















The following members of  
**The Upstate New York  
Hospice Alliance**

are dedicated to bringing quality hospice care to the state of New York.



*serving Cayuga and parts of Onondaga County*  
Phone: 315-255-2733 • www.hospiceofthefingerlakes.org



*serving Oneida, Madison, and Herkimer Counties*  
Phone: 800-317-5661 • www.hospicecareinc.org



*serving St. Lawrence County*  
Phone: 315-265-3105 • www.hospiceslv.org



**Hospice & Palliative Care  
of Chenango County**

*serving Chenango County*  
Phone: 607-334-3556 • www.hospicechenango.org



*serving Chemung, Schuyler, and Steuben Counties*  
Phone: 607-962-3100 • www.carefirstny.org

Contact the hospice in your area today.

**Quality of Life Matters®**

Now in its 18th year of publication, **Quality of Life Matters®** is recommended as an educational resource by the American Academy of Hospice and Palliative Medicine.

The periodical is dedicated solely to end-of-life care news and clinical findings and is researched and written by professional medical journalists specializing in covering palliative care issues.

It is an independent publication; it is not affiliated with any health care organization or company. The quarterly newsletter is published by Quality of Life Publishing Co., a firm dedicated to easing the way for patients with life-limiting illnesses and their families.

We customize copies of the newsletter for hospices and other organizations to provide as an educational service for their local clinicians.

For information, rates, or reprint requests for this and other publications, please contact Quality of Life Publishing Co.

TOLL FREE  
**1-877-513-0099**

EMAIL  
info@QOLpublishing.com

MAIL  
Quality of Life Publishing Co.  
6210 Shirley St., Ste. 112, Naples, FL 34109

**EXPLORE OUR FULL LINE OF  
BRANDED EDUCATIONAL BOOKLETS  
at www.QOLpublishing.com**

- Tools to address CAHPS® survey questions
- Written to meet health literacy standards
- Available in multiple languages



EDITORIAL TEAM

**Karla Wheeler**  
Editor-in-Chief & Founder

**Jan Carlton Doetsch**  
Clinical Editor

**Gretchen Landolt**  
Chief Executive Officer

**Kelly Brachle**  
Chief Operating Officer

**Katie Jensen**  
Editor, Production Coord.

**Dashia Larimer**  
VP Customer Relations