

## Cathy Dicker-Randolph's story: A gifted man receives the gift of compassionate care

**B**illy Randolph was born with a gift for music. And when he became ill and needed help, says his widow, he received another gift: hospice care from Housecall Providers.

"Billy was just so alive, he lit up every room he was ever in," says Cathy Dicker-Randolph, Billy's wife and most certainly his biggest fan. "So it was especially hard for him to be sick. Lots of days, he just didn't want to see anybody. But he always made an exception for Rebecca."

Rebecca Ashling is Housecall Providers' Hospice Program Director. Rebecca came to visit Billy



Billy Randolph

in his home "whenever Billy needed her," Cathy says. "He would really come alive when he saw her. She took care of me, too. She knew there were days when I just needed someone to talk to. And then there were her chocolate chip cookies to look forward to!"

**"I can never repay Housecall Providers for the way they took care of my Billy at the end, I will do anything for that organization."**

– Cathy Dicker-Randolph

Billy grew up in southern Ohio, immersing himself in music from an early age. As Cathy flips through hundreds of photos of Billy, he is almost never without a guitar, and is almost always surrounded by friends. The scenes shift from Ohio to the Pacific Northwest, where Billy became an established member of the thriving acoustic and rock community. He wrote songs as well as played them, and it was through music that he and Cathy met.

"Billy was playing with some friends at the Stock Pot Restaurant one night. Our eyes met and locked and we both knew there was something



Photo: Alicia Dickerson

Rebecca and Cathy

special there," Cathy recalls. "We didn't have a lot of years together, but the time we had was wonderful."

When Billy became ill, his number one priority was to remain in the home he and Cathy shared.

"His music was all there, and he'd had so many good times in that house, especially his annual Christmas Eve parties, which were not to be missed," Cathy says. "But there were some stairs leading from the house up to where the car was parked, and after a while, it was just too hard for him to make that trip."

That's when Cathy, herself a nurse, heard about Housecall Providers. Billy became a patient and, as

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## Challenges met, challenges ahead



As I reflect on 2012, I see it was a year of growth and of recognition for Housecall Providers (HCP). Looking forward, I believe 2013 will be a year of fundamental shifts for our organization that will make us stronger and better able to treat those medically fragile community members who need our care. This year we hope to see HCP elevated further onto the national stage as our distinctive program model and continuum of care gains more exposure, acceptance and support.

Early in 2012, we submitted several major grants to help fuel our rapid expansion, as well as applied for inclusion in the national demonstration project Independence at Home (IAH). Our success rate was high. Grantmakers chose to support us, and as many of you know, we were selected to be part of the innovative IAH project. Such successes have required us to stretch our team in order to fulfill all our obligations and benchmarks. Fortunately, our staff and committed volunteers go above and beyond every day and have supporters in the community who understand the value of our mission.

The fact that we were chosen as the Top Small Company to work for by the Oregonian only confirmed what we knew: that our employees, and the culture they have created, have made Housecall Providers a very special place to work. Further validation came from our survey of families of our patients. As in the past, we received extremely high ratings for our services. Additionally, the outside panel that surveyed our hospice program rated us at the very highest level. I could not be more proud of the people who work so hard to fulfill the mission of Housecall Providers.

Looking ahead, we have set some very specific objectives for the organization this year. Our board of trustees is working hard to create an organizational strategy to guide us through the next five years of growth. We will be adding management strength to our staff and be in our second year of participation with IAH, a critical time to demonstrate that our model of care is not only better for the patient and family, but also saves Medicare dollars. We have our work cut out for us, but with a committed staff and committed members, we look forward to the challenge.

I invite all of our readers to join us, either as volunteers, donors or community advocates, as we continue to carry out our mission of providing top quality health care to those who need it most.

— Terri Hobbs, Executive Director

## Housecall Providers Board of Directors

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## Mauro Hernandez assumes board chair role

Mauro Hernandez began his term as chair of the Housecall Providers board of trustees in 2012. Succeeding Patty Murphy, Mauro brings to the position considerable experience in working with an older population.



The CEO of Concepts in Community Living, a Portland-based manager of communities for seniors, Mauro

began his career by helping to open a family run assisted living community in South Florida serving low-income residents. His official company profile says: "He has worked in all phases of assisted living development and operations in 20 states. He has managed a wide range of projects – urban, suburban, and rural; large and small; nonprofit and for profit – catering to diverse community needs. Mauro's research and public policy work has focused on quality, regulation, public reimbursement and provider practices."

Mauro has a Bachelors of Science in Business Administration from Georgetown University and a doctorate degree in Sociology from the University of California, San Francisco. In addition to serving on the Housecall Providers board, he is also serves on the board of other nonprofits.

## The Oregonian selects Housecall Providers as top work place

Housecall Providers was selected by *The Oregonian* as the First Place winner in its Small Companies category for "Top Work Places" in Oregon and Southwest Washington for 2012. Housecall Providers was also named "Top Work Place – Meaningfulness."

The selection was announced Sept. 12 at a dinner event at the Governor Hotel in Portland. Some 939 companies were either nominated by their employees or were invited by *The Oregonian* to apply for the awards. Housecall Providers, which was nominated by an employee, placed No. 1 among 76 small companies that were reviewed for excellence.

A consulting firm interviewed employees about their level of satisfaction with their workplace and the selections were made by the consulting firm based upon a scoring system designed to eliminate bias. This was the first year *The Oregonian* recognized organizations with its Top Work Place competition.

"The common characteristic you will find among all of our employees is that they are passionate about our mission," said Executive Director Terri Hobbs. "From our wonderful receptionist to care coordinators, hospice staff, human resources



personnel and clinicians, our staff love their work and always go the extra mile to serve our patients."

Added founder and Medical Director Benneth Husted: "We are very selective in our hiring process – we look hard for people with a true passion for the work we do," she said. "It's not easy work, but for the right person, it can be so rewarding. This award truly validates our hiring process and the work environment we strive to create for our employees."

*The Oregonian* award was included in a special section produced by the newspaper that profiled companies that had been nominated as top workplaces. While *The Oregonian* award served to confirm the care with which we have built

our organization and its culture of caring, 2012 brought us more good news about how we are perceived by those outside Housecall Providers. Our annual Patient Family Survey once again revealed that the families of our patients are extremely

satisfied with the services we provide. And the outside team that conducted the reaccreditation of our Hospice Program gave it an overall rating of nearly 100 percent – a very strong statement about the hospice team, reports Hospice Program Director Rebecca Ashling.





## Strong community-wide support for Independence at Home

In December, Meyer Memorial Trust informed us that it had decided to fund our request for a \$120,000 grant to support our inclusion in the national Independence at Home (IAH) Demonstration Project. Meyer Memorial Trust joins The Collins Foundation (\$45,000), PacificSource Charitable Foundation (\$20,000), Sisters of the Holy Names (\$2,000) and the Emilie Gamelin Mission Fund (Sisters of Providence \$5,000) in offering its financial backing to our involvement in the Project.

The monies raised, which total \$192,000, supported the hiring of a transition nurse, a data specialist and clinician to make urgent care visits to our IAH patients. Additionally, the project requires that one quarter of our Quality Assessment Performance Improvement Coordinator's time be dedicated to IAH.

"Meyer Memorial Trust is pleased to partner with Housecall Providers to support their participation in a three-year national demonstration project that will examine whether home-based medical care can achieve the triple aim of better health, better care, and

at a lower cost. What we learn from this study could have a tremendous impact on millions of homebound seniors in Oregon and across our nation," stated Meyer Memorial Trust CEO Doug Stamm.

We want to thank these funders for their ongoing financial support of our mission. All have been strong partners in our work to bring high quality care into the homes of those who need it.



## Housecall Providers patient-centered model recognized by health authority

Our practice has been recognized by the Oregon Health Authority (OHA) as a Patient Centered Primary Care Home, or PCPCH. The OHA, a Medicaid program, reviews health care providers on the basis of their focus on the patient as a whole person, how an organization uses its resources to effectively and efficiently enhance a patient's quality of life while providing individualized care based on patient and family preferences. This designation is a natural fit for Housecall Providers, because our model of health care delivery has always been patient-focused, and we go to great lengths to carefully coordinate the care our patients receive from various members of our team.

A key factor in receiving this designation from OHA is that Housecall Providers makes it a practice to discuss health care goals with patients, families and caregivers for patients with certain chronic conditions. We do not want to assume patients have the same health care goals our primary care team has for them and recognize the need to negotiate shared goals. As part of the PCPCH community, we will be reaching out to some of our patients to discuss goals with patients, families and caregivers and recording those goals in a Patient Centered Health Plan.

Recognition as a PCPCH does have its perks. This year we will receive supplemental funds from OHA to cover some of the costs of non-billable services we provide. Examples of care our extended primary care team provides that are not covered by insurance include:

**Social work:** help patients apply and coordinate resources such as social security, aging and disability services, and insurance coverage; provide in-home counseling; help coordinate changes in residences and services to support families and caregivers.

**Transition nursing:** assist PCPs with changes in patient care needs, follow patients in the hospital and makes sure hospital staff has information about the patient, facilitate discussion about treatment options and decision-making, work closely with hospital discharge planners, visit patients and caregivers.

**Care Coordination:** make referrals for specialty services; order medical supplies and equipment; obtain insurance authorization for medication, services, and equipment; order in-home diagnostics, answer and respond to calls on behalf of PCPs.

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See the story about the *Leading the Way* event on page 9.

## Ways you can support Housecall Providers

When you donate to Housecall Providers, your dollars go directly to services for our patients. We pride ourselves on our low administrative and development overhead. 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.

**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.

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**"In Memory" Gifts** 1/1/2012 – 12/31/2012

**In Memory of "All My Grandmas"**  
Rebecca and Roy Miller

**In memory of Sylvia Fisher**  
Carole Turcotte

**In Memory of Alfred Bennard**  
Betty Bennard

**In Memory of Clara Galloway**  
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Irma Jacobson  
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**In Memory of Davis Boswell**  
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Mel, Mike & Jennie Moe  
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Jeanne Nieswander  
Karen Rudin  
Barbara and Steve Spence  
Georgiana Wolfe

**In Memory of Ulysses V. Campbell**  
**In Memory of Jacqueline Bennett**  
**In Memory of Signe Coleman**  
Judith and John Barr

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Annette Ewing

**In Memory of Eileen Farmer**  
Maureen Taylor

**In Memory of Delores Klippstein**  
Lisa Klippstein

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John Clark  
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Richard Ferguson  
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Carol Kelso  
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**In Memory of Joe Lee**  
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Frances Mowlds

**In Memory of Sr. Pat Nizic, SNJM**  
Eleanore Baccelleri

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Delmar and Judy Yost

**In Memory of Susan Zenger**  
Cheryl & Ken Fenger  
Nancy Seahorn  
Frank Zenger



## 2012 accomplishments celebrated at *Leading the Way* event

Thank you to our sponsors, table hosts and the many people who attended and supported Housecall Providers at *Leading the Way*, our fall fundraiser held at the Multnomah Athletic Club Ballroom on October 18th. As Executive Director Terri Hobbs said, "What an amazing year!" And indeed, 2012 was a watershed year in many ways for Housecall Providers.

As Terri noted in her remarks, in 2012 we surpassed the 100,000 house call mark. We served a record number of patients, 1,832, and were named by *The Oregonian* the best small organization to work for in Oregon and SW Washington. And we were asked to participate in the prestigious national study, Independence at Home.

The more than 200 attendees heard the voices of many community members whose lives were transformed by the care their loved ones received from the staff at Housecall Providers.

Emcee Laure Redmond read a testimonial from one family member, who said, "I will be forever grateful to each and every member of the Housecall Providers team. There is a special place in heaven for each and every one of them." Nancy Lencione, whose mother is in our hospice program, told the audience, "the entire team, including the chaplain and social workers, is fantastic! I cannot give enough accolades to this organization."



*Jim Minor and Kathy Peper enjoying the evening.*

"In 1992, when I first started making house calls to patients who were having difficulty going to a doctor's office, I had no idea how vast the need was for this kind of medical care."

– Medical Director Benneth Husted

Cathy Dicker-Randolph expressed her heart-felt gratitude for hospice as part of a video presentation; you can read more about her experience in this newsletter (*see story on page one*).

The evening included a silent auction and raffle, a delicious dinner and a request for donations. The generosity of over 145 donors made the auction items very eclectic and included dinners out on the town, white water rafting trips, overnight stays, Blazer tickets, local wines and tastings, and sought after electronic devices.

More than \$40,000 was raised during the evening to support our mission, a mission that is becoming more vital to the welfare of a segment of our community every day. As founder and Medical Director Benneth Husted told the crowd, "In 1992, when I first started making house calls to patients who were having difficulty going to a doctor's office, I had no idea how vast the need was for this kind of medical care. Within weeks of taking my first patient I was swamped with requests for my services – and today we are still swamped." A sincere thank you to our sponsors: CareOregon, Providence Health & Services, Legacy Health System, Care Medical Equipment, UnitedHealthcare and Vibra Specialty Hospital for their generous support of *Leading the Way*.

Although we make every effort to ensure that all information is accurate, there may be occasional errors. We regret any omissions, misspellings, or other mistakes, and welcome your corrections. Please contact Barb Gorman in our development office at 971-202-5535 to let us know.

If you do not want to receive future mailings from us, please let us know and we will gladly take you off our list.





Volunteer coordinator Todd Lawrence (blue polo shirt) with prospective volunteers at a training session.

## Volunteer ranks growing dramatically

Since Todd Lawrence assumed the duties of Volunteer Coordinator in late 2011, both the numbers of volunteers and their activities have increased dramatically.

Here's a report from Todd that outlines his strategy for recruiting and deploying his expanding volunteer team:

Just as 2012 was a time of growth for Housecall Providers as a whole, our volunteer program too has taken huge leaps forward. Having just completed my first full year as program coordinator, I am extremely proud of where we are today.

Not only has the number of active volunteers more than doubled over this time, but the range of services they provide to our patients has also greatly increased. Most notably, we've had great success in extending volunteer services beyond hospice, to our larger primary care patient population. In the process, we've been able to bring companionship and needed assistance to many of those in our care while connecting our volunteers with meaningful work and a stronger sense of connectedness with our mission.

We have also begun a scribe pilot program, in which volunteers on track for a career in the medical field travel with our clinicians to assist with charting. This program promises to allow our clinicians to focus more on our patients, and to use their time more effectively. At the

same time, our volunteers gain real world experience in their chosen field (and hopefully – a passion for the work that we do that will carry over throughout their careers). As for 2013, our greatest focus over the coming year will be meeting these two goals:

**Expanding the map.** While our overall volunteer recruitment has been strong, there are still parts of Greater Portland where we are greatly underrepresented in terms of volunteer involvement. Those areas include; Beaverton, Lake Oswego, Tigard, Milwaukie, Gresham, Tualatin and Oregon City. If you know any potential volunteers who live in these areas, please have them contact me at [tlawrence@housecallproviders.org](mailto:tlawrence@housecallproviders.org).

**Adding more patient-care skilled volunteers.** As we continue to expand our range of services, it becomes clearer every day that family respite is the single greatest need among our patient population. While we can train volunteers with other backgrounds to meet some of these needs, those that come to us with a patient care skills are invaluable. Again – if you know any potential volunteers who can help us with this goal, please refer them to us!

Finally, I want to acknowledge the contributions of my Assistant Volunteer Coordinator Gayle Hensley-Ward for her role in achieving all of the above, and most importantly – thank all of the

great volunteers who contributed to a great 2012. More than 50 different people made volunteer contributions to our patients this year! All of you are a great source of strength to Housecall Providers and to the Portland community as well.

*Todd has accomplished the above in large measure through aggressive outreach work. He attends many public meetings, letting people throughout our service area know about the need for volunteers. Keep up the good work in 2013, Todd and Gayle!*

Photo: Cathy Cheney



Housecall volunteer goes on a walk with a patient.

## Cathy's story continued from page 1

his cancer progressed, in 2009, he transitioned to hospice care. Enter Rebecca.

Rebecca's training is in nursing, and her passion is hospice care. She led the team that took care of Billy, and a strong bond formed between the two. Rebecca's ability to reach Billy on his darkest days not only brightened his end-of-life experience, but provided great relief to Cathy.

"Sometimes I would just get worn out," she says. "It's especially hard being a nurse and having someone you love get so sick. You can't really be a nurse and a spouse. Rebecca made it okay for me to just be Billy's wife."

Billy's final wish was to make it through one last Christmas. He and Cathy had a small Christmas eve party. "There really weren't many people that last Christmas Eve, mostly because Billy didn't want anyone to see him in the shape he was in," she says. "Billy really did come alive that night though."

"Sometimes I would just get worn out. It's especially hard being a nurse and having someone you love get so sick. You can't really be a nurse and a spouse. Rebecca made it okay for me to just be Billy's wife."

– Cathy Dicker-Randolph

He passed away the day after Christmas.

"I can never repay Housecall Providers for the way they took care of my Billy at the end," Cathy says. "I will do anything for that organization."

And for herself, Cathy made a career change that reflected her gratitude toward Housecall Providers Hospice. She became a hospice nurse, to pass on the gift that lifted Cathy and Billy when they needed it most.

Photo courtesy of Cathy Dicker-Randolph



Billy Randolph at home, where he received our hospice services

## Donor and patient Ann Barta passes away

In November, Housecall Providers lost a wonderful supporter who was also a patient. Ann Barta passed away just three weeks after her 98th birthday. At her passing, she was a patient in our hospice.

Ann Barta was born in Wisconsin to parents who had emigrated from Czechoslovakia. While Ann was a youngster, the family moved to Scappoose, where she spent most of her life. She entered assisted living in 2003, and transitioned to an adult foster care home in 2008. Not long after, she became a Housecall Providers' primary care patient.

However, Ann had discovered Housecall Providers even before she became a patient. She began making regular donations to us in 2007. Over the years, her financial support arrived on a regular basis, as she moved through the last years of her life. Less than a

week before she passed away, she made a \$500 donation.

People like Ann Barta inspire us to continually improve our health care delivery process and to strive to bring our model of care to more medically fragile individuals like Ann. She was much beloved in her community, and our team came to truly value their interactions with her during the last two years of her life. Her family told us, "We are very grateful for the wonderful care provided to Ann by Housecall Providers over the last two years of Ann's life, and the compassion of the Housecall Providers Hospice team these last few months."

We hope others who have experienced our vision for caring for the medically fragile will consider following Ann Barta's example, and make a gift to Housecall Providers in the coming year.





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## 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.

## We've moved – update your contacts!

Housecall Providers has moved to new offices in the Riverside Center office building in Johns Landing on Macadam Avenue. The move was necessitated by the ongoing staff increases at Housecall Providers as a result of our successful effort to recruit more employees to handle the constant demand for our services. Here's the new contact information:



**Housecall Providers**  
**5100 SW Macadam Avenue,**  
**Suite 200**  
**Portland, OR 97239**

*Please note our new phone numbers:*

**Main line telephone number**  
971-202-5500

**Main fax number**  
971-202-5555

**Hospice phone number**  
971-202-5501

**Hospice fax number**  
971-202-5556

Housecall Providers's fiscal year 2012 financial results are available for review on our web site at [www.housecallproviders.org/blog](http://www.housecallproviders.org/blog). We're sure you'll be pleased to see that revenue grew and our resources were primarily directed toward program services.