

# PEACE & COMFORT FIRST

McGregor Hospice strives to provide the highest quality end-of-life services.

By Jill Sell

**C**ultures around the world view death differently, according to Penni-Lynn Rolen, hospice director for McGregor, a non-profit organization providing services for seniors since 1877.

“America is all about being young and healthy and productive. As a culture, we have a lot to learn about honoring our elderly and supporting them at the end of life,” says Rolen. “And that includes changing the perception of hospice. The philosophy of hospice is recognizing that quality of life, peace and comfort should be the focus of health care when curing is no longer possible.

“Hospice is a benefit. It allows the person to spend more quality time with their

family and friends. It can mean decreasing trips to the hospital. With hospice, the family and the individual are exercising more control and pushing away those extreme methods and aggressive treatments that are not really going to be effective,” says Rolen.

(The U.S. Centers for Medicare and Medicaid Services defines hospice eligibility for those who have been diagnosed with a life expectancy of six months or less.)

Rolen joined McGregor in December 2022, previously having worked for another hospice agency for three years. The hospice director’s career has spanned 40 years of nursing experience that includes staff nursing,

management positions, education and leadership roles.

McGregor Hospice is about 10 years old and has been gently adapting its services and programs to fit the times, communities it serves and influencing perspectives on hospice. Hospice services are available as part of the organization’s continuum of care and are offered to residents on its main 45-acre Cleveland campus in independent living, assisted living, skilled nursing care and long-term care facilities.

But McGregor’s commitment to “providing the highest quality of life by ensuring comfort, dignity and tranquility — no matter where the patient resides or calls home,” means off-



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