



THE PATIENT'S ADVOCATE

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

Thank you for your Gifts of Gratitude

On behalf of the entire Housecall Providers team, we want to say THANK YOU for the tremendous outpouring of support we have received from patients, family members and caregivers since launching our Gifts of Gratitude program earlier this year.

We are truly honored and affected by the many thoughtful notes and generous donations that continue to come in from the people who have experienced our care firsthand. Hearing about how home-based medicine has impacted the lives of our patients and their family members has energized our whole organization — especially our clinical team members, and reaffirmed our sense of purpose here in the metro area. Thank you to everyone who has shared their story with us or made a gift to help support our work. We are excited to hear even more stories about what our care means to those we serve.



Hospice Nurse Lead Morgan Clemenhausen, Hospice Chaplain Scott Winters and Primary Care Provider Amy Long in front of the "Wall of Gratitude." Staff enjoy reading how their care makes such an impact on the patients and families served.

What have we heard so far?

"Thank you for all the support and care you gave my mother during her final months. It made a tremendous difference in her quality of life."

"Thank you, Housecall Providers, for making life easier for patients, families, and caregivers. Thank you, Dr. Molly Anderson, our PCP, for being thoughtful, thorough and so personable. You are a gift to us."

"Everyone that has been here has been a credit to you. But I would like very much to let you know how much Meredith Yocum has helped me. She explained things in terms for me to understand and is always there when I call. Thank you so much."

If one of our clinical teams or an individual made a difference for you or a family member, please consider sharing your story with us by visiting housecallproviders.org/GiftsofGratitude.

From the CEO

Rebeca Ramsay

In this issue of The Patient's Advocate, we highlight the ways our community continues to support the mission of Housecall Providers. With all the uncertainty surrounding our health care system, we are more committed than ever to providing home-based medicine to those who need it most. Your investment in our mission is critical as we work to build a sustainable model of care.

While we are serving more primary care patients now than we ever have in our 23-year history, we struggle to find an answer to a question that has eluded us since our beginning: "How do we continue serving the volume of patients who have Original Medicare, or as it is better known, fee-for-service Medicare?"

We have worked hard to help our insurance industry partners understand the value we offer their members by improving quality outcomes, and their reimbursement rates reflect this. Unfortunately, this is not the case when the federal government is the payer.

When we serve fee-for-service Medicare patients, the federal government's shortfall for an in-home primary care house call remains about half of what it costs us to deliver that care.

With more than 600 fee-for-service patients in our primary care program, this gap in funding undermines our ability to care for all of our vulnerable community members who need our services.

Many hopes were placed on the Medicare demonstration project Independence at Home (IAH), that it would solve this perpetual issue for home-based practices across America. The reality, however, is that we have not seen its potential realized. I tell you this so that you, our partners and stakeholders, understand



our daily challenge, but most importantly, to emphasize our steadfast commitment to continue to serve all individuals who are homebound regardless of their insurance. Despite barriers, we know we are on track to sustainability. The community believes in our mission and has walked with us through every stage of our development, and our staff continues to do whatever is necessary to make that next house call.

Walking with us can take many forms. Perhaps the most inspirational are the letters and support we receive through our Gifts of Gratitude program. Another way is supporting events like this fall's Music on Tap. And finally, the grants we receive from local and national foundations who believe in and support the intrinsic value of our work are critical to our livelihood.

All of us at Housecall Providers believe we can reach our goal, but we need our community to support and believe in that goal, too. When you receive our holiday appeal next month, we hope that you will consider supporting us, perhaps for the first time or renewing your investment. That support will help us continue to be at the doorstep of those who need us today, and those who will need us in the days, weeks and years to come.

A night of song and story

On Thursday, Sept. 6, over 90 people gathered at the Lagunitas Community Room in Northeast Portland to celebrate the incredible benefits that music can offer to people with serious and chronic illness, and to raise funds to support the Housecall Providers Bringing Music Home program.

Bringing Music Home is based on the increasing recognition of the power of music to cut through the fog of illness and engage people previously regarded as “beyond reach.” In the program’s two-year history, staff have seen the life-enhancing power that music can bring to our patients.



Volunteer Coordinator Todd Lawrence tells stories about individuals served by the Bringing Music Home program, while musician David Lane prepares to perform a patient's favorite song.

The night wove heartfelt storytelling of our patients’ experiences alongside selections of their favorite songs performed by local musician David Lane. Guests learned how primary care and hospice volunteers are using personalized playlists to soothe pain, relieve loneliness, and help restore a sense of identity for people living with chronic and debilitating illnesses like Alzheimer’s disease.

The event raised over \$7,000 from 42 different donors to help people living with chronic illness and disabilities have a better quality of life through the transcendent power of music.

Thank you to the many wonderful volunteers who helped make this event possible, and to Lagunitas Brewing Company, 2 Towns Ciderhouse, McMenamins, K & M Wines, JC Provost, Leslie Conner and Devin Sweetings (photography) for their in-kind donations.



Many sincere thanks to Lagunitas Brewing Company for donating this beautiful space for our event.

Of course, Music on Tap wouldn’t have been possible without the support of our wonderful sponsors:



housecall providers

bringing health care home

5100 SW Macadam Ave., Ste. 200
Portland, OR 97239

PLEASE NOTE: Our office will be closed
November 22 - 23 to celebrate Thanksgiving.
Please call the after-hours number for urgent issues.

A heart full of gratitude

Dear staff,
May 4, 2017
I simply could not say enough good things about
Housecall Providers. I donated to Housecall Providers
out of a heart full of gratitude for the
tender loving care that you gave to my
mom and the support everyone gave
to me and to her caregiver."
— Alinda Lord

Like many of our family members who care for loved ones who are chronically ill, Alinda Lord had arrived at the realization that taking her mother, Virginia Flovette, to her primary care medical appointments was getting to be too difficult.

"I was doing everything myself to get her to an appointment, and it became an exhausting ordeal for my mom," explains Lord.

A full day's worth of activity was extremely hard on her mother's frail body, already struggling with the effects of Alzheimer's disease. Lord knew how tired her mother was and felt a pang of guilt every time she would rouse her from her sleep.

"She needed that sleep to keep her strength up," says Lord.

As many caregivers can understand, Lord was frantically trying to do everything, think of everything, and manage everything. "All while my heart was breaking," says Lord.

As a retired home health nurse, she was familiar with the community asset, Housecall Providers.

"On our last trip up to OHSU, I let her geriatrician know that I wanted to start using Housecall Providers," says Lord. It was at that point that life got a lot easier for both mother and daughter. "It was such a comfort to know that someone else was also looking after mom and there for me as well," says Lord.

Now, there was a whole team of support helping her think through options, problem solve, and meet her mother's needs. "We didn't have to wait for an appointment at the doctor's office. Someone was always available and just a phone call away," says Lord.

Lord says, as a true Southern lady, her mother always wanted to make visitors feel comfortable. At the adult care home, even in a wheelchair, she would ask if they wanted something to eat or drink, as if she could get up and get it herself. "She was just that kind of person," Lord says.

When her mother went on hospice, Lord says that support made all the difference, especially in the final months of her mother's life. "We were so blessed to have that care," she says. "I could never thank Housecall Providers enough."

