



THE PATIENT'S ADVOCATE

A Quarterly Update from a National Leader in Home-Based Medicine



Former patient Don Bower served in the Navy during WWII as a landing craft pilot, transporting Marines to the beaches of the South Pacific. Don, pictured here with Charlie, passed away in early January.

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Giving thanks for the care received

Many of our patients' family members are surprised to learn that Housecall Providers is a nonprofit organization. It just isn't the norm for people to think of primary care providers in those terms. But for organizations who work "outside the norm," like Housecall Providers, charitable donations are essential to supporting our work in the community. Often it's those who've experienced our care who choose to give back, donating to help ensure that our comprehensive services remain available for other families in Portland who need help caring for a loved one.

Sandy Hise's story is one such example. Her father, Don Bower, had been a primary care patient when she decided to support Housecall Providers with a donation over the holidays. Like so many children of elderly parents, she dreaded the days when she had to take her father in for a medical appointment. Getting him in and out of the car, securing him in a wheelchair, waiting to see the doctor, it became obvious when they returned home that these outings were taking an emotional and physical toll on him.

CONT. ON BACK COVER

Hobbs named to the Executives of the Year list

Executive Director Terri Hobbs has been selected as one of the Portland Business Journal's Executives of the Year. Hobbs joined nine other executives from various industries across the Portland metropolitan area who were honored January 26 at the Sentinel Hotel.

Hobbs, who has been Housecall Providers' executive director since 2011, made the Portland Business Journal's Executives to Watch list last year.

"Our continued success with the Medicare demonstration Independence at Home (IAH) was certainly one of the reasons this honor was bestowed upon me. I can't say enough about the work of our staff to once again lead the nation in cost savings while simultaneously delivering excellent patient-centered care," she continued.



(l) Portland Business Journal Editor Suzanne Stevens interviews Terri Hobbs last month at the Executives of the Year event.

Hobbs has had a fantastic year in her own right. Her commitment to and expertise in fostering

CONT. ON BACK COVER



A few of The Springs at Wilsonville's committed staff members (l to r) Tonya Harrington, memory care administrator, Doreen Bullock, medication tech, and Michelle Mead-Vlahos, staffing coordinator.

Administrators and staff members of assisted living and memory care communities appreciate the support that comes with having Housecall Providers as a trusted partner. While our focus is to deliver excellent patient-centered care to their residents, we also lend our expertise to support the staff as they

help family members comprehend health changes or other challenges a loved one might be facing.

Tonya Harrington, memory care administrator at The Springs at Wilsonville, recalls a time when Housecall Providers Medical Director Dr. Pam Miner stepped in to advocate for a patient while helping a daughter come to terms with her mother's mortality.

"We had a resident that was on hospice due to a severe case of chronic heart failure. Dr. Miner was so helpful, especially at our care conferences, assisting the family member in understanding the reality of the situation. She explained the uses of specific medications and why a certain course of action was timely and appropriate. We were all very grateful for her counsel," Harrington said.

Housecall Providers currently has 13 patients at The Springs at Wilsonville, who are seen monthly by Family Nurse Practitioner Natalya Balanetskaya. The community features two assisted living units, one of which caters to the more independent resident, as well as two memory care units.



The Springs
at Wilsonville

The Taft Home is close to provider's heart

Primary Care Provider JC Provost, DNP, believes that Housecall Providers' mission is at work every time he treats one of his patients at The Taft Home (The Taft). The residential care community, located in SW Portland, has been offering a family-style living environment to some of Portland's most vulnerable community members since the late '70s.



Photo by Andrea Lorimor Photography

"The Taft is one of the few places I look forward to visiting twice a month. While I enjoy my other Westside patients, the residents there often represent the most medically complex cases and challenge me in my approach to care," Provost said. For the last 11 years, Provost has been visiting The Taft and currently treats nearly 40% of its 63 residents.

The main criteria for living in The Taft, set forth by Multnomah County Aging and Disability

Services, are that residents must have at least one major medical health problem and be seen by a primary care provider.

"We have a lot of residents who won't leave our building, so how would they receive medical care or mental health services?" Director of The Taft Karen Shenefelt asked. Without the option of receiving in-home medical care, those residents would eventually need to access emergency services, which are costly to the system and devastating to the psyche of someone struggling with severe mental illness.

Shenefelt, who worked at Mental Health Services West before becoming The Taft's director in 1998, appreciates the long-standing relationship Housecall Providers has had with her facility.

"We have had a Housecall Providers PCP here since 2003," she remembers. "Throughout that time, we have found the staff easy to work with and the communication to be very good. We can call Alicia [Provost's care coordinator] at the office when we need something, and she also lets us know in a timely manner when JC has referred a resident to a specialist or another community resource," Shenefelt continued.

To read more of this story, please visit our blog at www.HousecallProviders.org/blog

Additional Stories:

Additional stories can be found on our blog at:

www.housecallproviders.org/blog

YEAR IN REVIEW

- Admitted 400+ new patients and made over 10,500 house calls
- 98% of survey respondents would recommend HCP to family or friends
- Since 1995, made over 160,000 house calls and served 7,500+ patients and families



Our Mission

Housecall Providers is dedicated to providing quality home-centered medical care, integrating primary, palliative and hospice services for homebound members of our community. We offer compassionate physical, emotional and spiritual support through life's journey.

**housecall
providers**



Hospice
because every day matters

**To make a hospice referral
at any time call
971-202-5501**

Giving thanks for care

(continued from front cover)

“With each appointment, I became painfully aware that the current state of health care for the elderly was not as good as it could be, but then I was introduced to Housecall Providers, and my father’s in-home primary care provider Alex and I no longer felt that way,” Sandy said.

Sandy, like our many allies and supporters, believes that elders should be taken care of in their own homes when at all possible. “I wanted to support Housecall Providers because of the very important work they are doing locally and nationally to make home-based medicine a dominant force in the care of elderly patients,” she said. “This is truly the way to honor our elders.”

Terri Hobbs (continued from page 2)

home-based medicine led her to be asked to be part of the board of managers and the executive committee of The House Call Project, a subsidiary of the Illinois-based Home Centered Care Institute.

“To be one of the pioneers of home-based primary care and now see practices start to spring up across America is extremely gratifying for all of us who worked to make Housecall Providers a national model for home-based medicine,” she stated.

Free screening of ‘The Invisible Patients’



Housecall Providers is hosting a free screening of the documentary **The Invisible Patients** at the **Hollywood Theatre**, **Wednesday, March 22, at 7:00 p.m.** The film pulls back the curtain on a hidden population of nearly 5 million homebound and home-limited individuals who are unable to access the healthcare system due to a combination of functional impairment, chronic illness and poverty.

Visit invisiblepatients.com to watch the trailer. Attendance is first come, first served. (Theater holds 380.)

A short presentation by the clinical leadership of Housecall Providers will follow the movie. There will also be some time allotted for Q/A.

Questions? Contact Barb Gorman at 971-202-5535.