Two National Awards!

Bluegrass Care Navigators receives Hospice Honors Elite and Modern Healthcare’s 2017 Best Places to Work

Bluegrass Care Navigators has been named a 2017 Hospice Honors Elite recipient, placing it among the best agencies in the nation. Hospice Honors, from Deyta Analytics, a division of HEALTHCAREfirst, is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view.

“Hospice Honors is a landmark compilation of hospices that provide the best patient and caregiver experiences,” said J. Kevin Porter of HEALTHCAREfirst. “I am extremely proud of Bluegrass Care Navigators for achieving this highest of honors and I congratulate them on their success.”

The Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys ask consumers to evaluate their hospice care experiences. Questions include how would you rate the hospice care received and would you recommend the hospice to others.

The special Hospice Honors Elite recognition is only for hospices ranked above the Deyta Analytics National Performance Score on all 24 of the evaluation questions. Results for this year’s Hospice Honors Elite award place us in the top 6 percent of agencies nationally.

The second honor comes from our employees themselves – Modern Healthcare has named us one of its “2017 Best Places to Work.” It was only the second year that we participated in the annual national award, which recognizes companies that continuously strive to improve their work environment and increase employee engagement, satisfaction and retention.

“We know that creating an environment where employees can be their best is important to our ultimate goal of delivering the very best care to our patients and families. If you have ever received care from an excellent hospice team, you know it is life changing and at Bluegrass Care Navigators, it is what we do every day,” added Fowler.

The award is based on employees’ input about the agency and its goals, and honors health care workplaces that empower their employees to provide patients and customers with the best possible care, products and services.

“As we prepare for our 40th anniversary next year, we are proud that consumers and patients feel we are one of the best in the country!”

Liz Fowler, President & CEO
Bluegrass Care Navigators
A Perfect Day at the Ballpark

A sports dream came true recently for a hospice patient in Northern Kentucky, thanks to his family, Bluegrass Hospice Care and the Cincinnati Reds.

It all began when 75-year-old Miguel Betancourt, a native of Venezuela who struggles daily with English, attended a Reds baseball game. He noticed that when a fellow Venezuelan, infielder Eugenio Suárez, stepped up to bat, it was to the music of a well-known song from his native country. For Betancourt, his daughter said it was like hearing “Amazing Grace” in a world that doesn’t speak your language – he was thrilled. So Bluegrass Hospice Care worked with the family and the Reds to plan an even bigger game day. The team happily donated nine tickets and two parking passes so he and his family could go again, and then quietly arranged a surprise – a meeting with player Suárez before the game.

Betancourt and Suárez spent about 15 minutes talking about Venezuela and their faith, according to his family, and he received a cap and signed baseball. They added that he sported his Venezuela shirt and carried his Venezuelan flag with him as well. He and his family had a great day watching the Reds, and were very appreciative of the experience and the services they are receiving from Bluegrass Hospice Care.

“We can never, ever thank you enough for the super loving care and compassion each of you showed,” wrote Evelyn Lyons about the care given to her late husband Donald, adding, “all of you are absolutely tops! I didn’t think it was possible for people to be so nice.” Along with this special letter, she included a thoughtful donation to Bluegrass Hospice Care in her husband’s memory.

We receive letters like this almost every day. Our doctors, nurses, aides, social workers, counselors and volunteers want to thank you for your generous support as they care for the community’s seriously ill and their families. It is because of your gifts that no one has ever been turned away from Bluegrass Hospice Care because of an inability to pay. If you are interested in supporting Bluegrass Hospice Care or any of the Bluegrass Care Navigators’ programs, please visit: give.bgcarenav.org

Remembering Our Mothers

Participants gathered on May 11 at the Center for Grief and Education on the Lexington campus to remember their mothers. Each brought a favorite memory item and/or picture of their mother to share with others in a casual, supportive setting.

“The event was really nice, and attendees said it was very beneficial,” said Peggy Williams, MSW, CSW, a Bereavement Counselor. “They had an opportunity to share their stories in depth, and how doing so provided them with grief information/education that helped them normalize their grief responses and increased their emotional support system. All noted the primary benefit of group is validating their feelings due to being with others who are ‘going through the same thing.’”

Williams said three of the participants shared how their mother taught them to sing in four-part harmony, a cappella. “They closed the evening by singing one of their mother’s favorite hymns. It was a wonderful tribute.”
In May, Bluegrass Care Navigators was one of the first groups to host a fundraiser at the newly remodeled historic Ashford Acres Inn in Cynthiana. The Spring into Summer event featured a menu of heavy appetizers, a silent auction and a split-the-pot raffle. The nearly 200 attendees enjoyed listening and dancing to the music provided by the popular Conch Republic band. We thank the wonderful volunteer committee for planning this fun event!

For the fourth year, a group of Owen County women who call themselves “Friends of Hospice,” held a Derby Brunch at the Owen County Extension Office and raised more than $8,000 to benefit hospice patients and their families in Owen County. Since the event began four years ago, these volunteers have raised $22,000. About 150 people attended to enjoy delicious food, entertainment, a cake auction, a photo booth and door prizes. Thank to these “Friends of Hospice” for their hard work on this amazing event!

In March, Bluegrass Hospice Care raised over $3,000 to benefit the patients we serve in Clay, Knox, Laurel and Whitley counties. Members from the community joined us at WANV 96.7 in London to help read pledges and raise funds. Thank you to WANV for allowing us to use their station and helping out throughout the day.

Harlan Radio Day was held on April 21 at the WTUK 105.1 FM radio station in downtown Harlan. Throughout the day, community members visited to read pledges, talk about their hospice experience and encourage others to call in to make a pledge. Thank you to WTUK and Harlan County for helping us raise $4,600 to benefit the patients we serve in Harlan county.

New service for our patients!

Bluegrass Care Navigators will begin providing Adult Day Health Care at 663 Teton Trail, Frankfort, Kentucky, in the late fall of 2017.

Bluegrass Adult Day Health Care will be a safe and homelike care setting for older adults, adults living with dementia, or adults living with disabilities who have social and medical needs during the day.

More information to come on our website: www.bgcarenav.org/our-care-services/adult-day-health
Care That’s Right for You or Your Loved One.

**Bluegrass Extra Care**
**Bluegrass Transitional Care**
**Bluegrass Palliative Care**
**Bluegrass Hospice Care**
**Bluegrass Grief Care**

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**EVENTS CALENDAR**

**JULY**

5 **Healing and Living Onward (HALO) - Lexington**
*First Wednesday of each month, 6–7:30 p.m.* Support group for loved ones of homicide victims. Contact Melinda Weathers: 859.258.3469.

6 **Compassionate Friends - Frankfort**
*First Thursday and third Monday of each month, 6–7:30 p.m.* Support group for parents, siblings, or grandparents who have experienced the death of a child. Contact Karen Cantrell, Chapter Leader: 502.320.6438.

20 **Grief Support Group - Cynthiana**
*Third Thursday of each month, 6–7 p.m.* Scott County Public Library. Contact Mary McKenzie: 859.234.6462.

13 **Bell County Radio Day: WRIL**
*Thursday, 11–3 p.m.* WRIL 106.3FM in Middlesboro.

25 **Jazzin’ It Up: Cocktail Party**
*Friday, 7–11 p.m.* Joey and the Cruisers will “cruise” into the Frankfort Country Club. Groove to the sounds of Motown, Swing and today’s hits. Contact Mary Yohon: 859.296.6866.

**SEPTEMBER**

22 **Fore! Kids Golf Outing**
*Friday, Registration: 10 a.m., Shotgun Start: 11 a.m.* Combine your passion for golf while supporting the mission of Bluegrass Care Navigators. Registration for the Fore! Kids Golf Outing includes greens fees, golf cart, lunch and dinner. Twin Oaks Golf & Plantation Club. Contact Mary Yohon: 859.296.6866.

23 **Camp Hope: Central Kentucky**
*Saturday, 9 a.m.–7 p.m.* Free 1-day retreat for children ages 7–17 and their caregivers who have experienced the death of a loved one within the past 2 years. Life Adventure Center, 570 Miner Rd., Versailles, Ky. Deadline to register is September 1. Contact Holly Bender: hbender@bgcarenav.org.

30 **Camp Hope: Eastern Kentucky**
*Saturday, 9 a.m.–4 p.m.* Free, 1-day camp for children ages 6–12 who have experienced the death of a loved one within the last 2 years. Four Star Village in Redfox, Ky. (Knott County). Parents are welcome to attend. Contact Bluegrass Care Navigators: 800.560.1101.

Learn more about upcoming events: [www.bgcarenav.org](http://www.bgcarenav.org) | 855.492.0812

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