

Caring connections

ANDROSCOGGIN HOME CARE & HOSPICE • FALL 2009

AHCH Expands Telehealth Program

The agency has recently received grant funds from three New England regional foundations to acquire additional HomMed monitors and a software program that will import data retrieved from the patient's monitor directly to their agency electronic medical record. The added equipment will enable AHCH to double the number of patients who can be served each year to 300.

Through the use of small monitoring devices, patients take their own vital signs and answer a few yes/no questions each day. The data is transmitted to the Agency over telephone lines where it is monitored by a nurse. The goal is to help patients become active participants in their care and be able to safely manage their condition at home.

AHCH has used telehealth monitoring in conjunction with in-home nursing visits for several years with patients who have Chronic Obstructive Pulmonary Disease (COPD) or Congestive Heart Failure (CHF) with positive outcomes. There has been a steady decrease in re-hospitalization and visits to the emergency room among patients served. As a result, the Agency has incorporated telehealth monitoring into its "best practice care" plans for patients admitted with these conditions.

A Personal Viewpoint

"It's been really important for us", says Dot McArthur, whose mom is using a HomMed telehealth monitor. "Changes in Mom's condition can happen quickly. This summer, the data began to show some changes."

AHCH contacted her doctor who ordered a blood test that indicated her electrolytes were getting dangerously low. "As a result, Mom's medication was changed." Dot continues, "If we had not been checking her vital signs daily, I know we would have been in the emergency room. Having the monitor has made a big difference for us. I would highly recommend it."



Lisa Cailler, RNC reviews vital sign data on patients utilizing HomMed telehealth monitors. Patients and their physicians are contacted when significant changes in their condition are observed.

Take Note!

Office Volunteers Needed

We are looking for individuals interested in supporting our Hospice Program by helping with a variety of office, computer and telephone tasks at our Lewiston Office.

Office volunteers usually work 2-4 hours a week. Please contact our Volunteer Department.

AHCH Service Area Continues to Grow!

This summer AHCH extended its services to residents of:

Augusta
Farmingdale
Gardiner

Hallowell
Manchester
West Gardner



www.ahch.org

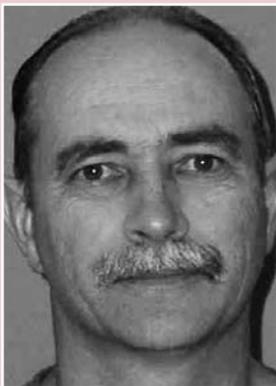
207-777-7740 • 1-800-482-7412

Volunteers are...



AHCH Volunteers Honored with Statewide Awards

Moe Morin, AHCH Visiting volunteer and **Bob Oliver**, Hospice volunteer were presented with Volunteer of the Year Awards by the Home Care & Hospice Alliance of Maine at the annual Blain House Tea. The statewide awards recognize individuals for their volunteer service and dedication.

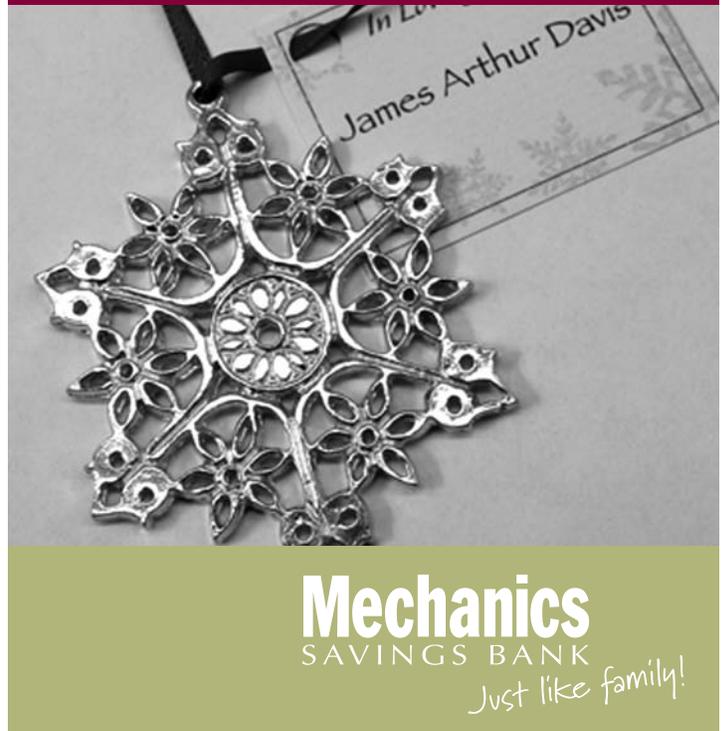


Moe Morin has been with AHCH since 2006, visiting patients in their homes. Despite working full-time, he has always made it a priority to spend time with patients when there is a need.



In his four years as a hospice volunteer, **Bob Oliver** has dedicated more than 1200 hours to AHCH and our patients. Bob has a gentle sense of humor that patients enjoy and develops close relationships with those he visits.

2009 Remembrance Ornament



2009 marks the third year Mechanics Savings Bank is generously sponsoring the AHCH Remembrance Ornament. It has become a meaningful way for individuals to remember a loved one especially at the holiday-time.

The AHCH 2009 Remembrance Ornament features a beautiful snowflake made of hand-cast pewter. It comes with a decorative blue ribbon, a personalized remembrance tag and is packaged in a silver organza bag.

The Remembrance Ornament is on display (along with order forms) at all Mechanics Savings Bank locations, the Hospice House in Auburn, and our main office on Strawberry Avenue in Lewiston.

You can also pick up order forms at area Chambers of Commerce, Auburn Starbucks, Mountain View Chocolate Shoppe in Farmington, or visit our website ahch.org.

Ornaments are \$20 each and proceeds support home care and hospice services.

Palliative Care Program Extends Added Support to Home Care Patients

Palliative care services can help patients achieve maximum comfort and quality of life by addressing their physical and emotional needs and offering guidance to help them make informed care decisions and cope with the challenging side effects of treatment.



Each year AHCH provides care to more than 6,000 community residents who need our help at home to recover from illness, injury or adjust to a newly diagnosed medical condition. For most of these individuals, the nursing, therapy, social work and home health aide care we provide allows them to return to good health and independence.

In recent years, we are seeing a growing number of individuals dealing with medical conditions that progress over time and their home care needs are complex. For these individuals, palliative care services offer significant benefits.

Two years ago, the Agency initiated a palliative care physician consultation service utilizing the expertise of its Director of Medical Services and Hospice Medical Director.

This fall, AHCH took another step in implementing a new palliative care team approach that provides more comprehensive nursing

and social work services for home care patients dealing with progressive diseases such as cancer, end-stage renal or cardiac conditions and ALS.

The team includes both home care and hospice nurses and social workers. Patients are introduced to the palliative care team concept by their home care nurse and given the option to have the other team members join them in making regular home visits.

“Our goal is to provide the best care possible to our patients,” explains Julie Shackley, AHCH President/CEO. “We have a lot of breadth and depth of expertise at AHCH. We want patients to benefit from all we have to offer and not be constrained by the way health plans typically define home care and hospice services.”

Under the direction of the patient’s physician, the team is able to improve quality of life for patients utilizing their extensive knowledge and skills in medication, pain, and symptom management, as well as bringing increased one-on-one support to help patient’s address the emotional and psychological effects of their medical condition.

Thus far, the team has worked with twelve patients and their families. For some, the next major decision in their care was to elect hospice services. According to Karen Rodrigue, home care RN, “Our team approach makes this transition less overwhelming for the patient. We are able to maintain the therapeutic relationship that we have built over time and they experience true continuity of care.”

Charitable Gift Annuities – Putting Your Assets to Work for a Good Cause

AHCH can now offer charitable gift annuities as an additional option for donors considering a planned legacy gift to the Agency. AHCH has benefited from a number of bequest gifts from donors who have made it a priority to sustain their commitment to AHCH beyond their lifetime. Now, through a gift annuity, donors who have discretionary cash or stock assets can choose to invest them with AHCH and receive quarterly fixed income payments throughout their lifetime.

The income payments donors receive are set using rates from the American Council on Gift Annuities. The intent is that AHCH, at the passing of the donor, will benefit from at least half of the initial gift amount to support critical programs and services we provide community residents in central and western Maine. Because AHCH is a qualifying charity, the establishment of the gift annuity can provide both immediate and deferred tax advantages to the donor.

A charitable gift annuity is a formal, irrevocable contract between the donor and AHCH. The income payments to the donor are backed by the full commitment of the Agency. AHCH is working with TD Bank Wealth Management group to professionally manage our gift annuity program.

AHCH has established several guidelines to assure the financial soundness of its gift annuity program. Donors may begin to receive payment from an AHCH gift annuity at age 65. The minimum amount to start a charitable gift annuity with AHCH is \$25,000.

For more information on establishing a charitable gift annuity with AHCH or to discuss other planned giving options, please contact the AHCH Development Department at 795-9405.

It is always advisable to seek guidance from your legal or financial advisor to determine which planned giving option best meets your charitable and financial objectives.

2009 Annual Fund Appeal

Each and every gift makes a difference

GIFT LEVELS:

\$5000+ - Ambassador	\$250 - Sponsor
\$1000 - Patron	\$100 - Associate
\$500 - Founder	\$25 - Friend

GIFT AMOUNT: \$ _____

This gift is [] in memory of [] in honor of

Please notify the following person(s) of my gift

Name _____

Address _____

Checks are payable to Androscoggin Home Care & Hospice. You may make your gift by VISA or MasterCard (courtesy of TD Bank).

[] VISA [] MasterCard

Amount: _____

Account #: _____

Expiration Date: _____

Signature: _____

You may also make your gift online through our website at www.ahch.org.

Mailing Address: P.O. Box 819
Lewiston, Maine
04243-0819

DONOR INFORMATION

NAME (MR./MRS., MS., MISS, ETC)

ADDRESS

CITY _____ STATE _____

ZIP _____ PHONE _____

- I wish to remain anonymous in agency donor lists and publications
- Please keep me informed of opportunities to support the charitable mission of AHCH
- My company matches charitable gifts (form enclosed)
- Please send me information on the AHCH planned giving program
- I have remembered AHCH in my will
- Please send me information about volunteer opportunities at AHCH



ANDROSCOGGIN
HOME CARE & HOSPICE

15 Strawberry Avenue
Lewiston, Maine 04240

Non-Profit Org.
U.S. Postage
PAID
Lewiston, Maine
Permit #3

ADDRESS SERVICE REQUESTED

UPCOMING
events
2010

More information can be found about events on our website ahch.org or by calling the AHCH Development Department at **777-7740**

March 24 **Cancer and End-of-Life Care**
Hospice Foundation of America
17th Annual Teleconference

May 23 **Hospice House 5K Road Race/Walk**
"Do it for them"

Grief Support Groups For
Children and Adults

go to
www.ahch.org

and click on **What's New** to check out
the January 2010 Start Dates



Androscoggin Home Care & Hospice

is a nonprofit, State licensed and Medicare-certified agency providing skilled home care, supportive care and hospice care.

Our mission is to care for the health, independence, and quality of life of residents in central and western Maine in the comfort of their home and community.

AHCH is accredited by the Joint Commission on Accreditation of Healthcare Organizations.