



# THE PATIENT'S ADVOCATE

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

## In-home medical care key to patient's turnaround

Angela Paterson was seemingly out of care options for her husband David Staley when a staff member at OHSU's Richmond Clinic recommended Housecall Providers. Staley, who suffered from a traumatic brain injury during a rollover car accident in 2013, struggled to control his emotions when in a public setting.

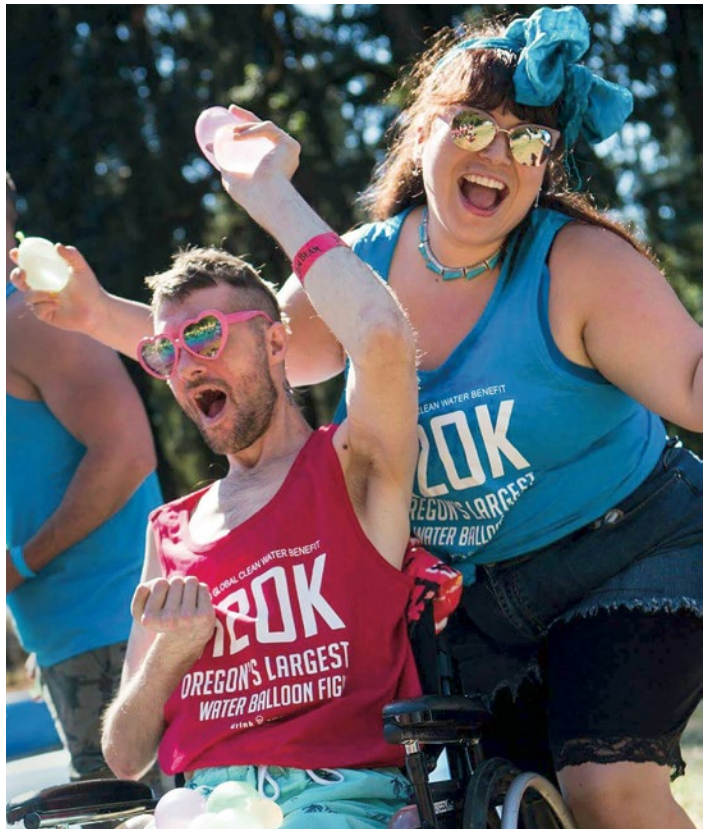
"David's aggravation at that point toward anything medical was frustrating him so badly that he wasn't able to sit five or 10 minutes for an appointment without going into a full-blown tantrum," says Paterson. "Unfortunately, because of this, we were unable to get the help we needed to address the issue, so we would make another appointment, and it would happen all over again."

Even being able to go into a clinic was remarkable for a man whose prognosis after the accident was as grim as they come. The family was told that David would be in a vegetative state, on a feeding tube and on oxygen for the remainder of his life.

"We knew that David was such a strong-minded person that we told him not to listen to what the doctors were saying, even though, at the time, he was in a comatose state," says Paterson.

Just as his family predicted, David fully came around and was moved to Gresham Rehabilitation, where after a year of continued progress, he was able to return home to Angela.

Still, the road to recovering from such a serious injury is marked with ups and downs, and David's unstable behavior was beginning to erode the positive strides he had made. She feared that David would have to be



*Patient David Staley and Angela Paterson teaming up recently at H2Ok, Oregon's largest water balloon fight.*

moved to a facility because his outbursts were beginning to negatively affect their living situation.

"Medical marijuana really worked to lessen David's aggressive behaviors for a while but it was a very expensive solution at nearly \$600 dollars a month. Once it would wear off though, we'd be right back where we started," says Paterson.

CONT. ON BACK COVER

## Hospice veteran returns to his roots



*Dr. Eric Walsh*

This summer, Housecall Providers welcomed Dr. Eric Walsh as its new hospice medical director. Joining the Housecall Providers team is a homecoming of sorts for a provider who spent his early career in the south Bronx working at a full-service family clinic.

"We were a big clinic that served the poorest

congressional district in the country; 20,000 people could walk through the front door without crossing a street," says Dr. Walsh.

A year later, he was offered the job of hospice medical director at the Bronx Hospice Visiting Nurse

Service of New York when the AIDS epidemic was in the acceleration phase.

"It was the second year (1984) that hospice was a Medicare benefit and nobody had any experience," says Dr. Walsh.

"I knew something about pain management, but nothing like now," continues Dr. Walsh who credits his nurse colleagues for providing 98 percent of his hospice education early on.

"I have such a deep sense of gratitude toward the hospice nurses. Everybody on the team, but particularly the nurses because they are the ones that taught me and they are the ones that are clinically at the bedside," says Dr. Walsh.

Most recently, Dr. Walsh was the medical director at Kindred Hospice for 10 years and was looking to move to a smaller organization — one with local leadership where he could potentially have a role, if necessary, in making change occur.

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It is vital when we provide home-based medical care within a facility or care home that our providers and clinicians work in tandem with staff, so that together we can provide the best possible experience for our patients. The Springs at Tanasbourne is one residential care community where good communication has always been the foundation of our outstanding working relationship.

"Our goal is to change the way people experience senior living," says Health Services Administrator Victor Lanna. "We have a culture of quality and care that translates to great relationships with our staff, residents,

families and partners like Housecall Providers."

Since 2011, Housecall Providers has been providing home-based primary care and later, hospice services, to the residents of The Springs. Nurse Practitioner Helen Zeon has cared for over 30 residents within their assisted living community.

"Helen works cohesively with our team to ensure the highest quality of care for our residents," says Lanna. "It's a comfort for our residents and families that she is able to treat them in their home versus having to bring them out of the community or having to arrange medical transportation."



## Hospice veteran returns (cont.)

“It was very attractive to me when Housecall Providers and CareOregon unified last summer because it reminded me of my work in New York: a population-based, continuum of care across primary, palliative and hospice that focuses on the underserved,” says Dr. Walsh.

Dr. Walsh moved to Portland in 1995, the same year that Housecall Providers started. From first learning about the organization, he has been impressed with the whole model of care. Apparently, it ran both ways, as Dr. Walsh was asked to share his hospice expertise with our

primary care team before our own program was created in 2009.

So, when the time came to make the leap and look for a new job, he only visited one website: Housecall Providers.

“A lot of my life has been determined by luck,” says Dr. Walsh. “And, as luck would have it, the hospice medical director position had just opened, and I was the first person to apply.”

As our patients, family members, caregivers and staff are finding out, he isn’t the only lucky one.



## Music On Tap

A night of storytelling and  
live music to benefit the  
Housecall Providers “Bringing  
Music Home” program

Thursday, Sept. 6, 2018 6 p.m. to 8 p.m.

LAGUNITAS COMMUNITY ROOM

237 NE Broadway St #300, Portland

While the event is free, we do ask that you  
RSVP at [HousecallProviders.org/MOT](https://HousecallProviders.org/MOT)  
or by calling 971-202-5541.

For more information, contact Mary Finn at  
[mfinn@housecallproviders.org](mailto:mfinn@housecallproviders.org) or at the number listed above.

## In-home medical care key to turnaround (cont.)

Since they had CareOregon insurance, Paterson thought there had to be more cost-effective pharmaceutical options that could help him control the emotional outbursts. The referral from Richmond Clinic to Housecall Providers (part of the CareOregon family) was a major turning point in their lives.

“When we met Ivan for the first time, we had a long list for him,” remembers Paterson.

While the aggression and tantrums were the first on the list that primary care provider Ivan Wang, PA, tackled, it was his systematic approach to experimenting with medication combinations and treating David’s physical complaints together that became the blueprint for his eventual relief.

“At first it took frequent in-home visits to address his needs,” says Wang. “Through a process of trying different medications, we found the ideal combination of mood stabilizers and anti-depressants leading to a night and day difference in his behavior.”

Angela also credits Ivan with diagnosing and treating David’s bladder spasms. Getting that under control meant that they no longer had to travel with a commode even for short distances.

“I really appreciate how easy it is to contact Ivan and how responsive he continues to be to David’s needs,” says Paterson. “It makes a big difference that the

medical appointments are in an environment where David feels comfortable.”

With his emotions more stabilized and his physical condition improving, David is now enjoying the daily activities that many take for granted — like going to a park or running errands.

“With the meds working so well, we made our first physical therapy appointment in a while,” says Peterson. “We are all hoping that for the first time in five years, David will actively be participating in his therapy session.”

While David can stand and walk with assistance, both are hopeful that with hard work, focus and time, he will be able to walk on his own again.

“We were never able to go to the grocery store together. Now, when we go, he can pick out what he likes and get all the stimulation that comes from being out in the city. He enjoys life out of the house more because he doesn’t get so upset,” says Paterson.

Now, five years since the accident, the road ahead is looking a lot less isolating for Angela and David. They both work at their company, DABooth, an interactive custom photo booth service. “It is great to have David back,” says Paterson.

“I am so thankful for this past year,” says Paterson. “I don’t know what our situation would look like if we hadn’t found Housecall Providers.”

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