



Joyful companions: Sheila Yates and her adorable dog, Hazel, share a smile that warms the heart this holiday season.

## Emotional support bolsters ability to get 'back in the world'

**Theater was Sheila Yates' first love. Although she changed her college major to more practical pursuits, she kept her toes in the theater waters by writing and performing in one-woman shows. When chronic illnesses took over her life, pain silenced her stories. With medical and emotional support from Housecall Providers, Sheila found her way back to a new stage.**

Storytelling was in Sheila's blood, a trait she inherited from her father, also a gifted storyteller who worked in theater. Growing up in and around theater, Sheila spent her first years of college as a theater major. Even though she eventually shifted to business (and ultimately a Masters in Public Health) for practical reasons, she kept theater as a side passion. However, as her health declined, it became harder to

participate in auditions and rehearsals. Multiple chronic illnesses plagued her, but pain was the most debilitating. Sheila found herself bedridden, struggling with depression severe enough to contemplate giving up.

Sheila has no hesitation telling people that discovering Housecall Providers changed her life.  
(See "Storyteller" page 7)

## Fall/Winter 2024

### Inside this issue:

- P1** Emotional support bolsters ability to get 'back in the world'
- P2** Academy awards Housecall Providers' own JC Provost Clinician of the Year
- P3** Personalized care, lasting connections: How house calls build strong doctor-patient relationships
- P4** Housecall Providers Hospice earns national recognition for a second year
- P5** **NEW!** Crossword and call for recipes
- P6** Top Workplaces
- P7** Support nonprofit hospice
- P8** Leave a review

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by bringing  
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JC receiving Clinician of the Year award. From left to right, AAHCM Awards Committee Chair Dr. Konstantinos Deliginnidis, Housecall Providers' Dr. Pam Miner, JC Provost, Kevin Hohnbaum, Sarah Beth Wells, and Barbara Sutton.

## Academy awards Housecall Providers' own JC Provost Clinician of the Year

**Housecall Providers is proud to announce that Primary Care Medical Director JC Provost, APRN, DNP, FNP-C, has been named Clinician of the Year by the American Academy of Home Care Medicine (AAHCM). “I feel quite honored, touched and humbled to be recognized by the American Academy of Home Care Medicine,” said JC. “I am proud to have provided primary care in the home for the past twenty years and been part of an innovative and transformational care delivery model that is now getting national recognition and interest.”**

After earning a master’s degree in nursing, JC found himself searching for direction. His initial plan to open a practice focusing on men’s health proved unrealistic when he realized many men often delayed seeking medical care. A chance encounter with former Housecall Providers Nurse Practitioner Gail Miller led him to consider home-based medical care. What began as a temporary job in

2004 evolved into a career driven by passion. JC discovered he thrived in the home setting, valuing the independence and the deep, personal connections formed with patients.

“I didn’t have to be stuck in a clinic seeing fifteen or twenty patients a day,” JC reflected. Instead, visiting patients in their homes and acting as their essential link to medical care

provided JC with immense satisfaction. The work gave him a profound sense of achievement, particularly when stabilizing patients and earning their trust. Recognizing the person behind the suffering became a magical experience that further fueled his commitment.

The freedom and support he found at Housecall Providers satisfied two of JC’s key aspirations: the autonomy of managing his own practice and having the security of an organizational home. This balance anchored him at the organization, which he never felt compelled to leave.

The early days at Housecall Providers were marked by the scrappiness of a small, dedicated team. “We were a mom-and-pop operation, flying by the seat of our pants,” JC recalled. Despite the challenges, they knew they were making a real difference for the frail and elderly, and it was important to him that the organization’s nonprofit status ensured money didn’t drive their mission.

The 2017 merger with CareOregon introduced structure and stability to their efforts. “We had a mission and a vision, but CareOregon brought the necessary structure,” JC explained. He described this shift as a pivotal moment that gave clarity and direction to their work. Additionally, he witnessed firsthand how well CareOregon cared for patients and employees, reinforcing his loyalty and commitment.

(See "JC Provost", page 6)





Cathie McNeil enjoys her indoor garden and the view from her window.

## Personalized care, lasting connections: How house calls build strong doctor-patient relationships

**Growing up with a physician father gave Cathie McNeil a unique view of health care. Her father had been an OB-GYN in an era when patients called their doctor directly, even outside of office hours. Decades later, when she saw Dr. Page Jossi from Housecall Providers visiting another resident at her community, Cathie immediately recognized the potential benefits. To Cathie, Housecall Providers embodied that same personal touch.**

After years of seeing a rotating cast of providers at a large practice, where she rarely saw the same doctor twice, Cathie was ready for change. The presence of Dr. Jossi transformed her health care experience. Instead of feeling like a brief appointment sandwiched between others, she appreciated the continuity and familiarity created by Dr. Jossi's thorough visits.

Cathie described the dynamic: Dr. Jossi's visits meant she felt known,

with her doctor fully aware of her history and current issues. Even casual encounters in the facility were welcomed opportunities for connection. If Cathie ran into Dr. Jossi, she could mention a concern on the spot, and Dr. Jossi would readily take the time to discuss it.

This relationship proved invaluable a few years ago when Cathie developed encephalitis, which led to symptoms resembling dementia. Her son later recounted

how unrecognizable her behavior had become. Dr. Jossi acted swiftly, arranging for Cathie to be transferred for surgery despite pandemic-related challenges. After the surgery, Dr. Jossi resumed regular home-based visits, providing Cathie with the care and reassurance she needed.

"She does her exam right here," Cathie explained. "I don't have to schedule a ride; they come to me. I've had an EKG done here, had blood drawn."

Having worked as a dental hygienist, Cathie understood the demands and limitations of time-constrained appointments. She appreciates that house calls offered benefits not only to patients but also to doctors, allowing them to truly engage with patients as individuals, not just medical cases to solve.

Cathie's passion for science and the outdoors continues to enrich her life. From her window and her small cactus garden, she observes wildlife with her binoculars and enjoys walks to spot bald eagles and feed squirrels. Amidst these activities, she looks forward to visits from Housecall Providers.

"When Dr. Jossi comes in, I feel like she knows me and I can talk to her like I'm talking to a really good friend," Cathie shared.

It sometimes seems like the benefits of house calls are a well kept secret. Cathie wants to spread the word. ■



Housecall Providers Hospice employees Renée Dupre, Cynthia Boelling, and Zoe Moskovitz at our annual memorial service..

## Housecall Providers Hospice earns national recognition for a second year

**Housecall Providers Hospice has earned the highest recognition in the National Hospice and Palliative Care Organization’s (NHPCO) 2024 Quality Connections program, completing all four rings for the second consecutive year. This milestone highlights Housecall Providers Hospice’s dedication to high-quality, person-centered care and places it among top providers nationwide, and one of only two hospices in Oregon to achieve all four rings.**

The Quality Connections program, a benchmark for excellence in hospice and palliative care across the U.S., promotes continuous improvement and adherence to best practices that prioritize the needs of patients and their families. The program is structured around four key pillars, each represented by a ring: Education, Application, Measurement, and Innovation. Hospice providers enrolled in the program must achieve specific milestones within these pillars, participating in various activities such as data reporting, educational courses, and case studies. These activities allow hospices to stay informed on emerging issues and maintain an approach rooted in continuous quality improvement.

“NHPCO is committed to helping hospice and palliative care providers deliver the best care possible to patients and their loved ones. Quality Connections was created to make the ongoing journey of excellence possible,” said NHPCO Chief Operating Officer and interim Chief Executive Officer Ben Marcantonio. “The Quality Connections program continues to grow and

include broader content and learning opportunities like compliance, palliative care, equity and inclusion that serve our patients and communities across the continuum of serious illness and end-of-life care.”

Housecall Providers Chief Medical Officer Pam Miner, MD, expressed pride in the organization’s achievement, stating, “I am so proud of our ongoing commitment to the Quality Connections program as one of only two hospices in the state to be recognized by the National Hospice and Palliative Care Organization as having achieved four rings in quality. This recognition validates our goals of clinical excellence and support of our staff to provide the best possible care for our hospice patients and families.”

As Housecall Providers Hospice celebrates this accomplishment, it reaffirms its dedication to compassionate, high-quality care. ■

# Share a recipe in our 30th Anniversary Cookbook!

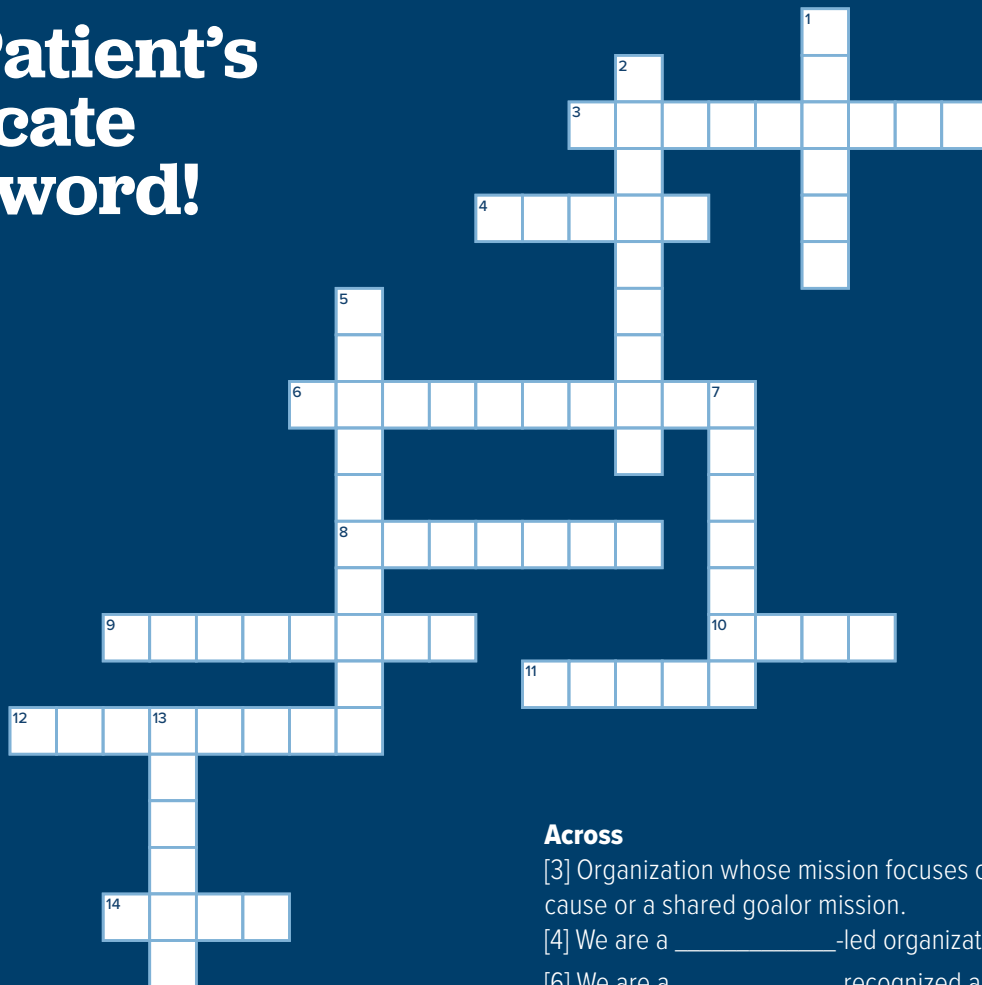
Submitted recipes will also be shared on our website and may be featured in our newsletters.



Housecall Providers is turning 30 in just over a month! As part of the celebration, we're creating a cookbook filled with recipes from our patients, friends, and supporters. Join the fun and share your favorite dish. If your entry is selected, it will go in the cookbook for our fall fundraiser. But even if it isn't selected for the cookbook, it will be shared on our website for your culinary delight! Follow the QR code to submit your recipe.



## The Patient's Advocate crossword!



### Down

- [1] We put \_\_\_\_\_ over profits.
- [2] The type of service we provide and part of our name.
- [5] Our mission is improving lives by bringing \_\_\_\_\_ home.
- [7] Where you can watch videos we've made.
- [13] The U.S. state where we provide services.

Answers will be posted on our blog - search "crossword"

### Across

- [3] Organization whose mission focuses on furthering a social cause or a shared goal or mission.
- [4] We are a \_\_\_\_\_-led organization.
- [6] We are a \_\_\_\_\_ recognized and accredited organization.
- [8] We offer primary care, advanced illness care, and \_\_\_\_\_.
- [9] The city where we were founded.
- [10] Where you can read all of our patient stories.
- [11] Our annual nonprofit event is called, Toss for a \_\_\_\_\_.
- [12] Part of our newsletter's name.
- [14] Where our patients receive care.

("JC Provost" from page 2)

When Housecall Providers and CareOregon formalized their shared values, JC found himself particularly drawn to the Housecall Providers value of 'authentic relationships.' "It's the core of who I am, at work and beyond," he said. The merger also allowed JC to apply his administrative and leadership skills more broadly. Drawing on experience from a previous employer and his service on the board of HealthShare, he found himself thriving in this expanded role.

JC's twenty year career at Housecall Providers has progressed from

temporary employee to Primary Care Lead for the west side region to Associate Medical Director in 2017, and in 2022, he succeeded Pam Miner as Primary Care Medical Director. His academic credentials grew in parallel. He is an Advanced Nurse Practitioner, a Family-Nurse Practitioner Certified, and holds a doctoral degree in nursing practice from the University of Portland School of Nursing. JC's dedication earned him a Nurse Practitioner Excellence Award from the Oregon chapter of the American Academy of Nurse Practitioners in 2010 and recognition as a top NP by Portland Magazine four times.

Despite his administrative duties, JC remains a dedicated clinician. "My work as medical director means I can't do as much, but my job is eighty percent admin and twenty percent clinical," he said. Maintaining a patient panel helps him stay connected to the realities faced by his fellow providers.

For those interested in working in home-based care, JC shared this advice: "It's really rewarding. You can't do this work without caring for people. You have to leave cynicism at the door and be mission-centered. You have to stay nonjudgmental." After 20 years at Housecall Providers, JC's commitment remains strong: "This is my home." ■



## **We've been named a 2024 Top Workplace by The Oregonian!**

This recognition means so much to us because it's based solely on feedback from our employees on areas such as feeling Respected & Supported, Enabled to Grow, and Empowered to Execute, to name a few.

Scan the QR code to learn more or visit [housecallproviders.org](https://housecallproviders.org)





("Storyteller" from page 1)

To Sheila, the support felt like having a compassionate caregiver arrive at her home, reminiscent of the classic 1970s TV show, "Marcus Welby, M.D.," featuring Dr. Welby with his black bag. Having Housecall Providers show up at her house was a reassuring sign that someone genuinely cared. Housecall Providers' team addressed her mental and physical health, and for the first time in a long while, Sheila felt "bolstered." This renewed emotional stability allowed her to manage her physical limitations better. The shift helped her see beyond her pain, enabling her to consider the possibilities around her. She says, "I went from thinking about what I can't do to looking at what I can do."

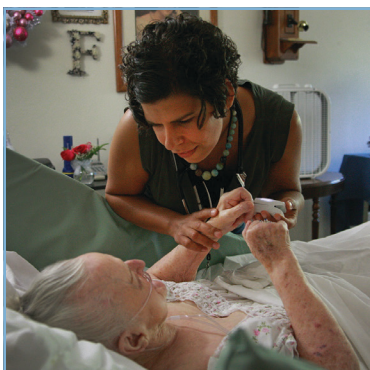
Sheila's interest in storytelling was rekindled when she started listening to The Moth Radio Hour, a program featuring live storytelling. The idea of sharing a true story intrigued her. "I thought, okay, I can do that. It's a true story you write yourself. I can stand up for five minutes and tell a story," she recalled. Soon, she decided to try her hand at it. When her name was called at an event, Sheila was ready. The experience was exhilarating; she received a high score and felt the thrill of being "back in the world."

Sheila continued crafting stories for The Moth whenever the theme resonated with her. With each performance, her confidence grew. Her efforts paid off when she won the local Moth competition with the

highest score, advancing to perform at the Aladdin Theater in Southeast Portland. Despite the initial fear of speaking before an audience of 500, her theater background kicked in, and the positive feedback helped her discover and open doors to new pursuits.

Housecall Providers remains an integral part of Sheila's care. With her background in public health, she appreciates the accessibility and connectedness that home-based care offers. It felt rare in modern medical systems to have such ease of communication. Whether it's a call to her care coordinator Kim Vsetecka, or an update from her primary care provider Audrey Lundin, Sheila feels supported and valued. "One thing I like is that you actually have access. You can reach someone if you call them up. Medical care is so estranged now, it's hard to get a connection," she said. "When I needed help, I got it."

Now, Sheila continues to draw inspiration from her life experiences, such as the years she spent in Europe, and remains active in storytelling. She credits Housecall Providers for bringing her back into a happy life. Reflecting on her journey, Sheila acknowledges the stark contrast from her past struggles: "Step by step, Housecall Providers led me to being a much more functional person. I was scared for me back then, but I'm not now." ■



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Your review helps us:

- Recruit passionate, mission-driven staff.
- Assist families seeking quality in-home medical care.
- Strengthen our community's health and well-being.

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