

MaineHealth

CARE AT HOME



REPORT TO THE COMMUNITY 2017



Donna DeBlois,
President & CEO



Bryan Christoforo Chair,
Board of Directors

Message to the Community

This past year we celebrated our one year anniversary as MaineHealth Care at Home which prompted us to reflect on our successes and opportunities. By joining together the former HomeHealth Visiting Nurses, Knowal-Lin and Waldo County Home Health and Hospice organizations, we established a stronger foundation to deliver care for patients, of all ages, throughout a vast and predominantly rural service area. We also secured expert clinical resources that advanced the following initiatives:

- 1) Completed a successful and full integration of EPIC in our Coastal Division.
- 2) Executed a new contract with the Department of Human Services restoring important provisions to provide home nursing care, at no charge, to newborn infants and mothers.
- 3) Launched Phase I staff training on core elements of dementia and behavioral health.
- 4) Expanded the depth and scope of Telehealth care to serve a broader patient population with serious and sometimes life-limiting illnesses.
- 5) Maintained commitment to our not-for-profit mission by offering more than 1 million dollars in charity and uncompensated care.

In striving for organizational excellence, we faced several financial challenges related to the associated costs of growth and integration. With a firm foundation now in place, we are confident in our ability to secure a more solid financial position in 2018. We also are confident that our partnerships within the MaineHealth system will help support and expand services to those in need of home health and hospice care.

In closing, we thank our strong team of employees, dedicated Board of Directors, committed volunteers, and generous donors for their contributions to MaineHealth Care at Home. It is a privilege to work together to make our communities the healthiest in America.

Sincerely,



Donna & Bryan



Karyn Willis, CNA

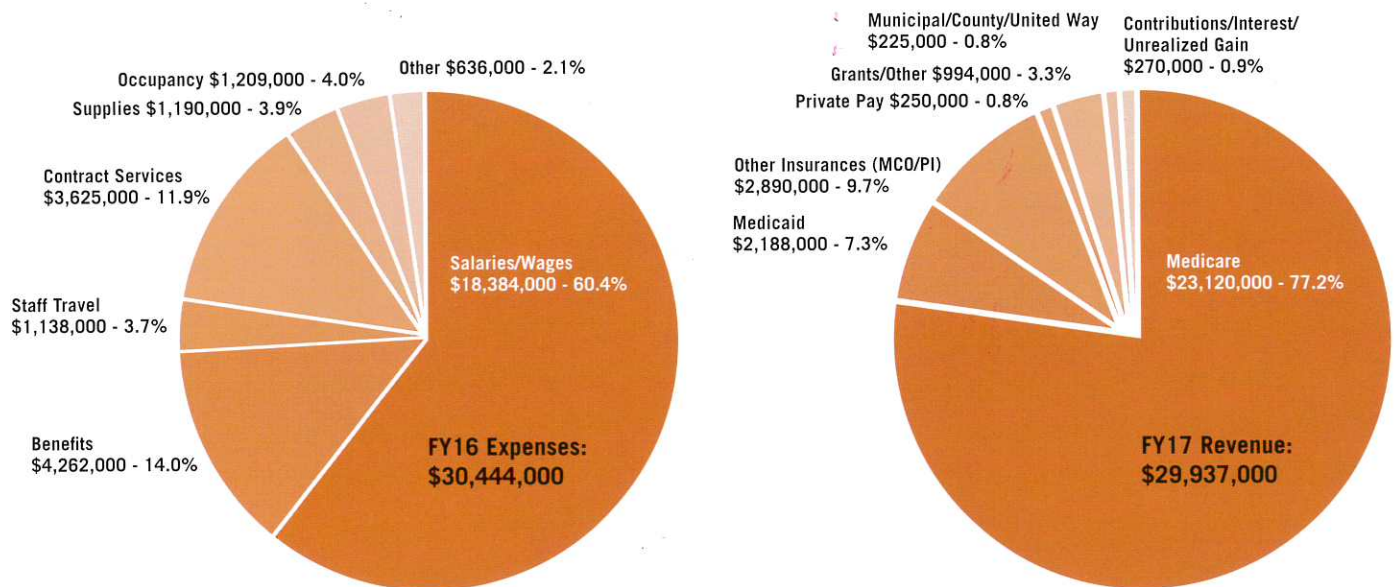
Building a Healthier Community

This past year, MaineHealth Care at Home (MHCAH) brought care, healing, and comfort to more than 26,000* children, adults and elders:

- 16,000 patients maintained independence and health with 150,000 home visits from registered nurses, rehabilitative therapists, social workers, home health aides, and nutritionists.
- 1,800 newborns and mothers got a healthy start with home nursing visits offered, at no charge, through a state-funded Maternal and Children's Health Grant.
- 500 patients received end-of-life care and comfort with hospice services.
- 200 patients received hospice services in the supportive environment of the Sussman House.
- 3,200 people improved their health with foot care, screenings, and tests at community clinics.
- 3,500 people were vaccinated as a step toward flu prevention.
- 100 people received supportive home care and companion services through Help-At-Home.
- 1,000 people lived more safely with Lifeline Emergency Response Services.

COMPASSIONATE CARE

As part of our mission to care for those in greatest need, MHCAH provided \$230,864 in charity care services and \$800,000 in care not reimbursed by government programs.





Volunteer Leigh Smith gardening at the Sussman House.

Volunteer Contributions

The Coastal Division Volunteers—members include local Auxiliaries, Sussman House Support Volunteers, and Home Care Volunteers—contributed nearly 4,000 hours to support our patients and staff. At the Sussman House, volunteers routinely provided 12 hours a day of front desk coverage, baked and cooked for families and visitors, and maintained our gardens and indoor plants. Volunteer fundraising efforts supported **Baby O Baby**, a pediatric assistance program, **Memory Bear** and **Memory Pillow** programs for those who have lost a loved one, and holiday gifts for patients in Lincoln County.

A holiday “**Tree for Warmth**” program distributed donated scarves, mittens, gloves, socks, and hats to nearly 200 deserving clients and neighboring school children in Knox County. Talented craftspeople made patient comfort items to include neck pillows, rice packs, and chair platforms. One volunteer carpenter produced over 30 chair platforms for our physical therapy department.

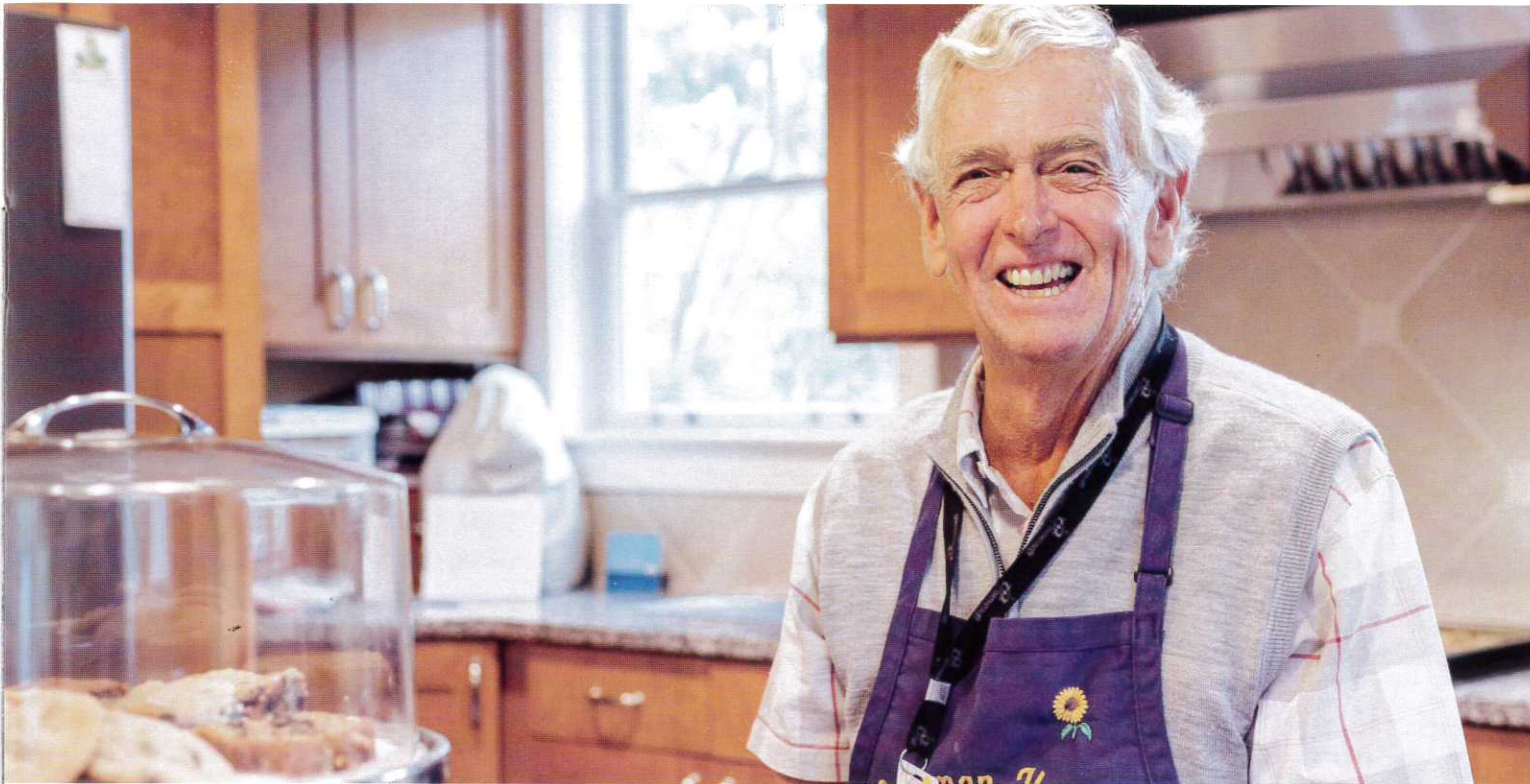
The Lincolnvile Women’s Club provided rice packs and monthly gift cards to support the Sussman House. The women’s sewing group of the Federated Church of Thomaston made neck pillows for patients in the MidCoast region. Volunteers raised scholarship funds for clinical workshops and continuing education.

A dedicated volunteer group assisted with staffing community clinics, essential administrative functions, and special projects. The hard-working crew of the United Way Day of Caring in York County transformed our gardens at our Saco headquarters. We thank these volunteers for their tremendous support and dedication.



THANK YOU

Thank you to Carol Rivest, RN, Provider Relations at MHCAH, for her commitment in serving as a Loan Executive for the United Way of Greater Portland. Carol and the Loan Executive Team provided tremendous support toward this year’s capital campaign. Great Teamwork! (Carol is second row on the left).



The Power of Volunteerism

In our quest to learn more about what compels volunteers to give so generously of their time, we started our interviews with Roger Wickenden, a volunteer at the Sussman House.

In meeting Roger for the first time, we are warmly greeted with a wide smile and sparkling eyes. His passion and commitment are soon evident as he takes charge in the kitchen preparing today's batch of chocolate chip cookies. Within minutes, the warm, sweet aroma permeates the house putting all of us at ease and ready for our interview.

Roger first learned of the Sussman House in November 2015. His beloved mother, 99 years of age, fractured her pelvis and decided to forego surgery and treatments.

Roger shares, "Despite being terrified of death, she made it very clear that she was ready to die."

As an orthopedic surgeon who dedicated his life to "fixing" patients, Roger had reservations about his Mom's decision. After years of helping so many patients gain independence through new knees and hips, it was difficult for Roger to accept the hospice philosophy of care. A turning point occurred when Sarah Dwelley, a hospice nurse gently stated, "I promise if you go to the Sussman House, you will be happy you came here."

With faith in her promise, Roger visited the hospice house and was transformed by the experience, "It was amazing, so tranquil...and I knew the second we walked in; we made the right decision."

Roger's mother lived eight days at the Sussman House, surrounded by a compassionate and caring team that brought her the gifts of comfort and dignity. Four generations of her family surrounded her with love. Roger laughs when he shares, "many of the times, we had fifteen people in her room, laughing, sharing stories, and crying." One of Roger's most memorable moments occurred when a harpist—his mother's favorite instrument—came to play and she squeezed his hand at the first sounds of the harp.

We are closing our interview when Roger becomes visibly emotional and shares, "I was there with her for the entire eight days, and I decided right there and then that I would be a part of this facility until I died."

Roger is keeping his promise! He continues to volunteer each day making cookies, answering phones, gardening, cooking meals, and most importantly helping families and visitors feel like they are home!



Nancy & Jason: A Partnership in Rehabilitation

We first meet Nancy walking in front of her home with Jason supporting her left arm. They are both laughing and clearly engaged in a lively conversation. We simply can't believe that this patient had hip surgery last week. They wave to us, invite us into the home, and begin to share the development of this special patient and therapist partnership.

For the past five years Nancy's active life, as an artist and athlete, was compromised by severe hip pain mitigated by pain medications and cortisone shots. Determined to complete her 500-mile hike through Portugal, she had her sixth shot and set off for her journey.

Nancy shares, "Yeah, I did the trip, and then I got back and had an x-ray and it wasn't pretty. It was over." I definitely want wheels on the chariot, and I was losing a wheel. It just didn't look good. I could see it in an x-ray, and there was no ball and socket anymore."

Not wanting to be compromised in what she could or could not do, Nancy researched several surgeons and learned all she could about hip replacement surgery. She wanted to find the surgeon that would give her the confidence and the best chance for living her life as fully as possible. Nancy committed to surgery and shares its success, "I will never forget, it was maybe three hours after the surgery, the doctor came in and said it was perfect. Then I remember standing up, thinking this is unbelievable, this is amazing. I am walking!"

From surgery to discharge home, Nancy is excited about the opportunity to regain her life without pain or compromise. Jason, her physical therapist, is equally excited to partner with Nancy. "She's the ideal patient as far as I'm concerned because she was extremely educated going into surgery, knew what to expect, and went into the surgery strong." Jason's role is to help her build endurance, strength, and balance within safe parameters. Jason adds, "She's the perfect teammate through all this, she's doing all the hard work, and I'm pointing her in the right direction."

Jason is enjoying his role in home health care adding, "Home health is unique, as the patient's primary goals are to regain function and the ability to be home. My goal is to get Nancy back to traveling the world so it will inspire new paintings."

"I never pondered having home health care or having a need for it until this surgery occurred... I want the physical therapist to be there to tell me what I can or can't do and to understand why." We ask Nancy if she has another hiking trip in the back of her mind, "Yes, I have a few: England, Ireland, and Patagonia have amazing trails, so we'll see." I trust we will.





Jackie Harjula with Donna DeBlois, CEO

Annual Meeting

This year's Annual Meeting included a presentation on "Home Health Services, Transition from Volume to Value" by Colin McHugh, Senior Vice President, Network Development & Contracting, MaineHealth.

Donna DeBlois, President & CEO presented a report to the community that marked a milestone for home health and hospice care as we joined three leading agencies, HomeHealth Visiting Nurse of Southern Maine with Kno-Wal-Lin and Waldo Home Health & Hospice agencies of MidCoast Maine. Donna also shared accomplishments in quality scores and the advancement of technology.

The HomeHealth Champion Award was presented to the Knox, Waldo and Lincoln Auxiliaries for their 50 years of service supporting our patients and their families, staff and the Sussman House. Jackie Harjula, Board President and Joy Chamberlain, Volunteer Coordinator graciously accepted the awards.

"Excellent care! [Stephanie Brown, PT and Lois Jensen, PT] called and arrived the day after I got home from surgery - so helpful. So glad I chose your agency! Everyone was amazing and so helpful, professional and knowledgeable."



BUILDING A HEALTHIER COMMUNITY

Heather Lomax, our Clinical Director for the York division, was chosen for OMNE's 2017 Emerging Leader Award.

OMNE - Nursing Leaders of Maine supports the professional and experiential development of emerging nurse leaders. This award recognizes a nurse who embodies the characteristics of an emerging leader through accountability, influence, innovation, change management, visioning, and intraprofessional collaboration. These characteristics lead to measurable, tangible outcomes such as care protocol changes and clinical study results among other such evidence.

Many thanks to Stephen Baybutt, Telehealth Manager, for nominating Heather for this award. Please join us in congratulating Heather on this important professional milestone.

Left: Stephen Baybutt, Heather Lomax and Karen Mueller, OMNE President & CNO at MDI Hospital

Thank You

Your donations supported our Compassionate Care Program, Agency Operations, and Educational Initiatives.

FOUNDATIONS & CORPORATIONS

Ball Corporation
The Boathouse at Kennebunkport, LLC
Elmina B Sewall Foundation
Rural Utilities Services - USDA
Susan Hirschberg Linet Fund
United Mid-Coast Charities
United Way of Greater Portland
United Way of York County

SUSAN HIRSCHBERG LINET FUND

To honor her memory, the family established the Fund to support patients and families challenged with serious illness. Donations were made in honor of the following individuals:

Dennis and Mona Dyer
Ariel Linet and Dan Goodman
Steve and Ardie Garland
Mike Gravel
Ellen Hirschberg
Jake Hirschberg
Jerrold Hirschberg
Marvin Kellner
Audrey Linet
Ann London
Joy London
Sarah Linet and Dylan Maeby
Rob and Sara McCaffrey
Lewis and Naomi Mintz
Cheryl Nanos
Becky Neville
Robert and Dianne Ryan
Bud and Mary Samiljan
George and Carolee Schafer
Mike and Carol Swartz
Ellen Waks
Catherine Zuckerman

The following donation was made to the Fund by Audrey Linet:
In Memory of Arthur Bonifati

GRANTS

Department of Health & Human Services, Maternal & Child Health Grants

ESTATE GIFTS

Alton Seavey Fund
Bidu Sayao Memorial Children's Trust
Emery Trust
Emile and Ethel C Trafton Levasseur Fund
Estate of Paul J. Sullivan
Henry Parson Trust
John M. Robinson Fund
William Maguire Award

INDIVIDUAL DONORS

\$1,000+
Muriel Poulin
Erik H. and Mary Jo van der Kaay

\$500 - 999
Paul Poulin
James C. and Eva Prendergast
Judith Stone
Dr. Heidi R. Wierman

\$200 - 499
Denise Doyon
Excelsior Lodge 151 AF & AM
First Congregational Church
Hannaford - Saco
C. Thomas and Judith S. Jagger
Eloise J. Law
Anthony T. Plante
Christopher and Terri Stevens
Unity Lodge #3

\$1 - 199
Dr. Charles and Mary Belisle
Daryl Cady
Patricia Camire
Bryan Christoforo
Virginia Cole
Ernest and Jeanette Cox
Renald B. Eon
Islesboro Sewing Circle
Evelyn N. Kolloch
Stephanie A. Kumble
Rebecca S. Lloyd
Joan Martel
Richard and Irene Morris
John and Kathleen Murphy
Lucas E. and Kimberly Myers
Austine M. O'Connor
Gloria Ravesi
Diane Riegel
Elizabeth Roberts
Anthony R. Ruggeri
Calvin Senning
Janet G. Silvers
Elizabeth Tarbox

EMPLOYEE ANNUAL APPEAL

\$1,000+
Robert Abel
Donna DeBlois

\$500 - 999
Elaine M. Collins
Vicki Erickson
Mia Millefoglie
Paul Steltzer

\$200 - 499
Jennifer Hutchinson
Heidi McCaffery
Michelle Milton
Amy Warrington

\$1 - 199
Hillary Ames
Debbie Betts
Betsy Boynton
Stacy Bray
Mark Butterfield
Toni Cavanaugh
SueEllen Chamberlain
David Clark
Samantha Cone
Tina Davis
Virginia Dohse
Jacquelyn Drummey
Linda Dugas
Kathryn Ellis
Deanna Garland
Amanda Gendron
Christine Hanson
Judith Hastings
Nancy Hewett
Karin Hulse
June Leary
Audrey Lemieux
Dianne Lemoine
Rebecca S. Lloyd
Judith Martell
Laura Mayberry
Jill Mitchell
Amanda Morin
Prudence Netzorg
Sherry Pinard
Susan Polky
Carol Rivest
Lura Robinson
Andrew Ryder
Debora L. Saunders
Dayna Small
Melissa Thibodeau
Marcia VanBuskirk
Kimberly Walls
Nancy Waters

TOWNS

We appreciate the generosity of the following cities and towns whose municipal funds supported home health & community health services to residents in greatest need.

City of Westbrook
Town of Acton
Town of Alfred
Town of Arundel
Town of Baldwin
Town of Brownfield
Town of Buxton
Town of Cape Elizabeth
Town of Casco
Town of Cornish
Town of Cumberland
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 New Gloucester
Town of North Berwick
Town of North Yarmouth
Town of Parsonsfield
Town of Porter
Town of Shapleigh
Town of Standish
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 MaineHealth Care at Home.

In Honor of Sharon Balzer
Donald and Christine Mallory

In Honor of Jen Barker
Rita S. Weisberg

In Honor of Samantha Bellavance
Thelma Rolerson

In Memory of Alice Benjamin
Carl and Erdine Moore, Jr.

In Honor of Stephanie Brown
Nancy Ford

In Memory of Barbara Carter
Robert S. Laden

In Honor of Jeremy Cloutier
Thelma Rolerson

In Honor of Bill Daley
Edward Reynolds

In Memory of Betheo Davis
Robert and Hilma Foster

In Honor of Pete Davis
Shirley Day

In Honor of Kristina Disciullo
Gretchen Beattie
Lynn Schoen

In Memory of Jean Dolloff
Irvin J. Gottsch
Robert and Julie Hamlin

In Honor of Brian Downing
Thelma Rolerson

In Honor of Christine Dwelley
Jeanine Dulong-Byrne

In Honor of Lisa Frazier
Lillian Camire

In Honor of Michael Gallagher
Gretchen Beattie

In Memory of John F. and Juliette E. Garfield
Kathleen G. Williams

In Memory of James & Virginia Garvey
Janice Garvey

In Honor of Annemarie Gautreau
Donald and Christine Mallory

In Honor of Teresa Gleason
Gretchen Beattie

In Memory of Jeanne Marie Guilbeault

Gerard and Priscilla Guilbeault

In Memory of Daniel Hall

Richard and Joan Hall
Dorothy Hawley
Dave and Doris Kinney
David Piper

In Honor of Maria Hlastawa

Joanne Fawcett

In Honor of Catherine Hodson

Kenneth Cheney
Martin Fischer
Rita S Weisberg

In Honor of Lois Jensen

Nancy Ford
Thelma Rolerson
Lynn Schoen

In Honor of Kelly Kipikas

Carmen F Doughty

In Memory of Marilyn Leathers

VFW Aux Randall-Collins #3108

In Honor of John Lyons

Joseph A Buonomo

In Honor of MaineHealth

Care at Home Staff

Donna DeBlois

In Honor of Michelle Makestiej

Lori Irving

In Honor of Ken Martha

Joanne Fawcett

In Honor of Brenda Morissette

Kenneth Cheney

In Honor of Craig North

Nancy Ford

In Honor of Katie Norton

Sylvia Johnson

In Honor of Kim Phillips

Rita S Weisberg

In Memory of Alphonsus J

and Eleanor Polackwich

The Scott Family

In Memory of Eileen Preskenis

The Hervada Family
Network for Good
Jean Tanner-Rich

In Honor of Kelly Reynolds

Lynn Schoen

In Memory of Clifton Russell

Virginia Marriner and Colby Tracy

In Honor of Mary Sefton

Lois Nickerson

In Honor of Anne Marie Silvius

Paula Beyer
Lillian Camire
Kevin Kelly

In Honor of Care Staff

Charles L Powers

In Memory of Arthur Lyall Stewart Jr.

Phoebe Ann Stewart

In Honor of Judy Stone

Janet Oliver

In Honor of Vania Stoyanova

Edward Reynolds

In Memory of Colby Swan

Larry and Chris Reese

In Memory of Aubrey C. Thomas

May Matheson-Thomas

In Honor of Isabelle Troadec

Lynn Schoen

In Memory of Salvatore Tudisco

Janan Tudisco

In Memory of Edwin Waldman

Louis and Sharon DeHayes

In Memory of Mary E Welch

John Welch

In Honor of Delany Wilkes

Thelma Rolerson

UNITED WAY DESIGNATIONS

We also recognize these individuals who designated their United Way donations to MaineHealth Care at Home.

Anonymous

Debbie Betts

Dan Brown

Phillip Bunten

Kimberly I. Burke

Nathan Clark and Kathryn Burnham

Karen M. Carlson

Rose Marie Everitt

Charlene M Fyfe

AnneMarie Gautreau

Donald Hamilton

Mark M. Hanson

Karin Hulse

Dianne Lemoine

Paul E. Linet

Sandra M. Maners

Mia Millefogie

MSECCA

Sandra D. Rosen

Theodora S Sawyer

Ms. Celeste M. Senecal

Bente M. Shirley

Sandra L Wing

Patricia M. Wyman

IN-KIND

Marie Checchia

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 Grateful Patient Program:

Jen Barker

Samantha Bellavance

Stephanie Brown

Jeremy Cloutier

Bill Daley

Pete Davis

Kristina Disciullo

Brian Downing

Christine Dwelley

Lisa Frazier

Michael Gallagher

Annemarie Gautreau

Teresa Gleason

Maria Hlastawa

Catherine Hodson

Lois Jensen

Kelly Kipikas

John Lyons

Michelle Makestiej

Ken Martha

Brenda Morissette

Craig North

Katie Norton

Kim Phillips

Kelly Reynolds

Mary Sefton

Anne Marie Silvius

Vania Stoyanova

Isabelle Troadec

Delany Wilkes

“[Sue Sesto, PT and Leslie Tsomides, OT] were so good and caring and I made a lot of improvements by following what they asked me to do. There is nothing I could say for you to do better, my nurses never came late even by a minute and I am so glad with that.”



Thank you for your thoughtful gift.

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

- Home Health Charity Care Hospice Charity Care
- Madelyn Bergen Belliveau Education Fund
- Elaine Brady Scholarship Fund
- Poulin Family Nursing Education Fund
- L. Robert & Lillian Rolde Education Fund
- Susan Hirschberg Linet Fund
- Unrestricted

Check (payable to MHCAH) VISA MasterCard

Card # _____

Exp. _____

On-line donations can be made at www.mainehealthcareathome.org

- Stocks or securities (Please call 800-660-4867).
- I have included MHCAH in my estate plan.
- Please send me information about planned giving/estate planning.

DONOR INFORMATION

Name (first/middle/last) _____

Address (city/state/zip) _____

Phone _____

Email _____

Remembrance Gift: I wish to designate my gift

- in memory of in honor of

Name _____

Send notification of this gift to (full name)

Address (city/state/zip) _____

Dear Friends

Dear Friends,

In this Report, we profile several patients who graciously allowed us into their homes and lives as they shared the challenges of their medical journeys. Their stories encourage us to live more gratefully. We also profile the stories of several volunteers who share their unselfish commitment to our community. Their stories inspire us to give more generously.

In Maine, we are home to a growing number of elders who strongly desire to remain in the comfort of their homes; families who need specialized care for their medically fragile children; and individuals who wish to live with dignity and comfort at the end-of-life. To meet these needs, our clinical team traveled more than 1.5 million miles and brought expert medical care and support helping more than 18,000 patients remain safe and independent in the comfort of their homes and families.

This past year, we kept our promise to the community by providing more than 1 million dollars in charity and uncompensated care to those in greatest need. This reach was made possible through the generosity of the many donors, foundations, and municipalities that are listed in these pages.

We hope you will join this generous community of donors by making a gift to our Annual Fund. Simply complete the attached remittance form, donate on-line at www.mainehealthcareathome.org, or call our Development Office at 1-800-660-4867. Your gift can be made in honor or in memory of a loved one to the fund of your choice.

Thank you for your consideration, your generosity, and your trust in MaineHealth Care at Home.

Mia Millefoglio, Vice President,
Development & Marketing

BOARD OF DIRECTORS

Bryan Christoforo, Chair
Patricia Camire, Vice Chair
Anthony T. Plante, Treasurer
Heidi Wierman, MD, Secretary

Patsy Aprile	William L. Caron, Jr.*	Scott Gardner
John Benoit	Andrew Clearwater	Dr. Susan Sepples
Daryl Cady	Donna DeBlois*	Judith T. Stone
Magdalene Came	Denise Doyon	*Ex-officio

EXECUTIVE TEAM FY17

Donna DeBlois RN, MSB, MBA, BSW, AHCA
President & Chief Executive Officer

Elaine McCormack Collins MBA
Vice President Finance, Chief Financial Officer

Robert Abel RN, MSN, BSN, CHPN, CMC, CCM
Chief Nursing Officer

Paul Steltzer PT, COS-C
Vice President Rehabilitation

Mia Millefogle MA
Vice President Development and Marketing

Vicki Erickson RN, MSN, BSN, COS-C
Vice President Quality and Compliance

Heidi McCaffery LSW, CHPCA
Director of Hospice

Hillary Ames MBA
Director of Human Resources

PROFESSIONAL ADVISORY COMMITTEE

Judith T. Stone, RN, MSN, Chair
Robert Abel RN, MSN, BSN, CHPN, CMC, CCM
Marguerite Aube RN.C, CAS, Ed. D.
Charles M. Belisle MD
Magdalene Came RN, MSB
Patricia Camire RN, MSN, MHA, NEA-BC
Tracy Cardelli RD, CNSD
Donna DeBlois RN, MSB, MBA, BSW, AHCA
Denise Doyon RPh
Victoria Erickson RN, MSN, BSN, COS-C
Robertta Gerson DO
Sharon Hartl OTR
Jill Mitchell PT
Marilyn Morel RN, BA
Anne O'Sullivan OTR/L, LSW
Susan Sepples CCRN, Ph.D., MSN
Paul Steltzer PT
Rev. Kenneth Wilcox
Heidi Wierman, MD

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9 BIDDEFORD, ME

POSTAGE WILL BE PAID BY ADDRESSEE

MaineHealth

CARE AT HOME

15 Industrial Park Road
Saco, ME 04072-9981



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES