



# THE PATIENT'S ADVOCATE

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



*Master storyteller, Clint Nordquist (left) shares many of the highpoints of his rich and fulfilling life each week with his volunteer, Paul Sternberg.*

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## Thanks for the memories

One of the many benefits our clinicians and volunteers receive from providing care to the Greatest Generation is the pleasure of listening to stories that may never be heard again. Sit down next to Clint Nordquist, 99, and you'll be in for a treat. He will likely tell you about his experiences playing bass with some of the greatest musicians our country has ever produced, artists like Art Tatum and the "father" of the electric guitar, Les Paul.

Nordquist lights up when he begins talking about how he met Tatum, considered to be one of the greatest jazz pianists of all time. Suddenly,

you are transported back to the 1950s-club scene in L.A. where Tatum marvels the crowd with his fast play and finesse.

Nordquist saw Tatum play several times while living in L.A. and even had the opportunity to "jam" with the music legend. It's clear he not only admires Tatum the musician, but Tatum the man as well.

"Art was truly the best. Listening to him play was just out of this world," he says. "Being able to be a friend of his and associate with him in such close conditions; I will never forget that time."

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## In lieu of flowers, family remembers Housecall Providers

Elaine Landriau was a woman of many talents - loving mother, devoted wife, dedicated educator, skilled seamstress - and right up to the end of her life, a conscientious hostess.

As Elaine's daughter remembers, "When nurses and other people would come over to the house to care for mom, she would pull me over and whisper, "Denise, have we served our guests some snacks?" She was always concerned about taking care of other people."

When Denise first called Housecall Providers Hospice, she thought she knew what to expect. Elaine



*Elaine Landriau pictured here with her daughter, Denise Herrenbruck, in 2016.*

had first gone on hospice while living in North Carolina, and Denise had joined her there for several months to assist in her care. After Elaine's health stabilized, the family decided to travel back to Oregon where Denise could continue to take care of her mom at home.

"From the first phone call, I could tell right away that I wanted Housecall Providers Hospice. There was just a different sense about them... I also thought, 'Well, if mom's health improves

in the future and she no longer qualifies for hospice, it would be great to have in-home primary care.'"

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## The Bloom Project

Housecall Providers is excited to announce a new partnership with The Bloom Project, a Portland area nonprofit whose mission it is to donate fresh bouquets of flowers to hospice and palliative care patients.

Each Wednesday, a Bloom Project volunteer drops off flower arrangements to Housecall Providers so team members can deliver bouquets to the patients they plan on seeing that week.

The flowers made an immediate impact.

"There was a patient of mine that was in the last few weeks of life when I delivered the first batch of flowers," Hospice Nurse Morgan Clemenhagen, RN, says. "She was very anxious and difficult to redirect, but when I walked in with the beautiful mixed flower bouquet, she lit up! We could look at the flowers and even talk about them."

Since its humble beginnings in the garage of its founder, Heidi Berkman, The Bloom Project has continued to grow and support hospice and palliative care organizations across Oregon, with the Portland Metro area as its base.



*Chris Crosse (center), a Bloom Project volunteer, and his pup drop off beautiful bouquets to hospices across the metro area, including Housecall Providers.*

"We look forward to developing our partnership with Housecall Providers to serve the patients and families they are caring for through the gift of flowers," Berkman says. "We hope our bouquets will enhance the care and conversations between patients, family members and health care professionals."

# Positive attitude and team-based support key to patient's resilient spirit

CareOregon member and Housecall Providers patient Stephen Dedman often gets asked the same question: "How do you manage to keep your upbeat attitude?" Dedman, 59, who has been battling COPD for nearly 20 years responds the same every time: "I tell them that I have come to terms with my disease and with who I am. I know that it is incurable so am making the most of the time I have left," he says.

Getting to a place of acceptance didn't come easy. A long-haul truck driver by trade, Dedman continued with life as usual, driving cross country until 2006 when a COPD attack sidelined his career for good.

"I had to pull over and ask the police to call for an ambulance because my rescue inhaler wasn't enough. I ended up in the hospital for a week and that is when they said no more driving and told me what I needed to do. I ended up only doing some of what they asked," he says sheepishly.

Dedman said that was the first of what would be hundreds of hospitalizations over the next six to seven years. He picked up odd jobs here and there to make ends meet and was employed by City

Teams Ministry for a time. But working would often trigger an attack, sending him to the hospital once or twice a week.

In 2011, it became apparent that he needed a supportive housing environment.

"The last time I went in the hospital they said, 'You

cannot make it on your own anymore,' so they found me a temporary placement and then I moved into the adult care home where I live today," Dedman says.

It wasn't long after that things started to settle down for Dedman. He enrolled in CareOregon and his caregiver, having experience with

Housecall Providers, recommended the in-home primary care

program to him.

"My first nurse practitioner was Cathie Gurgle, and while I was still going to the hospital at times, she was able to monitor my condition and tweak my medication so that for three years, I didn't

go to the hospital one time," Dedman says.

Having check-ups, shots, x-rays, and blood draws delivered in the comfort of his room has meant the world to Dedman who says that his life is so much easier since his medical care started coming to him.

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*Laughter is the best medicine! Patient Stephen Dedman makes a point to crack up palliative care nurse Katie Kusmaul at least once during a checkup.*

**"GOD'S NOT READY  
FOR ME, AND THE DEVIL  
THINKS I WILL TAKE OVER."**

STEPHEN DEDMAN



## Independence at Home (IAH) two-year extension approved

Last month, Congress approved a two-year extension of the successful Independence at Home (IAH) Medicare demonstration in the Bipartisan Budget Act of 2018, approved by the President.

Housecall Providers has been a participant of IAH since 2012 and generated \$2.3 million in Medicare savings. It is the highest per patient of any site, in the program's first two years while serving 249 patients.

"We're thrilled that Congress passed the Independence at Home extension," said CEO, Rebecca Ramsay, MPH, BSN. "We kept

hearing the program had broad support in Congress, but the reauthorization kept getting delayed, and it's been nerve wracking."

The IAH care model uses interdisciplinary teams of medical and social service professionals

to provide comprehensive primary care in the homes of fee-for-service Medicare patients who have serious chronic illness and disability.

The demonstration had previously expired on September 30, 2017.



## Positive attitude and team-based support (cont.)

"It just took the hassle of getting to an appointment out of my life," he says. "I used to get so stressed out and that would make my condition worse."

"I really appreciated that when I needed a wheelchair, a special hospital bed with a long rail, and a trapeze bar they didn't turn me down or make me wait too long," he says.

Dedman also received a Smart phone from CareOregon that he says helps him stay connected to friends, easily contact his Housecall Providers care team, and feel safer when he is out and about in his wheelchair.

In 2012, Dedman was dealt another blow when he was diagnosed with Diabetes. The knowledge of having two incurable diseases seemed too much even for a man who always sees the glass as half full.

"I didn't want to talk to anyone or do anything at that point," he says. It wasn't long before his caregiver called his provider, Cathie Gurgle. "Cathie came over and she has a way of cheering people up," he says with a smile.

Although Dedman deals with the effects of his condition every day, he also has the support of his church and his Housecall Providers Palliative Care team, now led by nurse practitioner Maria Bucio, to address not only his physical symptoms, but his emotional and spiritual questions or concerns, as well.

Dedman says that what he likes about receiving palliative care is that when he calls, they always respond. "Maria will send Katie [palliative care nurse] out to see what is going on and Katie will let Maria know that it's time for a house call," he says. That team-based support is the hallmark of Housecall Providers' model and the reason why patients feel so "tucked in".

With the support of his Housecall Providers care team and his positive attitude Dedman will soon achieve his first goal, hitting 60 years old. "Once I hit 60, then I will go for 65," Dedman says. "Like I told Katie: 'God's not ready for me, and the devil thinks I will take over.'"

## Thanks for the memories (cont.)

Nordquist is quick to downplay his own skills when talking about Tatum, but was obviously quite good in his own right. He was bass player for four years in the Les Paul Trio in Hollywood, California.

“Les wanted to be the most popular guitar player in the world and made a point to play in all the places where people would appreciate his talent, and spread his name,” Nordquist says. “I am telling you, we played everywhere, especially parties and dinners that movie stars would host. Sure enough, the next day in the society pages, a picture would appear and his name would be right there next to all the stars.”

When Paul left to pursue his career in New York City, Nordquist continued to play music in L.A. with another band leader, playing local gigs and parties until he retired from music in the late 1950s.

Housecall Providers volunteer, Paul Sternberg, appreciates all the music history he learns each week as he visits with Nordquist.

“Listening to Clint’s stories about playing with musicians—Les Paul, in particular—has been a thrill! To be able to play with someone like Les Paul you’ve got to be better than just ‘good,’” Sternberg says.

A musician himself, Sternberg was matched up with Nordquist when he was admitted to hospice in February of last year. When his condition improved in early summer, he came off hospice and began receiving in-home primary care from Housecall Providers. Last month, Nordquist started receiving hospice care again.

“It has been a godsend for dad to receive home-based medicine,” his daughter Anne Berry says. “The process of getting him to a doctor’s appointment would be very challenging for both of us.”

Berry knows firsthand the fondness her father has for telling stories, and music is just one aspect of his rich and fulfilling life.

“Clint has led a multitude of lives. His interests and abilities extend well beyond just being a musician,” Sternberg says. “I have also loved hearing about all his other adventures. Especially how he designed and built the entire interior of a 33-foot schooner named after his daughter—*Annie II*—from raw teak.”

One of Nordquist’s greatest abilities, of course, is storytelling. After 99 years, he is still breathing new life into his tales, amazing and entertaining his listeners with memories from one well-lived life of the Greatest Generation.



### 2017 Year In Review

We admitted **550+ new patients** and served over **1,900 patients**

Primary care providers made nearly **10,000 home visits**

Care Coordination answered over **7,000 calls** in an average month



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**housecall providers**  
bringing health care home

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## What keeps you at Housecall Providers?

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"I enjoy practical, behind-the-scenes work that translates to our patients getting what they need, when they need it. I know I made a difference when I leave each night and it feels really good."

**Melissa Gharst, Care Coordinator**

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"From the first minute I walked through the door, it was clear our mission was to truly serve a vulnerable population. In providing end-of-life care, I was not only empowered but encouraged to participate in decision making and to advocate for patient needs. This is what attracted me to this job and why I stay; I believe my 'voice' matters!"



## In lieu of flowers (cont.)

When Elaine passed away in the spring of 2017, Denise knew that her mother would want to show her appreciation to the Housecall Providers team whose expert care helped her remain at home and out of the hospital at the end of her life.

"They were so incredibly supportive and really acknowledged our individual situation and preferences," says Denise. "I relied on their advice for caregiving and medication problems and saw that they stood for what was best for the patient and family."

In the days after Elaine's passing, the Landriau family decided to honor their mother's gracious spirit by including a request in her obituary for donations to be made in her memory to Housecall Providers. Their choice was motivated in part by a desire to recognize the exemplary attention they received, but also by a need to give back and help make this kind of hospice care available to other individuals and families at the end of life.

It's been almost a year since Elaine Landriau passed away peacefully with her family beside her. While the pain of her loss is still fresh, Denise takes comfort in the fact that her mother had a 'good death,' and that even now gifts in her memory are helping others to find peace at the end of life.

"I really want to see this kind of care preserved; it's what I would want for me and my family members when the time comes" Denise says. "I think it's something that's really important to our lives, to usher people out the same way that they're ushered in – surrounded by love."