SENATE FINANCE AND CLAIMS
EXHIBIT NO. 14
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To all involved with Choices Bank: March 15,2005

I've wanted to write to you for a while in gratitude for having Choices Bank available in Missoula. I'm writing this in memory and honor of my mother whose birthday would have been on March 18.

A few years ago I encouraged my mother to fill out a choices bank form when I was giving some care to her. I knew the importance of having such a form for her peace of mind and for all of her children's peace of mind.

Her health wasn't the best but she was able to get around with some assistance and did try to live life to the fullest at age 87. She had some major surgeries but always rallied. She loved her family and they all loved her.

One week in the fall of 2003, she went out on some shopping trips, had great fun visiting friends and family etc. There seemed to be no health problems. Then at l: 30 am she called my name and said she couldn't stop vomiting. I went into her bedroom and took her blood pressure. It was high. She slumped back on the bed and I called an ambulance.

My heart was in my stomach and I was in shock. There was no warning for this! At the emergency room, after a number of tests, the doctor said she had a major stroke and the prognosis was not good. By this time my brother had arrived. The Dr. wanted to know what should be done. I know mom did not want any extraordinary life preserving measures. I was able to download her choices bank sheets and give them to the Dr. What a relief at such a time of emotional quandary and sadness to have all her requests in writing.

Surprisingly, mom did rally and seemed to be on a road to some recovery. Her family from out of state came to visit here. She loved her family and life. However, she did have some more strokes. With those strokes, she didn't want to eat. She went to a nursing home and those were very hard days for the family. Her mind was impaired. She was not herself and did not want to eat. This was so unlike her and the family tried to bring her favorite foods of all varieties but nothing worked. This was so difficult for the family to see.

The Dr. brought up the possibility of a feeding tube. The family was to talk about this. The family also did research and asked people about feeding tubes and discovered some of the problems with them. We knew the choice on her sheets was not to have a feeding tube put in, but we knew the consequences of not having a tube. It was a difficult time. It did give us peace to know her wishes, which were not to have a feeding tube.

We did honor her wishes. We honored our mom, Lorraine, until the end and continue to remember her with great love and affection. We are grateful that she made decisions that honored life, herself, and helped us all at an extremely difficult time. We are very grateful to have Choices Bank available in Missoula, Mt. Thank you all, again.

Jeanne Weber & family
2224 Roy Dr.
Missoula, Mt. 59801
Jeanne Weber

Why did you depsosit your advance directive in the Choices Bank?

No.	Survey results from people who have used the Choices Bank in Missoula.
1	So in case of accident not at hospital where I would choose, such as out of state -- medical staff would have access to my directive.
2	To make sure my choices are followed through with, without family conflict.
3	Convenience, availability, security.
4	I don't want my life extended in a comatose or extreme paralyzed state.
5	It is my choice not to extend my life when the quality of life is gone.
6	It is a good idea. I wanted my mother to do it and they came to Missoula Manor and helped us do it.
7	I believe in this program.
8	My wife died without any advise to or for anyone. I did it two days after she passed away.
9	Seemed sensible
10	Advised to do so by lawyer.
11	Lawyer suggested it.
12	Heard about it at a presentation given at our local senior forum.
13	Talked with friends about it.
14	Recommended by friends.
15	I was having surgery.
16	Ideal and appreciated services. Recommended by lawyer. Many thanks.
17	Recommended by lawyer.
18	It's the intelligent thing to do.
19	To make it more readily available.
20	My physician suggested I do so.
21	Because it was available and was what I desired.
22	Convenient. To see how the system worked.
23	I thought it was a good time to do it.
24	Because it is the smart thing to do and relieves my family of hard decisions.
25	I thought it sounded like a good idea to keep it in a computer where it can be accessed easily.
26	To make sure that my wishes for end-of-life would be carried out.
27	So that my wishes at time of death were known.
28	So my end-of-life care will be followed as I wish it to be.
29	Facilitate access to my living will
30	Wanted some way of documenting my wishes far in advance of need.
31	For all the good reasons explained in your literature. I don't like the possibility of valuable medical resources being expended on me if I'm a "lost cause."
32	I'm at an age where there are potential health problems. I wanted my wishes known now while I am healthy and there are no misunderstandings.
33	That it would be a helpful piece of information in a time of stress or grief.
34	Accessible yet confidential
35	Hoping for a compassionate death.
36	My family is scattered through-out the nation and I do travel to see them occassionally and may need medical help while away from my health provider.
37	I have had a living will for years and spoken freely to my sons about my wishes. I wanted to consolidate the info for all concerned.
38	Because its available 24/7 via the internet
39	Is a simple way to make my wishes known.
40	To give my choices to my family so that they will not have to make difficult decisions.
41	Because I do not want to live with no hope of a normal ife.

Why did you depsosit your advance directive in the Choices Bank?

42	Everyone should have their choices available to caregivers, family etc., to prevent confusion, indecisive options, etc.
43	Good idea
44	So the decisions were mine and my family does not have to make decisions at a difficult time.
45	I wanted a say in my final decisions.
46	So I wouldn't have to have life support at the end.
47	Thought it was a good program
48	To make my choices clear and to make any decisions as easy as possible for family members or my physician.
49	I wanted it there for my family and doctors.
50	Seemed like a great idea.
51	Precautionary
52	Available if out of town at time of need.
53	I listened to a talk given at a Hospital Association meeting in Butte for volunteers.
54	I thought it could be useful for my health care rep. (husband) to have easy access to, but he's not very interested. I'm glad that my priest has a copy and that I always carry my wallet.
55	It made sense and was easy to do
56	It seemed like the best way to direct health treatment when I am unable to communicate my wishes.
57	Parents' suggestion
58	Ira Byock sold us on this program.
59	To spare people grief.
60	So my wishes would be accessible if needed.
61	Good idea
62	To leave no doubt as to my wishes
63	Information fromk Choices Bank seemed reasonable to do so.
64	I wanted to be sure my end-of-life wishes were easily available and that they would be followed.
65	My brother, Dr. Ira Byock recommended this.
66	To make it more available upon my death.
67	To help people accept and know my decisions.
68	Because of article in the Missoulian
69	If need arises - I do not want any indecision from family - Had a desire to reduce stress for others.
70	I travel a lot. I am a truck driver.
71	Because of receiving info in the mail. I really do not recall speaking with anyone in person.
72	Because that was what was advised at the time.
73	Seemed like a great idea.
74	To help my family in the choices they have to make.
75	To help our family to make the right decision.
76	To insure there is no doubt about my wishes, so my family knows what I want.
77	Had thought about it for about 1 year. Had surgery last fall and decided to do it before surgery.
78	To help someone else.
79	I want all my end-of-life decisions known to as many people associated with me as possible.
80	Encouragement from family members
81	To make final decisions easier for our family.
82	I wanted it legal that my family know what I wanted if I should become unable to tell them.
83	So family members could locate it without any problem.
84	Quick access

Why did you depsosit your advance directive in the Choices Bank?

85	A good solution to the problem of making sure it's available to the right people when they need it.
86	Because I wanted my wishes concerning end of life care to be known.
87	For its extensive availability.
88	Went to a class at the Missoula Manor with my mother. She had a living will but nobody knew where it was.
89	Should something happen to me the avenues created by CB would eliminate a lot of problems in determining my care at home or away.
90	I travel during winter months and wish my choices honored if necessary wherever I am.
91	Because of Internet access
92	Because of the Internet access. My health care rep and backup do not live in the state and yet they must make decisions if I can't.
93	I live alone with my closest relatives being a brother and sister. It seemed like a good idea to get this information on record somewhere.
94	To make it readily available to anyone who needs it and make sure it is on file.
95	For easy access
96	Doctor's insistence.
97	Became available.
98	I don't want to be kept alive by a machine.
99	To help family and doctor know my wishes
100	So that my wishes would be on record to help family at the end of my life.
101	Because I feel I would not like my life prolonged if there was no hope for recovery.
102	I wanted to choose my destiny if I become very ill.
103	Suggested by our doctors.
104	Suggested by physician.
105	It seemed like a good way to make my wishes clear.
106	Needed to be done and this was easy.
107	It seemed an easy and logical way to do something I'd been putting off.
108	Suggested by health care professionals.
109	So that if -- and when -- the time comes, there will be no misunderstanding with regard to my personal wishes.
110	Convenience.
111	To make sure that the directive is available when needed.
112	Easy access by health care providers.
113	I travel a great deal, so I always carry a copy of my Living Will, etc. Decided that was a good set up so did put into Choices Bank. Everyone has the Access Number, and I feel certain there would be no problem of people getting into it in case of any emergency.
114	Seemed to be the most inclusive place to have it.
115	It was the appropriate life choice for me.
116	Spouse was in the hospital in serious condition.
117	I feel strongly about what will happen to my body, and like my wishes being documented.
118	It is a good place to put it at this time.
119	The choice was offered to me and my wife while in Missoula. It was a very good decision.
120	Because I wanted to make sure I had a living will and that everyone would know what my wishes were.
121	I thought it was the right thing to do.
122	I wanted my wishes carried out the way I decided.
123	I wanted my choices known and carried out.
124	Wanted to be covered in case of not being with family.

Why did you depsosit your advance directive in the Choices Bank?

125	I did not want such heavy responsibilities to rest on the shoulders of loved ones.
126	Because of the unnecessary pain and suffering experienced by my family as a result of a terminal family member not having filed an Advance Directive.
127	To relieve my family of the burden of making difficult choices If I become critically ill.
128	To be sure something is in writing so my children do not have to make any difficult decisions regarding my care.
129	Superb idea! Had difficulty 20 years ago when family member was comatose for almost a year. Choices Bank would have facilitated our wishes.
130	I have no family living in Montana.
131	Because searching through paper records is time consuming, and important documents are easily lost or misplaced.
132	Accessible from anywhere.
133	Because I knew if something happened to me these people would know my wishes.
134	Feel strongly about this issue; Choices Bank may be my only chance to have my wishes granted.
135	We decided it was a wise choice.
136	Readily accessible to hospital personnel.
137	To assure my wishes are followed.
138	So that my death wishes can be followed.
139	Because I'm single and want to make these decisions easier for my family.
140	If I am in a serious accident/crisis my wishes will be known and no one close to me will have to make difficult choices.
141	My family will be able to follow the directive rather than panic in a crisis.
142	It seems like a good idea rather than depending on someone finding your personal wishes in your personal files.
143	It seemed like a good idea.
144	Concerns that family might not know my wishes.
145	I let someone know what my last wishes are if I'm not able to respond myself.
146	Because I do not want life support after they know I can't be helped.
147	To make it easily accessible.
148	The convenience of locating it from anywhere in US online. I do a lot of travelling.
149	Most convenient and accessible to doctor and family.
150	Choices Bank seems to be the most qualified and concerned entity, legally recognized, and locally convenient. It seems to be well organized and qualified.
151	My husband and I decided it was the surest way of obtaining our personal wishes as far as our children were concerned and would not put the burden on them.
152	When the time comes my family won't have to make any difficult decisions.
153	To take care of decisions ahead of time.
154	Because it's very important to me that I be making my end-of-life decisions rather than some contrary minded physician.
155	To save my daughters from having to make difficult decisions.
156	Wanted to do all I could to make know what my wishes are and how they should be carried out.
157	To provide my physician immediate access to my wishes.
158	It seemed more complete than the living will.
159	Dr. Judy McDonald and St. Pat's Hospital staff urged me to do so.
160	I want my family and caregivers to be aware of my choice not to prolong my life when my death is either near or could be unwisely prolonged.
161	We had living wills but wanted our information to be more accessible.
162	In death my requests would be carried out, easier on my family.

Why did you depsosit your advance directive in the Choices Bank?

163	Family urged it as a good move.
164	It seemed a good idea at the time and still does.
165	Easy access to all concerned.
166	To have central access to my directive.
167	Good idea.
168	It's a good idea.
169	I want my family to know my wishes and have the authority to implement them.
170	So my family would not have to make those decisions without knowing what I wanted.
171	To make it findable.
172	It is very important to have this information available and easily accessible. The Choices Bank makes this possible.
173	I am a parish nurse
174	So my wishes would be known by hospital if the need should arise.
175	To be sure my wishes would be carried out and to make it readily available.
176	When in the hospital I was asked about it.
177	Because of my age and death of some family members.
178	So that my wife or relatives know my wishes in case of serious health emergency or death to me.
179	It was discussed at work and sounded like a very good idea.
180	After talking to my daughter Barbara, and an employee at Life's End, I thought it was very good idea.
181	Availability as necessary.
182	Availability when needed.
183	Ease of access for my doctors and family members.
184	As a single person, I feel Choices Bank fills my need.
185	So our directives would be available when the time arrived.
186	The person that does this filling out of statement thought it would be a good plan.
187	To have it easily accessible.
188	Easier to obtain info re: my living will.
189	It was presented in a way that it seemed surely the thing to do.
190	It is a good way to let my wishes be known.
191	To prevent unnecessary medical treatments in the case of a permanent condition with no quality of life.
192	To direct services.
193	I want to spare my children these decisions.
194	To avoid having family members make difficult decisions.
195	Terrific way to ensure I do not burden others regarding treatment.
196	I want a say in my health care. Also we have lived here since 2001. Long time friends are scattered in Nevada, California and Pennsylvania.
197	Because I want my say in my health care and our closest relative lives 1000 miles from us.
198	Earlier deaths of my parents made me aware of importance of doing this.
199	Ease of access from my computer anywhere.
200	Because we do so much travelling and my husband is 81 and I am 78.
201	Easy access by doctor.
202	It is important to me to have my wishes recorded.
203	I feel that an Advance Directive is important and I trust that the system will work when needed.
204	I don't want my friends and family to have to make these decisions.
205	Sounds like a good idea.

Why did you depsosit your advance directive in the Choices Bank?

206	To make it easier on my survivors.
207	I wanted the choices to be mine, no one elses.
208	Advice of an attorney.
209	Made sense.
210	So that there are no problems with choices I have made.
211	Because of ease of access to health care providers.
212	Convenience.
213	Because I am living alone presently. I plan to notify individuals and discuss with them.
214	Because I live alone and my family all live elsewhere.
215	To be able to let my family know of my wishes.
216	Seemed like the thing to do.
217	I don't want to be a burden on my family and why waste all that money?
218	Because of Life's End Institute and its staff.
219	To make it easy to locate -- not filed away somewhere.
220	Considered it a good idea.
221	I work at St. Pat's and decided it was good to have it on file.
222	After reading all the information it seemed to be a good idea to have this information available to them.
223	Doctor and hospital CMC
224	Presentation at our Kiwanis Club.
225	Someone at the hospital directed us there.
226	So that physicians may have access to my advance directive.
227	Recommended by my doctor, as I had cancer and did not wanted to be coded. He gave me your forms.
228	In case of illness I wanted my wishes known.
229	To keep it confidential and help family members.
230	It would be available to hospital personnel.
231	So doctors could abide by my wishes, particularly if I were ever on life support.
232	So no one has to make difficult choices for me.
233	To make my last days easier for my children, and to assure that my wishes will be followed.
234	Hospice alerted us.
235	So it would always be available.
236	Where I work we strongly encourage our patients to use Choices Bank, so for myself, I would also use it.
237	I hope it will ensure that my requests are honored by any hospital or doctor who treats me.
238	A good, safe central place.
239	To support the work of the Life's End Institute.
240	It was the only advance directive we have been offered.
241	Because of the ease of access for me and others that may need th information.
242	To protect my decisions and make them available.
243	So everyone knew what my choices were.
244	It seemed like a good idea and I really want the choices carried out.
245	I just thought it was a great program and hopefully it will prevent future problems.
246	Smart idea.
247	I don't want my family to have to pay costs after I'm dead.
248	When registered any one is supposed to be able to access since it is posted on Internet.
249	So there would not be confusion and the added discomfort of disagreements to attending relatives and friends.
250	To make difficult times less so for my family.

Why did you depsosit your advance directive in the Choices Bank?

251	Doctor's suggestion.
252	Social worker at CMC suggested that I do it.
253	Looks like a good idea to cover all the bases.
254	To protect myself regarding an upcoming surgery (now past) just in case. Also I'm not getting any younger.
255	Upon having a heart attack and I had decided beforehand that I didn't want to be left on life support systems for a lengthy time.
256	I feel it's very important for me and my family and I'm grateful Choices Bank was available to me.
257	Advice from physician.
258	I have read about people that were not allowed to pass on because they didn't have proof of their wish.
259	Choices Bank is doing a great job of helping those of us who put off doing the necessary work of letting our family and physicians know of our desires. Thank you for your dedication in helping others put down their life-end desires and beliefs.
260	Read about people who didn't get their wishes wanted.
261	Didn't want to be kept alive by machine.
262	I was advised by my attorney.
263	Access and availability for those who need it.
264	To enhance chances that my choices will be followed.
265	So information is readily available at shortest time possible.
266	I'm alone and didn't want family members in other places to have to make decisions about me.
267	Seems to be most efficient way to make know my wishes.
268	Was asked by St. Pat's Hospital.
269	A non-profit I am in supports Choices Bank.
270	I want my wishes known if I can't speak and I don't want any guilt or indecision for my family or friends in a time of crisis.
271	Sounded like a good idea, although we have other Advance Directives and Health Power of Attorney.
272	It sounded like a good idea to me.
273	It's easy access and the fact that I use St. Patrick's Hospital.
274	It is an elegant solution to a genuine need.
275	For my wishes not to be kept alive by machines.
276	It was explained to me by a member of the St. Patrick's staff and I liked the concept of it.
277	Important in case of serious illness.
278	To simply keep end-of-life choices easier for all in my life.
279	If I should be unable to communicate my wishes regarding my health care, "they" will be in the "bank."
280	So that it was readily available to my health care providers and to my family.
281	Advice of parish nurse -- made sense to have it accessible.
282	To save time in case of an emergency and it makes me feel confident that others know my wishes.
283	Advice from nurse friends.
284	A presentation was made at my church and our pastor supported it.
285	Best bet of assuring final wishes.
286	I travel a lot and it just makes sense.
287	Seemed like the right thing to do.
288	It seemed a good idea. To clarify our wishes.

Why did you depsosit your advance directive in the Choices Bank?

289	Safety and easy access.
290	Easy to find.
291	I am 83 and alone (widow 19 years) I seldom visited my daughter (Texas) and I have a childlike blind son in Missoula. Mortality!!
292	Travel plans.
293	So end of life choices would not have to be made by family members.
294	Many years ago. I changed it about a year after my wife died, 11-24-03.
295	I am an extremely poor keeper of papers, etc.
296	I (we) figured it to be the best way to go for all concerned.
297	My wife died in intensive care and didn't have one. That's when I decided.
298	For my family.
299	Seemed like a great idea.
300	My lawyer thought it was a good idea.
301	To help in case of need.
302	It was a good thing to do.
303	To ensure that my wishes are honored and executed.
304	Made sense.
305	At my doctor's advice.
306	I thought it was a good idea. My job takes me travelling out of state often and knowing my advance directive can be obtained from anywhere is good.
307	It is a no-cost way to store valuable information in a central loctation available to everyone that needs it.
308	Because it gives my history and is available to my family and friends.
309	Advised by hospital chaplain.
310	Hospital staff clergy explained what it was.
311	Because of the accessibility. No matter where I am, someone should be able to access my wishes.
312	I was given the info and decided it was a wise thing to do.
313	Seemed like the simplest and most comprehensive way of getting "in the ballpark" of what I wanted.
314	To have a central place where those involved can go to find my wishes.
315	These are life choices that I feel strongly about.
316	Sounded like a good idea.
317	All information is in one secure place!
318	Best package.
319	My mother is a Parish nurse who was participating in Advanced Directives planning. Both my husband and I took the opportunity to make decisions at that time.
320	Convenient for family.
321	Reputation of program. Ease of use. Accessibility for purpose intended.
322	To avoid burdening family members if I become completely incompetent.
323	Good place for safe keeping an important document. Comprehensive documents and process for retrieving.
324	Advised by hospital.
325	Advice of family members who are health care professionals.
326	Word from friends
327	To make sure my wishes are followed thru and not changed by my loved ones.
328	To make choices easier for those left behind when I can't talk.
329	So in the event of an emergency, the physician would immediately know of my wishes if they would not contact my spouse and/or MD.

Why did you depsosit your advance directive in the Choices Bank?

330	My fiance was in the ICU, we spoke with the clergy who suggested it (Community Hospital)
331	I'm old enough to expect I could die any time. This lets my family and others know what I want.
332	I wanted to have a record of my wishes. I happened to be in St. Pat's Hospital.
333	It was offered and is a good way to keep my family if in a bad situation.
334	It makes sense to have an information system
335	Because of the ease of access to my doctors and family.
336	Access for physicians
337	Planning for the future.
338	Permanent record.
339	To make it easy to locate.
340	I would like my husband or family to know my wishes when I am incapable or dead.
341	I have no spouse and my family lives far away.
342	Wife recommended that I do so.
343	So health care representatives and family members can carry out my wishes.
344	I believe in being prepared.
345	To increase the chance that my wishes would be followed.
346	To make it accessible when needed.
347	I want to make sure my wishes are carried out.
348	Advised to by my family and doctor.
349	So others would not have to make a decision.
350	For peace of mind that my wishes will be known in the event of a life threatening emergency.
351	So I would be able to keep track of it and my physician would able to access it.
352	My wishes differ from my spouse's.
353	Accessibility and privacy.
354	It was the best method of accessing my health records.
355	Availability to family members.
356	It seems the only mature and sensible way of assuring that my wishes will be carried out.
357	After awful family fight over brain-dead relative.
358	I wanted my wishes known and easily accessible.
359	Discussed at Cardiac rehab following open hearth surgery.
360	It just seemed like a good idea to be prepared in case something should happen.
361	Availability and security.
362	It seemed to be the best way to have my last health wishes be known to those who need to carry them out when I am unable to.
363	I do not want to be kept alive by a life support machine.
364	Good idea.
365	I don't want to be kept alive by life support machines.
366	So my wishes would be carried out.
367	St. Pat's told us about it.
368	Someone came to my husband's room in the hospital and offered the service to us.
369	To make things easy for family.
370	Because I believe in it and want to simplify matters for my family.
371	Because I was asked to.
372	Felt it was a safe place to keep my choices and available to those who may need them.
373	I'm not getting any younger and major surgery last year (2004) was a wake up call.
374	Referral
375	To make it easier for my family to make decisions about my health care.
376	So it could be attained at a moment's notice.

Why did you depsosit your advance directive in the Choices Bank?

377	Because I wish to die with dignity.
378	For ease, compliance with my choices.
379	To have my wishes heard.
380	To prevent potential heartache
381	A good idea.
382	Advertising in newspaper. Suggested by doctor.
383	So that my decisions will be carried out when I can no longer do it.
384	Encouraged by End-of-Life Choices Society membership.
385	I believe in personal choice and don't want to be kept alive if in a vegetative state.
386	On advice of Choices Bank Representative at meeting of End-of-Life Choices Society meeting.
387	For personal comfort and conveying my choices for end of life issues.
388	To help my family at the time of my death
389	Peace of mind for my family.
390	To make my health care wishes known and available to my health care providers.
391	So my wishes are known if I can't verbalize them.
392	I want to make sure the close people in my life know my wishes if I am not able to express them.
393	I was so pleased to have the means of extending my choices beyond conversations with my family and information in my personal files.
394	Wanted wishes known.
395	I definitely do not want to end up on life support systems. I'm a retired NACC chaplain and I've seen how devastating to families this can be.
396	My parents recommended it.
397	To let my family and caregivers know my preferences should I become unable to communicate them to anyone.