

Council Correspondence



HomeHealth
Visiting Nurses
MaineHealth

REPORT TO THE COMMUNITY 2014

Message to the Community



Donna DeBlois,
President & CEO

I am delighted to share my first official message to the community. This past year, we moved from a state of transition to setting a solid clinical and financial foundation. Our success firmly attributed to a strong and pro-active team that showed incredible commitment as we exceeded expectations in the following areas:

1. Recruited a new team of outstanding clinicians and managers
2. Developed clinical skills through evidence-based training programs and certifications
3. Achieved excellence in quality scores
4. Secured financial strength through efficiencies and growth

With this foundation firmly in place, we look ahead to advancing the important role of home health care within MaineHealth. As members, we will work collaboratively to ensure that more patients will receive the value and benefits of compassionate, expert care delivered in the comfort and safety of home. With our strong team of employees, dedicated Board of Directors, committed volunteers and supporters, HomeHealth Visiting Nurses will keep our promise to the community. Thank you for your trust!



Judith T. Stone,
Board Chair

This past year was one of action as we completed a national search and selected Donna DeBlois as our new President and CEO. With her industry knowledge and executive experience, she harnessed the energies of her Team to achieve financial stability while prioritizing commitment to patient focused care.

We also recognize that there are challenges before us in terms of tightening Medicare and Medicaid budgets, changes in our healthcare delivery system and meeting the acute needs of a growing elderly population. I am confident that our Board of Directors, management and staff will meet these challenges with commitment and resolve.

Thank you.

Donna & Judy

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Building a Healthier Community

In one year, more than 16,000 children, adults and elders benefited from the services and programs of HomeHealth Visiting Nurses:

- 6,440 patients maintained independence and health with 106,262 home visits from registered nurses, rehabilitative therapists, social workers, home health aides and nutritionists
- 2,290 newborns and mothers got a healthy start with 5,720 home nursing visits, offered at no charge, through our collaborative Women and Children's Health Promotion Grant
- 3,090 people improved their health with foot care, screenings and tests at community clinics
- 3,729 people were vaccinated as a step toward flu prevention
- 835 people lived safely with Lifeline Emergency Response Services

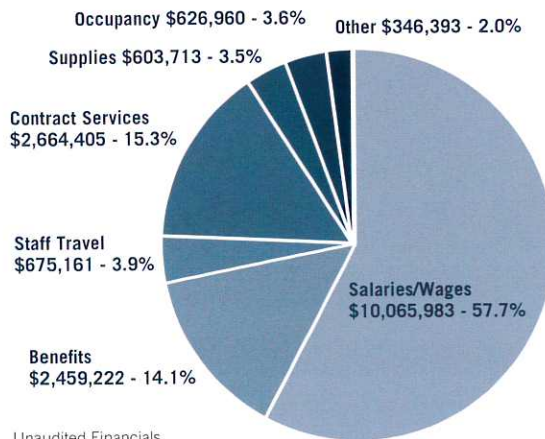


"Everything was handled with a great deal of professionalism. I am glad I chose HomeHealth Visiting Nurses." – Brigitte Robinson, PT

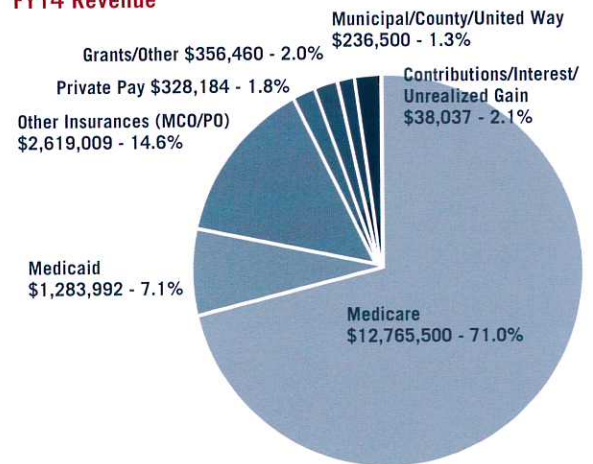
COMPASSIONATE CARE

HHVN experienced a \$1.5 million improvement in financial results from FY13 to FY14. Revenues improved by \$1.2 million and operating expenses reduced by \$300,000. As part of our non-profit mission to care for those in greatest need, HHVN provided \$198,444 in charity care services and \$770,119 in care not reimbursed by government programs.

FY14 Expenses



FY14 Revenue



Against All Odds

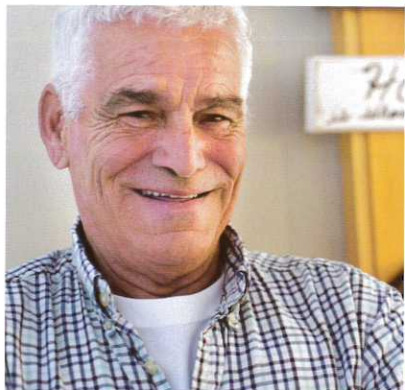
Enthusiastically waving from the bay window, Joe then bounds down the stairs to greet us at the door “Come in as I got a story to tell you.” Knowing his recent medical history and the fact that he was given about 6 weeks to live, we were quite taken back to meet such an energetic looking man.

We sit with Joe at the dining room table, a sunny room filled with family photos, plants and hand-made crafts. The oxygen tank is disconnected and sits abandoned in the corner. There are no other signs of medical devices or equipment. Without prompting, he shares a personal and medical journey that begins when his wife Kathy and daughters decide to move from Virginia to Maine to join Joe’s 79-year old mother and a generous number of nieces, nephews and grandchildren.

Joe shakes his head in disbelief, “it’s moving day, the van is packed, I got permission to work from Maine and we learn that my company is shutting

down!” With no other options, the family moves ahead determined to find work and build a new life. Barely settled into their new home, a whirlwind of medical events unfold. Joe is tired with severe shortness of breath. Reluctantly he goes to the emergency room and tests reveal two “silent” heart attacks and a stroke! Joe had Quintuple Bypass surgery but learns his heart is not pumping sufficient blood. Transfers to multiple Boston hospitals and consultations with heart specialists confirmed disappointing news. Joe was not a candidate for a mechanical implant or heart transplant; instead, he was gently advised to go home and put things in order.

Joe was sent home to a loving and extended family with support from HomeHealth Visiting Nurses. Under the direction of Dr. Esther Shao, Joe was placed on 24-hour oxygen, IV medication, and continual monitoring by Telehealth nurse Amy Blais. With the Telehealth unit by his side, Joe was



Joe pictured above with his grandchildren. Amy Blais RN, Telehealth Manager at left.

taught to answer health questions and to submit daily vital signs to Amy. Telehealth also proved a great tool for taking pro-active steps in Joe's care. Amy and other Telehealth nurses monitored Joe's status and promptly alerted his nurse Kim Rexrode about any changes that would require medication changes or physician consultations. Dr. Shao, a strong patient advocate, was always available for medical advice and support to both the family and the care team. His wife Kathy learned to be a caregiver but even more importantly she didn't give up telling Joe, "Are you going to watch time go by or are you going to try to live!" Together they forged ahead with Joe's new motto, "I am going live my life the way I want!"

And miracles happened. Within months, Joe was stronger and no longer needed oxygen or a walker. The day we met Joe, his nurse Kim visited and was greeted with hugs from three generations of family members. She removed his picc line as Joe no longer needed IV medications; but she assured him that our team will continue to monitor his condition. We ask Joe what's next... he grins and his blue eyes sparkle, "I am going to get a job!"

"Mr. Kennie's story is a great example of the success that can be achieved through the collaboration of physician practices and home health agencies. He was still quite ill after returning home, requiring oxygen, taking numerous new medications, and was placed on strict dietary restrictions. The home health nurses stepped right in and were acutely aware of all of the challenges he and his family were facing. Their day-to-day observations and communications with us about his progress were critical in helping all of us get him to where he is today. Ultimately this collaboration allowed him to be at home and spend time with his family over the past year, which as we know, is priceless."

— Esther Shao



RIVER'S STORY

At the age of three, River was diagnosed with aplastic anemia—a rare blood disorder in which the body's bone marrow doesn't make enough new red blood cells, white blood cells, and platelets. Common symptoms include irregular heartbeats, infections, bruising, and bleeding. River's mom, Tamothy—a registered nurse on our pediatric team—recognized these symptoms and promptly sought medical attention and a search for the cause. Physicians labeled River's case idiopathic; that is, no known cause for the disease. A home health treatment plan was recommended and our nurse Greg Burns assumed the lead. As part of the care plan, River went through a course of immunosuppression, a drug treatment plan that quiets the immune system in hopes that the body resets itself. Medications were initially administered intravenously and slowly over time, River's condition improved.

Today, Greg monitors River's condition closely and draws blood regularly through his med port. More importantly, Greg is a trusted friend who can ease River's anxieties, applaud in his accomplishments and share easy laughter.

River recently celebrated his fifth birthday and we have no doubt a celebration was had by all! Not fully cured, River is in remission. Mom shares with us, "we take it one day at a time" and "we count our blessings and Greg is certainly one of them."

Thank You

The following contributions supported the agency operations, charity care and educational initiatives.

FOUNDATIONS & CORPORATIONS

Davis Family Foundation
Department of Health
& Human Services Maternal
and Child Health Grant
John T. Gorman Foundation
Kennebunk Savings Bank
Huntington Foundation
Rural Utilities Services, USDA
Saco Biddeford Savings Bank
United Way of York County
United Way of Greater Portland
VNAA

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Herman Allen Fund
Estate of Norman G. Pratt
John M. Robinson Fund
Estate of Germaine Trakas
William Maguire Award

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John and Kathleen Murphy
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Daan and Morven Troost
Irving M. Walker
Gloria Webel
Nelson R. and Barbara J. Welch
Selytia Willings

TOWNS

We appreciate the generosity of the following towns whose municipal funds were used to provide charity care to residents in need of home health & community health services.

City of Biddeford
City of South Portland
City of Westbrook
Town of Acton

Town of Alfred
Town of Arundel
Town of Baldwin
Town of Berwick
Town of Brownfield
Town of Buxton
Town of Cape Elizabeth
Town of Casco
Town of Dayton
Town of Denmark
Town of Eliot
Town of Falmouth
Town of Freeport
Town of Fryeburg
Town of Gray
Town of Hollis
Town of Kennebunk
Town of Kennebunkport
Town of Kittery
Town of Limerick
Town of Limington
Town of Lyman
Town of Naples
Town of New Gloucester
Town of North Berwick
Town of North Yarmouth
Town of Parsonsfield
Town of Porter
Town of Scarborough
Town of Sebago
Town of Shapleigh
Town of Wells
Town of Windham
Town of Yarmouth
Town of York

MEMORIALS

We gratefully acknowledge the following donations that were received in memory or in honor of a loved one or a special caregiver at HomeHealth Visiting Nurses.

In Honor of Kim Andrews

Mary Elizabeth Steves
In Honor of Sharon Balzer
Richard Wallace

In Honor of Keith Bourgeois

Michael C. Bowdler

In Memory of Albert Brunelle

Albert and Madelein Deshaies

In Honor of Her Care Team

Lula Henry

In Memory of Iris L. Cushman

George W. Cushman

In Honor of Stephanie DeFanti

Cynthia Kurtz

In Honor of Cindy Dufresne

Helen L. Brown

In Honor of Angie Eccles
Michael C. Bowdler

In Honor of Patty Franson
Michael C. Bowdler

In Memory of James & Virginia Garvey
Janice Garvey

In Memory of Catherine Ann Grant
Raymond E. Grant

In Memory of Paul Merrill Gregoire Sr.
James and Phyllis Macdonald

In Memory of Jeanne M Guilbeault
Gerard and Priscilla Guilbeault

In Honor of Kristie Hanson
Walter and Rachel Stockley

In Memory of Barbara Herzig
John and Rosemarie Cadwallader
Crane
Nancy and Jack Guerino
John and Donna Herzig
Robert Herzig
Elizabeth R. Lamont
Seabrook Elementary School

In Honor of Bernadette Hill
Helen L. Brown

In Honor of Maria Hlastawa
Louis and Beryl Samia
Mary Elizabeth Steves

In Honor of Sharon Kerner, RN
Lorraine Perron

In Honor of Cynde LaPierre
Walter and Rachel Stockley

In Memory of Pauline Lanning
Madeleine L. Langley

In Memory of Mary Ann Leavitt
Frank Leavitt

In Memory of Marie Levell
Elinor Ravesi

In Honor of Cheryl Lionetta
Michael C. Bowdler
Helen L. Brown

In Honor of Sarah Lufkin
Helen L. Brown
Ruth Madden
Retta Muir

In Honor of John Lyons
James and Marcelle Carpenter
William H. Guest

In Memory of Leo Paul Martel
Joan Martel

In Honor of Ken Martha
Mary Elizabeth Steves

In Honor of Jennifer Morin
Noella Joncas

In Honor of Ryan O'Connor
Kristin Beisler

In Honor of Kristen O'Mara
Walter and Rachel Stockley

In Memory of Julie & Ron Peierls
Perry & Robert Morris

In Honor of Teresa Pellicer
Michael C. Bowdler

In Honor of Carol Poirier
Joseph G. Doherty

In Honor of Anna Rabassa
Louis and Beryl Samia

In Memory of Miriam R. Senning
Calvin Senning

In Honor of Christine Smarrella
Cynthia Kurtz
Mary Elizabeth Steves

In Memory of Arthur Lyall Stewart Jr.
Phoebe Ann Stewart

In Memory of Arthur L. Stewart
Phoebe Ann Stewart

In Memory of Salvatore Tudisco
Janan Tudisco

In Memory of Rebecca Merrill Weismann
Howard B. and Carolyn M. Merrill

In Memory of Jack Welch
Carole O. Welch

In Memory of Mary E. Welch
John Welch

UNITED WAY DESIGNATIONS

We also recognize these individuals who designated their United Way donations to HomeHealth Visiting Nurses.

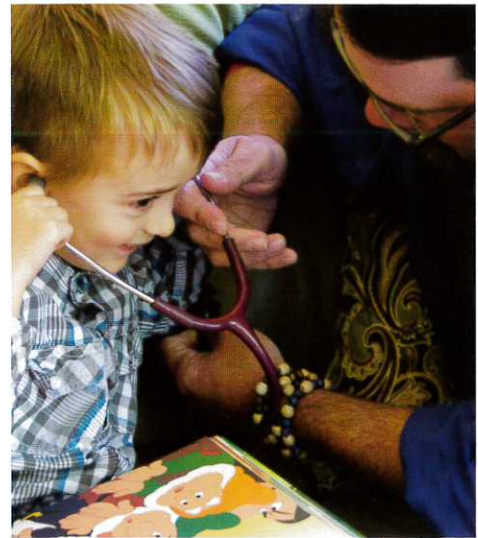
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Kelly J. Kimball, RN
Stephanie Lavertu
Dianne Lemoine
Jana Mayotte
Mia Millefoglie
Sherry Pinard
Carol Rivest
John Ryea
Melissa Thibodeau

IN-KIND DONATIONS

Bob Watson

SPONSORSHIPS

BlackTree Consulting
Erik and MaryJo van der Kaay



GRATEFULNESS UNFOLDS...

By offering patients a chance to say thank you to a special caregiver, the following employees were named in a donation honoring them in our new Grateful Patient Program:

Kim Andrews, HHA
Sharon Balzer, PT
Keith Bourgeois, RN
Cynthia Dufresne, RN
Angie Eccles, RN
Patricia Franson, RN
Christine Hanson, PT
Bernadette Hill, PT
Maria Hlastawa, PT
Cynthia LaPierre, RN
Cheryl Lionetta, RN
Sarah Lufkin, RN
John Lyons, PT
Ken Martha, OT
Jennifer Morin, RN
Kristin O'Mara, RN
Teresa Pellicer, RN
Carol Poirier, RN
Anne Rabassa, RN
Christine Smarella, HHA
Telehealth Team

*Grateful Patient donations will be dedicated to our Compassionate Care Program serving our neediest patients.

Dear Friends

In this report, we have shared with you the voices of several patients and their families who graciously allowed us into their homes and lives. Their stories give us inspiration to face the unknown challenges of illness more courageously.

So that we continue to bring care and support to patients in need, please consider a donation to our 2015 Annual Fund. You can make a gift by either completing the enclosed donation envelope, going online at www.homehealth.org, or calling the Development Office at 207/284-4566. We simply can't do it without you! Thank you.

Mia Millefoglie



Mia Millefoglie, Vice President,
Development & Marketing

Thank you for your thoughtful gift.

I/we wish to make a gift of \$ _____

For Charity Care Nursing Education

Check (payable to HHVN) or VISA MasterCard

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Stocks or securities (Please call 284-4566).

I have included HHVN in my estate plan.

Please send me information about planned giving/estate planning.

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in memory of in honor of:

Name _____

Send notification of this gift to (full name)

Address (city/state/zip) _____



VOTED ONE OF THE BEST IN THE NATION!

Special congratulations to **Greg Burns, RN**, selected to represent our state as one of the top 50 home care and hospice nurses in the 2014 Nurse of the Year Recognition Program. Through a highly competitive process, the

National Association for Home Care and Hospice selected Greg as one of the top 10 finalists in the nation for his proven advocacy and exceptional skills in providing pediatric nursing care.

GENEROSITY UNFOLDS...

Grant award of \$25,000 from the **John T. Gorman Foundation** will support the development of a highly specialized social work and advocacy program for children and families coping with the unique challenges of cancer and its impact on family life. Each year, we care for more than 400 medically fragile children with 20% diagnosed with active cancers.

To expand the important benefits of Telehealth to improve care and quality outcomes for patients with serious chronic disease, we receive a \$43,050 grant from the **Davis Family Foundation**.

The **United Way of Greater Portland** awards a one-year grant of \$86,430 and the **United Way of York County** awards \$6,000 to support nursing, rehabilitative therapies, social work and other support services for children and adults who need home based health services but lack insurance and/or resources to pay for necessary care.

To promote the health and well being of southern Maine residents, the **Kennebunk Savings Bank Foundation's Huntington Common Charitable Fund for Seniors** awards \$10,000 to advance our clinic services.

Rural Utilities Services, USDA awards \$51,920 in support of a \$142,263 project aimed to advance telehealth solutions for chronic disease patients living in rural areas. Project will pilot new technologies for both adult and pediatric populations.

OPPORTUNITIES UNFOLD

The Maternal and Child Health Grant, Department of Health & Human Services, was renewed for one year providing a \$631,390 grant to offer nursing visits, at no charge, to mothers, newborn infants and children with special needs.

ACCOMPLISHMENTS UNFOLD...

HomeHealth Visiting Nurses achieves excellence in demonstrating quality and commitment to patient focused care as shown by several key publicly reported measures:

	HHVN	State	Nation
Patients who recommend HHVN	87%	85%	87%
Treated symptoms of heart failure	99%	98%	98%
Hospital Readmission Rates*	15%	16%	16%

(*lower is best)

Patient satisfaction scores exceed state and national averages:

Overall Rating of Agency: HHVN 89.2% compared to 84.5% NRC Average

Overall Rating of Care: HHVN 89.2% compared to 84.6% NRC Average

Taking the lead to improve health for patients with serious chronic diseases, we launched an Integrated Chronic Care Model (ICCM). Over the course of 10 months, 110 clinicians received training on patient engagement, best practices for care and utilization of technology. To date, over 50 clinicians have achieved certification. Great Work Team!

Congratulation to the following employees who together received over \$7,000 in scholarships and grants to advance their education and skills:

Poulin Family Nursing Education Fund

Stephanie DeFanti, RN, Bachelor's Degree in Nursing
Connie Gobeil, RN, Master's Degree in Nursing

Madelyn Bergen Belliveau Education Fund

Leslie Carson, RN, Pediatric Certification
Tamothy Louten, RN, Pediatric Certification

L. Robert and Lillian Rolde Educational Fund

Sherry Pinard, Administrative Assistant, Associate Degree
Christine Smarella, HHA, Associate Degree
Joanna Fernald, RN, Bachelor Degree

Elaine Brady Scholarship Fund

\$500 scholarships were awarded to Anita Smit, RN and Christine Smarella, HHA to support certification and education.

As the provider for nursing and telehealth monitoring services in the MaineHealth Home Diuretic Protocol, we improved quality outcomes, reduced hospital readmissions and achieved 97% satisfaction for patients with advanced heart failure. Project received the Permanenté Service Award.

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