



ANDROSCOGGIN
HOME CARE & HOSPICE

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Home Care Today

AHCH IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER

AHCH SPRING 2008 COMMUNITY NEWSLETTER

PRESIDENT'S MESSAGE



Julie Shackley RN MSN

Julie Shackley, RN, MSN
AHCH President/CEO

Setting a Course for the Future

In today's changing healthcare environment, crafting a thoughtful strategic plan by which we can measure the agency's success in meeting community needs and fulfilling our mission takes on heightened importance. With the leadership of our Board of Directors and the involvement of our management team and employees, we recently completed the planning process for establishing a new three year strategic plan.

From this process, we identified four priority goals that will guide the direction of the agency. They include:

Securing agency market share and growth potential

This includes strengthening our core home care programs such as cardiac,

oncology, orthopedics, diabetes and wound care, and developing specialty care programs such as our new Palliative Care Consultation program highlighted in this newsletter.

Enhancing our governance and operational structure

This includes examining how the agency's board structure and oversight functions will meet future needs of the agency, strengthening the Board's involvement with the agency's philanthropy efforts and evaluating the structure of the agency's administrative and clinical care operations in order to maintain effectiveness and financial stability.

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Annual Summer Sunday

Blues Brunch

June 1, 2008

Freedom Cafe, Naples

11:00am - 1:00pm

A Benefit Event of
Androscoggin Home Care & Hospice

Great Blues Music by

Kevin Kimball

**Delicious four course buffet brunch
Fantastic Door Prizes**

\$3500
per person
Space is limited

**Reserve your brunch tickets today
by calling AHCH at 795-9537**

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Achieving Benchmark Standards of Quality

This includes achieving patient clinical care outcomes and satisfaction ratings that exceed national and state benchmarks, and sustaining a culture of workplace quality through competitive compensation and benefits, staff education and measurable performance evaluation.

Fulfilling our Community Service Mission

This includes determining how available resources will be allocated to address the growing need for subsidized care in the community, expanding our community grief support programs, strengthening our community health promotion partnerships, and broadening our role as a resource for caregiver information and education.

As part of this effort, AHCH also engaged in an eight month process to re-examine the agency's mission, vision

and values. The Board of Directors, agency management and all staff members were involved through a series of town hall meetings held in each office.

From this process, we included reference to the impact of our work at the community level in our mission statement, substantially re-defined our vision for the future in terms of adding value to the region's quality of life and health care continuum and expressed our values through a core set of guiding principles.

The final product, our new strategic plan and mission, vision and values statements benefited from the varied perspectives and thoughtful insights of our staff and Board of Directors. With this open dialogue we also gained a deeper level of ownership and enthusiasm for the challenging work ahead.

Our Mission

AHCH is committed to caring for the health, independence and quality of life of residents in Central and Western Maine in the comfort of their home and community.

Our Vision

To be recognized by our patients, employees, the community and our healthcare partners, as an organization of excellence, innovation and fiscal responsibility that enhances the region's quality of life and the healthcare continuum.

Our Values

Integrity

Conducting the affairs of the Agency with conscientious dedication and in an ethical and lawful manner.

Stewardship

Being responsible and accountable for all Agency resources.

Accountability

Taking individual responsibility for actions and judgments.

Compassion

Providing empathic care tailored to the needs of each individual patient and family.

Quality

Achieving excellent patient care satisfaction and clinical outcomes.

Trust

Creating an environment of mutual respect.

Teens with Heart for Hospice- AHCH Launches Teen Volunteer Program



TWH Volunteers – all students at Edward Little High School – gather at the Hospice House in Auburn. In back (from left): Faith Parker, Danielle Dubois, Destiny Lizotte, and Lacey Anderson. In front: Anne Behnke, Volunteer Teen Coordinator, Brenna Rasmussen and Tyler Noyes.

In February AHCH graduated its first group of “Teens with Heart for Hospice,” a new, exciting program within the agency’s longstanding volunteer services for patients and families.

Program coordinator Anne Stauffer Behnke, who has served as an AHCH hospice volunteer for two decades, first learned of teen hospice volunteer programs at a workshop sponsored by the Maine Hospice Council in 2005. Busy then as a fulltime teacher, she shelved the idea until last year when she dusted off her workshop notes and sat down with AHCH volunteer coordinator Nancy Greene to explore the possibility of creating a teen volunteer program at AHCH.

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AHCH Launches Palliative Care Consultation Program



PALLIATIVE CARE CONSULTATION PROGRAM

Under the direction of Dr. Elizabeth White, AHCH Director of Medical Services and Dr. Roger Austin, Hospice House Medical Director, AHCH is offering palliative care consultation services for area physicians.

Palliative Care emerged in the 1990's as a new focus of medical and nursing practice to support patients with life limiting illnesses and their families through the process of making difficult choices about their ongoing medical treatment and to cope with the physical symptoms and emotional toll of their illness.

For the most part, these are patients who do not yet qualify for hospice services or are not ready to accept hospice, but need the same guidance and support at the core of the hospice philosophy of care to achieve their goals for quality of life.

There is a range of services available to community physicians through AHCH's Palliative Care Consultation Program. These services, which can be provided in the hospital, nursing home, assisted living facility or at home, include:

Guidance on emotional and spiritual issues that are affecting a patient care goals and outcomes,

Comprehensive assessment and treatment recommendations for controlling pain and other symptoms,

Facilitating patient and family decision making regarding care options,

Coordinating palliative care services for a specific episode of care,

Evaluating a patient's appropriateness for hospice services.

In part, the opening of the AHCH Hospice House created momentum for the development of a consultation service. "The Hospice House has provided a wonderful opportunity for us to see firsthand the treatment options and routines that are most effective for patients in controlling pain and other symptoms at end of life, and how best to bring families to common ground on specific care choices," explains Dr. White. "We have no doubt that what we have learned will benefit others, and through this service, we are able to share that expertise.

"The bottom line from my perspective is Palliative Care Consultation services provided by Dr. Austin, have been very useful in the nursing home setting, especially for pain management but also other issues such as managing diabetes and nutritional status in an individual who is failing. I am very satisfied with the services I have received."

**Stephen Fairchild, MD
Lisbon Family Practice**

Palliative Care consultations are provided at the request of any physician caring for a patient. Prior to scheduling a consultation, PCCP physician and the referring physician will discuss the patient's specific needs, and consultation focus. In addition, PCCP physician will establish with the referring physician if the consultation would be an one-time visit or ongoing. All clinical findings and recommendations will be communicated by phone and written report.

"Palliative care looks holistically at the patient and this includes their family. The goal is to maximize the patient's quality of life with the support of their family, explains Dr. White. "Many times in the context of explaining care options we are also helping families work through issues that can impede decision making. We find ourselves facilitating communication between the patient and family members."

At this time, AHCH is offering consultative visits in Androscoggin County. For physicians in other regions of our service area, PCCP physicians can provide courtesy phone consultations. Physician palliative care consultations are reimbursed by Medicare, MaineCare and private insurance.

AHCH Updates

Hospice House

At the close of the year, we reached an important milestone, retiring the \$2.2 million mortgage initially needed to build the facility. Our goal from the start of the capital campaign was to operate the Hospice House debt free. Given the fact that health insurance reimbursement is not likely to keep pace with future patient care costs, retiring the debt alone with your generous support of the Hospice House Fund will help ensure our future operating success.

Agency Accolades

This year AHCH has received two awards in recognition of our nonprofit leadership in the community. On January 31 the Androscoggin County Chamber of Commerce presented the agency with the Community Service Award honoring our efforts for the development of Maine's first in-patient hospice facility.

In May, the Maine Association of Nonprofits presented AHCH with the Dirigo Award for nonprofit excellence. The award is presented annually to three Maine nonprofit organizations that have achieved significant results by utilizing ingenuity combined with sound management practices.

New Board Officers

In November AHCH elected new officers to our Board of Directors. The 2008 officers are Steve Costello, Lewiston, chair; Byran Dench, Poland, vice-chair; Laird Covey, Poland, treasurer; and Jolene Lovejoy, Rumford, secretary.

Other members of the board are Janet Bishop, Auburn; Jeffery Brown, Auburn; Gerald Cayer, Waterville; Bruce Cook, Norway; René Dumont, Auburn; Mary MacMahon, Poland; Mike McClellan, Raymond; Gail Sasseville; Old Orchard Beach; and Rhonda Wiles- Rosell, Farmington.

AHCH Appoints Supportive Care Supervisor



Elaine Lawrence, LPN, of Lewiston joined AHCH in January as the Supportive Care Program Supervisor. Lawrence brings more than 24 years of experience in supervising social service programs. Prior to joining AHCH, she was employed by Tri-County Mental Health Services as a Program Manager/Nurse.

In her new role, Lawrence manages the in-home services provided by the agency's Personal Care Attendants and Person Support Specialists under AHCH's Supportive Care program. The Supportive Care program provides flexible and affordable options to individuals who need extra help to maintain their independence at home. Services include assistance with personal care, help with household tasks, shopping, companionship, transportation and Lifeline services.

Annual Fund Donor Recognition

AHCH has recently developed a donor recognition display in our main Lewiston office honoring leadership level annual fund and memorial donors, as well as the many donors who have supported the Annual Fund for five consecutive years.

The recognition display is updated each year with the names of leadership level donors and those reaching their 5 year anniversary. Special donor receptions are being planned for mid-summer.

2008 Turcotte Award Winners

The Robert D. Turcotte Memorial award presented each year by AHCH honors individuals for their outstanding contributions to home health and hospice care. The 2008 winners are Anne Stauffer Behnke of Lewiston; Peggy Hanssen of Auburn, and Dr. Roger Condit of Farmington.

Anne Stauffer Behnke's volunteer work with AHCH has spanned 23 years serving as a hospice and bereavement volunteer. She was recognized for her volunteer leadership on a number of initiatives including The Program for Grieving

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(Teens With A Heart continued)

Many steps were involved in developing the program, according to Behnke. One initial step was to talk with other hospice programs that have teen volunteer programs. "The one piece of advice echoed by everyone was to start small," she says. Behnke began at Edward Little High School, where she is now a substitute teacher: throughout the fall, she presented information about the program to guidance counselors, school administrative staff and teachers, at PTO meetings, freshman orientation and at two separate assemblies of students.

Interested students then completed a volunteer application and went through an interview process. AHCH then checked three references for each applicant. Behnke explains: "There are many volunteer opportunities in the community and we want to be sure that this is the right fit for the student." The six students accepted in the program completed an 18-hour hospice training in January.

Teen volunteer Lacey Anderson initially wondered if she could commit to so many hours of training, but she is very glad that she did. "Once we got into it [the training], it was very interesting, especially learning about different ways to reach out to people." Fellow teen volunteer Brenna Rasmussen echoed her sentiments: "The training was great. I learned a lot." Both Anderson and Rasmussen now volunteer weekly at the Hospice House in Auburn.

Each teen volunteer receives ongoing support from an adult hospice volunteer who serves as a mentor, while the group as a whole meets monthly to discuss their experiences and whatever issues or challenges that have faced. These discussions and the guidance of an Advisory Committee comprised of hospice volunteers and community members help AHCH refine and improve the program. Plans are underway to offer another teen hospice volunteer training in the fall.

Anderson and Rasmussen noted that many of their friends thought that volunteering for hospice would be sad. "It's not," they explain. "There is a lot of laughter at the Hospice House. At the end of the day, you realize that what you have done has made a difference, whether it's listening to a story or just sitting quietly with a patient and that's a great feeling."

(AHCH Updates continued)

Children and Teens, developing volunteer roles at the Hospice House and establishing our teen hospice program, Teens with Heart for Hospice.

Peggy Hanssen began her volunteer work for AHCH in 2004 as a hospice volunteer. She soon made a name for herself with staff and with patients and their family members, as evidenced by the letters of commendation and thanks received in the AHCH volunteer services department. Since joining AHCH she has expanded her volunteer role to include helping at the Hospice House and being a volunteer mentor supporting our new teen volunteers.

Dr. Roger Condit has the distinction of being nominated by a team of two hospice nurses and a social worker from the Wilton office. He began his volunteer service with AHCH in 2004 as a hospice volunteer. In 2006, he completed bereavement volunteer training. Most recently he joined the volunteer vigil team in the Wilton area. In his short time with the agency he has supported 21 hospice patients and their families and logged over 500 hours.

Community Grief Support Groups Scheduled for Fall

AHCH offers grief support groups at three locations in our service area. Groups meet weekly for 8 weeks and are open to anyone in the community who has experienced a loss.

The late summer/early fall offerings include:

Pathways through Grief

Oxford Hills area beginning September 10
Lakes Region/ Bridgton area beginning September 16

Guidance through Grief

Lewiston area beginning September 16

The groups are facilitated by trained volunteers or AHCH bereavement staff.

To learn more about Pathways through Grief or Guidance through Grief contact Jim Douglas, AHCH Bereavement Supervisor at

1-800-482-7412 x 1462

AHCH Benefits from Designated Community Gifts

Each year, a number of community groups, civic organizations, and even friends of those we have served surprise AHCH with a gift from a fundraising event they held to benefit the agency, a gift that celebrates an important milestone or honors the memory of a special individual.

This winter, **Bedard's Medical Supplies** designated AHCH as the 2007-2008 Lewiston MAINEiacs chuck-a-puck charity. Bedard's Medical Supplies is the corporate sponsor of chuck-a-puck events held at all MAINEiacs home games at the Androscoggin Bank Coliseum.

In March, AHCH President/CEO Julie Shackley was presented with a check for \$2,000 which represents Bedard Medical Supplies portion of the season's chuck-a-puck proceeds. The funds were dedicated to our patient volunteer services. The agency has more than 250 active volunteers throughout our service area providing companionship and support to patients and their families.

Recently, the AHCH Hospice House was designated as the recipient of gifts totaling just over \$2000 from two student led efforts. A gift from the **Edward Little High School National Honor Society Chapter** was the result of fundraisers the group held throughout the year and is dedicated to the memory of a former Assistant Principal, who started the National Honor Society Chapter at ELHS in the early 80's.

The **CMCC Nursing School - Class of 2008** made a gift presentation at their recent pinning ceremony to benefit patient care at the the AHCH Hospice House. This designated gift was made to honor the extraordinary efforts of their nursing instructors.

Do you or your group have an idea for a fundraiser or special gift designation to benefit home care and hospice services? If so, please contact the AHCH Marketing and Development Department at 777-7740 or 1-800-482-7412.

2008 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: _____

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

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