



ANDROSCOGGIN
HOME CARE & HOSPICE

Where the Caring Begins

Home Care Today

AHCH IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER

AHCH FALL 2007 COMMUNITY NEWSLETTER

PRESIDENT'S MESSAGE



Julie Shackley RN MSN

Julie Shackley, RN, MSN
AHCH President/CEO

In Maine we have a long history of working together to get things accomplished.

While this may be out of necessity given Maine's small and scattered population, in the end all collaboration strengthens the resources of our communities, making them better places to live.

AHCH's longstanding relationships with the region's health care providers, hospitals and community organizations have led to many successful initiatives over our 40 year history.

Today, we carry on this tradition in many of the agency's programs and services. Among them are:

- The Program for Grieving Children and Teens co-sponsored by St. Mary's Regional Medical Center and Franklin Community Health Network,
- AHCH's in-home care for patients receiving cardiac treatment at CMMC's Heart and Vascular Institute,

- hospice care coordination agreements on behalf of residents living in more than 30 long-term care and assisted living facilities throughout central and western Maine and
- the Home Care Connection Program providing maternal and well - baby home visits in conjunction with Franklin Memorial Hospital's Birthing Unit.

In this edition of Home Care Today, we spotlight our partnership with Central Maine Orthopaedics, P.A. to create AHCH's Total Joint Replacement Home Care program. This partnership began two years ago with the adoption of a coordinated care process to improve the transition from hospital to home. The results have made a significant difference in the health outcomes for our patients who have had joint replacement surgery.

Through all our partnerships and collaborations we are proud to be adding value to the continuum of health care and support services in our region.

Partnerships - Enhancing Care and Patient Outcomes

The combined efforts of AHCH and Central Maine Orthopaedics are making a difference for patients undergoing joint replacement surgery

In 2005, Dr. Wayne Moody Medical Director of the new Center for Joint Replacement at St. Mary's Regional Medical Center and partner at Central Maine Orthopaedics, P.A. (CMO) approached AHCH to implement a coordinated care process for his patients following joint replacement surgery. His goal was to ensure that patients have a seamless transition in their nursing and therapy care following surgery and achieve a rapid and full recovery by following specific care guidelines.

AHCH had provided nursing and therapy services for patients following joint replacement surgery for many years. "The adoption of the coordinated care process enables things to run very smoothly", explains Lisa Teixeira, AHCH RN. "We have good communication not just between CMO and AHCH, but among AHCH disciplines, as well. This is a great benefit to our patients." This sentiment is echoed by Julie Theborge, AHCH physical therapist, "if I notice a problem or have questions, I can easily reach the staff at CMO.

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To enhance the partnership and to ensure smooth communication, AHCH has a team of nurses and therapists located in each office assigned to this program and CMO has a designated point of contact, Mary Ann Cormier, RN. AHCH current team members include Registered Nurses Lisa Teixeira, Lisa Osgood, Lorrie Cabrel, Gail Kaleel, Sandy Prestia, and Physical Therapists Julie Thebarga, Jason Burtchell, and Kristin Ross.

The partnership is further enhanced by periodic meetings between CMO and AHCH. In addition, this fall AHCH nurses and therapists will have the opportunity further their education by viewing several joint replacement procedures performed by Dr. Moody and we are exploring opportunities for AHCH nurses to make patient rounds with the orthopedic surgical staff. Today, AHCH cares for approximately 22 CMO patients each month who have undergone joint replacement surgery.

An AHCH nurse is the first to visit the patient upon discharge from the hospital. At that first visit the nurse assesses for safety issues in the home and makes recommendations for modifications, in addition to teaching the patient and family about medication management, and incision care. A vitally important component of the nursing visits is the monitoring of Coumadin, a medication given following surgery that prevents blood clots. Coumadin levels are checked weekly and reported to CMO, with medication changes then made as needed. Teixeira, explains, "Teaching is the largest component of what we do in the home and is reinforced at each visit."

Following the initial nursing visit, a therapist visits setting up an individualized exercise program that works on improving strength, balance, flexibility and range of motion. Therapy also focuses on outdoor mobility, transferring to car and maneuvering stairs safely. "We have an intense two week period of therapy where we visit three times per week. The number of visits decreases after that", explains Thebarga. Patients are usually ready to be discharged completely or move to outpatient therapy, where they have use of specialized equipment not available at home, in three to four weeks time."

Patients have a clear understanding of the length of time the therapist and nurse will visit, as well as, the ultimate goals. "I really enjoy my patients. They are very motivated and are anxious to get back to their lives, so most do their exercises, even if it's with a little grumbling," states, Thebarga. "It's rewarding to see people improve so quickly."

For patients who have private insurance such as Anthem Blue Cross Blue Shield, Aetna, Cigna or Harvard Pilgrim,

AHCH total joint replacement home care services can begin even before surgery. AHCH nurses and therapists can make a home visit prior to surgery suggesting simple home modifications to make recovery safe and comfortable, obtain any necessary home safety and exercise equipment and review standard surgery precautions and what to expect during the recovery period.

"We have the opportunity to develop best practices in joint replacement care with home health being an integral player because the care at home has now become as vital as care in the hospital."

Dr. Wayne Moody

The CMO and AHCH partnership will be strengthened with the opening of St. Mary's Center for Joint Replacement this fall. The Center is a collaborative effort between St. Mary's Regional Medical Center and Central Maine Orthopaedics, PA and will be the only dedicated inpatient hip and knee unit in Maine.

When developing the model for the Center the first and most important step was to seek input from patients and families. Dr. Moody explains, "Our goal is to create a center of excellence with the focus on patient-centered care. I strongly believe it was imperative to have patients and family members at the table, so we would understand what is important to them. We will continue to seek

feedback from patients and families. Their input will be a driving force in the philosophy of our center of excellence."

The model for the Center includes education support for patients and families that will begin in the doctor's office with home health collaboration, complete onsite services including private rooms, a rehabilitation gym and dedicated nursing staff with joint replacement experience.

Patients served at the Center will continue to utilize AHCH's nursing and therapy services whether they return home directly after surgery or require a short stay at a rehabilitation nursing facility before returning home.

Benny Violette - One Patient's Story

Medical treatments have significantly changed since Lewiston resident Benny Violette underwent his first hip replacement surgery in 1978. Because the procedure was not locally available at that time, Benny had to travel to Boston and endure a 26-day hospital stay which included 5 days of traction. Benny returned to Boston in 1994 for his first total hip revision, a more complex surgery that involves removing the old components used in the previous surgery and any remaining cement or degenerative bone and installing all new components. As Benny explains, "I expected to have another surgery. In 1978, my original surgeon told me the hip would probably last 10-12 years."

This past June, Benny required a second total hip revision as a result of a fall. Dr. Wayne Moody performed the surgery in Lewiston. Benny's surgical recovery was much different this time. He returned home with AHCH nursing and therapy services in 5 days. Within two weeks of going home – about three weeks after his surgery - Benny was going up and down stairs with the assistance of his physical therapist.

One of Benny's goals was to return to his favorite hobby, woodworking as soon as possible. With his tools and supplies being located on a different floor maneuvering stairs safely was very important to Benny. "We incorporated walking up and down stairs as a goal from the start," explains Julie Theborge, AHCH Physical Therapist. "Having a goal motivates patients. As soon as Benny was strong enough we began working on it."



Julie Theborge, AHCH Physical Therapist, assists Benny Violette with his rehabilitation exercises.



HealthWyse
Take Care By The Hand

An Update on AHCH's New Electronic Medical Record System

Last fall, AHCH implemented the HealthWyse electronic medical record system, a major initiative that had a significant impact on the entire agency. The computer software system integrates all information functions that support patient care, from the point a referral is received in our Intake Department to scheduling home visits, tracking medical orders, insurance authorizations and billing, supplies needed for care and employee time sheets.

All three of AHCH's clinical programs - home care, hospice and Supportive Care - "went live" with the HealthWyse system in October, 2006. By the end of the year all 240 nurses, therapists, social workers and chaplains had completed the required 18 hours of training. The final step in implementation was use of the billing module. This was accomplished in January of this year.

All clinicians now use their HealthWyse Palm device to document their visits and to stay informed about the patient's current status by viewing notes from other AHCH providers involved in the patient's care.

Two components of the system are currently being refined to meet the specific needs of AHCH: record-keeping at the Hospice House and Supportive Care scheduling. AHCH was the first agency with an inpatient hospice facility to work with HealthWyse. Collaborating closely with the company, our hospice program is now serving as a beta test site to develop and refine documentation specifically for inpatient hospice facilities.

In AHCH's Supportive Care Program, the services provided and nursing visit times can vary each day, which cannot effectively be scheduled through the standard HealthWyse software. Supportive Care will implement a private duty scheduling system that allows for customization of the care plans and visit schedules.



HealthWyse
Take Care By The Hand

An Update on AHCH's New Electronic Medical Record System

Several staff members shared their thoughts about how the HealthWyse system has made a difference in their roles:

"The implementation of the HealthWyse system gives us the ability to respond quickly to complex changes mandated by federal and state government."

Julie Porter
Information Systems Manager

"As a care manager, the HealthWyse system enables me to better manage patient visits by giving me easy access to individual visit information and the complete patient record. I work with private insurance companies who approve visits, and being able to provide complete information helps in streamlining the process."

Diane Hiebert
Intake Case Management Coordinator

"Before HealthWyse, being an on-call nurse covering nights and weekends was a bit challenging. We would have some information on patients but not a complete picture as we do with the new system. Now, when I get a call I can access the complete history, plan of care and the most recent visit notes on the laptop. I believe it has made things safer for our patients."

Jacque Powers, RN
On-Call Nurse

"I have easy access to patient charts and can field questions, when they come into the office. There is potential within this system that we have not yet tapped into. Given time, I think HealthWyse is going to be a greater asset than we first imagined."

Gail Castonguay, RN
Oxford Office Supervisor

"I much prefer using the palm device over paper. I feel more organized and efficient. I can start my visits directly from home rather than traveling to the office to pick up paper work. The system has also improved communication, if there are changes in my schedule I have that information immediately available so I can easily adjust my work day."

Elizabeth Tusing, PT
Bridgton Office

Upcoming Events and Programs

Volunteer Training

Hospice 27-hour Training

Begins Thursday September 27 and meets from 2:30-5:30 at AHCH's Lewiston Office

Bereavement Group Facilitation 12-hour Training

Lewiston • Tuesdays and Thursdays October 16-25

Farmington • Tuesdays and Thursdays November 8-20

For more information contact the AHCH Volunteer Services Department

Community Grief Support Groups -

Groups meet weekly for 8 weeks.

Pathways through Grief - sessions are facilitated by AHCH trained bereavement volunteers.

Lakes Region Area • Tuesdays September 18-November 6

Oxford Hills Area • Wednesdays September 12-October 31

Guidance through Grief - co-sponsored with Central Maine

Medical Center sessions are facilitated by AHCH

Bereavement and CMMC Social Services staff

Lewiston • Tuesdays September 18- November 6

For more information contact the AHCH Bereavement Services Department

Hospice Memorial Service

Sunday November 11 • St. Philips Church, Auburn

At this service we will honor our hospice patients who died between February 1, 2007 and July 31, 2007. Invitations will be mailed to family members in October.

AHCH Annual Meeting Luncheon

Thursday November 14 • Martindale Country Club, Auburn

We will present an overview of our new electronic medical records system and give participants the opportunity to see first hand the hand-held devices clinicians are using.

For more information contact the AHCH Marketing Department

Home for the Holidays Celebration 2007

Saturday December 8 • Poland Spring Preservation Park, Poland Springs

Our second celebration, we are planning a fun day with activities for the entire family including visits and photos with Santa, games and crafts for children. Adults can enjoy the holiday dessert and coffee bar, silent auction of holiday centerpieces and the AHCH Remembrance Tree decorated with our 2007 holiday ornament.

Home for the Holidays is being sponsored by Poland Springs, Mechanics Savings Bank and the Lewiston Sun Journal.

For more information contact the AHCH Development Department.

Awards and Recognition

Robert D. Turcotte Memorial Award Recipients

This spring, AHCH presented three volunteers with the Robert D. Turcotte Memorial Award, acknowledging their outstanding contribution to the promotion of home health care. Each brings commitment, dedication and enthusiasm to their volunteer roles.



2007 Robert A. Turcotte Award Recipients

From left to right: Polly Robinson, Stacia Cordwell and Don LaBranche

Stacia Cordwell of Oxford has served as an AHCH volunteer for seven years. She began as a volunteer facilitator for The Program for Grieving Children and Teens and has expanded her involvement with AHCH by becoming a bereavement and hospice volunteer. This year she recognized a long-time dream of establishing a grief support group program in the Oxford Hills area.

Don LaBranche of Lewiston has been a hospice and bereavement volunteer for four years providing comfort and support to patients at home and in long-term care facilities and to their families. In his time with AHCH, Don has supported 44 patients and logged over 726 hours of volunteer time. Most recently Don has taken on the role of educator at AHCH hospice volunteer training classes, sharing his experiences as a volunteer.

Polly Robinson of Lewiston brings compassion, empathy and the wisdom of her own experiences with loss to her role as a hospice bereavement volunteer. Polly can always be counted upon to go the extra mile to meet the needs of those family members she supports through the grief process.

Androscoggin Home Care & Hospice Receives the Economic Achievement Award

In May, AHCH received the Economic Achievement Award presented jointly by the cities of Lewiston and Auburn through the Lewiston Auburn Economic Growth Council.

The award recognizes businesses and organizations that have provided economic growth and opportunities to the area, exemplified excellence, and served as model community partners. AHCH was nominated because of its leadership role in creating Maine's first inpatient hospice facility.

Recipients are selected by approval of each city council. AHCH is the first non-profit organization to be recognized with this award.



From left to right: John Jenkins, Mayor of Auburn, Julie Shackley, President/CEO of Androscoggin Home Care & Hospice, and Larry Gilbert, Mayor of Lewiston

ANDROSCOGGIN HOME CARE & HOSPICE INVITES YOU TO JOIN US
FOR OUR 4TH ANNUAL

Autumn
NIGHT OUT
2007

A BENEFIT FOR THE
AHCH HOSPICE PROGRAM

THURSDAY, SEPTEMBER 27, 2007 • 6:30 PM
MARTINDALE COUNTRY CLUB • AUBURN, MAINE



\$50.00 PER PERSON



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CHOCOLATE FOUNTAIN AND LIVELY BIDDING ON SELECT AUCTION ITEMS.



2007 Annual Fund Appeal

Each and every gift makes a difference.

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

ADDRESS _____

CITY _____ STATE _____ ZIP _____ PHONE _____

MAY WE LIST YOUR NAME(S) IN OUR PUBLICATIONS? [] YES [] NO

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 _____

[] Please contact me to discuss my interest in making a planned gift to AHCH.

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

[] VISA [] MasterCard

Amount: _____

Account #: _____

Expiration Date: _____

Signature: _____

Call in your gift amount along with the above information to Bobbi Kimball in the AHCH Lewiston Office, 8:00 - 4:30 pm at 1-800-482-7412.

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

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