



Rooted in mission, ready for the future. Housecall Providers explores an affiliation with Chapters Health System for long-term growth and care delivery.

New “Chapters” ahead for Housecall Providers

In February, the board of directors of Housecall Providers approved a definitive agreement that begins an important new step for our organization. We are moving toward a proposed affiliation with Chapters Health System, the nation’s largest nonprofit provider of hospice and chronic illness care. The agreement is now under review by the Oregon Health Authority, which is expected to decide in late spring or early summer.

If approved, this partnership would strengthen the long-term sustainability of Housecall Providers while honoring the mission that has guided us for more than 30 years. What matters most will stay the same. We will continue to operate under our own name. Patients will keep their providers, their care teams, and their access to the same insurance plans. And they will

continue receiving the compassionate, high-quality medical care in the home that defines who we are.

While the healthcare landscape has shifted dramatically in recent years, the heart of our work has not changed. What this affiliation offers is the support and stability we need to protect that work for decades to come. (See “New Chapters” Page 6)

Spring 2026

Inside this issue:

- P1** New “Chapters” ahead for Housecall Providers
- P2** At your doorstep
- P3** In-home medical care, an important piece of aging in place
- P4** Celebrating a legacy of compassion, excellence and care
- P5** A community of gratitude

Improving lives
by bringing
health care home

housecallproviders.org

At your doorstep



Rebecca Ramsay, CEO

This spring marks an important time for Housecall Providers. We hold deep gratitude for the support that has carried us this far, and a sense of anticipation for what lies ahead. As we move through some significant transitions, I want to take a moment to honor where we have been and to recognize the people and partnerships that have shaped our journey.

For the past nine years, CareOregon has been a steady source of guidance and strength for our organization. Long before we formally joined the CareOregon family, our shared mission and values created a natural foundation for collaboration. Together we advanced models of home-based primary and palliative care, strengthened our clinical infrastructure, and expanded access for some of the most medically complex members of our community. Their belief in our work allowed us to grow and innovate during times when the healthcare landscape was shifting around us. We remain deeply grateful for their partnership and for the stability they provided during a pivotal period of our history.

At the same time, we say a heartfelt goodbye to someone whose impact on Housecall Providers cannot be overstated. After 22 years of service, our Primary Care Medical Director JC Provost is returning to his home country of France. JC has been a teacher, a mentor, a clinician of exceptional compassion, a quiet architect

of many of the systems and practices that define our model of care, and a caring coworker. His commitment to listening first and honoring the full humanity of each patient has touched thousands of lives and shaped many clinicians. His legacy will continue to guide us long after his departure.

These transitions remind us that the strength of Housecall Providers has always come from the people who give their hearts to this work and from the partners who stand with us. As we look toward affiliating with Chapters Health System, we do so with clarity and optimism. This partnership offers us new tools, resources and support that will help sustain our mission far into the future, allowing us to grow while staying rooted in the values that define who we are.

There is real hope in this moment. As we honor our past and the many hands that brought us here, we move forward with gratitude and the focus needed to serve our community well.

In gratitude,

Rebecca

Why is nonprofit health care so important?

- ✓ Created by the community for the community
- ✓ Puts patient well-being first, instead of shareholder returns
- ✓ Reinvests resources into care teams, services and community health
- ✓ Advances health equity by serving underserved and at-risk populations
- ✓ Builds trust and accountability through mission-driven care



Spiritual Counselor Dean Yamamoto has been visiting Lena Yep since she became a patient in 2017.

In-home medical care: an important piece of aging in place

At 97, Lena Yep still finds joy in the simple act of getting outside. With the help of her motorized scooter, she makes her way down the path near her home smiling, moving and holding onto a sense of independence that means everything. That moment is possible because of a choice her son Richard made years ago.

When Lena and her husband began to decline, a brief stay in a long-term care facility made one thing clear: this wasn't the life they wanted. So, in 2017, Richard reimagined his home, creating an ADA-accessible space where his parents could live safely together.

"They were there for me when I needed help," he says. "Now it's my turn."

Caring for aging parents at home is not easy. The physical demands, the coordination of care and the emotional weight can quickly become overwhelming. A referral to Housecall Providers brought the missing piece that Richard needed to make the whole thing work.

Instead of navigating transportation and clinic visits, Lena's care team comes to her. When she needs support, it happens at home. Medical visits, lab work and physical therapy

are all carefully arranged around her needs.

"It's such a relief," Richard says. "Not having to coordinate everything."

Lena's Primary Care Provider Kelly Fromuth, AGNP, has helped her maintain strength and mobility, including securing coverage for a small pedal exerciser that keeps her legs moving safely. Combined with in-home medical care, these small interventions make a meaningful difference.

Just as important are the relationships. Lena shares a special bond with Spiritual Counselor Dean Yamamoto, whose visits bring comfort and connection which she needs especially after the recent loss of her husband of 70 years in 2022.

Her story shows what is possible when families, caregivers and healthcare clinicians work in partnership. For people who are homebound or living with serious illness, Housecall Providers is a critical part of that care. The team brings medical support directly to those who need it most. With the right support, aging in place can be safe, sustainable and meaningful.

Because of that support, a quiet morning in Portland includes a 97-year-old woman riding her scooter, smiling in the sunlight, and continuing to live life on her own terms. Your support makes moments like these and the care behind them possible. ■



Throughout the years, Primary Care Medical Director JC Provost, DNP, has exemplified compassionate, mission-focused health care, leaving a lasting mark on patients, colleagues and the organization he helped shape.

Celebrating a legacy of compassion, excellence and care

Some employees make an indelible mark on the organizations they serve, shaping its course for years to come. Through their leadership, commitment to excellence and unwavering dedication, they elevate not just the work, but the people around them. They strengthen culture, reinforce mission, and leave a legacy that endures long after their final day.

This month, Housecall Providers bids a heartfelt au revoir to Primary Care Medical Director JC Provost, DNP, as he returns to his home country of France after 22 remarkable years of leadership and compassionate medical care for homebound and seriously ill members of our community. While colleagues celebrate his next chapter, his departure closes

an era for an organization he helped shape in lasting ways.

“JC embodies the Housecall Providers value of cultivating authentic relationships that recognize the uniqueness of each individual and guides them to be their best self,” says Chief Medical Officer Pam Miner, MD. “That quality helped him shine as a primary care medical director.”

When JC joined Housecall Providers in 2004, home-based primary care remained a niche approach to medicine. The organization operated with only a handful of providers and minimal infrastructure. Like many pioneers in the field, JC learned through experience while building systems, processes and relationships that supported sustainable growth.

One of his earliest contributions involved developing what later became the organization’s provider orientation program. He recognized that new clinicians needed both guidance and structure. The
(See “Legacy” Page 5)

("Legacy" from page 4)

framework he helped create continues to evolve, yet it still centers on his original vision of supporting clinicians so they can deliver the best care possible to patients.

"Home-based medicine requires a unique skill set, and JC has generously shared his passion and expertise with the next generation of clinicians," Miner adds.

JC defines his career by innovation as well as deep commitment to patients. He often says they served as his greatest teachers, shaping his values of patience, humility and presence. For him, excellent patient-centered care begins with listening. He strives to hear what remains unspoken and to see patients as whole people with stories, talents and histories beyond their conditions.

For more than two decades, JC supported patients and families through some of life's most vulnerable moments.

Many relationships lasted years, sometimes decades, and extended far beyond traditional medical care. His colleagues felt that influence as well. JC mentored countless clinicians and students, encouraging curiosity, humility and professional growth. Many staff members cite him as a reason they joined Housecall Providers.

Among his many initiatives, JC helped create the "PCP of the week" rotation to reduce interruptions for clinicians and support provider resilience. As he looks ahead, JC views this transition not as retirement but as the beginning of a new adventure filled with travel, creativity, family and a slower pace.

One certainty remains. JC's compassionate care, leadership and clinical excellence will continue to influence Housecall Providers for years to come. ■

A community of gratitude

Gratitude is at the heart of Housecall Providers. We feel it every day from patients, families, caregivers, donors, volunteers, and staff who believe in nonprofit, community-based health care.

In a rapidly changing healthcare system, this shared gratitude helps sustain in-home medical care that is personal, compassionate and grounded in dignity. It supports the care you receive, and it makes care possible for others who will need us in the future.

We are grateful for the opportunity to serve our community and deeply appreciate your support.



Give

Your donation helps keep these services accessible for our community. housecallproviders.org/donate-now or call 971-202-5518.



Tell your story

Your experience as a patient, family member or caregiver can help others facing difficult decisions. Contact: berickson@housecallproviders.org



Leave a Google review

Use your Google account to leave us a great review and help people find us before they need us. <https://zurl.co/eVPWE>



Volunteer

Offer companionship visits to hospice patients or support our team in the office. housecallproviders.org/volunteers



("New Chapters" from page 1)

"This partnership gives us room to grow while staying true to who we are," said Housecall Providers CEO Rebecca Ramsay. "It opens doors to new resources, new expertise, and a broader network of nonprofit organizations that believe deeply in the kind of compassionate, home-based care we provide every day. Most importantly, it helps ensure that our mission has a strong future."

Chapters Health System shares our commitment to community-based, mission-driven care and brings experience supporting nonprofit providers that care for people living with advanced illness. Through this affiliation, Housecall Providers will gain additional tools for workforce recruitment, innovation, education, technology and fundraising, and investments that directly support our staff and the patients we serve.

Our journey to this moment is rooted in the strong foundation built with CareOregon. Long before becoming part of their family of companies in 2017, our organizations recognized in each other a shared belief in bringing care upstream. CareOregon understood the power of our per-patient-per-month payment model and the promise of comprehensive, team-based care delivered directly in the home. Their support helped us grow, adapt and innovate during times of great uncertainty, and their partnership will continue to influence our work far into the future.

As we look ahead, we carry that history with us. This next step is an opportunity to strengthen our mission, support our workforce, and meet the needs of our community with even greater impact. And we step forward grounded in gratitude and guided by a clear purpose. ■