



Nurse practitioner Jamie Tiller with her patient, Shirley Goemmell, who received both primary care and hospice services at home.

Thirty years strong: Protecting compassionate, nonprofit health care

As Housecall Providers celebrates its 30th anniversary, health care in our country has never been so personal or so polarizing. As corporate investors race to extract profits from sectors serving older adults, we see firsthand the impact of profit-driven decision-making, particularly in hospice care, where financial motives can sometimes outweigh patient needs.

This emerging trend puts nonprofit organizations like ours on the frontline of a critical battle: ensuring that quality, compassionate care remains people-focused rather than profit-driven.

Over the past three decades, we have provided essential services to nearly 20,000 homebound and

seriously ill community members. Our success is driven by the continued commitment of our partners and supporters. In particular, the backing of CareOregon, a nonprofit community-based health plan, has enabled us to remain true to our mission and deliver care that places human dignity above financial gain. (See "Thirty years strong..." page 7)

Spring 2025 30th anniversary issue

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Improving lives
by bringing
health care home

housecallproviders.org

Past, present and future of Housecall Providers

Past: Reflections on 30 years of home-based medical care

When I began making house calls in Portland in 1992, I saw firsthand how many medically vulnerable individuals had gone years without care simply



By Dr. Benneth Husted, Founder

because they couldn't leave their homes. By 1995, it became clear that expanding services was the only way to sustain the practice. That realization led to the founding of Housecall Providers as a nonprofit, securing funding to ensure homebound patients could receive the medical care they needed, right in the comfort of their homes.

The first step was incorporation, which I completed in December 1995. Six months later, we had our 501(c)(3) status, and the long road of raising funds and expanding services began.

By 1997, Housecall Providers had grown to include nurse practitioners, and eventually, physician associates. What wasn't received in dollars was gained in appreciation and the knowledge that each effort contributed to making the world a better place, one patient at a time. Though the work was not easy, it was deeply rewarding.

Growth was never a straight road, but we learned many lessons along the way. We also discovered that home-based medical care didn't just meet an immediate need—it was also a highly effective way to prevent avoidable hospitalizations and emergency room visits. Over the years, Housecall Providers expanded beyond primary care to include hospice and palliative care programs, adapting to

the changing needs of the community. I am thrilled that the organization has continued to deliver excellent medical care. And now, in partnership with CareOregon since 2017, it is reaching those who have long been under-resourced and overlooked.

As I reflect on 30 years of impact, I remain hopeful about the future of home-based care. Demographics will change, but there will always be a need for caring, personalized care. As my grandmother used to say, "Where there's a will, there's a way."

Present: Expanding and strengthening our impact

In this—our 30th year—we continue to evolve, ensuring that in-home medical care meets the complex needs of our community.



By Rebecca Ramsay, MPH, CEO

As the effects of the pandemic persist, our primary care program is refining its clinical model to serve more critically ill patients, while addressing increased behavioral and social health needs.

Growth remains a priority. We are expanding in-home primary care into the Salem market, and our advanced illness care program to two new coordinated care organizations across five additional counties in Southern Oregon and on the northern coast. At the same time, we are becoming more sophisticated in our collaboration with our Accountable Care Organization, Advanced Illness Partners, allowing us to develop innovative clinical strategies and interventions that improve patient outcomes while lowering the total cost of care.

(See "Past, present and future..." page 6)

Community-based health care: ‘The right decision’

When Andy Covington’s father passed away unexpectedly in December 2019, he was left to make a series of life-altering decisions, beginning with how to care for his mother, Toyoko, who was also hospitalized and unable to return home.

“We were thrown into the deep end,” Andy says. “My mom couldn’t go back to her home; everything she knew was taken away.”

The family found an adult care home, Lavender House, and shortly afterward, they were introduced to Housecall Providers. Just before the onset of COVID-19, Toyoko was accepted into the primary care program, where she began receiving in-home medical care tailored to her needs. “It was a godsend,” Andy remembers. “At a time when the world was shutting down, they were stepping in.”

The Housecall Providers primary care team offered consistent, thoughtful support—care that helped stabilize Toyoko and allowed her to remain in the comfort of her new home. But about nine months later, her condition began to decline: Her appetite dropped, energy waned and desire to engage diminished. That’s when the team recommended an additional level of support with a transition to hospice care.

For Andy, there was no hesitation. “I knew it was the right decision,” he says. “People think hospice means giving up, but for us, it was an intervention. It was a way forward.”

What followed was a remarkable period of reconnection and healing. With hospice care came more intensive support—regular chaplain visits, dietary adaptations and a deepened level of communication that allowed the entire family to feel held and cared for. “She began smiling again, talking more, recognizing us,” Andy recalls. “It was beautiful. It gave us real time together.”

Remarkably, hospice care sparked a noticeable turnaround in Toyoko’s health. In September 2024, after months of meaningful improvement, Toyoko was discharged from hospice and returned to primary care with Housecall Providers, where she continued to thrive under the same trusted team she had before. “It wasn’t a step backward,” Andy emphasizes. “The hospice care gave her the stability she needed. And the primary care team picked right up, keeping her well and connected to her family.”



Andy Covington with a photo of his mother, Toyoko, and her great-granddaughter.

For five more months, Toyoko remained active and engaged, enjoying video calls with her granddaughters, meals she loved and visits with family. But when her condition began to worsen again in early 2025, she was seamlessly transitioned back to hospice care. “It was immediate, supportive and exactly what we needed,” Andy says. “She passed peacefully, with caregivers by her side. She was never alone.”

Andy, a former VA hospital administrator, says the Housecall Providers model—the seamless integration of primary care and hospice—is something rare and deeply needed. “They never dropped the thread. Whether it was primary care or hospice, they were always there.” ■

Celebrating 30 years of improving

1996

Opened first office on SE Belmont St

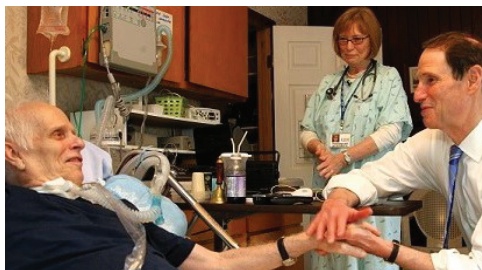


2001

10,000th house call made!

2012

Selected as demonstration site for national Medicare study, Independence at Home (IAH)



2012

100,000th house call made!

2016

IAH second-year results released, Housecall Providers ranked #1 in the nation, again

2017

CareOregon integration, advanced illness care team moves to Housecall Providers



1995

Founder Dr. Benneth Husted starts delivering house calls as a nonprofit



2013

Moved into larger office on Macadam Ave

2009

Hospice program launched for our primary care patients



2015

IAH first-year results released, Housecall Providers ranked #1 in the nation



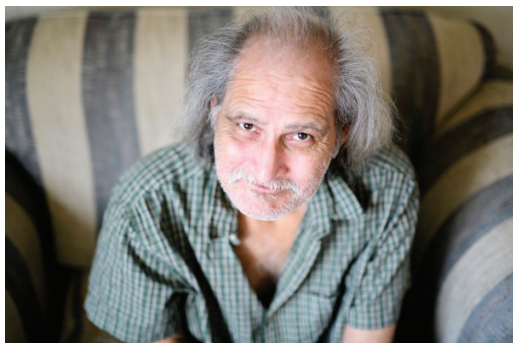
2015

Hospice program offered to all adults in our service area

lives by bringing health care home

2020

Featured in New York Times article,
Who Will Care For Society's Forgotten?



2022

Achieved level-three of the
We Honor Veterans program

2024

Hospice earned all four
rings for second year in
a row in NHPCO's Quality
Connections program

2024

Named a winner
of The Oregonian's
OR & SW Washington
Top Workplaces Award



2024

Celebrated 15-year anniversary
of Housecall Providers Hospice



2025



2021

Became a participant
in the High Needs
Direct Contracting
model with CMS

2023

Primary care team named AAHCM
House Call Interdisciplinary Team
of the Year



2024

Primary care, advanced illness
care, and hospice programs
achieved highest censuses

2020

Celebrated 25-year
anniversary of delivering
home-based medical care



2023

One of only two hospices in Oregon to
earn all four rings in National Hospice
and Palliative Care Organization's
Quality Connections program

2024

Primary Care Medical Director
JC Provost named AAHCM
House Call Clinician of the Year



Tell us about a moment that mattered

For 30 years, Housecall Providers has been bringing care, comfort, and connection to those who need it most. Now, we need your voice to help us celebrate!

We're collecting 30 Acts of Caring—real moments where our team made a difference, whether through a kind word, a small gesture or extraordinary care.

Did a staff member go above and beyond for you, a loved one or a community member? Have you witnessed a moment of compassion that stuck with you?

We want to hear it! Whether it's a few sentences or a full story, your words will inspire others and remind our team why this work matters. You can share your Act of Caring with Emilee Caldwell at ecaldwell@housecallproviders.org and she will follow up if more details are needed. Thank you in advance for helping to spread compassion throughout the year. ■



SAVE THE DATE

Housecall Providers
30th Anniversary Celebration

Works of Heart

Thursday,
October 9, 2025
4-6:30 p.m.
The Old Church

Tickets on
sale this summer



("Past, present and future..." from page 2)

Beyond direct medical care, we are creating new opportunities for connection and collaboration. A Community Day in the Park (July 12, Sellwood Park) will once again bring together local nonprofits that support older adults and individuals with disabilities, giving them a platform to share their missions while attendees enjoy a day of fun, competition and engagement.

In honor of our anniversary, we are hosting Works of Heart, a special event on Thursday, October 9 at The Old Church. This celebration will showcase artwork inspired by our patients' experiences, created through one-on-one collaborations with a diverse group of local artists. Each piece will offer a unique reflection of the personal stories that shape the heart of our work.

(See "Past, present and future..." page 7)

("Thirty years strong..." from page 1)

Our work is not just about maintaining standards—it's about transforming a system that too often leaves the most medically vulnerable behind. Every donation, every grant, and every individual gift has empowered us to meet that challenge. We are deeply grateful to the individuals, institutions, and foundations that have contributed millions in support of our cause.

Yet, in today's uncertain and rapidly changing health care landscape, we need your help now more than ever to confront the road ahead.

"In an era where we have to fight to remain viable amidst the growing competition of for-profit, corporate entities, our commitment to nonprofit values and community-centric service is our most powerful tool," says Housecall Providers CEO Rebecca Ramsay. "We must invest in our future so that home-based care remains a standard of excellence for everyone who needs it."

Acknowledging the emerging challenges in health care both locally and nationally, former Executive Director Terri Hobbs remarked, "I'm truly heartened to see that Housecall Providers continues to serve the homebound in our community—a mission that has meant so much to so many of us. The dedication of our team kept this mission alive, and there will always be more work to do."

Our continued success is a testament to the dedication of our staff, past and present, who work tirelessly to provide clinically excellent home-based care. Whether it's a primary care visit, a palliative care consultation, or compassionate end-of-life support, our team remains committed to serving those who need us most.

As you will see in the insert, a broad cross-section of our community came together last year to support this work. Join us this year in supporting nonprofit health care that will always put people first. Your support today is an investment in the future of home-based care, empowering us to confront emerging challenges and ensure that quality care remains the norm for another 30 years and beyond. ■

("Past, present and future..." from page 6)

Future: Transforming health care through mission-driven care

Looking ahead, we are committed to ensuring that nonprofit, patient-centered care is not only preserved but also positioned as a model for the future of health care. By expanding telehealth within our advanced illness care program, we will provide rural communities with more access to critical support.

Strengthening community partnerships will remain a key focus, as we deepen our engagement efforts to better serve those who rely on compassionate, in-home medical

care. Our commitment to veterans will also grow through the expansion of the "We Honor Veterans" program in hospice, ensuring that those who have served our country receive the specialized care and recognition they deserve.

Raising awareness of nonprofit hospice is essential to our mission, reinforcing our commitment to serving all patients, regardless of financial or social circumstances. Additionally, as an organization dedicated to high-quality care, we will continue fostering a workplace where employees feel valued, supported and recognized—maintaining our status as a top workplace.

Through innovation, community collaboration and a constant focus on putting people first, we are not only securing the future of in-home medical care, but also shaping a health care system that prioritizes compassion over profits. ■

Support nonprofit health care by leaving a Google review.





**A Community
Day in the Park**

Housecall
Providers

Thank you to our early sponsors:
NW Natural | Threadgill's Memorial Services
Central City Concern | Compass Oncology
MoreLink | Connected Home Health
The Eleva Group

Join us for a day of fun & building community!

Saturday, July 12, 2025 - Noon – 3 p.m. at Sellwood Park

Discover local services for elders, adults with disabilities & those living with serious illness. Plus, explore volunteer opportunities!

- Live music & entertainment
- Free kids' activities & cornhole games
- Food trucks & beer garden
- Toss for a Cause cornhole tournament
- Raffles & giveaways

**EVERYONE
IS INVITED**

Interested in sponsoring or volunteering?
Contact Barb Gorman bgorman@housecallproviders.org