



ANDROSCOGGIN HOME CARE & HOSPICE

15 Strawberry Avenue, Lewiston, Maine 04240

Caring connections

December 2012

Care Beyond the Call of Duty - One Family's Experience with the Hospice House

Woody Hodgkins is no stranger to dealing with end-of-life issues. At the age of 17 he worked as an apprentice mortician and ambulance driver. He then joined the military and became a medic. In later years, he was the primary caregiver for his parents, his in-laws, his aunt and uncles. A year ago his wife, Methyl, was a patient at the Hospice House of Androscoggin Home Care & Hospice.

Woody and Methyl lived in Topsham and were looking for a hospice facility close to home. After looking at several facilities, a good friend, Bob Gardner who used to be a Board Member for Androscoggin Home Care & Hospice, recommended that Woody visit the Hospice House. Woody had already found a place for his wife and didn't really want to check it out. Bob insisted that he just go see the place and to speak with Jim Bouchard, Director of Marketing & Development. So Woody and his daughter Sue Matzell visited the Hospice House. As they entered the Hospice House, the aroma of cookies baking welcomed them. They had never seen a place like this before and made the decision that Methyl should receive her hospice care there.

Delirium is a state of sudden and often severe confusion that develops in patients at end-of-life. Dr. Austin, physician at the Hospice House, explained to Woody that he was going to make sure that Methyl did not experience delirium. So when we had the snowstorm the last weekend of October 2011, Woody received a call from the nurse at the Hospice House stating Methyl would like to speak to him. The nurse explained that Methyl's phone was not working so she would take her cell phone to Methyl's room and they would call him back in a few minutes.



Woody and Sue

When Methyl called she excitedly told him that she got to play in the snow at 4am that morning and then went inside to get warm in front of the fire which was very romantic. Woody started thinking to himself that the medical staff was not able to control her delirium because she certainly must be delirious. When he went to visit that day he found out that she did indeed go play in the snow. Methyl had told the staff that she wanted to see snow one more time before she died. They bundled her up in a wheelchair and took her outside to play in the snowflakes – care beyond the call of duty.

In November we had a very unseasonably warm day. The staff asked Methyl if she would like to go outside for a bit – she was a little unsure – so they took her out anyway. The staff informed Woody that they had a surprise for his wife. They spent about 15 minutes outside soaking in the beautiful day then headed back inside to her room. The door was decorated with flowers, there was reggae music playing inside the room and paper palm trees covered the closet and bathroom door. There was a paper pink flamingo and in her bed was a Hawaiian girl with a grass skirt. They had even cut out blue paper to make waves in the windows. The staff had given his wife one more time in their Florida home – care beyond the call of duty.

These two occasions sum up the MODEL Care Androscoggin Home Care & Hospice has implemented," states Woody Hodgkins. "Staff members at the Hospice House are all angels. If you are going through end-of-life, the Hospice House is the place to be."

M.O.D.E.L. Care

Andrea LeBlanc, COO, of Androscoggin Home Care & Hospice knows what it's like to have a family member struggle with a terminal illness. Working with an out of state health care service agency to advocate for and manage her sister's health care needs caused her to probe her own agency's performance. This resulted in the development and implementation of a 2-year plan to enhance Androscoggin Home Care & Hospice's quality care for all their patients and families.

"M.O.D.E.L. Care" - "Meaningful, Organized, Developed, Effective/Efficient and Lasting Quality Care" was implemented in November 2011. Over 400 staff and approximately 300 volunteers have been oriented with the resources to always put the patient and their family first.



www.ahch.org

207-777-7740 or 1-800-482-7412

Events

Ski for Health/Cabin Fever Online Auction

On January 27th, we are partnering with Carter's Cross Country Ski Center in Oxford to host a cross country ski and online auction fundraiser. Each year Androscoggin Home Care & Hospice provides more than \$750,000 in subsidized/charity care to home care patients. Proceeds from the Ski for Health and Cabin Fever Online Auction will be dedicated to our home care program.

Participants can register online at www.ahch.org, form teams, and collect pledges.

We will launch the Cabin Fever Online Auction around the Ski for Health event. If you have a computer, smart phone, iPad or laptop with internet access, you can participate. Stay tuned for further details on the timing of our Cabin Fever Online Auction.

Marketing & Development News

What is the Annual Fund?

The Annual Fund is our agency's vehicle to obtain gifts on a yearly basis. This fund supports the home care and hospice needs of our patients and their families who do not have adequate health insurance.

The Annual Fund is a key source of expendable support that impacts virtually everyone that we provide services to.

There are so many reasons to give to the Annual Fund, below are just a few:

- People want to give back to Androscoggin Home Care & Hospice because we have been there for them and their family.
- A gift to the Annual Fund ensures that high quality health care is available to anyone in need.
- Androscoggin Home Care & Hospice is a nonprofit agency that depends on its Annual Fund support. In the past our Agency has been impacted by a 15% reduction in the reimbursement rate from the federal government and we are preparing for an additional 15% cut over the next five years.

With 100% Board participation and over 51% of employee participation, the real question is, why not give to the Annual Fund? **Every gift matters!**

Go to: www.ahch.org/waystogive/makeadonation.aspx to make your gift today.

2012 Major Sponsors



Sponsor Highlight

Led by **Baxter Brewing**, our HH 5K & Remembrance Walk sponsors enabled 100% of the \$23,000 proceeds raised to be dedicated to patient care at the Hospice House.

Baxter Brewing began their sponsorship of the HH 5K & Remembrance Walk in 2011, but our relationship with Luke Livingston, Baxter Brewing's president, began a few years earlier. Like so many of our sponsors and event participants, Luke had a personal experience with hospice. We appreciate Baxter Brewing's continued support and commitment to hospice care.

Baxter Brewing Company is an eco-conscious brewery located in the historic Bates Mill in Lewiston, Maine. Baxter Brewing, which offsets 100% of its electrical usage with clean, renewable American Wind energy, is the first brewery in the region to package absolutely all of its beer strictly in metal containers - 12oz aluminum cans and stainless steel kegs - and is believed to be the first brewery in the county to brew more than 5,000 barrels of beer in their first full calendar year of production (2011). Founded by Auburn Maine native and company president, Luke Livingston, who was named to Forbes Magazine's "30 Under 30" Most Influential Entrepreneurs list in 2011, Baxter Brewing Co. currently ships its beer across the states of Maine and Massachusetts, employs 10 people and was named the "2011 New Brewery of the Year" by BevNet Magazine.