

Amy & Flo: Capturing a magical moment between patient and clinician

As we enter Flo's room in the Eastside assisted living center, it is as though we'd stepped through the looking glass. On one side, carpeted, antiseptic hallways branching this way and that, sitting rooms with TVs pulsing away and doors to residential rooms left and right. On the other side of the glass, Flo's world.

To the right we see, in a small alcove, a fully decorated artificial Christmas tree. The date: July 15. "It's her tree from home, where she kept it up year-round," whispers her Power of Attorney Cheri Wonsley. "She wanted it here, too."

The rest of Flo's room is adorned with memorabilia from a long, full life: family photos, paintings,

decorative plates festooned with colorful roosters, an old-style crank telephone, dolls; all items bearing some deeply personal meaning that Flo insisted come with her when she left her family home for the last time to enter the residential center.

There, she became a patient in Housecall Providers primary care practice. Later, as her condition worsened, she was admitted to Housecall Providers Hospice Program. In hospice, her pain is being managed but, in respect of her wishes, she will not receive treatments intended to extend her life.

Bending over Flo – a tiny figure on a hospital bed – is her clinician, Geriatric Nurse Practitioner, Amy Long. Hovering gently in the background, capturing the moment with her camera, is photographer Cathy Cheney, who seems more caregiver than photographer at the moment.

It is a special day in many ways. Cathy, who has photographed many clinician-patient scenes for Housecall Providers during the last two years, asked for the photo shoot on this day. It is the 30th anniversary of Project Dayshoot, an Oregon Historical Society project in which Cathy participated 30 years ago.



Photo: Cathy Cheney

As Amy moves closer, speaking softly, searching her face for a response, Flo slowly raises her tiny left arm. Her message is understood.

Continued on page 5

Raising the bar again in 2013

Progress continues to be the operative word here at Housecall Providers. While we sometimes struggle to keep up with the rapid growth we are experiencing, we are happy that this is our challenge!

We've completed more than a year as a participant in the national Medicare demonstration project, Independence at Home (IAH). Our team has performed outstandingly, with our results placing us at the top of the list of those medical care sites selected to be part of IAH. We have reduced trips to the ER and unnecessary hospital stays, kept the cost of care down and the quality of care up. Thanks to all who helped us achieve this! We look forward to showing how effective and efficient we can be as IAH continues.

We have been searching for just the right people to fill two significant management positions: primary care program director and medical director. We found one – right here in the office! Mary Sayre, RN, who had been working as a transition nurse, has been hired to fill the primary care program director position. You can read more about Mary on page 3 of this newsletter. We are still looking to fill the other position.



From l. to r.: Housecall Providers Executive Director Terri Hobbs, board member Annette Kendall, and event attendees Steve and Anita Kaplan.

We've been working on building our board of directors, and have added a number of dedicated, thoughtful leaders to our board. New members in the past year include Keren Brown Wilson, Shannon Borchert, Woody English, Carl Foster, Vail Horton, Annette Kendall, Jana Richmond and Dwayne Scales. More good news: Victoria Blachly, a former board member, agreed to come back. This reinvigorated board has been hard at work on many initiatives designed to improve our governance, fundraising and overall operations.

Patient count growing

In the meantime, our services continue to be in high demand. Hospice patient census hovers around 100, up from 60-70 last year, we are doing well financially, and our staff number is almost 90. Our primary care census continues to be near 1,400 and if we had additional clinicians, we could grow even more.

We could use your help in a couple key areas: 1) as always, your support. Many of the services we provide aren't fully covered by insurance. We depend upon your donations to close that gap. 2) we are always in need of more clinicians. Our growth is a direct function of how many MDs, DOs, NPs, and PAs we have on staff. If you know anyone who is looking for a different experience in their medical career, one where they can spend their time working with an extremely underserved patient population, please encourage them to contact us.

– Terri Hobbs, Executive Director

Housecall Providers Board of Directors

President

Mauro Hernandez

CEO, Concepts in Community Living

President-Elect

Darrin Buckner

Executive Director, The Springs at Clackamas Woods

Immediate Past President

Patty Murphy, ANP

Nurse practitioner, TakeCare Health

Treasurer

Vail Horton

CEO, Keen

Secretary

Bill Labberton

Pharmacist, Walgreen's Pharmacy

Victoria Blachly

Partner, Samuels Yoelin Kanter, Attorneys at Law

Shannon Borchert

Community Relations and Business Development Director, Norco Medical

Woody English, MD

Community Representative

Carl Foster, CPA

CEO, Foster & Associates, CPA, LLC

Benneth Husted, DO

Founder and Medical Director, Housecall Providers

Annette Kendall

Assistant Manager and Private Banker, First Republic Bank

Jana Richmond

Clinical Liaison, Avamere Signature Family of Services

Dwayne Scales

Medicare Insurance Specialist, SeniorChoices NW

Keren Brown Wilson

President, JFR Foundation

Photo: Kathleen Krushas

Mary Sayre takes patient efficiency to a new level

Mary Sayre, Housecall Providers' new Primary Care Program Director, learned all about efficiency in the military. The daughter of a Marine, she joined the military at age 19 and stayed in the Army both as an active duty soldier and in the Reserves. Early on she specialized in intelligence work, but it was while working at an Army hospital in Vancouver, WA, in an intake job where she had her "Ah-Ha!" moment.

"They sent me to San Francisco where they had a field hospital set up in an old meat packing plant. They did simulations of combat injuries there. I got to see these doctors, nurses and medics at work. I decided that looked like fun. That was the click, 20-plus years ago, for me."

Mary entered a new Army program where soldiers were trained to become LPNs. She entered school at Clark College in Vancouver. That set her on course for a nursing career, one she had never imagined when she signed on

Photo: Andie Petkus



Mary Sayre, Housecall Providers' new Primary Care Program Director

into the room to see the patient. The patient was actively dying and was in pain. I did the nurse's work for her. The decision was made to admit the patient on comfort care so she could die peacefully. The nurse called for a transporter but the patient had died before she could go upstairs. The family was hysterical."

Her devotion to efficiency and effectiveness... have contributed significantly to procedures at Housecall Providers that allow us to serve our patients and their families better than ever before.

with the Army at age 19. Lt. Mary Sayre still had one more "Ah-Ha!" moment in front of her, though, before her specific path was set.

Working as a Charge Nurse RN in the ER at the hospital, another seasoned nurse was assigned to care for a young female Hispanic patient sent in on hospice care. "The way she treated this patient shocked me. The nurse spent minimal time with the patient, did not engage the family...I had to get a translator to come in to the department and ask the ER Physician to come

"It was this nurse's way of looking at people that shocked me. I thought about myself and realized I was getting crunchy around the edges and needed to get out of the ER. That's when I moved toward hospice nursing."

Mary worked for four other hospices prior to joining Housecall Providers in 2012. "I started in hospice when the focus was on the patient and their family. Now, a lot of hospices are changing their focus to money and budget and it's not about patients and their care. Housecall Providers is still focused on the patient and family."

Mary was hired as a hospice nurse for Housecall Providers, and in June 2012 moved into the newly created position of Transition Nurse for the Independence at Home (IAH) demonstration project. There, her job was to track all 240 patients in the program as they went in and out of the hospital or ER.

"It was my job to make sure all their paperwork followed them in, so the hospital had the most up-to-the-minute patient information. Either the Primary Care Physician (PCP) or myself had to visit them within 48 hours to assess them physically, and reconcile their medications."

"I would go into the hospitals to see patients and have a conversation with staff and discharge planner to make sure all parties had correct information, communicate the PCP's concerns and patient history so that the discharge would be seamless."

"It was a very fascinating year of discovery," she says. "A large number of our patients cannot speak for themselves – I helped guide their care. At times equipment they needed to have wasn't ready, or the incorrect PCP, generally one from years back, was listed for follow-up."

It was this close attention to patients' movements that played a huge role in Housecall Providers' excellent record in our first year of participation in IAH.

Now, as Mary moves into a new, significant management position, she leaves behind a legacy of knowledge that she gained while on duty with IAH. Housecall Providers has now hired three Transition Nurses to follow our patients while hospitalized. Her devotion to efficiency and effectiveness, learned long ago in the military and from an amazing father, have contributed significantly to procedures at Housecall Providers that allow us to serve our patients and their families better than ever before.

Event News

The board of directors of Housecall Providers hosted a lively and informative social gathering at the Waverley Country Club in August. Board members invited friends and business associates to come learn about our organization and find out how they could get involved to support our mission. New board members Victoria Blachly, Vail Horton and Annette Kendall joined board President Mauro Hernandez in welcoming the guests and sharing their experiences as board members with those in attendance.



Housecall Providers Founder Benneth Husted, D.O., and board member Keren Brown Wilson.



Katie Huitt with Housecall board member Darrin Buckner, center, and Jerry Cohen.



Board member Victoria Blachly, left, with Ruth Cohen.

Housecall Providers
Executive Director
Terri Hobbs with
board members Vail
Horton, center, and
Woody English, M.D.



Photos: Dan Cook and Kathleen Krushas



Housecall employees Lara Garrett, M.D., left, and Georgie Scott, P.A.



Beth Horton, left, and Housecall Providers' Kim Swan.

Libby and Greg Osborne chat with Housecall Providers' Rebecca Ashling, left, and development professional Shari Scales, right.



Housecall Providers board member Keren Brown Wilson, left, chats with development volunteer Wendi Usher and supporter Jim Carlson.

Amy & Flo *continued from page 1*

Its purpose then, and now—to photograph, in a single day across the entire state, pieces of Oregon life symbolic of what makes the state the amazing place that it is.

Cathy believes Housecall Providers fits that description.

She asked if she could photograph Amy Long with a patient as part of this project. Housecall Providers' leadership happily agreed to make it happen.

The day is special for Flo because Amy is there. Flo can barely speak or move. But as Amy moves closer, speaking softly, searching

Photo: Cathy Cheney



Housecall Providers Amy Long, G.N.P., examines Flo.

her face for a response, Flo slowly raises her tiny left arm. Whatever she is telling Amy, her message is

understood. The two have an understanding. It is a beautiful, compelling moment that passes between them.

After the photo shoot, Cathy decides to choose one of her photos of Amy and Flo to submit to the Historical Society for the permanent Project Dayshoot 2013 collection. She was shooting all day for the project, but settled on a frame of Flo and Amy.

At the time we went to print, Cathy's photo made the first cut—the Historical Society chose a small number of images from the thousands of photos submitted.

Certified Nursing Assistants – the quiet heroes of Hospice

by Mary Finn, intake assistant

Stop for a moment and imagine yourself near the end of your life. With any luck, you will be surrounded by loved ones and family members; but it is likely that you will also rely on a team of healthcare professionals for support. Physicians and nurses will provide medical treatment, but the most intimate and personal tasks fall to a different, often overlooked group of caregivers; the certified nursing assistant (CNA).

CNAs like Sarah Jefferies, who has worked for Housecall Providers Hospice for over two years, are responsible for the daily practices that enhance patient wellness: bathing, feeding, turning the bedbound, changing linens, ensuring a clean and comfortable living space. While patient care is their primary duty, a nursing assistant is much more than just a “bath aide.” CNAs must complete an eight-week program endorsed by the Oregon State Board of Nursing, where they are trained to check vital signs, assess and treat wounds, and to act as keen observers of any changes or problems in a patient’s health.

Sarah travels all over the Westside of Portland visiting the adult foster homes, assisted living facilities and private homes where her patients reside. The individuals she cares for are expected to have six months or less to live, and are usually very fragile. Everyday activities can carry a high risk of injury. A nursing assistant must be acutely aware that, if they are not extremely careful in their caregiving, even they could cause harm to these vulnerable people.

Of course, daily hygienic tasks must be performed. In these incredibly intimate, and sometimes embarrassing, moments, patients often look to their CNAs for emotional support. Standing under the warm water of a shower, people

ramble about their lives, their fears, their regrets. They confess things to Sarah that they may have never spoken aloud before. She listens without judgment, she tries to reassure them.

For many people, it is not death, but the loss of ability that breeds anxiety. “It can be very hard, especially for patients who are cognitively intact,” says Sarah. “They’ll tell you how they used to be able to shower themselves, or use the bathroom, or change their own briefs. They grieve the loss of things we often take for granted.”



One of Housecall Providers extraordinary hospice CNA’s Sarah Jefferies (l) with article author and intake assistant Mary Finn.

Like so many situations in hospice care, there are no magic words that will take away her patient’s pain; there is no “right” thing to say. The best she can do is carry on with a quiet, empathic professionalism. “We have to change your brief now; we have to make sure your skin stays dry.”

There is a paradox at the heart of professional care giving. Sarah is witness to the most private moments of her patient’s life. She may work with people for years, earning their trust and affection and becoming close to their families and caregivers. And yet, she is a professional, and there is a necessary boundary that she must uphold. The role of a hospice aide is to listen, to serve, to give care; but not to share. This distance is also a service; it allows patients and families to share their grief and anger, but not to be burdened with any of Sarah’s pain.

Hospice patients
grieve the loss of
things we often
take for granted.

And there is pain. One day, Sarah will wake up, check her morning messages and see that one of her patients has passed away. She will not visit their home, talk with their family and caregivers or hear their secrets ever again. She will grieve, but quietly. There are other people who are dying; there are other needs to serve.

Farewell to a pioneer: Marian Tews

Quiet, humble, dedicated, compassionate, persistent. All these terms describe Nurse Practitioner Marian Tews. Now, add another one. Missed.

Marian retired from Housecall Providers earlier this summer after many years of serving at-risk patients in Oregon as an NP. Legend has it that Marian holds NP license #1 in the state. She just shakes her head when you ask her. It's of no importance compared to other matters, she seems to be saying.

Working well into her 80s, Marian got to the point where she was older than many of her patients. And, at Housecall Providers, that's saying something, since the median age of our patients is 83, and at any given time we have 20 or more patients over the age of 100.



Photo: Barb Gorman

She will be deeply missed, both by her peers and by her patients. But she wants to make clear that she's not going to sit by the fireside quietly reading. Not just yet, anyway.

"I'm only retiring from Housecall Providers, though," she says. "I'm still taking care of my partner, so I haven't stopped working altogether."

Stop in and see us sometime, Marian. We miss you already.



Photos: Cathy Cheney



Volunteering: A good way to win a staff position

Todd Lawrence is making a name for himself here at Housecall Providers for his recruiting abilities. Todd, who has been the volunteer coordinator since October 2012, has seen five of his volunteers within the last year transition into full time paid positions. "The quality of the volunteer group has really been exceptional. I think our mission continues to attract people who have a good balance of compassion and intellect. What great qualities to have in employees when you are a mission driven organization like Housecall Providers," says Todd.

One of the new hires is Melanii Lambert, hospice volunteer, who brought with her an added bonus. "Melanii came to us with her certified service dog Taquita (a chihuahua) and

was an immediate hit with our patients and their families," says Todd.

While a volunteer, Melanii, who is an RN, applied for a position here as a hospice nurse and was hired. Taquita continues to accompany her on her patient visits much to the delight of everyone.

Thomas Kirk started volunteering at Housecall Providers within a couple of months after his arrival in America from England. His attention to detail and exceptional analytic skills were a perfect fit for assisting our Quality Assessment Program Improvement (QAPI) program. So much so that he is now working as the fulltime QAPI specialist.

Other volunteers recruited by Todd who have since joined the Housecall Providers staff are Mary Finn, intake assistant; and hospice nurse Morgan Clemenhausen, RN.

Some of the volunteers who recently attended last month's training might eventually be added to the ever growing list of volunteers turned employees. Todd said the last group of individuals are an "all-star caliber team", among them a social worker, a registered nurse, a medical student on track to become a FNP and a professional medical analyst.

"It's really great to see that the volunteer pool is increasingly being looked at as a resource for staffing. Obviously when a person has shown a willingness to give their time to contribute to your mission – that's a person you want on the team," he added.

The downside for Todd is that he has to keep replacing his top volunteers as they move on to paid positions. But for a person as outgoing as Todd, it's another opportunity to meet some wonderful new folks.

housecall providers

Nonprofit Org
U.S. Postage
PAID
Portland, OR
Permit No. 24

Housecall Providers, Inc.
5100 SW Macadam Ave., Ste 200
Portland, OR 97239

housecallproviders.org
971-202-5500

Our mission

Housecall Providers is a nonprofit medical practice dedicated to delivering, coordinating, and advocating for the quality medical care that homebound seniors and persons with disabilities need to experience healthful lives in their own homes.

Housecall Providers Hospice, in concert with primary care, serves our community by offering physical, emotional and spiritual support to persons completing life's journey and those who love them. We strive to add quality of life to this sacred time.

Ways you can support Housecall Providers

We are leading the way into a new era of medical care for underserved people in our community. But we can't do it without you. Here are some ways you can become part of our mission:

Provide financial support: When you donate to Housecall Providers, your dollars go directly to services for our patients. To make a tax-deductible contribution today, call 971-202-5500 or send your contribution directly to Housecall Providers, 5100 SW Macadam Ave., Ste 200, Portland, OR 97239.

Leave a Legacy: By leaving a gift in your will or estate plan, you can ensure that your assets gained in life will leave a legacy to help others after your death. And the tax benefits of your contribution will also benefit those who inherit your estate.

If you would like more information on how to include Housecall Providers in your will or estate plan, check with your financial planner or call our office at 971-202-5500.

Become a corporate sponsor: If your corporate mission is aligned with ours, consider sponsoring Housecall Providers as a win-win. Corporate sponsors underwrite our events and receive various forms of acknowledgement. We also have ongoing program and communications needs that lend themselves to corporate sponsorship. For example, sponsoring our quarterly newsletter presents a perfect opportunity for a corporation to be recognized. To learn more, please contact Terri Hobbs at 971-202-5500.

Become a volunteer. Contact Todd Lawrence and find out how you can get involved in a powerful volunteer opportunity (tlawrence@housecallproviders.org).

Donate a vehicle: If you are considering getting rid of a vehicle you own, we have a vehicle donation program through Volunteers of America's Charity Connection program. Call us at 971-202-5500 to learn more.

Sign Up for our E-News!

Get more news about Housecall Providers—sign up for our E-news! You'll hear all about what's going on, when it happens. Sign up on our home page, the box is in the bottom right corner at www.housecallproviders.org

Caregiver Burnout: Tips to Avoid the Dreaded Beast

If you have ever been a caregiver for an extended period of time, you may vividly recall the stresses inherent in that role. Fatigue, financial problems, depression, guilt, job strain, worry and energy loss are just a few of the emotions and issues that can face this extraordinary group of "givers." All too often they put the needs of their loved one above their own, causing further imbalance and opening the door for compassion fatigue. To learn more about this, please visit our website at www.housecallproviders.org/category/caregivers.