

2009 Bergen Bus Trips

Madelyn Bergen Belliveau coordinates an exciting calendar of bus trip each year and dedicates all proceeds to support charity care for our patients in need. Madelyn joins the fun on each trip and provides lively conversation, sightseeing tips and delicious snacks for each of her guests. The 2009 schedule is as follows:

New York City
Sheraton Manhattan
May 23-25 and December 13-14

Boston
Shopping and dining at Copley Place and ticket to see the musical Jersey Boys
August 2

Boston Red Sox Games at Fenway Park, Boston
tentatively planned for May 9, July 26 and August 30

All buses depart from HomeHealth Visiting Nurses at 15 Industrial Park Road, Saco.
 For more information please contact Madelyn Bergen Belliveau at 207-282-5521 or mbb@bergenbus.com.
 Thank you for your continued support!

To add or delete a name, please call 800-660-4867

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Inside



Winter/Spring 2009

Biannual Newsletter for Patients, Families and Friends

2008 Report to the Community



Maryanna Arsenault, President
 and Chief Executive Officer

I am pleased to present a summary of our 2008 Report to the Community that again marks a very successful year for HomeHealth Visiting Nurses. Our accomplishments are directly attributable to our capable staff, talented Board of Directors, and a close partnership with our MaineHealth leaders. Highlights of 2008 accomplishments include 1) A productive and collaborative workforce; 2) High patient satisfaction scores; 3) Improved quality scores; 4) An expanded Telehealth Program; 5) A stronger Parent and Child Health Program; and 5) Growth in our referrals.

In one year, over 20,000 children, adults and elders benefited from the services and programs of HomeHealth Visiting Nurses:

- ◆ 9,461 patients received 113,000 home health visits from registered nurses, rehabilitative therapists, social workers, nutritionists, and home health aides.
- ◆ 7,234 people received flu shots at community clinics.

- ◆ 3,041 patients received foot care, screenings and tests at community clinics.
- ◆ 740 people received the services from Lifeline Emergency Response Services.
- ◆ 11,000 volunteer hours to the community

As part of our non-profit mission, HomeHealth Visiting Nurses provided significant charity and uncompensated care services to uninsured and underinsured patients that totaled \$285,000 for charity care and \$459,000 in Government-Sponsored Programs.

We also launched "Champions for HomeHealth" to recognize those whose advocacy and support of home health care goes above and beyond expectations. Senator Susan Collins, the foremost supporter of home health care in the Senate, was recognized as our inaugural "Champion." To date, more than 100 community members have joined us as "Champions for HomeHealth." In our continuing effort to advance the highest quality of care for our patients, we developed the Nursing Advancement Program providing opportunities for our nurses to attain recognition and distinction through education and credentials.

Continued on page 2

Striving for Excellence in Patient Satisfaction

At HomeHealth Visiting Nurses, we listen to our patients to learn more about how well we meet their needs and expectations. We also measure their levels of satisfaction through Pat/Stat®, a statistically valid and reliable survey tool that compares findings with the state, region and nation.

Survey questions address timeliness, coordination of care, professionalism, communication, teaching and education on securing emergency services. Below are our most recent Patient Satisfaction scores:

	HHVN	National
Overall Satisfaction	93.8%	92.4%
Likely to Recommend	93.4%	93.1%
Likely to Choose Again	94%	93.2%

What Our Patients Say ...

Each month, we receive hundreds of comments from patients praising the work of our staff. We are proud to share some of these comments with you:

“Janice Butler and Carie Girard were outstanding caregivers. Not once did I feel as though I was not going to get better. They always explained what they were going to do, what I needed to look for and how to take care of my wound.”

“Diane LeMoine, my PT was fabulous and my surgeon was very impressed with my progress and complimentary about her methods and competence. I am so grateful to her.”

“Ruth Hope, our nurse, took the time to listen to my fears & reassured me that I was a good mom. She gave me lots of confidence with nursing.”

“Misty Pomerleau was really wonderful. She was kind and compassionate. She was thorough and checked my oxygen level and vital signs regularly. Thank you.”

“Jocelyn Corkum was my cheerleader as well as my Physical therapist. She kept me on track and raised my spirits. Due to her expertise I’ve made great progress. Jocelyn is an asset to your organization.”

“I very much like my nurse Debbie Haight. She was very concerned about my pain control, medical and emotional needs and physical needs.”

“We had nurse Mary Beth Gagne. She was terrific. She really made us feel at ease and helped us as first time parents.”

To all our patients, it is a privilege to provide your care. Thank you from the staff at HHVN.

Report to the Community 2008

Continued from Front Page

While we are pleased with our accomplishments, we are living with a series of planned Medicare reimbursement reductions. The first reduction of 2.75 percent was effective January 1, 2008. We will sustain a second decrease of 2.75 percent on January 1, 2009; and thereafter 2.75 percent on January 1, 2010 and 2011. We will work closely with our Congressional Delegation to mitigate any further attempts to reduce reimbursement while working diligently to insure that our patients continue to receive the care they need and deserve.

To learn more about our services or for a copy of our Report to the Community, please call 1-800-660-4867 or visit our website at www.homehealth.org.

Reaching Out to Immunize Our Community

According to the Centers for Disease Control and Prevention, 5% to 20% of the population gets the flu each year. In addition, more than 200,000 people are hospitalized from flu complications, and an average of 36,000 Americans die from influenza or its complications. For most people, influenza vaccine prevents serious influenza-related illness. The Center for Disease Control recommends that influenza vaccine be given to pregnant women, senior citizens, people with chronic health problems and residents of long-term care facilities. New for 2008 is the CDC recommendation that ALL children aged 6 months -18 years be vaccinated.

To meet this public health need, HomeHealth Visiting Nurses (HHVN) expanded its outreach effort providing over 8,000 flu shots at public clinics throughout Southern Maine. In addition, HHVN launched “Vote and Vax” clinics at polling stations in Harrison and Biddeford on Election Day, serving more than 150 voters.



A voter gets a flu shot at the Vote and Vax event



A Root Cellar patron prepares to receive a free flu shot

To reach the needy and most vulnerable populations, HHVN provided free flu shots to patrons of the following centers:

- ◆ Caring Unlimited Shelter
- ◆ Sanford Meal Kitchen
- ◆ Root Cellar Food and Clothing Distribution Program
- ◆ Berwick Table of Plenty Soup Kitchen

In an effort to protect children against the flu, HHVN offered FluMist, a painless, preservative-free nasal spray, as an alternative to traditional injected vaccine. Studies have shown that children who received FluMist had fewer cases of flu than children who received traditional flu shots. To encourage vaccinations, a children’s clinic was held in December offering FluMist and the chance to meet Santa Claus. After the children got their vaccination, Santa listened to Christmas wishes and gave out holiday treats.

For more information on influenza and FluMist, reference the Centers for Disease Control and Prevention at <http://www.cdc.gov/flu/keyfacts.htm>.

While supplies last, we will continue to hold flu shot clinics for the general public on Wednesday afternoons from 1:30-4:00 pm at our central office on 15 Industrial Park Road in Saco, Maine. Please call the Flu Shot Hotline at **1-800-747-4FLU** for current information on vaccine availability.



Gabriel, age 6, gets a dose of FluMist from one of Santa’s helpers