



August 4, 2024

Mr. Logan Grant
Health Facilities Commission
502 Deaderick Street
Nashville, TN

Re: Hospice CON Application Letter of Support
Shalom Hospice of Southeast Tennessee

Dear Mr. Grant:

My name is Chris Beckstrand. I am the owner of Avail at Cleveland. We are an 84-bed assisted living facility with 20 Alzheimer's beds, located at 1400 Stuart Road, North East, Cleveland, Bradley County.

Shalom Hospice recently met with us to share its proposed hospice program to meet the underserved needs of southeast Tennessee's Jewish population. Its highly specialized hospices in Middle Tennessee and the Greater Knoxville area are looking to expand to our community. None of the existing hospices provide this level of specialized care and we believe Shalom Hospice would be beneficial for our Jewish residents, their families and the general community who don't reside with us. Accordingly, we urge you to approve this CON application. Aside for its Jewish programming, Shalom Hospice has some uniquely tailored programs which will distinguish it from others. These include virtual reality, music therapy and service intensity.

Service intensity includes 5 to 7 aide visits per week and a minimum of 2 RN visits per week, provided these are both acceptable to the IDT, patient and family; a social worker and Rabbi or chaplain (if the patient and family want a spiritual visit) at least weekly, which helps to keep families and loved ones well supported; increased visit frequency during the final weeks of life to provide support; and respond to all referrals within one hour, initiate the assessment process within two hours, and expedite admission to the hospice subject to having a physician order in hand and the patient/family selecting the hospice option.

Its virtual reality program allows patients and families to 'travel' and includes a specific Jewish program. Its understanding of Jewish tradition, rituals and heritage will benefit our residents and the community. Its music therapy program includes a board-certified music therapist which will also be a benefit to our community and particularly those with dementia. Based on our resident population and knowledge of the general community, we expect that referrals for our residents and their families will approximate 2 to 3 residents per month.

Please approve Shalom Hospice to provide hospice services that will fill a void in available end of life care in our community. Thank you in advance for your approval.

Sincerely,

Chris Beckstrand
Owner

July 17, 2024

Mr. Logan Grant
Tennessee Health Facilities Commission
502 Deaderick Street
Nashville, TN

RE: SHALOM HOSPICE OF SOUTHEAST TENNESSEE LLC
HOSPICE CON APPLICATION

Dear Mr. Grant:

I'm writing this letter as a Licensed Master Social Worker and mental healthcare professional in the Greater Chattanooga area. In my capacity, I also operate support groups, including a grief group, at the Jewish Federation of Greater Chattanooga. The Jewish Federation of Greater Chattanooga builds and fosters a strong unified Jewish community and strives to ensure its well-being and continuity locally, in Israel, and throughout the world.

Its Jewish Cultural Center, funded by the Jewish Federation of Greater Chattanooga, is a venue for programs, classes, exhibits, social services, and a preschool, all rooted in Jewish values. The facility enables the Jewish community to raise its visibility, foster relationships, and strengthen its identity in the Chattanooga area. It is here where I provide support groups to our region's Jewish population.

In my role, I understand that one of the most difficult tasks is meeting and supporting the mental health, including spiritual needs, of the terminally ill. It has come to my attention that a Jewish-led organization, known as Shalom Hospice, would like to establish their hospice program in our area. I am very much in favor of welcoming such an organization.

Having a hospice that is sensitive to, and knowledgeable of, Jewish practice and tradition will be immensely helpful at this time of life. Especially in this time of escalated antisemitism, it is particularly important to have an organization that understands Jewish traditions, rituals and culture.

Shalom Hospice has demonstrated great cultural sensitivity and thus, has enhanced the quality of the lives it has served. I urge and encourage you to approve the Shalom Hospice application to establish a hospice in the Greater Chattanooga area to serve Jewish persons and their families throughout southeast Tennessee. Thank you for your support.

Sincerely,



Marki Kaim LMSW, QMHP

August 20, 2024

Mr. Logan Grant
Health Facilities Commission
502 Deaderick Street
Nashville, TN

Re: Shalom Hospice of Southeast Tennessee
Hospice CON Application

Dear Mr. Grant:

My name is Serene White, and I am the daughter of a patient who recently received services with Shalom Hospice of Greater Knoxville. I am writing to formally explain my decision to change hospice providers. After careful consideration, I chose to transition my dad's care from Caris Healthcare to Shalom Hospice of Greater Knoxville, as they were better able to meet our specific spiritual and religious needs as a member of the Jewish faith.

The decision to switch providers was not taken lightly. As you are aware, the provision of end-of-life care involves more than just medical support; it also requires a deep understanding and respect for the patient's cultural and religious values. While I appreciate the care and support Caris Healthcare provided, they were unable to meet our religious and spiritual needs and I found that Shalom Hospice of Greater Knoxville offered services and practices that more closely aligned with our Jewish faith, which was a crucial aspect of my dad's life, particularly during this stage.

This transition was driven by my desire to ensure that our families spiritual needs were fully respected and supported, especially in ways that are consistent with Jewish customs, traditions, and values. During our time on services with Shalom Hospice of Greater Knoxville the staff's education and knowledge of Jewish religion and culture was evident in their day-to-day care and respect for the needs of our family. By understanding my dad's end of life wishes and Jewish beliefs, the staff was able to provide exceptional spiritual and emotional support not only to my dad, but to our entire family as well.

I would recommend Shalom Hospice to anyone in need of service, but more importantly to those of the Jewish faith, because of their ability to provide knowledgeable, culturally sensitive care.

Sincerely,

A handwritten signature in black ink that reads "Serene White". The script is cursive and fluid, with the first name "Serene" being larger and more prominent than the last name "White".

Serene White