitor a wound, view a medication bottle to answer questions about dosage or side effects, or walk them step by step through what to do until a clinician can get there.

The telehealth program includes Tap Cloud, which allows a child to simply tap on what they're feeling physically or

How it works

We purchased equipment — primarily iPads — for our pediatric staff as well as for the patient's family. For those who had their own digital devices, we installed the software. There was no cost to the family.

Lily says that most families use their smart phones. "The majority of our patients' parents are young and quite tech savvy. Using phones means there's no limit to how many people — family members, consulting physicians, our nurses and our nurse practitioners, even our social workers — can connect at the same time. (over, please)

Why I give

WE REALLY DON'T KNOW HOW LUCKY WE ARE.

From its early days, when it was Hospice of Wake County, operating out of cramped offices and without a hospice home, I've known Transitions LifeCare. And I've known it well.

As an employee of North State Bank, I was there when we put together the very first Summer Salute in 2003. Kit Boney, who worked at Transitions, was an expert fundraiser and active community volunteer. She shepherded Sandra Temple — also part of the bank's planning committee for the event — and me through every step of what we needed to do to make sure it was a success. In the process, Sandra and Kit and I became the dearest of friends.

One of the most enjoyable things we did: Kit and I went to see Frank Jolly Ragsdale and asked him to make us a flamingo (now the Summer Salute mascot) brooch. Using stones he located in New York City, he crafted a beautiful piece that was auctioned off at the event. The best part was when I asked Frank how much we owed him and he said, "Not a dime. It's all yours." Kit and I were overwhelmed with his generosity.

Kit, by the way, was very passionate about Transitions LifeCare's outstanding grief counseling and bereavement for kids programs. **The Kit Boney Grief Center** — available to anyone in the community — is Kit's special legacy to the organization.

I missed a couple of years with the Summer Salute

group but now that I'm retired, I'm back as a volunteer planner. **We work on it all year long and have raised over a million and a half dollars for Transitions LifeCare!**

In addition, I have spent a great deal of time at the William M. Dunlap Center for Caring, visiting and sitting with friends, past colleagues and members of their families.

I have chosen two organizations — Transitions LifeCare and my hometown church — to support.

I, like you, have made a continuing financial commitment as a member of the 1979 Circle.

I talk to my friends, all the time, about Transitions and encourage them to be part of it. And I do mean *all* the time.

I'm more than an advocate. I'm an ambassador.

We are so fortunate to have this unique agency in our community. Transitions LifeCare is on the leading edge with initiatives such as Telehealth, which gives providers and educators the opportunity to help other NC-based agencies to provide care.

I'm a 1979 Circle member to sustain what has been built, to continue to add services, to maintain our sterling reputation — and to help ensure that families in our area will always have access to our special care. Donors like us provide the financial support.

Transitions LifeCare is what it is only through our leadership philanthropy. And we must never forget it.



Virginia Watson, 1979 Circle Charter Member

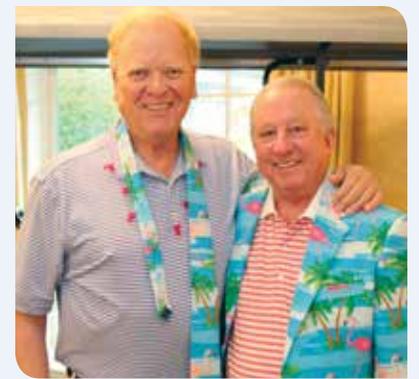
Summer Salute Success

“Transitions LifeCare offers dignity to all who are in need. Summer Salute is a fun, wonderful way to encourage and influence citizens of Wake County to support that mission. North State Bank does a great job supporting Summer Salute as Wake County's best Community Bank!”

JIM BRANCH, SUMMER SALUTE CO-CHAIR

“In the past 15 years, I've had several family members — including my mother — served by Hospice. The money we raise helps caregivers to be family members while their loved ones are being cared for. I realize more each year how important these funds are in continuing that great care.”

SANDRA TEMPLE, SUMMER SALUTE CO-CHAIR



Jim Branch, Board of Directors and Larry Barbour, President & CEO North State Bank

TELEHEALTH (continued)

Telehealth is never used as a substitute for an in-home visit. While it enables us to prioritize and triage, Transitions LifeCare CEO John Thoma emphasizes that our care delivery model and staffing model were built to include the

capacity to perform in-person visits 24/7. “But, at the very least, telehealth allows us to connect with families while they're waiting for the clinician,” he points out. **“It's comforting for them to know that we're just a WiFi click away, so to speak.”**

John goes on to sum up telehealth's

impact: “Supplying parents with an immediate means of contacting clinicians relieves anxiety during a very stressful time. What's more, it provides a highly efficient use of time, resources and staff.

“And we made sure before even beginning that it's sustainable.”

Transitions LifeCare

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