



## New Medicare program will help families living with dementia

Dementia takes a toll on not just the people living with the disease but also on their loved ones and caregivers in a way that almost no other illness does. About 6.7 million Americans currently live with Alzheimer's disease or another form of dementia, a number that is projected to grow by nearly 14 million by 2060.

To help address the unique needs of this population, the Centers for Medicare & Medicaid Services (CMS) have selected Cedar Valley Hospice to participate in the Guiding an Improved Dementia Experience (GUIDE) Model. It is aimed at supporting people with dementia and their caregivers.

Beginning July 1, Cedar Valley Hospice will start enrolling Medicare-eligible individuals into the GUIDE Model, which has three goals:

- Improve the quality of life for people living with dementia
- Enhance support for caregivers of people living with dementia
- Help people remain in their homes and communities longer

Cedar Valley Hospice is one of only three healthcare organizations in Iowa and 400 in the country taking part in building Dementia Care Programs (DCPs) that increase care coordination and improve access to services, including respite, in their communities.

**How does the program work? See pages 6-7**

Disclaimer: The statements contained in this document are solely those of the authors and do not necessarily reflect the views or policies of CMS. The authors assume responsibility for the accuracy and completeness of the information contained in this document.



**33%**  
of Cedar Valley  
Hospice patients  
have some form  
of dementia



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### *Living with Dementia*

*The McDougall Family understands the toll dementia-related diseases can take on a family. They lost their matriarch, Betsy McDougall, in 2021 to Alzheimer's Disease. Read their insights on page 7.*



***Inside***  
***Your invited!***  
***Boots 'n Bling***  
***fundraiser,***  
***pages 4-5***





**CEDAR VALLEY  
HOSPICE®**

*Making Each Moment Matter.*

## Our Mission

To enrich lives with knowledge,  
respect and compassionate care.

## Our Locations

### Central Office

900 Tower Park Dr.  
Waterloo, IA 50701  
319.272.2002, 800.626.2360

*Mailing Address:*

P.O. Box 2880, Waterloo, IA 50704

### Grundy Center Office

310 East G Ave.  
Grundy Center, IA 50638  
319.824.3868

### Independence Office

801 First St. East  
Independence, IA 50644  
319.334.6960

### Waverly Office

300 East Bremer Ave., Suite 100  
Waverly, IA 50677  
319.352.1274

### Hospice Home

2001 Kimball Ave.  
Waterloo, IA 50702  
319.272.1771

## Our Board of Directors

Bryan Earnest, President  
Vicki Parsons, Vice President  
Craig Coffman, Treasurer  
Deb Burger, Secretary  
Mary Ingamells, Friends Representative

Tammy Acuff	Kyle Rasmussen
Carolyn Ayers	Tracie Spencer
Bryan Burton	Candy Steele
Dr. John Ingram	Michelle Steffe
Kim Krizek	Lisa Wall
Rick Morris	

## Message from Michaela

*Executive Director Michaela Vandersee*

Greetings! I am pleased to share with you that in late January, the Community Health Accreditation Partner, Inc. (CHAP) announced that Cedar Valley Hospice was awarded CHAP Accreditation under the CHAP Standards of Excellence.



CHAP Accreditation is a voluntary process that determines that a program demonstrates the industry's highest nationally recognized standards for quality, safety and compliance. The rigorous evaluation by CHAP focuses on structure and function, quality of services and products, human and financial resources and long-term viability.

Simply stated, adherence to CHAP's standards leads to the highest quality care for patients and families in Cedar Valley Hospice's service area of 15 counties in Northeast Iowa. Achieving CHAP Accreditation reflects the unwavering commitment Cedar Valley Hospice has to provide excellent patient-centered, compassionate care while prioritizing quality and continuous compliance. I am so proud our amazing staff.



Coming into the new year, we have dealt with two unfortunate water incidents causing damage. The first one occurred at the Waterloo office in late December when a water pipe burst. We continue to work through repairs, but we have not had any interruption in office hours.

The second incident happened at the Cedar Valley Hospice Home the third week in January when a sprinkler head burst causing water damage. The Hospice Home is open, and we are able to provide care to patients in the rooms that were not affected. If you are visiting the Hospice Home, please use the service entrance near the brick garden until further notice. Please be patient with us as we work through necessary repairs.

Thank you for choosing Cedar Valley Hospice to care for your family, friends and neighbors.

*Michaela Vandersee*

# Waverly office is moving to downtown location

*"We are excited to relocate to a central and more accessible location as we continue to grow."*

– Taylor Kramer, Waverly Clinical Services Manager

Cedar Valley Hospice's Waverly office is moving to downtown Waverly at 300 East Bremer Ave, Suite 100. They will be moving from their location at 209 20th St. NW in Waverly and have served the community under the Cedar Valley Hospice name since 1997.

Since then, our patient census has consistently risen, along with the need for more staff, and thus, more space to grow. The main reason for relocation is increased visibility and accessibility for the community.

"We want people to know that we are a resource, and that it's never too soon to call us," said Cedar Valley Hospice Director of Marketing Jennifer Siech.

"We are proud to be within the Waverly community serving Bremer, Butler, Chickasaw, Franklin and Floyd counties from this office. The care provided is in the patient's home, facility or hospital. Other services include grief support to the entire family at no cost and Advance Directives guidance."



*Cedar Valley Hospice team members from our Waverly location gather for a photo at their new office location, 300 East Bremer Ave., Suite 100 in Waverly. The office is expected to open soon, so please call 319.352.1274 before stopping in to see us – entrance is in the back. From left: Ella Aldrich, Jessica Brown, Angie Mohn, Amy Deterding, Kelsey Peters, Lynette Jordan, Keri Daron, Paula Spurlin, Cortney Manning, Taylor Kramer and Rusty Van Wey. Not pictured, Taryn Willbee and Amy Gomez. An open house is planned for a later date.*



**JOSEY  
BOHNER**

Hospice Nurse - LPN  
Grundy Center



**SHANNON  
COLLUM**

Hospice Nurse - LPN  
All Locations



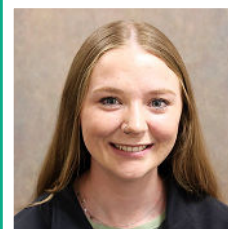
**NATALIE NEDZA**

Hospice Nurse -  
RN, MSN  
All Locations



**DR. CORI PATEL**

Hospice Physician -  
MD, HMDC  
All Locations



**ANNA  
SMITH**

Hospice Nurse - RN  
Independence



**NICOLE  
WILKENS**

Executive Assistant  
Waterloo

## Welcome to the team!

We would like to introduce the newest members of our team. We are continuing to welcome the best staff to help us *Make Each Moment Matter* for our patients and families.

**VIEW JOB OPENINGS**  
[cvhospice.org/careers](https://cvhospice.org/careers)







CEDAR VALLEY  
HOSPICE

# Boots 'n Bling



A Night to Remember  
for Cedar Valley Hospice

Dust off your boots and shine up your best bling for an unforgettable evening at **Boots 'n Bling: A Night to Remember for Cedar Valley Hospice**, in support of local patients and families. Join us on Friday, April 11 from 6-10 p.m. at the Hilton Garden Inn for a night packed with excitement, entertainment and chic country flair.

Step into a country nightclub and enjoy exciting activities like the Wrangler Whiskey & Spirits and Wild Wine Pulls while bidding on amazing auction items and grazing on a delicious spread of hearty-inspired dishes.

The night doesn't stop there—get ready to hit the dance floor or line dance with live music from *Flatland Ridge*, a band guaranteed to have you boot-scootin'.

The heart of the program will spotlight our commitment to caregivers and those impacted by dementia. Beginning in July, we will take part in the new Medicare initiative we've been chosen to provide for our community:

the GUIDE Model. With the accelerated rate of dementia in our population, this one-of-a-kind program is aimed at supporting families and caregivers navigating the challenges of dementia-related diseases. *(Read more on pages 1, 6-7).*

This is more than just a fundraiser—it's a chance to create *A Night to Remember* while supporting families Cedar Valley Hospice serves. So, grab your hat, bring your friends and saddle up for an evening full of fun and giving back to your community.





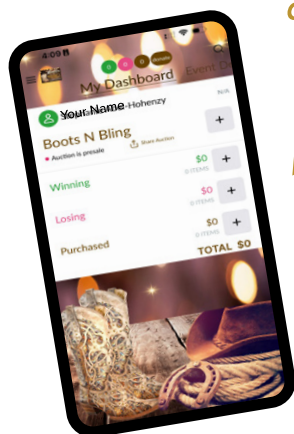
# RSVP

by March 28

**GET YOUR TICKETS: (\$60 each)**

## 1. Visit [cvhospice.org](http://cvhospice.org) or scan QR Code

*(access is from our website, where you will be directed to HANDBID for ticketing.)*



## 2. Download HANDBID app **before** event for bidding & activities

- iPhone – go to APP store to download the app.
- Android – go to Google Play Store.
- NO phone? NO problem! You can bid from an iPad at the event.

*NOTE: Once you have the app, you will need to create a Handbid password. If you attended last year, simply enter your password.*

## **CAN'T ATTEND? GIVE & BID VIRTUALLY!**

You can still support Cedar Valley Hospice through this fundraiser by:

- **TEXTING TO GIVE** – Text "NIGHTS" to 99192
- **BIDDING** – Download the Handbid app on your phone. Search for our event, sign up and enter a credit card. Begin bidding on dozens of silent auction items. OR Use the link on our Boots 'n Bling webpage. Silent Auction opens April 4.

**For questions,  
call Haley Bell at  
319.272.2002.**

## **BECOME AN EVENT SPONSOR!**

Sponsorship packages (including in-kind offerings) for businesses and individuals are available for this event and/or for the year. To support Boots 'n Bling, contact Suzanne Benda at [sbenda@cvhospice.org](mailto:sbenda@cvhospice.org).

## **DONATE ITEMS FOR OUR EVENT!**

If you would like to donate an item(s) or a service for our silent auction or a bottle of alcohol for our Wrangler Whiskey & Wine Pull, please contact [sbenda@cvhospice.org](mailto:sbenda@cvhospice.org) or call 319.272.2002.





# Model to improve quality of life for those living with dementia

Continued from page 1

Cedar Valley Hospice Executive Director Michaela Vandersee is excited for us to deliver key supportive services to people with dementia and their caregivers.

“Under the model, an interdisciplinary team will provide comprehensive, person-centered assessments and care plans, care coordination, and 24/7 access to a support line,” she said. “A care navigator will also help them access services and supports, such as meals and transportation through community-based organizations.”

The GUIDE Model will also provide respite services for patients, enabling their caregivers to take temporary breaks from their responsibilities.

The Model will have a duration of seven years. Vandersee sees this as an opportunity for Cedar Valley Hospice to potentially develop its own specific dementia care program which would offer similar GUIDE Model care initiatives and potentially even more services to a greater population in the future.

Waterloo resident and former caregiver Dan McDougall understands the emotional and physical strain a dementia diagnosis can place on a family. His wife, Betsy, was diagnosed with Alzheimer's Disease at the age of 58.

He recalled everyday tasks for her, like bathing, dressing, eating and following simple directions, becoming more difficult as the disease progressed. By her age of 62, it became more challenging for Dan and his family to provide her care at home, so he reached

### MODEL BENEFICIARY ELIGIBILITY

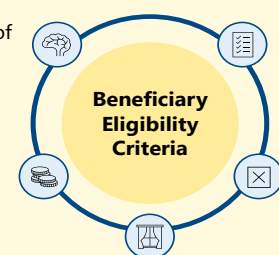
The GUIDE Model's intended beneficiary population is community-dwelling Medicare fee-for-service beneficiaries, including beneficiaries dually eligible for Medicare and Medicaid, living with dementia. Eligible beneficiaries must meet the following criteria:

✓ Beneficiary has a diagnosis of dementia, as confirmed by clinician attestation.

✓ Have Medicare as their primary payer.

✓ Not residing in a long-term nursing home.

Beneficiary Eligibility Criteria



✓ Enrolled in Medicare Parts A and B (not enrolled in Medicare Advantage, including Special Needs Plans and PACE).

✓ Not enrolled in Medicare hospice benefit.

out to Cedar Valley Hospice. Betsy did qualify for hospice services and received help managing her care.

“I would have done anything for Betsy. She was my best friend, and we spent 40 years together,” said Dan. “She could still get around, but I needed help, and Cedar Valley Hospice’s expertise was invaluable. This allowed me to continue caring for her in our home for a year.”

Dan and his family recently learned about the new GUIDE Model, and are overjoyed there is a program that specifically addresses dementia-related illnesses. For years, he has held a fundraiser, Battle for Betsy, to raise awareness and funds for research and resources. So far, the family has raised \$187,000 to support the cause in Betsy’s honor.


Although Betsy would not have been able to participate in this Model due to the Medicare-eligible age requirement of 65 and because she was enrolled in hospice, Dan and his family are grateful that it will increase the support services Cedar Valley Hospice is able to offer families in our community.

At this time, Cedar Valley Hospice is not yet accepting patients for the GUIDE Model. Once development is complete, we will welcome patients on July 1.

Meanwhile, our dedicated team remains available to accept new patients for our hospice and palliative care programs. We look forward to sharing more details with you in the coming months.


## Guiding an Improved Dementia Experience (GUIDE) Model

### Services for people living with dementia & their caregivers




**Comprehensive Assessment & Care Plan**

Get an **assessment** to identify your individual health needs and to build a **care plan** that is tailored to provide the services you need.




**Caregiver Support**

A relative or unpaid nonrelative who helps as a caregiver can **receive education and support** such as direct communication with a care navigator when they need it.




**GUIDE Respite Services**

**GUIDE Respite Services** can be provided, up to an annual cap, so caregivers may take a break when they need to. Support comes from local in-home respite providers, adult day centers and nursing homes.



**Coordination & Support**

Get connected to **community-based services** like meals and transportation. Care teams will also work together to **coordinate** clinical and support services.



**24/7 Access**

**Care navigators** help you get care and **24/7 access** to a care team member or helpline to ask questions or get support.

6



**Margaret has been diagnosed with dementia. Her daughter, Kathy, is her caregiver. Margaret and Kathy are concerned about Margaret's future and being able to meet her evolving needs at home.**

### Common Dementia Care Experience

Many people like Margaret and Kathy feel uncertain about how to access the resources and support they need.

Margaret's doctor diagnoses her with dementia. Margaret and Kathy search the internet for more information.

Margaret starts taking the wrong medication dosages. Kathy takes on the daily responsibility of managing Margaret's medications.

Kathy becomes stressed each evening that Margaret may wander. Margaret becomes aggressive when Kathy tries to keep her at home.

Kathy plans for a neighbor to stay with Margaret. The neighbor cancels last minute and Kathy misses her appointment.

Margaret wanders away from home at night and is taken to the hospital

### Experience Under GUIDE

The Guiding an Improved Dementia Experience (GUIDE) model offers a comprehensive package of services to improve the quality of life for people with dementia as well as reduce the strain on their caregivers.

Margaret receives a comprehensive assessment and a home visit to identify safety risks. Kathy's needs are also addressed.

The care team works with Margaret to develop a care plan based on her goals and preferences. The care plan includes a referral to a home-delivered meal service and tips on how Margaret can maintain her medication schedule.

Kathy enrolls in caregiver skills training. The next time Margaret tries to wander at night, Kathy calls the care team for support and convinces Margaret to stay home.

Margaret's dementia has progressed so that Kathy is unable to leave her alone. Margaret receives 4 hours of in-home respite care so that Kathy may attend her doctor's appointments.

## Living with Dementia

*The following are excerpts of an interview with the McDougall family, whose family member, Betsy (pictured below), died from Alzheimer's Disease in 2021.*

**QUESTION:** The GUIDE Model will provide extra support and education for families and their loved ones living with a form of dementia. How crucial is this?

**ANSWER:** In our experience, being a caregiver to a loved one with dementia is one of the most difficult and lonely roles that exists. Oftentimes, caregivers are spouses or children. Spouses as caregivers often carry a heavy load with limited help. As they take on more of a caregiver role, they face difficulties financially, physically and mentally. Oftentimes, caregivers are not sure where to go or who to turn to. Caregivers feel guilty asking for help, often feeling they should be able to handle the burden alone.

The GUIDE Model looks to address many of these concerns. By addressing behavioral health and functional needs and assisting in coordination of care, this alone takes a huge burden off caregivers to feel fully responsible for the care of their loved one. This model will help them feel supported and not alone. The caregiver skill training would give knowledge to those taking care of a loved one, who often try to learn as they go. I believe the GUIDE Model will be a very helpful tool for families



**QUESTION:** How important is respite for caregivers living with a loved one with dementia?

**ANSWER:** Caregiving is a 24/7 job, but it is a selfless gift of love. Oftentimes, those with dementia do not sleep at night. They get up and wander, which means a caregiver does not sleep. Betsy would get up and fall and even had a seizure one night. Those sleepless nights are exhausting. It's constant monitoring, and with little rest, few breaks, a sense of social isolation, a caregiver can start to struggle with depression. Respite care, as will be offered by the GUIDE Model, will give caregivers a break – an opportunity for mental and physical rejuvenation. In order to care for others, you have to care for yourself.

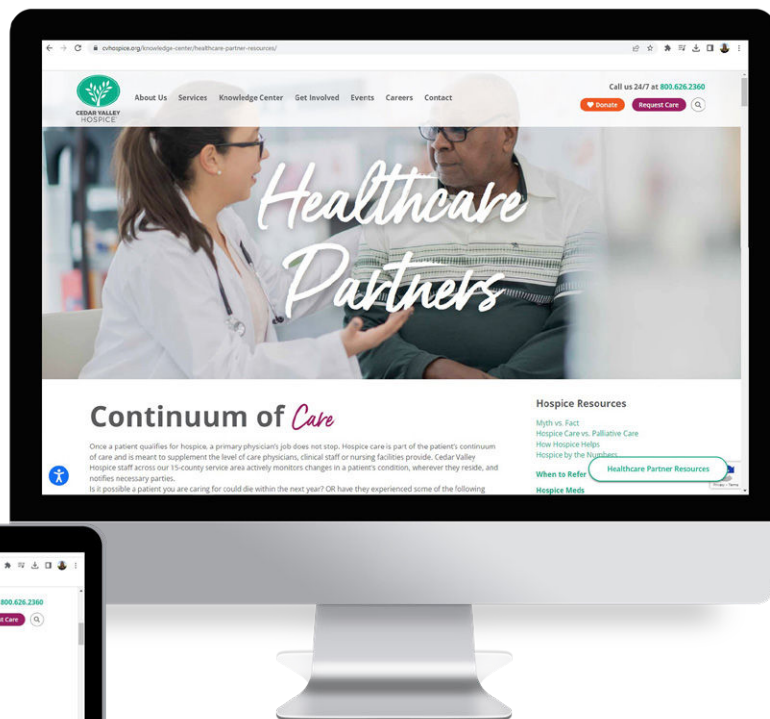


# Healthcare partnerships & education are a priority

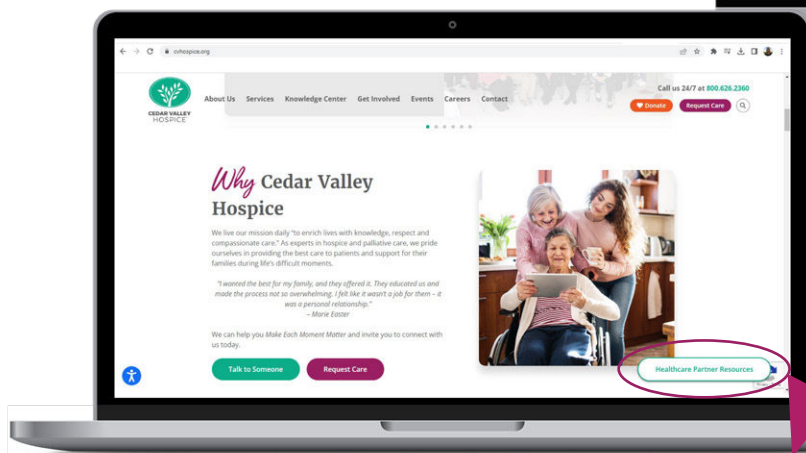
## Resources available at [cvhospice.org](https://cvhospice.org) to help with diagnoses and referrals

Although this page is geared toward our healthcare partners, you may find our resources helpful. Information regarding when the appropriate time is to refer or comparing hospice and palliative care can be beneficial when learning how we can help.

- Easy to access at [cvhospice.org](https://cvhospice.org), under Knowledge Center
- Available 24/7
- Informational resources on:
  - ▶ How & when to make a hospice referral (including qualifying criteria by diagnosis)
  - ▶ Benefits of hospice care
  - ▶ Patient education resources
  - ▶ Continuing education courses
  - ▶ Frequently asked questions



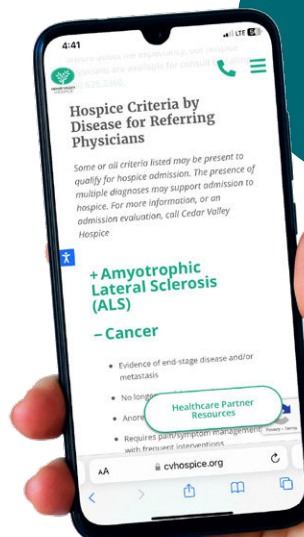
Healthcare partner resources are also accessible from any page on our website.



*“Our hope is that when a provider is thinking about hospice or palliative care for one of their patients, they will think of Cedar Valley Hospice and this website, which provides a portal to many resources or questions they may have.”*

– Dr. John Zehr, Cedar Valley Hospice Medical Director

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## Moments that Matter

*With Hope Langel, Receptionist  
Employee since September 2023*

### Describe your position with Cedar Valley Hospice.

I am the front desk receptionist, which means a lot of the time I am the first contact someone has with calling or coming to Cedar Valley Hospice. They may not always be sure they are making the right call. I always take my time with them and treat them how I would want my own loved ones to be treated.

### How does your position support our mission?

I listen to them, acknowledge their emotions and offer support. Sometimes they just need someone to listen and care. I always assure them that we will do everything we can for them and for their families. Sometimes a hug has superpowers!

### What are the most enjoyable aspects of your job?

We have an amazing staff who love all our patients and families. I see them go above and beyond to make this part of life as easy as possible for everyone. Working for an organization that cares so much and will go the extra mile feels good. I love working with different families and getting to know everyone. I want everyone that calls to know that I truly care about them and their situation and want to help. I love being that sympathetic ear on the other end of the phone. I like them to know their story matters.

### What makes Cedar Valley Hospice stand out above other hospice providers in the area?

The families we provide for become our own families. This organization does everything in its power to make this difficult time a little easier. When people choose to come to or call Cedar Valley Hospice, I want to do everything in my power to show them or make them feel that they made the right decision by calling us, every time.

### About Hope:

*"I live in Waterloo with my husband, Dean, and our kids, Addie and Dawson, who both attend West High. We have a 5-year-old Vizsla dog who is the center of our world. I love to be with my family, go shopping, watch movies, play board games, take off on adventures and bake. Family is the most important thing of all to me."*

### Share a story that has impacted you.

A man called and told me he thought he needed to call me; he just found out he had cancer. I could hear the fear in his voice. I wasn't sure if he was going to keep talking or hang up because he was scared.

I told him how brave he was making the call. He told me he looked at it as if God was giving him a chance to button up a few things that were unbuttoned.

He looked at it from a different perspective, and I think that he was so brave. Whenever he called, he would thank me for my demeanor that first day he called and how I took time with him. He was so appreciative of me, but even more than that, I was grateful to him for opening up to me. I think of so many families all the time. I really get to know them from calling here.



# VOLUNTEER FOCUS

## Longtime volunteer grateful for opportunity to help others

Shelli Pint of Jesup has been a loyal Cedar Valley Hospice volunteer for over 15 years.

In that time, she has graciously donated her time in nearly every volunteer capacity: Friends Committee member, board member (2012-2015) and now patient-family volunteer (mostly serving the Independence area).

She does it for her love of people and the organization's mission. Fifteen years ago, she was looking for a place to volunteer and came across Cedar Valley Hospice. Then, her father, Homer, got sick.

"It all was happening at the same time," she said. "When he went downhill, I knew exactly who to call. My sisters and I spent my dad's last night with him at the Hospice Home. He was comfortable and telling us the best stories! It was because of Cedar Valley Hospice that we were able to enjoy him like that, and I'm forever grateful."

She then began volunteering for the Friends Committee for two years, helping with events and advocating for Cedar Valley Hospice.

"I loved it," she said. "I was there helping to plan and do the very last Ride and Stride event and then also the first butterfly release... it was very special."

In 2012, she was asked to become a board member, which, she says made her very proud to serve such a "pillar in the community."

"I loved being able to help make key decisions alongside great people," Shelli added. "Volunteering on the board truly prepared me to become a patient-family volunteer. I learned so much about how the hospice process works, it enabled me to be able to help the family that much more."

"The goal is to be able to allow everyone to be in their family roles without having to be a caregiver. Having volunteers like us makes all the difference, and we get to make a new friend too. It's something you can treasure forever."



*It fills my bucket to help others. If you're looking for an opportunity to volunteer, choose Cedar Valley Hospice. It could be a mom or dad or sister or brother that needs support, and you can be someone's stronghold when the family needs you the most. How can you say, 'No' to that?"*

*– Shelli Pint, longtime volunteer*

### FAVORITE EVENT MEMORY:

*"I was volunteering at Release & Remember in the water tent with a close friend, who is an employee. We both brought our daughters to help too. We had so much fun talking to people throughout the day. Sharing that with my family and friends was a full-circle moment for me."*

### MOST MEMORABLE PATIENT:

*"I had a patient who was in assisted living, and we had the best conversations. She was amazing! Then COVID hit, and it broke my heart that I couldn't sit with her. I'd go and knock on her window, and she would cry because she was lonely and missed seeing and being near her family. A lot of families missed out on extra services during that time, which was unfortunate."*



# SPONSOR SPOTLIGHT

## Cedar Falls Scheels

### Q & A with Jeremia Matz, Marketing

#### Why do you support Cedar Valley Hospice as an annual sponsor?

*We have supported Cedar Valley Hospice, in one way or another, for as long as I can remember. Probably 10-15 years at least. The impact they have on so many people's lives in our community is amazing. They are there when families need them the most.*

#### What value do you believe Cedar Valley Hospice brings to our communities?

*There is so much value in what Cedar Valley Hospice provides. Obviously the care is so amazing. Grief support during and after is a wonderful service that you can't put a value to as well. Cedar Valley Hospice provides the support, love and personal touch during a very hard time.*

#### Recall a memory that touched you (personally or professionally).

*I am not sure if it would be considered a favorite memory, but I will never forget the care you provided for my grandfather during his battle with cancer, and also when he passed. It was so much more than the care he was given, but the support and love you gave to my grandmother as she was dealing with sadness. It meant so much to my whole family.*



*Cedar Falls Scheels Marketing Leader Jeremia Matz enjoyed Margarita Nights with his wife. As a Champion sponsor, Scheels receives tickets to our spring fundraiser.*



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## 2025 ANNUAL SPONSORS

*Thank you to this year's sponsors.*

### DIAMOND



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## 2025 Spring Calendar of Events

*Mark your calendars for these upcoming Cedar Valley Hospice happenings.  
You can also stay up to date by visiting [cvhospice.org](https://cvhospice.org) or our Facebook page.*

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### **Friday, April 11, 6-10 p.m.**

#### **Boots 'n Bling: A Night to Remember for Cedar Valley Hospice**

Hilton Garden Inn, Cedar Falls

Purchase tickets at [cvhospice.org](https://cvhospice.org)

### **Tuesday, April 29, 5-8 p.m.**

#### **Volunteer Appreciation Dinner**

Hilton Garden Inn, Cedar Falls

Entertainment by Travis & Abby Turpin

*(Invitation to come in March)*

*If you no longer wish to receive our newsletter or prefer to receive  
our eNewsletter instead, please call 319.272.2002 or email us at [hello@cvhospice.org](mailto:hello@cvhospice.org).*