



# EMPLOYEE NEWSLETTER

Dedicated to providing Support, Education and Hope

JANUARY - MARCH 2022

## Spring is in the Air

Spring is right around the corner and I am ready! For those of you who I have not had the pleasure of meeting yet, I am Kelly Murray and I oversee your Compliance and Quality department here at Bella Care. Let me start by telling you a little bit about myself personally and professionally. I hope that when I see you at your offices I can learn more about each of you. I live in the northeast Ohio area with my husband and three dogs! We have recently become empty nesters and grandparents. For those of you who have grandchildren, you can feel my joy. I will soon be gaining a son-in-law as my daughter will be getting married in March.

Professionally, I have been a registered nurse for over 20 years. I started at my local hospital and from there grew into home health and hospice. Just like many of you, hospice has become

more of a passion than a job. I have held multiple positions from case manager to operational leadership. I have a very strong commitment to ensure that all of our patients receive good quality care and that our staff and Bella Care are protected while providing this care.

As with the changing seasons there is change happening within hospice care. Let's start with some of the quality changes. You will see a new look to the Medicare Hospice Compare website. Have you visited the website? If not, you can locate it at [www.medicare.gov/care-compare/](http://www.medicare.gov/care-compare/). I encourage each of you to take a look at it and do your own research. Hospices all across the nation will be moving to a five star rating, which is very similar to nursing facility Medicare Compare. Quality patient care lies at the center of our services. Every Bella Care

team member affects our quality of care in some fashion. 2022 will be our year to expand and highlight our quality of care. Each branch will be assigned a Quality Ambassador who will lead your branch to the next level of quality for your location. We are very excited to add this new program to your branches. Additionally, we would like to rebrand the department starting with a contest to name our Quality department. Get your creative juices flowing because there is a monetary prize to go along with the bragging rights! Please follow up with your Executive Directors or myself for more details.

There is rising regulatory scrutiny on hospice. There are more and more beneficiaries electing their hospice benefit. In addition, there also is a growing number of hospice providers, which has the government

taking a closer look. Your documentation matters. We always say, "paint the picture" or "put me in the moment." Now more than ever, timely documentation is important to reflect the care that is being provided and to ensure patients are eligible for the benefit. Quality and Compliance are pillars to any great company. I can assure you that Bella Care has strong pillars and we will continue to work hard to provide you with a quality employer and above all a quality provider of hospice care. Thank you for all you do and it is my pleasure to serve you.



submitted by Kelly Murray

## Nichole Lister, STNA and Volunteer Coordinator Employee of the Quarter - 1st Quarter 2022

Nichole Lister has been with Bella Care Hospice going on 4 years, which most of that time has been as a hospice aide. She more recently began her new position as Volunteer Coordinator in December 2021. During her time as a hospice aide she consistently went above and beyond to ensure that her patients were well taken care of and often found time to use our Celebrate Life program in order to make her patients' days more special. When she transitioned to the Volunteer Coordinator, it was a little bitter sweet because she was so missed in the field, but at the same time is still able to touch many lives in a positive way with her new role. Many of Nichole's qualities help her to be successful in anything she puts her mind to and she has proven that here at Bella Care. One of Bella Care Hospice Standards of Service Excellence is to "act like an owner" and Nichole displays this frequently in her actions day in and day out, often identifying and suggesting ways to improve whether that be for patients/families or coworkers or even both! Bella Care Ashtabula is grateful to have someone like Nichole Lister on our team and look forward to many more years to come!



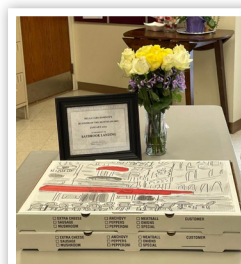
## New Volunteer Coordinator

Nichole Lister has been with Bella Care Hospice going on 4 years in which most of that time has been as a hospice aide. Recently in December 2021, Nichole was offered and accepted a promotion as our Volunteer Coordinator and has been actively recruiting more volunteers to join our team. Nichole is very passionate about hospice and is always willing to help in any way that she can, often exceeding expectations of our staff. Our entire team is all very excited to work with Nichole in this new capacity and look forward to the progress she already has and continues to make within our volunteer department. Congratulations Nichole!!!



## Saybrook Landing is our January 2022 Business of the Month recipient!

Saybrook Landing is a skilled nursing and rehabilitation facility located in Ashtabula, Ohio offering 24/7 skilled nursing, physical therapy, occupational therapy, speech therapy, fine dining, housekeeping and linen services, dining and nutrition services and personal care assistance. Bella Care Hospice's core values include compassion, competence, commitment and community and we always strive to find that in our partnerships as well. We have definitely found that in Saybrook Landing! From the time you enter the front door and are greeted by the receptionist, to entering the unit and meeting the aides, nurses, housekeepers, dietary staff, activities and management, you immediately feel welcomed and at home. Any time Bella Care Hospice's home patients needed assistance with transitioning to a nursing facility, Saybrook Landing has been more than accommodating and has always helped in creating a smooth transition to ensure patients and/or families felt at ease. One unique trait about Saybrook Landing is the longevity of the staff members which results in consistency, great communication and collaboration, quality care to patients, quicker response times, and overall better outcomes for the patients. The staff at Saybrook Landing truly are healthcare heroes and Bella Care Hospice could not be more proud to partner with such a great provider! Thank you to the Saybrook Landing staff for all you do and being such a great part of the community!





DECEMBER 10, 2021  
*Annual Holiday Party*

The Ashtabula Branch was very excited to be able to hold our annual holiday party this year at The Lodge at Geneva-on-the-Lake. Staff and their guests enjoyed cocktail hour while chatting with their co-workers as everyone was starting to arrive. Everyone was able to choose from a dinner selection of herb roasted chicken breast paired with garlic whipped potatoes and fresh seasonal roasted vegetables, char grilled fresh salmon filet with wild rice and fresh roasted asparagus, and cremini mushroom and fontina ravioli which were all very delicious! Dessert followed with options of lemon berry cream mascarpone cake or tuxedo truffle mousse cake that staff indulged in while listening to announcements/awards by Veronica (Clinical Supervisor) and Michelle (Executive Director) followed by the drawings of door prizes. The night was finished off by dimming down the lights, turning up the music, taking requests, and dancing the night away!



submitted by Michelle Kalifon



## Staff Spotlight

### Cincinnati is proud to Celebrate Diane Wooten's 17 year Work Anniversary!

Diane has 4 Grandkids that she is very proud of! When asked what her passions are, she responds that she loves Jack Russell dogs, shooting pool and her job!

Diane resides on the East Side of Cincinnati and spends her work day out in her territory caring for her Hospice clients. Diane always makes her buildings and clients smile and laugh. She always has a joke or a prank that she plays on her teammates. The buildings and families often request her to care for their loved ones.

*Bella Care is honored to have Diane as a part of our Bella Care Team!*



## Celebrations

Cincinnati has been doing a lot of Celebrating of our **Home Town Teams**- We have cheered on the Cincinnati Bearcat Football team and The Cincinnati Bengals. Our staff has been out in the field wearing their Red and Black and our Orange and Black. We have a lot to Celebrate with such great sports teams in our area.



## WHO DEY!!!



## Welcome to the Team!

We are also excited to announce the addition to our Bella Care Team: Karen Wittmer is our new Volunteer Coordinator for Bella Care Cincinnati. Karen comes with a lot of experience in the Volunteer program. She is going to help with our We Honor Veterans Program and our Music to Memory. When you see Karen out in the community, please give her a shout out and ask her about the exciting things going on in the Cincinnati Program!

*submitted by Kim Sells*



## Soup-er Bowl Party

Columbus celebrated the Super Bowl in support of The Cincinnati Bengals by having our very own Soup-er Bowl Party! Our team brought in many delicious homemade soups. We had a "best soup contest", and our Quality Nurse, Tyler Bostick, won with his wonderful venison chili. Our team had a great afternoon celebrating together, while we warmed up our tummies with delicious soups!



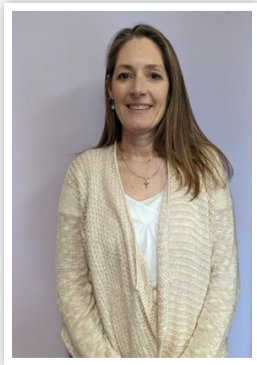
submitted by Liz Gillenwater





Bella Care  
HOSPICE

CLEVELAND



welcome

We would like to welcome Catherine Schwab to our Akron/Cleveland Family. Catherine is from California and moved to the Cleveland area to be closer to her nephew. Catherine has a background in Mental Health and community social work. Catherine believes it is an honor to care for patients and families while on their hospice journey.

*submitted by Kisha Kirby*



Bella Care  
HOSPICE

DAYTON

## Welcome to the Team!

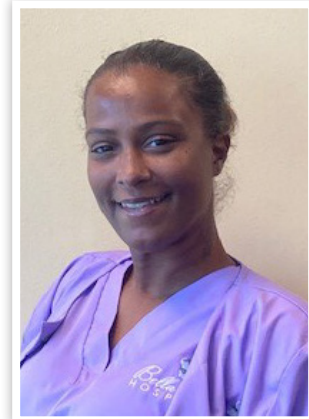
Our Dayton Team is growing and we couldn't be happier to have these STNA's join our team, Chloe Drummond & Stephanie Hamilton.

I would like to brag about a few team members that went above and beyond during our bout with COVID. Our nurses Kaila McKinney, Kelli Bess, Valerie Lovelle, Donna Dull and of course our BOM Billie Chord. Our nurses were taking care of their patients as well as consents, all while doing it with no complaints. Just helping out the team! With most of the office ill, Billie Chord ran the office. Answering the phones and all the questions being asked. A very tough few weeks but because of team members like this, Dayton has a very successful office. We all worked together as a team for our patients.

*submitted by Chris Mattox*



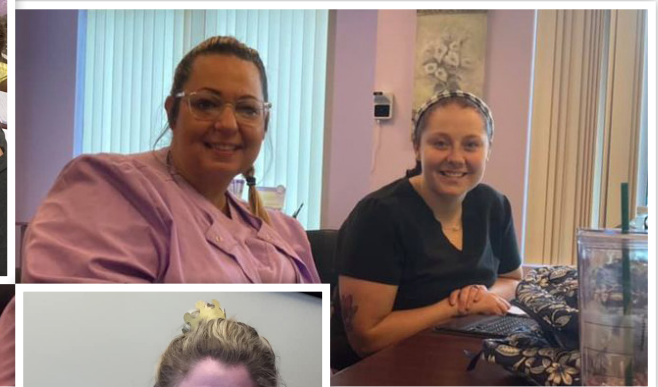
Chloe Drummond



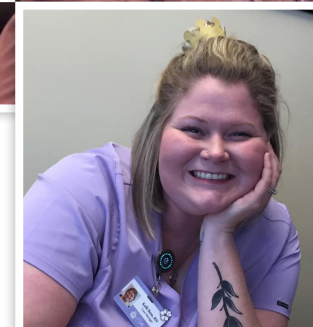
Stephanie Hamilton



Billie Chord



Valerie Lovelle  
and  
Kaila McKinney



Kelli Bess



# Celebrate Life

## Ashtabula

### Birthday Club

Our Volunteer Coordinator and staff are enjoying being able to be a part of our patients' birthdays and help Celebrate Life in any way that we can! Our staff have all participated in coming up with amazing individualized ideas to help put a smile on our patients' faces, brightening their days with their presence and thoughtful birthday gifts. A few of the individualized items we have gotten our patients over the last few months include: a Harley Davidson blanket, flowers, key lime pie, cookies, candy, coloring pencils, and fuzzy socks. As hospice employees this is one of the most rewarding parts of our jobs!



## Cleveland

A truly special moment for a hospice volunteer who hasn't seen her patient in a very long time! She had the honor of delivering some Christmas cheer to him in December. They were so happy to be reunited!



# Celebrate Life

## Columbus

We were able to give our patient Wayne and his wife Kay, married 50 years, a very special Valentine's Day celebration. The facility where he lives, Tuscan Gardens, provided a special surprise luncheon for them. Our team was able to provide a dozen roses, a corsage and boutonniere. His wife, Kay, was completely surprised because she was told Wayne was nominated as "King" of the facility. We were very honored to be a part of this special celebration.





*'The Lord has promised  
good to me  
His word my hope secures  
He will my shield  
and portion be  
As long as life endures.'*

## Dayton

We are utilizing Celebrate Life for all of our patients on their Birthday. This is their special day and we present them with a card and a small gift. We have their nurse present the gifts to the patients. This is a small gesture to acknowledge them and to most this is a total surprise! Another way Bella Care stands out to our patients.



# EMPLOYEE *of the quarter*

## Congratulations to our Employees of the Quarter for 1st quarter 2022

- Ashtabula** – Nichole Lister, STNA and Volunteer Coordinator  
**Cincinnati** – Kayla Crouch, RN Case Manager  
**Cleveland** – Melissa Sutton, Volunteer Coordinator  
**Columbus** – Kim Clemmons, RN – Triage Nurse  
**Dayton** – Kalia McKinney, RN Case Manager

welcome  
TO THE TEAM

Welcome to all the staff members joining our amazing teams!

### Ashtabula

Suzanne Ales, Social Worker, January 4th  
Laura Adams, RN Case Manager, February 8th  
Jennifer Biller, RN Case Manager, February 14th  
Rachel Rowe, RN Case Manager, March 7th

### Cincinnati

Janella Leary, STNA, November 30th  
Donna Ravenscraft, STNA, November 30th  
Kimberly Carter, STNA, January 11th  
Lionnetta Patmon, RN Case Manager, January 18th  
Angela Garland, RN Case Manager, February 1st  
Karen Wittmer, Volunteer Coordinator, February 1st  
Robin Souder, RN Case Manager, February 8th  
Sharon Caruso, Nurse Practitioner, February 15th

### Cleveland

ViViane Deans, STNA, December 6th  
Catherine Schwab, Social Worker, March 1st

### Columbus

Ashley Doeberiner, Human Resources Coordinator,  
December 20th  
Kay Church, Director of Marketing, January 26th  
Tiffany Calender, RN Case Manager, January 17th

### Dayton

Stephanie Hamilton, STNA, December 22nd  
Chloe Drummond, STNA, January 18th



# Happy Anniversary!

The following employees celebrated a work anniversary during the first quarter of 2022.

## Corporate

Andrea Devlin – 2 years  
Kristine Vith – 2 years  
Kelly Murray – 10 years

## Ashtabula

Stacey Bosley – 1 year  
Veronica Klug – 7 years

## Cincinnati

Melody King – 1 year  
Karakay Kovaly – 2 years  
Brittany Lucas – 3 years  
Sherry Ping – 5 years  
Kim Beatty – 6 years  
Crystal Terry – 13 years  
Diane Wooten – 17 years

## Cleveland

Kristen Caldwell – 4 years  
Angela Bliss – 7 years

## Columbus

Cierra Ramey – 1 year  
Deb Hamer – 1 year  
August Barnes – 2 years  
Jim Clarkson – 2 years  
Kim Clemmons – 2 years  
Rachel New – 3 years  
Anna Amato – 4 years  
DeeDee Harris – 4 years  
Caitlyn Kennedy – 4 years  
Dr. Richard Donnard – 4 years  
Tyler Bostick – 4 years  
Michelle Robison – 5 years  
Greg Rosser – 8 years  
Dr. Michael Campolo – 10 years  
Michelle Brooker – 11 years

## Dayton

Brian Reinicke – 3 years  
Katrina Beculheimer – 4 years

# Happy Birthday!

Our birthdays are going to change! To give the staff members the opportunity to celebrate or wish their peers a Happy Birthday we will be reporting the birthdays for the next quarter. We wanted to be sure not to miss anyone during our change so the following staff members have had birthdays in the first quarter of 2022 or will have a birthday in the 2nd quarter of 2022!

## Corporate

*Kristine Vith* – February 8th  
*Jean Wooldridge* – March 30th  
*Sabrina Young* – June 8th

## Ashtabula

*Sara Palmer* – January 3rd  
*Debbie Hoplight* – January 21st  
*Nichole Lister* – February 16th  
*Veronica Klug* – March 19th  
*Nicholas Hull* – March 31st  
*Tasha Robles* – March 31st  
*Debbie Coursen* – April 2nd  
*Jessica Brainard* – June 3rd

## Cincinnati

*Kayla Crouch* – January 6th  
*Melody King* – January 22nd  
*Lisa Schindler* – January 24th  
*Megan Guettler* – January 28th  
*Shari Gabbard* – January 29th  
*Wosilat Majekodunmi* – February 2nd  
*Karakay Kovaly* – February 3rd  
*Robin Souder* – February 8th  
*Crystal Terry* – February 23rd  
*Alexes Lohouse* – March 2nd  
*Chrisshyra Laster* – March 12th  
*Sherry Ping* – March 13th  
*Jessica Maupin* – March 16th  
*Janella Leary* – March 28th

*Emily Rebholz* – April 2nd  
*Diane Wooten* – April 18th  
*Muiky Paul* – April 18th  
*Aretha Burt* – May 11th  
*Terri Stewart* – June 20th  
*Kim Beatty* – June 30th

## Cleveland

*Tomarah Medley* – January 25th  
*Angela White* – February 9th  
*Brenda Sutton* – February 14th  
*Melissa Sutton* – February 16th  
*Casey King* – March 13th  
*April Cohen Kirkbride* – March 20th  
*Stephanie Schumaker* – March 20th  
*Dr. Mohamed Shahed* – March 21st

## Columbus

*Justine Strawser* – January 4th  
*Lisa Nelson* – January 8th  
*Jeaniece Kelley* – January 10th  
*Michelle Brooker* – January 27th  
*D'Juana Drew* – January 31st  
*Cierra Ramey* – February 7th  
*Audra Orwig* – February 10th  
*Anna Amato* – February 11th  
*DeeDee Harris* – February 18th  
*Maggie Appiah* – February 26th  
*Matt Clark* – March 1st  
*Nicole Lampeter* – March 1st

*Madalyn Williams* – March 10th  
*Avery Herda* – March 11th  
*Jennifer Miller* – March 17th  
*Jessica Carpenter* – March 29th  
*Brandy Stenson* – April 3rd  
*Rebecca Adkins* – April 9th  
*Carrie Stoll* – April 19th  
*Caitlyn Kennedy* – May 9th  
*Aundrea Wymer* – May 12th  
*Zach Brittenham* – May 18th  
*Kelley Keck* – May 25th  
*Rolanna Wolford* – May 29th  
*Burt Solomon* – May 31st  
*Krista Pace* – May 31st  
*August Barnes* – June 3rd  
*Dr. Fatima Chawdry* – June 9th  
*Ashley Doebereiner* – June 10th  
*Alicia Angelo* – June 12th  
*Dr. Michael Campolo* – June 25th

## Dayton

*Denise Hinders* – January 23rd  
*Chris Mattox* – February 3rd  
*Da'La Edgerton* – February 22nd  
*Donna Dull* – June 15th  
*Valerie Lovell* – June 15th  
*Megan Lash* – June 21st  
*Brian Reinicke* – June 29th

