

Summer 2019

THE HOMECARE & HOSPICE FOUNDATION
A Community of Caring

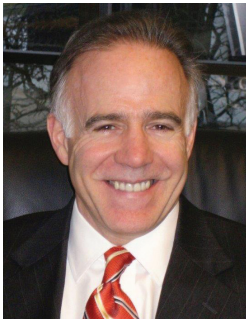
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Main Line Health[®]
The HomeCare & Hospice
Foundation

A Community of Caring



Message from the President

Throughout the years, Main Line Health HomeCare & Hospice has received many awards, certifications, recognitions, and accreditations for the excellent curative and palliative care we provide to our patients and their families.

What frequently goes unnoticed, however, is the great work performed by our staff in identifying those in need of financial assistance with their care, and passing that information on so that the charitable foundation arm of our operation can provide some assistance to individuals who are struggling with their health care circumstances and expenses.

Each year we provide significant support for situations like the following:

- Arranging transportation to and from physician offices or treatment centers for those who have no access to vehicles, public transportation, or community transit services
- Assisting in modifying homes, such as building entrance ramps, for those physically disabled by their acute or chronically debilitating disease
- Providing payment of significantly overdue utility bills for those whose work capabilities have been interrupted or diminished by their illness/disease
- Supplementing funds for patients who are on a fixed income to cover the cost of numerous medications required to treat a chronic disease (which can sometimes include as many as a dozen different medications)
- Working with local durable medical equipment companies to obtain devices, like bathroom safety equipment, that may not be covered under various insurance plans
- Providing home care aide services to patients who would benefit from this care, while recuperating from their illness episode

Despite the desire of our federal and state governments to attempt to provide all the solutions to health care problems, we know that all health care is local, and neighbors need to continue to help one another in our community. It is through the support of our loyal friends and donors that we are able to provide the added value as shared above to our patients.

We thank you for your past support and ask that you continue to keep us in mind, knowing that your contributions provide a significant health care benefit to those most in need.

Sincerely,

Richard Jacovini
President, Main Line Health HomeCare & Hospice



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Special events UPDATE

The fifth annual **Tree of Lights** ceremony was held in early December, honoring the lives of those cared for by our hospice team. Held at the Main Line Health Radnor facility, the Atrium was full with family and friends in attendance. The interfaith service of remembrance included candle lighting and several music selections performed by the Radnor High School Choral Group. An evergreen tree remained illuminated throughout the month with hundreds of white lights, in honor of those who had passed.



Thanks to the thoughtful support of our sponsors and friends, a total of \$25,895 was raised. These funds help to ensure that hospice services can be provided to all in need, regardless of ability to pay, along with supporting our ability to continue special programs like

(Continued)



Hospice aromatherapy program

Aromatherapy, also referred to as

essential oil therapy, can be defined as the art and science of utilizing naturally extracted aromatic essences from plants to balance, harmonize and promote the health of body, mind and spirit. As such, aromatherapy enhances the physical, emotional, and spiritual care addressed in the hospice plan of care. Aromatherapy, together with other traditional interventions, can reduce common end-of-life symptoms including lack of energy, pain, poor appetite, anxiety, and insomnia.

Made possible through charitable gifts, the Main Line Health Hospice Aromatherapy program provides an

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Celebrating our staff

Each year, HomeCare & Hospice staff are recognized for a variety of Patient Safety, DAISY (nursing), Superior Patient Experience, Great Catch, and Bright Ideas awards. Those honored are invited to a fall awards ceremony. It is one of the best occasions to see our mission in action, and celebrate the expertise and compassion of our staff.

Below are excerpts of letters from grateful patients, complimenting the excellence of our team:

Kathy Farren/Nurse

"I met Kathy when she was assigned to be my mother's hospice nurse. It was only two months of care, but for me and my family, she was a lifetime of love and care which is embedded in our memories along with our mother's final days. Kathy's conversations with my mom were heartfelt and genuine. All aspects of my mom's care were always directed straight to my mom, so she never felt that her thoughts and input were nothing, which can happen to the elderly." As an organization, you should be grateful to have a person like Kathy representing you. Kathy was an angel on earth, sent to my mom to ease her final journey. Thank you, Kathy—you are truly a beautiful person, inside and out."

Sue Mitchell/Nurse

"Sue was my home care nurse. She was professional, personable, knowledgeable, supportive, caring, and comforting. Arriving home after unexpected heart surgery, I felt anxious and overwhelmed. Sue made it possible for me to relax and handle all the necessary procedures and medications I would need to deal with for a few months. She was able to answer my questions about my condition and was available by phone if I needed additional help. She was encouraging and inspired confidence. I consider her a friend and I miss her."

Edward Sullivan/Home Health Aide

"Ed is Dad's new friend! When Ed walked in the room, Dad's face lit up as his worries were released. Dealing with brain cancer, Dad had to resign the privacy of personal hygiene activities to nurses' help. Ed allowed comfort and protection. Most significantly, Ed gifted Dad, and indirectly our whole family, with friendship and compassion. Mom claims she could not have maintained her mental health without Ed's consistency of care, attention, professional assistance and emotional support. We love Ed! Thank you!"

Aromatherapy *(continued)*

optimal complement to the other integrative therapy program modalities offered, including touch therapies, sensitive bathing, therapeutic harp, and art therapy.

Three essential oils are utilized for their therapeutic attributes and uses:

Lavender: uplifting and mood balancing; useful for skin care and as a personal fragrance, personal inhaler or bath; aid in relieving anxiety, depression, and irritability.

Orange: refreshing and uplifting to mind and emotions; useful for odor management and appetite support; aid in relieving stress and anxiety.

Peppermint: immune-boosting properties; useful for pain relief and odor management; aid in fighting fatigue and improving cognition; aids circulation and digestion.



Feedback from our hospice patients and clinicians has been very positive.



Advancing our care to patients with chronic illness

Main Line Health HomeCare & Hospice has experienced positive outcomes in the use of telemonitoring technology. Established in 2009, our telemonitoring program remains

an important supplement to in-home services, as home health patients receive timely data and education about how their behaviors (diet, medication) directly impact their vital signs (weight, blood pressure, medication adherence/nonadherence). Among those with congestive heart failure (CHF) patients, we have seen significant differences between the rehospitalization rate of patients who receive these services and those who do not. Such differences ranged from 11% to 37% less CHF patient rehospitalizations, depending on the monthly period measured.

Given the strong success of the telemonitoring program in reducing rehospitalizations and improving health outcomes for patients with chronic health conditions, we have further enhanced the program through the addition of videoconferencing capability. The McLean Contributionship, which was an early funder of the telemonitoring program, chose to partner with us again through a \$50,000 grant to support the purchase of 14 videoconferencing units.

The enhanced capability of videoconferencing allows our advanced illness management nurses to more effectively evaluate a patient's health status, by:

- Observing a patient's physical appearance
- Picking up on nonverbal cues
- Having visual access to medications in order to accurately reconcile actual medications the patient is taking with those prescribed by the physician(s)
- Providing increased structure to a patient's remote home visit
- Increasing patient's self-care management

And, for many of our patients who are socially isolated, we also anticipate the added benefit of improved psychological and emotional well-being.

Current telemonitoring patients are excited about the new features, particularly the added comfort of real-time visual interaction with their nurse. Several patients, along with their caregivers, commented what increased peace of mind they have, given that their nurse can see them and their medications, and are able to assist with any medication reconciliation, if needed. Videoconferencing also includes teach-back questions and answers as a way for patients to demonstrate understanding of signs and symptoms for concern (e.g., shortness of breath when laying down, rapid weight gain).

Main Line Health HomeCare & Hospice receives no third-party insurance reimbursement for the provision of telemonitoring or videoconferencing services. Rather, these services are made possible through philanthropy and reinvestment dollars. We are thankful to The McLean Contributionship along with other donors who have chosen to support this important initiative.

Tree of Lights *(continued)*

our children's bereavement and complementary therapy programs.

Our special thanks to our sponsors including: Alpine Home Care, Jefferson Home Infusion, Medical Home Care, Griflan, Homecare Homebase, Aramark, Bryn Mawr Trust Company, Pennsylvania Agency of Nurses, Saunders House, and Serock Catering.

We Honor Veterans program



In 2017, Main Line Health HomeCare & Hospice began a *We Honor Veterans* program, through the National Hospice and Palliative Care Organization and Veterans Association. The program is designed to empower hospice professionals to meet the unique needs of dying veterans.

More than 1,800 veterans die every day, with half of these deaths occurring in just 10 states—Pennsylvania ranks #5. Toward our goal of providing high-quality care, it is important for hospice caregivers to learn about the needs of this special population, including how post-traumatic stress and substance abuse affect care at the end of life. The *We Honor Veterans* program teaches respectful inquiry, compassionate listening and grateful acknowledgement—to comfort patients with a history of military service and possibly physical or psychological trauma.

The program design consists of levels of achievement (stars) based on completion of defined activities, education, and Veterans Administration partnerships. Hospices “earn their stars” by completing activities for each of the four levels of commitment. Main Line Health HomeCare & Hospice has achieved Level 2 status, and is actively working on Level 3 requirements.



Level 1—provide veteran-centric education for staff and volunteers, and identify patients with military experience—**ACHIEVED**

Level 2—build organizational capacity to provide quality care for veterans—**ACHIEVED**

Level 3—develop and strengthen relationships with VA medical centers and other veteran organizations

Level 4—increase access and improve quality of care for veterans in the community

IMPACT of PHILANTHROPY

THANK YOU to our friends and donors for supporting the mission of HomeCare & Hospice. As a not-for-profit, HomeCare & Hospice depends on charitable gifts to provide the very best care to our patients. Charitable dollars make possible:

Patient care assistance for specialized equipment, personal care items and services for patients with financial need who have exhausted their insurance coverage and other resources. The Foundation for Delaware County has been a very generous supporter of this area, gifting \$50,000 over the last year.

Home telemonitoring and videoconferencing to provide consistent monitoring of patients with chronic health disease, and to reduce rehospitalizations.

We Honor Veterans program to support specialty training for hospice staff, along with lapel pins, framed certificates and lap quilts for veteran patients.

Aromatherapy for hospice patients to enhance physical, emotional and spiritual care.

Please consider making a gift today. For more information about giving opportunities, contact Karen Gadson, executive director of development, at 484.596.5638 or gadsonk@mlhs.org.