

The Leaders in Home Health and Hospice Care • Offices in Massachusetts, New Hampshire, and Maine

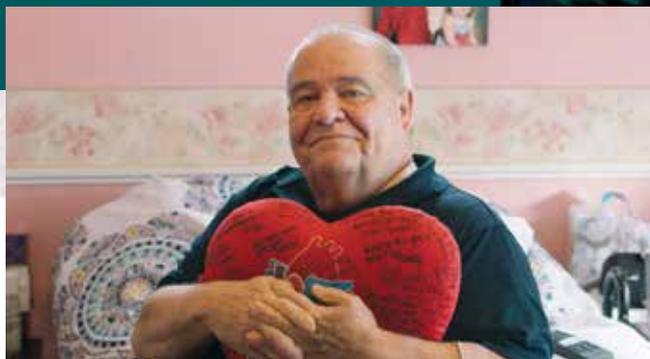


Home Health VNA
Merrimack Valley Hospice
HomeCare, Inc.



EXCEPTIONAL PEOPLE. *Exceptional Care.*

YOUR 2018 GUIDE TO HEALTHCARE AT HOME



Your home is the center of our care

Home health care is a wide range of services that can be provided in your home for an illness, injury or specialized medical treatment. Most patients prefer to recover from illness or injury or receive end-of-life care at home, whenever possible. Being near one's family, friends and pets, in the familiar surroundings of home, can have a strong positive effect on a patient's sense of comfort and security. Most people have far less stress when they are home, and feeling relaxed can lead to higher satisfaction with care, regardless of the health problem or illness. Home care is the choice of most patients today because

it is personalized, one-on-one care, tailored to the needs of each patient.

Home Health Foundation includes three agencies that together form a unique and comprehensive continuum of the highest quality care to patients and families.

- **Home Health VNA** provides a broad range of medical and supportive services to maximize health, independence and quality of life.
- **Merrimack Valley Hospice** offers comfort care and palliative services for patients nearing the end of life. High

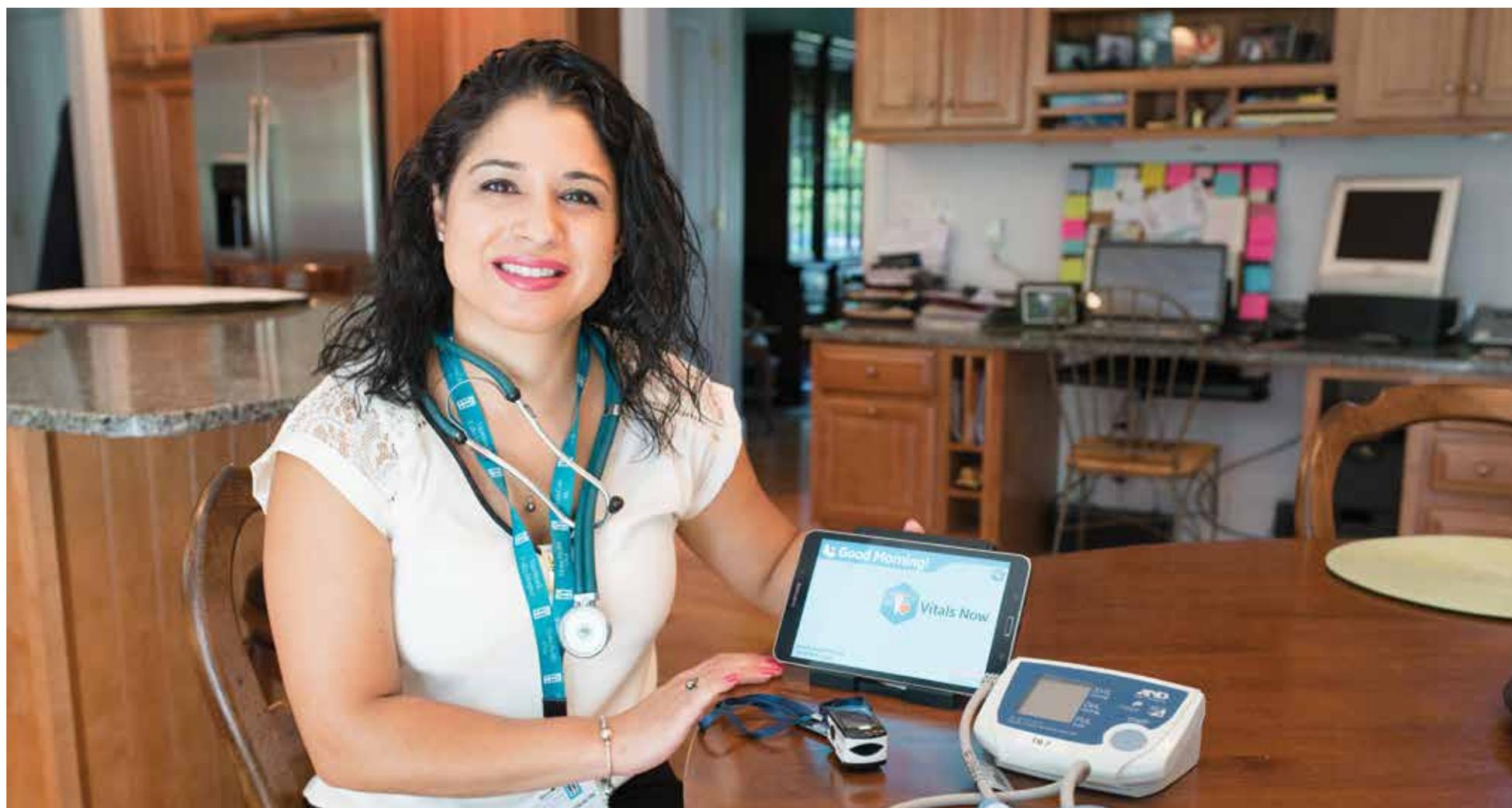
Pointe House, our hospice and palliative care residence, located in Haverhill, MA, provides a home-like alternative for patients in need of specialized end-of-life care.

- **HomeCare, Inc.'s** private care program, Kind Connections, offers dependable and affordable in-home support services to enhance recovery, ensure safety and increase independence.

Our service area includes 110 cities and towns in the Merrimack Valley and Northeastern Massachusetts and Southern New Hampshire.

Arranging for services from Home Health VNA, HomeCare, Inc. or Merrimack Valley Hospice begins by calling our Referral Department at 978-552-4444 or 800-333-4799, or speaking with your medical provider. A referral team is available by phone 24 hours a day, 7 days a week to answer your questions and begin the process to arrange for any of the three agencies to provide care that best meets your needs.

Would you, or someone you know, benefit from care at home? This guide will help you learn about the services available and how to access them. We invite you to learn more.



Learn more about our care



Home is the center of your care. Complex medical care, specialized nursing, therapy services and more are offered in the home.

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High Pointe House enables individuals to pass from this life with respect, dignity and comfort in a setting designed to support peaceful, positive experiences for patients and their families.

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Home Health VNA keeps patients in the safe and familiar surroundings of home, offering a full continuum of medical care and supportive services for individuals of all ages and every stage of illness or injury.

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HomeCare, Inc. offers safety, security, and peace of mind, providing personal care and supportive services to help individuals of all ages remain independent in their own home and community.

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Merrimack Valley Hospice creates better endings for families by providing comfort care and palliative services to patients facing life-limiting illnesses, whether at home, in a hospital, a long-term care facility, an assisted living facility, or at High Pointe House.

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A history of caring

The Home Health Foundation family of agencies, Home Health VNA, Merrimack Valley Hospice and HomeCare, Inc., form a unique continuum, delivering the highest quality home health and hospice care for patients and families.

Our physicians, nurses, therapists, counselors, social workers and aides provide complex medical care and support, totally focused on the needs of each patient. Our staff work together, maximizing their clinical expertise to help patients heal and recover, or transition to comfort care when needs are more advanced. Using innovative technology and the latest medical treatments and support services, they bring unparalleled care to the comfort and security of home.

Learn more about the many innovative programs and services we provide at HomeHealthFoundation.org, or for a brochure, please call 978-552-4186.





Putting David at the center of our care

At age 60, David Townsend is waiting patiently, hopeful a heart transplant will give him more time – quality time that he can share with his wife, his children and the grandchildren who adore him. He has spent the last several years in and out of Boston hospitals, sometimes for months at a time, due to the complications of heart disease and diabetes – each time beating the odds. He’s had at least one major episode of acute heart failure, but his neighbor, a Lowell firefighter, would not give up on him, immediately administering CPR and continuing until paramedics had arrived.

Today, David is at home, grateful to be in the familiar surroundings of his neighborhood and the company

of family and friends. His goal is to get strong enough so that, if a heart becomes available, he can endure the surgery, recuperate and return to the comfort of his own home soon after the transplant. Helping him achieve his goals every step of the way is a Hearts at Home clinical team from Home Health VNA. Hearts at Home is designed to provide patients with complex heart conditions, such as heart failure, with intense care oversight and monitoring. With the support of Hearts at Home, David is able to manage a complicated and extensive prescription regimen comprised of 41 daily medications in addition to receiving care from various disciplines, including physical and occupational

therapy, nursing and social work. He also utilizes telehealth monitoring to track his vital signs several times each day, and communicates regularly with his health coach for medical and emotional support. With Hearts at Home, David is surrounded by a highly skilled care team that applies exceptional clinical judgement to identify and respond to medical concerns that require intervention from his physician or an immediate nursing visit. “Everyone from your agency is on the spot, working hard and keeping a close eye on all my complex symptoms,” said David. “They truly care about me, checking on me, sometimes multiple times a day. Because of this terrific team, I’m getting stronger every day.”

Technology keeps patients connected to care

At age 91, Mary Sweeney, a lifelong Lowell native, has been battling Congestive Heart Failure (CHF) for more than 10 years and been hospitalized more times than she can remember due to disease complications. However, since she was admitted to the Complex Care Program of Home Health VNA and began daily telehealth monitoring, she has not been hospitalized in more than a year.

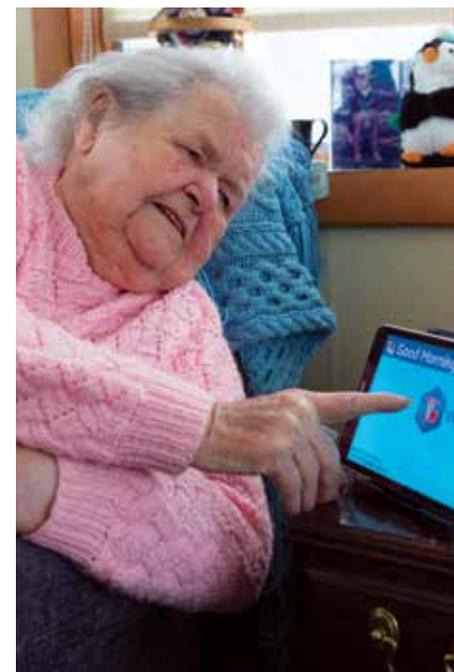
Telehealth is one of the most innovative methods to monitor, assess and communicate remotely with patients. The system has two components: the home monitoring unit that includes easy-to-use vital sign and

communication devices that measure the patient's weight and other vital signs, and the central monitoring station at the Lawrence office of Home Health VNA. Each day, at a designated time, Mary uses the home monitor to collect all of her vital signs, which are automatically sent to the central monitoring station where a telehealth nurse reviews the data. If Mary's vital signs are outside predetermined limits, an alert will notify the telehealth nurse who will contact Mary and identify potential issues before they become serious.

Telehealth is proven to encourage patient engagement in their disease, increase the

ability to understand and manage it, and to support caregivers who are also helping patients manage at home.

“One of the symptoms of CHF is fluid retention,” said Linda Harder, LPN, Home Health VNA's Complex Care Program telehealth specialist. “Excess fluid leads to symptoms that include shortness of breath, cough, weakness and weight gain. Using telehealth, I remotely monitor Mary's weight and vital signs on a daily basis. I also call her regularly to teach her about CHF and help her with her diet. Using telehealth, I can better control Mary's CHF, keeping her comfortable at home and out of the hospital.”



Care for patients with complex needs

The Complex Care Program of Home Health VNA is designed to provide clinical care and support, based on best practices, to patients with advanced and complex illnesses. The goal of the program is to improve patients' health and well-being, avoid unnecessary hospitalizations and increase patients' engagement in their care.

The Complex Care team consists of dedicated and highly skilled nurses, therapists and social workers who work with patients to stabilize their symptoms and closely monitor

them for signs of their condition worsening. Telehealth, or remote patient monitoring, in addition to regularly scheduled nursing and therapy visits, is used to evaluate vital signs that could signal a change in a patient's condition.

A unique feature of this program, is a specially trained health coach, who engages each patient, providing motivational support and reassurance. The coach helps patients understand the signs and symptoms of their disease and teaches them about proper diet and medications.

The health coach works closely with the entire care team to improve the health of patients with complex medical conditions, avoid complications and reduce hospitalizations and emergency room visits.

The Complex Care Program of Home Health VNA has been very successful in improving patient motivation, self-care practices and quality of life, while reducing the use of health care services and the overall cost of care.

Exceptional care for our littlest patients

The Maternal and Child Health (MCH) Program of Home Health VNA provides complex medical care and support to more than 2,000 infants and children and their families annually. The MCH nurses of Home Health VNA are highly skilled, with advanced certifications in pediatric hematology and oncology, IV therapy, cardiac care, wound care, juvenile diabetes and Sudden Unexpected Infant Death. Services provided by our MCH program enable many children with complex medical conditions not only to survive, but to live full and happy lives.



Home Health VNA provides many types of at home medical care for patients of all ages, from newborn to the elderly, including:

- Chronic disease management include our "Hearts at Home" and "Breath Easy at Home" programs for people with heart or lung conditions
- Telehealth (remote monitoring) program
- Physical, occupational and speech therapy
- Post-surgical treatment
- IV therapy
- Wound care
- Oncology
- Skilled nursing services
- Pain management
- Maternal and child health

To arrange for care, call the Home Health VNA Referral Department at 978-552-4444 or 800-333-4799. Our helpful referral team is available 24 hours a day, seven days a week to help answer your questions and begin the process of arranging the proper care.

Merrimack Valley Hospice

Merrimack Valley Hospice provides compassionate medical, emotional and spiritual care for those with advanced illness. While meeting these needs by properly managing pain and other symptoms and focusing on quality of life, hospice care allows patients time to strengthen relationships and create special moments with loved ones.



They were together for 80 years!

With his 100th birthday approaching, Charles (Charlie) Downing reflected on his beloved wife Irene, who passed away in January. “She was in that chair with her eyes closed, just peaceful,” said Charlie, pointing to a comfortable easy chair in their expansive living room. “I was holding her hand and her breathing just slowed, slowed, then stopped. My daughter called hospice and the nurse arrived in what

seemed like a minute and confirmed that Irene was gone. She wanted to die in this house that I built myself overlooking the bay, where we raised our four children. We had so many memories here. It’s where I want to spend my last days as well.”

On this beautiful early spring day, Charlie sits with social worker Julie Weiss, reminiscing while he turns the pages of

meticulously organized scrap books containing the treasures of the life he shared with Irene — her report card from high school, her dance card with Charlie’s name on every line, pictures of their children. Although his health is failing, Charlie knows that with the help of Merrimack Valley Hospice, he will be able to spend his last days at home, surrounded by memories, and all the things he holds dear.



Supporting children in grief

Sadly, many children grieve the loss of a loved one when a brother, sister, parent or grandparent dies. Oftentimes parents, consumed with their own grief, find it difficult to talk with their children during such an emotional time. They also may avoid speaking directly to children about the death because they think it will make them more sad and anxious. And, because they grieve differently than adults, children’s needs can be overlooked.

The Children’s Bereavement Program of Merrimack Valley Hospice is designed to assist children in developing healthy coping skills that will benefit them

throughout their lives. In addition, the program can help children gain a better understanding of their own grief experience, learn to empathize and support one another and begin to trust and have hope for the future.

The Children’s Bereavement Program, like all bereavement programs of Merrimack Valley Hospice, is free of charge. Programs are open to all children, even if their loved one was not under the care of Merrimack Valley Hospice.

Addressing the unique needs of each patient

Hospice is about comfort and making the most of the time patients have in ways that are most meaningful. For more than 35 years, Merrimack Valley Hospice has provided care that supports the needs and challenges that accompany end of life. Even with the most advanced medical care and the commitment of highly skilled medical professionals, there comes a time when treatment is no longer effective and the transition to comfort care at end of life is the most compassionate option. Merrimack Valley Hospice is committed to providing the services and support necessary to enhance the quality of life for all patients so they can spend their final days at peace. Services include expert medical care, pain and symptom management, personal care and home support, emotional and spiritual support, volunteer services and expressive and complementary therapies. Meeting the complex needs of patients allows them time to strengthen relationships and to create special moments with loved ones. Grief and bereavement support, a vital component of hospice care, is provided by specially trained counselors who offer a variety of resources including one-on-one counseling, support groups and workshops for people of all ages. Special support programs are also offered to children, parents and to people who have lost a spouse throughout our service area.

Merrimack Valley Hospice offers comfort care and palliative services for patients nearing the end of life. Services include:

- Pain and symptom management
- Social work services and counseling
- Expressive therapies of music and art
- Grief and bereavement support
- Multi-denominational spiritual support
- Assistance with personal care
- Inpatient hospice care at High Pointe House

To arrange for care, call the Merrimack Valley Hospice Referral Department at 978-552-4444 or 800-333-4799. Our helpful referral team is available 24 hours a day, seven days a week to help answer your questions and begin the process of arranging the proper care.

High Pointe House

A welcoming and uniquely serene setting, High Pointe House is a licensed, acute care hospice residence that provides a home-like alternative to hospitalization for patients in need of specialized end-of-life care. Merrimack Valley Hospice House brings together a specially trained medical and support team to address the complex needs of patients and families.



Specialized care in a place like home

Most hospice and palliative care is provided to patients in their own home. But when pain or other symptoms make care at home no longer possible, High Pointe House provides a safe and secure, homelike alternative. Expanded in 2013, High Pointe House now has 21 comfortable and private suites large enough to accommodate a patient and visiting family members, as well as a kitchen, dining and family gathering areas, a library, spa, children's play area and beautiful walkways and gardens.

High Pointe House was built on a foundation of community support. Today, the Campaign for Subsidized Care helps ensure that all patients in need of specialized treatment and support are able to experience the exceptional care provided, regardless of their ability to pay.

Debra Durant was admitted to High Pointe House when her symptoms became too difficult for her wife, Wendy, to manage. Throughout Debra's long illness, Wendy has been

the force behind her care, advocating for her with doctors and hospitals to ensure Debra received the care and support needed to be comfortable as her disease progressed. "Debra and I have been together for almost 20 years," said Wendy. "I am so grateful to the entire staff at High Pointe House for giving Debra and me this quality time together without the added burden of financial worries and the stress of caregiving."

Highly skilled staff make this house special

When pain and other complex symptoms make care at home impossible, it's comforting to know there is an alternative. High Pointe House brings experienced hospice professionals together – physicians, registered nurses, nursing assistants, chaplains, social workers and volunteers – to provide highly specialized care to patients and support for their family and loved ones as well.

High Pointe House, located in Haverhill, MA, is a licensed acute care hospice residence that provides a home-like alternative to hospitalization for patients in need of specialized end-of-life care. A welcoming and uniquely serene, comfortable and medically supported environment, High Pointe House is committed to addressing multiple end-of-life care needs for patients, their family and loved ones.



Levels of care for individual needs

Because each person's end-of-life journey is different, High Pointe House, the hospice and palliative care residence of Merrimack Valley Hospice, offers different levels of care. Insurance reimbursement varies depending on the required level, as determined by a daily medical assessment of the patient. Our social workers can assist patients and families with insurance and financial issues.

General inpatient care (acute care), is offered to patients in need of short-term care beyond what can be managed at home, rather than in a hospital. This level provides appropriate intervention to stabilize and control complex, end-of-life symptoms. Once the symptoms are controlled,

patients can transition to home, to routine care at the House or to another setting for extended care.

Routine care (non-acute), is for patients who, for a variety of non-medical reasons, require more assistance than is available at home.

Respite, is an option for families caring for a terminally ill patient at home who need a break from caregiving. Respite is available for up to five days.

For more information or to tour High Pointe House, please call 978-552-9100 or visit MerrimackValleyHospice.org



The Compassionate Journey continues

The need for subsidized care is ever-present as patients are accepted requiring inpatient levels of care at High Pointe House. Charitable support helps to ensure the House is and remains sustainable. For more information about the impact of donations to High Pointe House and ways you can help, please call 978-552-4927.



HomeCare, Inc.

The paraprofessional staff of HomeCare, Inc., includes homemakers, home health aides and personal care aides. They are a critical component of our continuum of care, providing a variety of supportive services to ensure frail elders and others can live safely in their own home and community.



Committed and honored to care

Ron and Penelope (Penny) Verow laugh often as they share stories of the life they've enjoyed together and speak glowingly of their two daughters and beautiful granddaughters. The retirement they had planned included relaxing in their beautiful home in Maine, fishing in the river that runs through the property and traveling to visit friends and family. But, all that changed with Penny's multiple sclerosis diagnosis. As the disease progressed and Penny's care became too difficult for Ron to manage alone, the dreams of enjoying leisurely days in Maine and taking trips to see family and friends were gone. They decided to move to Massachusetts, bringing them closer to family and to the care and treatment Penny needed.

Today, Penny receives personal care and support services from HomeCare, Inc., five days a week, 52 weeks a year, including bathing, dressing, meal preparation, feeding and light housekeeping. "The home health aides are kind, caring and helpful. They give Ron a break from caregiving, and time for grocery shopping or errands. And, they're wonderful company for me. I get to enjoy a few hours of girl talk."

"Caring for Penny is an honor," said home health aide, Pam Fournier. "She wants to stay in her own home as long as possible and I'm committed to helping her do so."



Supportive home health aides are trained to deliver specialized care

Supportive home health aides are trained and experienced in the delivery of quality home care services to clients with mental illness, behavioral issues or dementia. HomeCare, Inc. has been a statewide leader in developing a curriculum and training program for supportive home health aides who play a critical role in providing home care services to clients in their own home and community. Currently, 54 aides have completed the specialized training and are certified in this important field.

Kind Connections makes aging at home manageable

Kind Connections, a private care program of HomeCare, Inc. offers dependable and affordable in-home solutions to enhance recovery and ensure safety and independence for people of all ages. Our highly skilled professional staff work with each client, and their family, to design a customized care plan to meet individual needs and wishes

Kind Connections services are available by the hour, by the day, or around the clock. All staff providing personal care services are fully licensed and/or certified, have had a complete background check, and are supervised by licensed nursing professionals to ensure quality services. Rates are available upon request.

Kind Connections can even help with vacation plans! Vacation season is just around the corner. If providing care at home to an elderly family member has you wondering how to fit in time away, Kind Connections can help. Their reliable, caring and expertly trained staff can provide the services your family member will need while you're away. Services are available based on needs and can range from 24 hour care to a one-hour monitoring and check-in visit for your peace of mind. Call Kind Connections at 1-800-333-4799.

Kind Connections provides services such as:

- Personal Care
- Meal Preparation
- Medication Reminders
- Light Housekeeping
- Companionship
- Transportation/Errands
- Caregiver Respite/Relief

For more information, call 800-933-5593.

A trusted partner in your care



For almost 125 years it has been our great honor and privilege to provide compassionate, innovative and effective home health and hospice care that promotes the independence and dignity of those we serve.

The Home Health Foundation family – Home Health VNA, Merrimack Valley Hospice and HomeCare, Inc. – are long-trusted leaders in our communities. Our not-for-profit agencies deliver the highest quality home health and hospice care to patients in more than 110 cities and towns in the Merrimack Valley, northeastern Massachusetts, and southern New Hampshire and in southern Maine as York Hospital Hospice.

Our organization's greatest asset remains the full spectrum of caring that our three agencies provide as a continuum, allowing us to offer tailored care to patients based on their changing needs. We continue to leverage our resources as we pioneer new programs and take the lead in innovative approaches to healthcare. Our years of experience in this region gives us a strong foundation with the ability and insight to look forward and to keep pace with the ever-changing healthcare landscape. Today, we are at the forefront of an evolution in home health care, demonstrating our true leadership.

Each day, more than 3,500 patients and families open their doors to us, entrusting us with their care. Thank you for making our agencies the provider of choice throughout the region.

Karen Gomes, RN, MS, CPHQ
President and CEO, Home Health Foundation

Join our Dedicated Team!

Is it time to put your experience into action? We're looking for some of the region's best clinical and administrative professionals to join our dynamic home health and hospice teams.

Learn more or apply online at HomeHealthFoundation.org/JoinUs.

Communities we serve



Founded in 1895 to provide care to families who worked in the local textile mills, we are now one of the largest home health and hospice agencies in the region. Our trained professional and paraprofessional staff provide the highest quality, compassionate medical and supportive care to more than 3,500 people on any given day from our main office in Lawrence and from offices in Massachusetts, New Hampshire, York, ME, and at High Point House in Haverhill, MA.

Main Office and Mailing Address

360 Merrimack Street, Building 9
Lawrence, MA 01843

Additional offices in Massachusetts,
New Hampshire and Maine

High Pointe House

360 North Avenue, Haverhill, MA 01830
978-377-9100

Referral Services 24/7

978-552-4444 or 800-333-4799



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TO BECOME INVOLVED, BE A SUPPORTER, OR FOR MORE INFORMATION, PLEASE VISIT [HOMEHEALTHFOUNDATION.ORG](https://HomeHealthFoundation.org)

OUR AGENCIES ARE NOT-FOR-PROFIT, WITH CARE AVAILABLE TO ALL THROUGH THE CHARITABLE SUPPORT OF OUR COMMUNITY. TO LEARN MORE ABOUT GIVING, PLEASE CALL 978-552-4927.