

MOUNT CARMEL HOSPICE PROGRAM



A Commitment to Comfort and Dignity

THE CHALLENGE WE FACE: AN OPPORTUNITY FOR COMPASSION

Our community is experiencing a quiet but profound shift. With projections indicating that more than one in four Ohioans will be over the age of 60 in the coming years, the need for compassionate, person-centered care during life's most challenging moments is growing rapidly. This presents a meaningful opportunity for us to lead with empathy and ensure every family has access to the dignity and comfort they deserve.

For individuals facing serious and enduring illness, the journey can be emotionally and physically exhausting. Many patients find themselves navigating a maze of intensive medical options that, while well-intentioned, may not reflect their personal values or goals. Palliative care offers a different

path—one that prioritizes what matters most to the patient—comfort, peace and quality of life.

Investing in hospice and palliative care is not just a clinical decision—it's a reflection of our shared humanity. It's about ensuring that as life nears its end, it is marked by peace rather than pain, and by connection rather than isolation.

As a Catholic health system, we are called to uphold the sacredness of every human life and to honor the dignity of each person, especially in our most vulnerable moments. This commitment guides our care and inspires our compassion.



FINDING PEACE IN A DIFFICULT MOMENT

Nothing prepares you for the end of a loved one's life. But in those moments, the compassionate care of Mount Carmel's programs makes a profound difference.

Shirley Blake knows this firsthand. When her husband, Dr. Byron "Barney" Blake, spent his last days in the care of Mount Carmel Hospice, the team provided an exceptional level of care for him and for Shirley. They ensured his comfort and safety around the clock and were a source of strength for her family. Shirley is so grateful for the compassionate care he received that she has become a dedicated donor, ensuring that others can receive the same support.

This is the power of the Mount Carmel Hospice Program: Our work transforms difficult moments into profound experiences of dignity and peace.

A Compassionate, Holistic Approach to Care

A COMMUNITY ROOTED IN DIGNITY AND PEACE

Our vision is a future where every person in central Ohio facing a life-limiting illness receives the highest quality of compassionate care, regardless of their financial circumstances or where they live. We believe no one should navigate the end-of-life journey alone. We strive to provide a continuum of integrated, expert care from the moment of diagnosis through bereavement.

This vision goes beyond simply managing symptoms. It is about honoring the whole person—mind, body and spirit. Our goal is to ensure every patient feels seen and valued, and that every family has the resources they need to cope with grief and loss. Your investment helps us create a future where the end of life is not a clinical event, but a deeply personal, supported and dignified transition.

THE MOUNT CARMEL HOSPICE TEAM APPROACH

Our strategic, proven plan is built on a comprehensive team approach. Each member of our team brings specialized expertise to a customized and comprehensive care plan. Our team includes physicians, nurses, social workers, aides, counselors, trained volunteers and chaplains

who work together to deliver care that is carefully planned and implemented. We offer a wide range of services to provide comprehensive care for the whole person, including:

- Physician oversight
- Regular visits from hospice nurses and social workers
- Medications, medical supplies and equipment
- Pain management therapies
- Bathing and personal care
- Dietary counseling and massage therapy
- Pet therapy and spiritual counseling
- Support in dealing with loss and grief

We also provide mission-critical services that are not fully covered by traditional insurance and rely on your philanthropic support: Bereavement Services, quality of life enhancements and a robust Volunteer Program. These programs are the heart of our Mission and support the comfort and well-being of the patients and families we serve.

Volunteers are essential members of the hospice team, providing companionship, emotional assistance and help with daily tasks, thereby easing the burden on both professional staff and family members. Each year, Mount Carmel volunteers contribute almost 4,000 hours of service to patient and administrative support.



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Nurse Terri was truly an Angel. She took care of our cousin until the moment of his passing. She developed a caring and respectful friendship with him, always treating him with gentleness and compassion. The bond that was formed was instrumental in providing him with a genuine quality of life until his passing. Sometimes it's not the big things that matter in the end but small acts like kindness and respect. Terri provided both in big doses.

—Hannibal and Karen D.



Why Mount Carmel is the Right Choice

EXCELLENCE AND IMPACT YOU CAN SEE

Our high-performance ratings and standards are visible through external metrics that demonstrate our credibility. The Mount Carmel Hospice Program has maintained a high-quality 4-Star Rating from Medicare. This rating validates our clinical excellence in critical areas such as the quality of care delivered, timely initiation of services and communication with family.

Additionally, MCHS is a national leader in serious illness management. We were one of the first systems in the U.S. to offer hospital-based palliative care, beginning in 1997. This pioneering status has evolved into national recognition, and our program is now one of only eight exemplary

Palliative Care Leadership Centers in the nation. As a national leader, Mount Carmel also plays a vital role in training other hospitals to develop their own effective palliative care programs.

Community satisfaction is especially high, with grateful families providing feedback indicating our Hospice Program consistently meets or exceeds national performance standards.

Our programs have a significant impact each year, managing more than 1,000 hospice admissions annually. Additionally, our Bereavement Services connect with more than 21,000 individuals each year, demonstrating the profound reach and scale of our services.

Partners in Compassion

True care extends beyond clinical treatment; it requires seeing the whole person—mind, body and spirit. Mount Carmel serves as a vital safety net for our community, offering hope and a path forward for those navigating the most challenging times of their lives. Our programs are not just clinically effective; they are deeply aligned with our Mission to serve the most vulnerable.

Your generosity is what sustains the dignity and comfort our patients and families deserve. By investing in our Hospice Program, you ensure that our expert teams can provide comprehensive physical, emotional, and spiritual support—regardless of a patient's ability to pay. You are affirming the inherent dignity of every person and providing the gift of time, peace and respect at life's most delicate chapter.



Join us.

Be the Humanity Behind the Healing.



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