



ANDROSCOGGIN

HOME CARE & HOSPICE



2016 COMMUNITY BENEFIT REPORT

Dear Community Members,



TWO THOUSAND AND SIXTEEN WAS A YEAR OF CELEBRATION AT ANDROSCOGGIN HOME CARE & HOSPICE, AS THE COMMUNITY HELPED US CELEBRATE 50 YEARS OF SERVICE AT MANY EVENTS. Ever since the agency opened its doors in 1966, the financial support and generosity of individuals and the community has been a cornerstone in AHCH's ability to meet its mission.

Unlike for-profit competitors from away, AHCH cares for all patients who qualify to receive services regardless of their ability to pay. While independent, non-profit home care and hospice agencies like ours are quite rare, we believe that if we continue to provide exemplary care, the community will support us through charitable giving.

This Community Benefit Report is one important way we say thank you to our donors and share what their contributions have accomplished. The stories we've included are a tribute to our 400 talented staff members, donors and so many others who we consider to be a part of the AHCH family.

In 2016, more than \$1.3 million in free care helped nearly 450 patients across the 131 communities we serve. In some cases, your financial contributions have led directly to life-altering care. In others, they have allowed families to focus on what matters most when a loved one is dying by eliminating a heavy financial burden.

Clearly, we could not have done this without your generosity.

I thank you for your support of Androscoggin Home Care & Hospice, and I look forward to many more years of providing the very best care and support to our patients and their family members.

Ken Albert, RN, Esq.
President & CEO

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*Thank you to **all** members of the Board of Directors for their contributions to the Annual Fund.*

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OUR MISSION

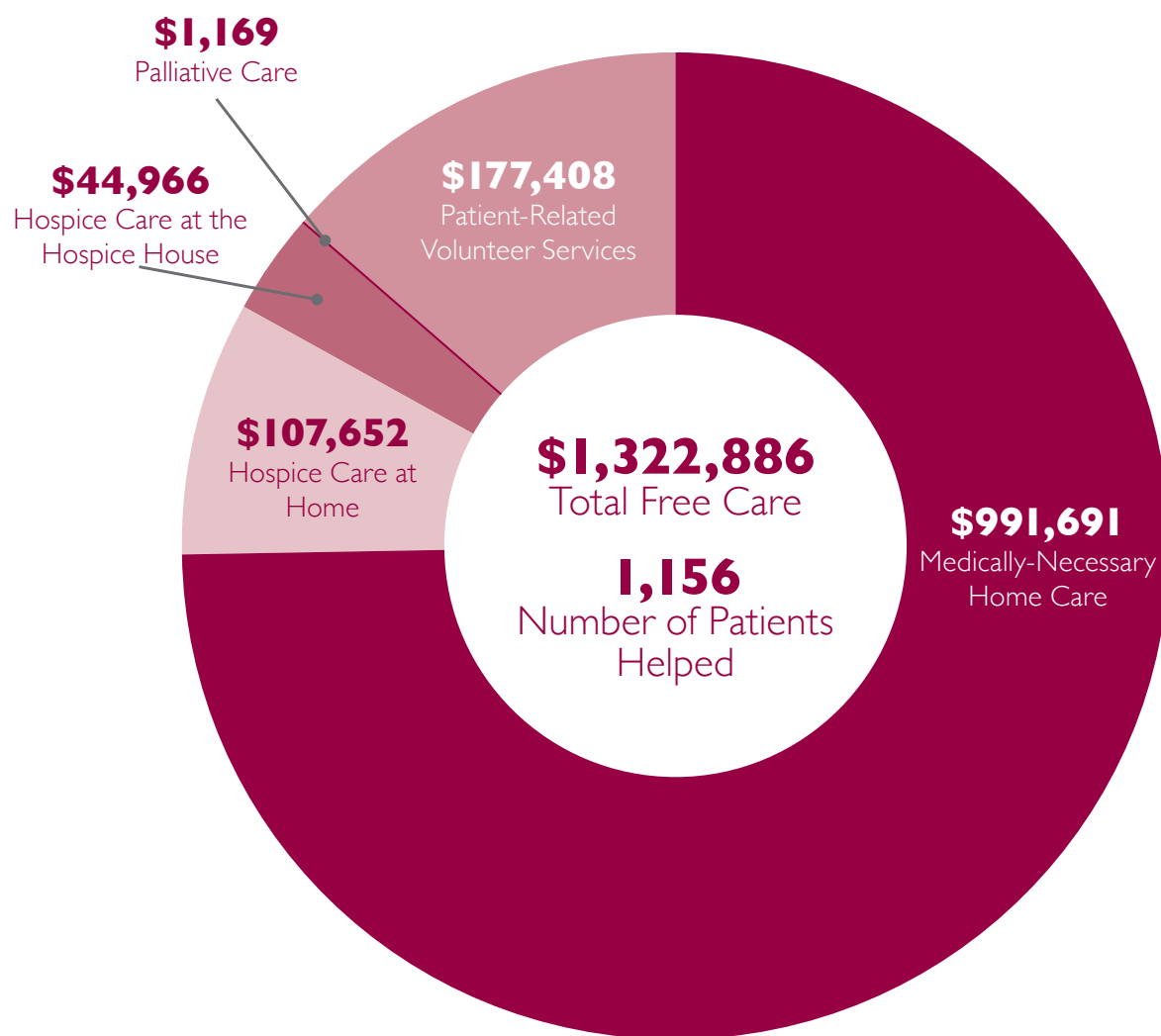
Androscoggin Home Care & Hospice cares for the health, independence and quality of life of Maine residents and their families in the comfort of their home and community.

Your Support Helps us Help So Many

The generous and continued financial support we receive each year from members of our communities allows Androscoggin Home Care & Hospice to continue to care for all who qualify for our services regardless of an ability to pay.

We are the only independent home care and hospice agency in Maine that can make this claim, and every donation, no matter the size, makes a difference in the lives of so many patients we serve.

HERE'S A LOOK AT THE FREE CARE PROVIDED IN 2016:



A Memorable Year of Celebration *and* Fundraising Success

TWO-THOUSAND AND SIXTEEN WAS A BANNER YEAR FOR OUR ORGANIZATION, AS WE CELEBRATED 50 YEARS OF SERVICE AT EVENTS HOSTED BY OUR COMMUNITY PARTNERS.

The community joined our staff and volunteers on June 30 at the Lewiston Office for a ribbon cutting and the unveiling of a plaque commemorating the establishment of AHCH in 1966.

AHCH was the guest of honor at events hosted by the Oxford Hills Chamber of Commerce, Bangor Savings Bank and Bedard Medical, the TD Bank Call Center in Auburn, Franklin Savings Bank and the Franklin Area Chamber of Commerce, and the Fortin Group. A community event in Bridgton at the Magic Lantern was also well-attended.

In addition to these gatherings, the community supported AHCH at several fundraising events. These enabled us to share with attendees and community the impact of our 50 years of service.

HOSPICE HOUSE 5K & REMEMBRANCE WALK

Each year, AHCH hosts its Hospice House 5K & Remembrance Walks (HH5K) in Farmington and Auburn. More than 730 people participated in either the May 1 event in Farmington or the May 15 event in Auburn. A record-setting \$83,000 was raised to support care for patients at the Hospice House who do not have the ability to pay for services.

Forty-five teams participated in memory of loved ones with a nice mix of new and returning teams. These events are successful due to the efforts of the volunteer planning committees, our generous sponsors and participants.

VOLUNTEER PLANNING COMMITTEES

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Sharon Cullenberg, Farmington
Co-Chair
Ken Goodwin, Auburn
Co-Chair
Judi Look, Auburn
Co-Chair
Lydia Tuttle, Auburn
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Race Director
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Michelle House, Auburn
Melissa Johnson, Auburn
Mike Laliberte, Auburn
Michael Lanois, Auburn
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Marchelle Meader, Farmington
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Tricia Souther-Bowering, Farmington
Judy Vardamis, Auburn
Tammy Viles, Farmington
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SPONSORS PREMIER

Center Street Dental
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Spectrum Healthcare Partners

GOLD

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SILVER

Baxter Brewing
T & M Commercial Funding
The Fortin Group - Funeral Homes and Cremation Services

BRONZE

Cullenberg Law Office
H.E. Callahan Construction, Co.
Mechanics Savings Bank
Northeast Bank

FRIEND

Lewiston Firefighters Local #795

A special thanks to the Franklin County Courthouse and Central Maine Community College for allowing us the use of their space on race day.





BUTTERFLY RELEASE CELEBRATION

The popularity of the annual Butterfly Release celebration was evident in 2016, as the threat of inclement weather on August 6 forced the event to be moved to the next day. And despite the last-minute change, the grounds of the Hospice House were absolutely packed with those who came to the event to watch more than 500 butterflies be released in honor of a loved one.

This release is a symbolic gesture of life's transformation, and all loved ones names were read at this emotional and beautiful remembrance ceremony.

The event raised more than \$27,000 for patient care, volunteer support and bereavement services for patients and their families served at the Hospice House.

VOLUNTEER PLANNING COMMITTEE

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Co-Chair

Judy Vardamis,
Co-chair

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Cindy Boyd

Tammy Caron

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Spectrum Healthcare Partners

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Oxford Federal Credit Union

MEDIA SUPPORT

DNA Photography

Gleason Media



Mark your calendar for the
2017 Autumn Night Out
on October 20, 2017!

AUTUMN NIGHT OUT

The beautiful Poland Spring Resort once again served as the location for Autumn Night Out 2016, the organization's signature fundraising event.

Along with great food and lots of fun activities, attendees had the opportunity to bid on silent and live auction items. Norm Karkos served as Master of Ceremonies and Maine humorist Gary Crocker provided his expert (and entertaining) auctioneer services.

Autumn Night Out raised more than \$70,000 for hospice patients in need.

VOLUNTEER PLANNING COMMITTEE

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Mary MacMahon

Cathy McDonald

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Heather Printup

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Dow's Law Office

Jim's Auto Sales

Penmor Lithographers

Pitstop Fuels

Skelton, Tainter & Abbott



REMEMBRANCE ORNAMENT

AHCH offers a holiday ornament that can be purchased and personalized in memory a loved one. The handcrafted pewter ornament is generously sponsored by Mechanics Savings Bank, and more than 400 ornaments were purchased.

The 2016 Remembrance Ornament raised nearly \$10,000 to support home care and hospice services.

To purchase a 2017 ornament, visit www.ahch.org

We want to thank the businesses that hosted anniversary celebrations, all of those involved in the event planning process and those of you who attended events, donated prizes and graciously sponsored these special occasions. Your support helps AHCH continue to care for all patients who need our services regardless of their ability to pay.



The Goodwins



Many pictures of Roger and Phyllis Goodwin reflect Roger's love for his wife and the game of baseball.

IF THERE'S ONE THING THAT ROGER GOODWIN LOVED ALMOST AS MUCH AS HIS WIFE AND FAMILY, IT WAS BASEBALL. From as far back as anyone can remember, Roger was involved in one way or another with the game. And like most Mainers, he was an avid Red Sox fan. "Dad grew up in an era when baseball was America's pastime," said Steve, the youngest sibling of the Goodwin family. "In almost of all his pictures, he's got a baseball cap on, he's lugging a bat or he has a glove on his hand."

Back in Roger's day, semi-professional and town team baseball was king in Maine. Roger suited up for the Minot Town Team and played catcher

until a growing family and a demanding job took him out of the lineup. "Back then, health insurance wasn't that good," said Ruthie Goodwin, his daughter, "and he knew that he couldn't miss work. I remember him going to work on crutches when he tore his hamstring."

Roger's passion and involvement in the game moved into different stages throughout his life. "When I was young, he'd take us to the County and Little League games," said Roger's son, Peter. "He also coached for years and many years later, he kept score for his grandson's softball team."

When any of Roger's four children speak about their father who passed away in 2016 or their mother who died in 2007, they speak fondly about growing up in a tight-knit, generous and caring environment where family came first. They learned about the value of hard work, the importance of spirituality and the responsibility to care for those who are less fortunate.

PHYLLIS STURGIS AND ROGER GOODWIN met in 1945 when they were students at Edward Little High School, and it wasn't long before the two were inseparable. While Phyllis took the traditional classroom courses, Roger gravitated to the hands-on learning in the vocational program. The high school sweethearts married on July 16, 1949, beginning a union that would last more than 58 years.

Roger went to work at Eastern Die in Auburn, cutting dies for the local shoe companies. Phyllis was busy raising the family and working assorted jobs while the kids were in

school. As the children grew up, their parents were always there for them and were committed to making contributions to the community. Along with coaching, Roger was a Boy Scout Leader and a member of the school board. Both Roger and Phyllis were youth group leaders at the Minot United Methodist Church.

In essence, life was pretty simple for the Goodwin clan in Minot, Maine. And it was good. Part of that simplicity included good food and close friends. Phyllis was a whiz at making homemade breads and became known for her multigrain English muffins, beer bread and finger rolls.

She'd often help out friends by making homemade finger rolls, and the kids would lend a hand if the order was a large one.

Roger was pretty good in the kitchen too. "They both loved to cook and they could dance their way around each other in the kitchen and seemed to never get in each other's way," Ruthie said.

The door at 335 Minot Avenue was always open and in an unspoken way. Roger and Phyllis taught their children the importance of caring for those in need. "Anyone who stopped would be welcomed into our home," Steve said. "If we had extra food, they would be welcomed to it. "There's a Bible passage that talks about feeding other people when they are hungry and offering a cold cup of water to those who are thirsty. That described my parents to a T."

Some of the most vibrant memories are of the family's Sunday afternoon ritual that involved all of the kids, a picnic lunch and the family station wagon. "There would be times where we'd get to the end of a road and flip a coin to see if we'd go left or right," said Kaye (Goodwin) Stugard. "Those were fun trips. And sometimes we'd throw the



Roger and Phyllis move up the stairs in their new home in Minot in the early 1950s.

sleeping bags in the back of the station wagon and we'd go to the drive-in." "My dad loved to drive and there was no interstate back then. We probably made it to all of Maine's State Parks," Peter said.

IN 1973, ROGER DECIDED THAT IT WAS TIME FOR A CHANGE IN HIS CAREER PATH. He left the job at Eastern Die and started his own business, Roger's Machine Shop, next to his home in Minot. This decision became known to a few of the family members in a unique way. "Mom used to work at Edward Little High School when I was in high school, so we would leave together and I'd drive home," Steve said. "We were driving up Court Street and I

remember seeing him and saying "Hey Mom, that looks like Dad." She said "It is Dad," so I stopped and picked him up. "Mom knew something was up so she asked him what was going on. Dad just barked out "Nothing" and that was the only word said on the ride home. You could have cut the air in the car that day with a knife."



The Goodwin family included Roger and Phyllis (front) and their children (back, from left) Kaye, Peter, Ruth, and Stephen.

Roger made a name for himself with his welding skills and his ability to make custom parts. Those who drove by the shop saw his artistic side when he displayed custom-made wind chimes that were for sale. Back in the 1990s, the *Lewiston Sun Journal* did a story on the business and gave Roger the moniker of The Iron Man.

"If you needed something welded or fixed, everyone knew he was the person to do it," said Ruthie.

ONE OF THE MOST MEMORABLE TIMES IN THE GOODWIN'S life was the celebration of the couple's 50th wedding anniversary in 1999. A limo picked them up with most of their 11 grandkids and took them out to eat at The Lobster Shack in Cape Elizabeth. Then, it was off to Two Lights State Park where they renewed their wedding vows.

"The next day we had a picnic lunch at Reid State Park, which was one of their favorite places," Ruthie recalled. "That evening, we took them to the Brunswick Playhouse and saw *Grease*." On Sunday morning, the kids and grandkids made it look like they were all going home when they said their goodbyes. The entire clan showed up at church. "In church after leading the singing, Dad told everyone if there was a heaven on earth, then what his kids had done for them that weekend was heaven," Steve said.



The love for the game continued in their later years.

IT WAS MORE THAN EIGHT YEARS LATER when the inseparable couple and close-knit family lost Phyllis shortly after being diagnosed with bladder cancer. "The doctor gave her six months to live on September 21, 2007, my 50th birthday, and she died on October 26," Steve said.

Like many of the families that Androscoggin Home Care & Hospice is proud to serve, the Goodwins had been dealing with an ailing mother for quite some time. Phyllis received services in the home and while Roger, the children, and the caregivers did all they could to honor her wishes to stay at home, Phyllis spent the last four days of her life at the Hospice House.

"It was very hard on my father because she had dementia and became very agitated. It kept getting worse," recalled Steve. "I remember dad crying because she didn't want to die in a nursing home, and he felt like he put her there. He did everything he could do to keep her at home. I remember the doctor at the Hospice House telling us that if he continued to care for her at home for another week, he would end up being a patient."

The days at the Hospice House brought Phyllis the best possible management of her pain in a caring, compassionate way. And while far too brief, the time allowed Roger to be a husband rather than the primary caregiver and made for a peaceful passage. "I think the staff did a great job, and they really did help Dad understand that he did honor her wishes and did not put her in a home," Kaye said.

~ Continued on next page



CANCER WAS NO STRANGER TO ROGER, who initially staved off prostate cancer before being diagnosed with throat cancer. Roger went through all the treatment protocols and weathered the unpleasanties that come with chemotherapy and radiation. The doctors told him that he believed the treatment was successful. The cancer returned a year and a half later. “He told us that he made a decision to not fight it this time,” Ruthie recalled.

Roger continued to enjoy life to its fullest, spending time with family and learning how to use a tablet to connect with his kids, family, and friends. When he needed hospice services at home, it took some family persuasion but he eventually agreed. Roger enjoyed working in his machine shop up until a week before he died.

With the support of his family and the care team at Androscoggin Home Care & Hospice, Roger passed away at home, with the family by his bed side. “The nurse he had was an angel,” said Ruthie. “And the volunteers called him regularly and visited him. The nurse stopped in the day before he died just to see how he was doing and kissed him on the forehead when she said goodbye. I think she knew.”

While Roger’s nurse had a profound impact on his end-of-life care, he and his family left lasting memories with her

as well. “Roger was a man that I will never forget and his family was amazing,” she recently recalled. “He passed away with grace and confidence. He left me with a Hunter S. Thompson poem that I hold dear to me. I’m not sure if this is the exact quote but it is close:

“Life should not be a journey to the grave with the intention of arriving safely in a pretty and well-preserved body, but rather to skid in broadside in a cloud of smoke, thoroughly used up, totally worn out, and loudly proclaiming “Wow! What a Ride!”

WHILE IT’S BEEN ABOUT A YEAR SINCE ROGER’S PASSING AND NEARLY 10 SINCE PHYLLIS DIED, the memories of their parents remain colorful and vibrant for the Goodwins. They laugh when they tell stories about their Mom’s singing and her crazy ways, or the day that

Dad buried his father-in law’s inherited lawn mower in the back yard.

And when they look back at the final days and months of their parents’ lives, they take comfort in the peaceful passage each experienced. “It is a very hard process,” Ruthie said. “And I can’t imagine going through any of this without the support that we received through Androscoggin Home Hospice and the Hospice House.”



Roger and Phyllis Goodwin dressed for the dance at Minot’s Bicentennial in February of 2002

AHCH BY THE NUMBERS

9,937 patients received our services, and **216,466** patient visits were made in 2016.

In the last 10 years, AHCH has served **93,291** patients and made **2,248,877** patient visits.

According to a formula developed by the U.S. Bureau of Economic Analysis, Androscoggin Home Care & Hospice had nearly a **\$63 million** direct impact and a **\$31 million** indirect impact on the local and regional economy in 2016.

The number of new donors to our Annual Fund rose by **52 percent** in 2016.

5,299 patients recovered from illness or injury safely and comfortably at home thanks to services provided by our talented medical professionals.

1,441 patients were comforted and cared for in their final days through hospice provided in the home or at the Hospice House.

Volunteers drove more than **31,000 miles** to visit and assist patients in 2016. That equals five round trips from Maine to California.

More than **\$1.32 million** was invested in the care of people who needed our services but lacked an ability to pay for them.

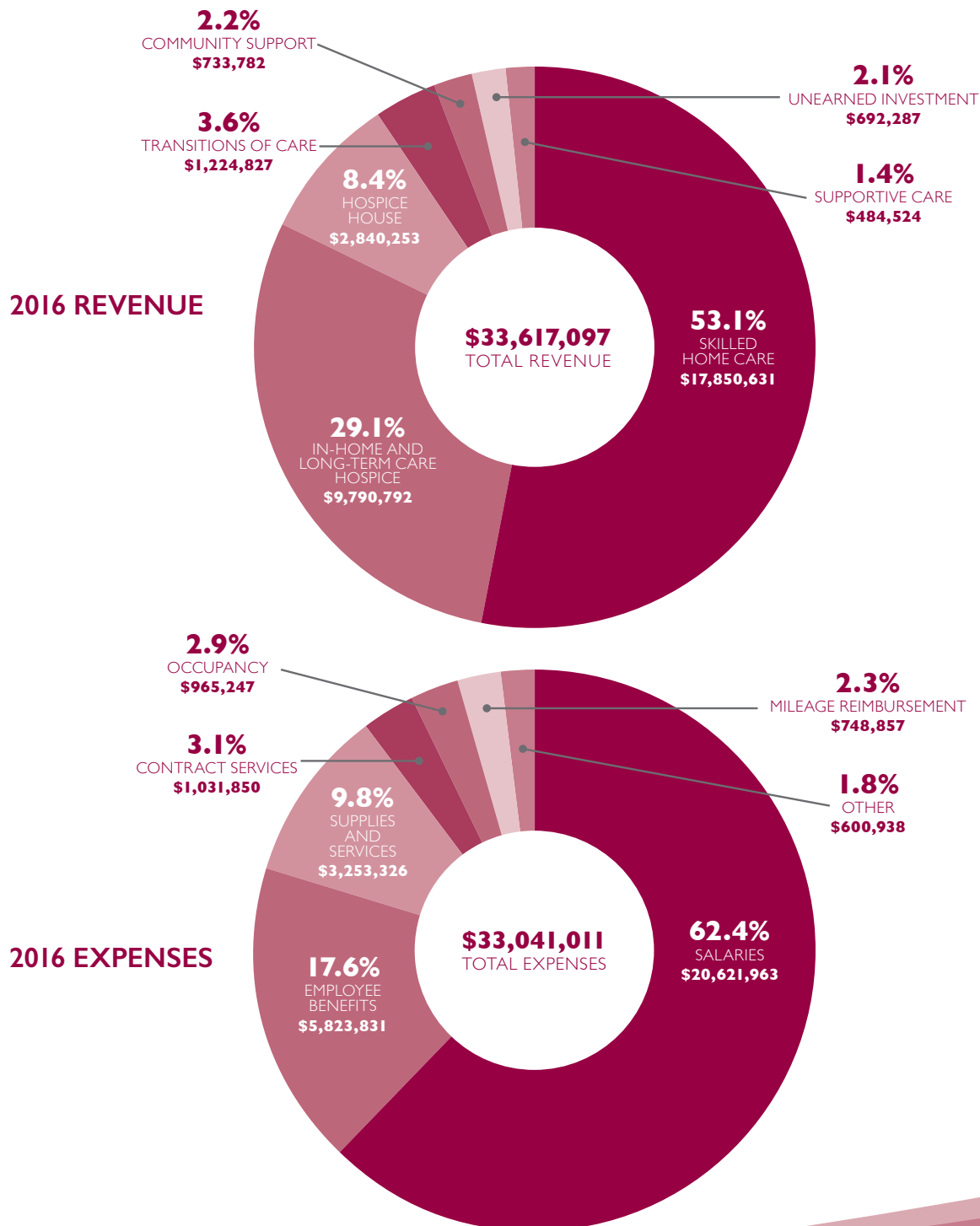
3,197 patients were managed through our unique programs designed to support better health outcomes and reduce costly hospital re-admissions.

More than **14,000** hours — more than a year and a half of round-the-clock support — was provided by our talented and dedicated volunteers.

Volunteers make up nearly **55 percent** of the AHCH team.

Revenue and Expenses

Androscoggin Home Care & Hospice's economic support extends far beyond its revenue and expenses. According to a formula developed by the US Bureau of Economic Analysis, AHCH had nearly a \$61 million direct impact and a \$31 million indirect impact on the local and regional economy in 2016.



Our 2016 Annual Donors

PACESETTER (\$10,000 - \$14,999)

Dream Team

PARTNER (\$5,000 - \$9,999)

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in memory of Elizabeth F. Simpson

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Kaye Stugard
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Team Buddy Bear
Team Carol

Team Colin
Team Derby

Team Mari
Team Stan the Man

Team Steve
Team Turtle

Team Walkabouts
Team Whistlepost

The Pierce House Team
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Ann Theriault
Barbara Thorpe

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Irene Turcotte
in memory of Richard C. Turcotte

Janice Upham
in memory of Fergus and Edwina Upham

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in honor of Hospice House Staff

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in memory of Mary M. Wakefield

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Karen Whalen

Debbie Whittle
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in memory of Simon & Mary Tutlus and Annie C. Quinn

Dr. and Mrs. Edwin R. Willgress
in memory of Doris Johnson

Anne Wood and Joe Sirois

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in memory of Carolyn Proctor

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Maureen Aucoin and Gary Wellman
in memory of our dad, Lloyd B. Wellman
Mandy Audette
Jayne Averill
in memory of Edward
Chris Bailey
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in memory of our loved ones
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I cannot say enough about the doctors and nurses who do this every day. They are truly amazing and The Hospice House is truly and amazing place.” ~ Ellen Baillargeon

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support isn't just for the patient, it's for the
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Hospice House Expansion



Those who have made financial contributions to support the Hospice House over the years will soon be able to see their dollars hard at work. In July of 2017, the agency embarked on a construction project that will expand staff space, create a new treatment room and bring the added relief from Maine's unpredictable weather by adding a covered entryway for patients and visitors.

The project will cost approximately \$640,000 and will be fully funded by previous donations to the Hospice House fund. It will be completed by late fall.

When finished, there will be more privacy for caregivers with the expanded staff space, allowing for ease of conversation when discussing care plans and during staff shift changes. More supplies and equipment will also be able to be stored on site and will be readily accessible for patient comfort and care. An additional treatment room will allow for more outpatient services.

The highlight of the expansion is the drive-under canopy and the covered walkway. This will create a more comfortable arrival for patients, particularly during the harsh Maine winters. The improved entryway has been desired for many years and it will finally come to fruition.

The project was designed by Harriman and Associates, and H.E. Callahan Construction, the original builder of the Hospice House, will complete the work.

We at Androscoggin Home Care & Hospice want to thank our Hospice House fund donors for providing us with the resources to tackle this project.

We literally could not have done it without you.

PHOTO: The new patient entryway is the highlight of the expansion project at the Hospice House. The costs are being covered from previous donations.

Hospice House Recliners



Over the years, Androscoggin Home Care & Hospice has been so very fortunate to have donors with a can-do attitude who rally behind a particular project or need.

Such was the case in 2016, when the Hospice House staff expressed the need for new medical recliners for each patient room. Under the leadership of donors Mary and David MacMahon, more than \$30,000 was raised in a short time and the new recliners were purchased.

These recliners make life easier and more comfortable for patients and their family members. The recliners are on wheels and can be brought to the patient's bedside to easily transfer to the chair and back. Patients also enjoy the ability to move closer to the window so they can look out at the birds and sometimes, the animals on the Hospice House grounds.

The recliners are specially designed to reduce the likelihood of patients developing pressure sores. In addition, the recliners can be placed in a flat position, and many family members have slept comfortably right next to the bedside of a loved one.

The staff likes how easy it is to move a patient around in the recliner as well as the ease of cleaning.

Thank you to those who donated to the Hospice House Chair project. It is the continued support of the community that helps makes the Hospice House what it is today - the warm, comfortable, home-like environment that our patients and families deserve.

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PHOTO: Some of those who participated in the Hospice House Recliner fundraising project were (from left): Lee Upton, Cyndi Robbins, Co-Chair Mary MacMahon, Lillian Robinson, Co-Chair David MacMahon and Kenneth Albert.



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Charitable donations come in all shapes and sizes. While many people choose to make a cash gift to support a non-profit organization, others contribute goods or services which are equally important. These gifts, known as in-kind donations, are very important and much-appreciated.

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Fred Jordan
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Paula Curtis-Everett
Donna Daley
Ben Davis
Mary Davis
Lisa Dixon
Roberta Douglass
Barry Drake
Gayla Drake
Paul Dupuis
Alan Elze
Jacquie Emond
Jane Everett
Mary Fournier-Austin
Monita Gagnon



Fred Jordan (center) was named Maine's Hospice Volunteer of the Year.
He's pictured here with First Lady Ann LePage and Volunteer Resources
Manager Kristen McEvoy.



“The care I received from AHCH helped save my life. That’s one of the reasons I am an AHCH volunteer.” ~ Alan Elze

Kevin Gallagher
Beverly Gamrat-Tanguay
Walter Gary
Barbara Gavin
Dale Gowell
Brian Grennan
Patricia Griffin
Roger Hamman
Chriss Hayden
Jill Helmkamp
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Donald Oliver
Robert Oliver
David Patch
Robert Roberge
Leo Savard

The AHCH

PARTNERS IN CARING CIRCLE

While more than 80 percent of Americans contribute to nonprofit groups like Androscoggin Home Care & Hospice in their lifetimes, only a small percentage of them choose to continue their support through a charitable bequest. A bequest or other planned gift is a best way to ensure that AHCH continues to make a difference in the lives of the patients and families we care for today and well into the future.

We are pleased to acknowledge the special contribution of individuals and families who have made the commitment to perpetuate their support of Androscoggin Home Care & Hospice through a bequest or other planned gift as members of our Partners in Caring Circle.

1990

Catherine D. Thorpe

1996

The Miller Family (in memory of Dr. Clark F. Miller)

1997

Bequest of Jeanne M. Couture

1998

Bequest of Henri G. Marcotte

1999

Anonymous (I)
Bequest of Frank E. Walker

2000

Anonymous (I)
Janice Ormon (in memory of Anna Pouliot)
Jeanette Pomerleau
Robert Thorpe
Bequest of Carl Weymouth

2001

Anonymous (2)
Bequest of Marie Rose Allard
Rebecca Swanson Conrad (in memory of Gertrude Swanson)
Bequest of Leon J. Soucy

2002

Bequest of Elizabeth Barrett
Bequest of Barbara Brackett

2003

Dr. John James
Bequest of Charlotte Labbe
Bequest of Stephanie V. McDonough
Bequest of Maurice J. Pouliot
Mrs. Claris Scronkus
Gratian M. Yatsevitch

2004

Anonymous (I)
Helen L. Dehahn (in memory of Everett D. Dehahn)
Sharon L. Forest
Harry Jones
Sally M. Mason
Lucien R. Morissette
Bequest of Robert F. Turner

2005

Gerald Berry
Lucien Martin
Bequest of Arelene Sieckowski
Janice Voter

2006

Lawrence Corey (in memory of Marjorie Corey)
Christine Smith

2007

Janet Stowell

2008

Bequest of Martha Birney
Jeannine Bryant
Jane Emerson
Walter L. Emerson
Mark Hodsdon
Ruth Linehan
Bequest of Frances Wentworth

2009

Bequest of Alta Morton
Suzanne O'Sullivan
Theresa Samson

2010

Anonymous (I)
Elizabeth Cody
Deborah A. Hall-Graybeal
Annie Ray
Chip Liversidge

2011

Bequest of Robert I. Leggett
Barbara Mandy
Madeline St. Louis
Donol Edward Clark

2012

Jane Banks
Anita Y. Guay

2013

Bequest of James L. Monahan
Bequest of Richard Schwind
Bequest of Reverend Maurice Morin
Bequest of Marie Ann Parent
Cyndi Robbins
Tom Curtis

2014

Mrs. Joyce Alberti
Mrs. Aili Benson
Normand Boulanger
Ms. Mariette Ouellette

2015

Bequest of Phyllis I. Mixer
Bequest of Barbara A. Hall
Bequest of Elizabeth M. Gianquinto

2016

Bequest of Mildred Auger
Richard Corrigan
Bequest of Cecile Coulombe
Bequest of Blaine M. Davis
Patricia Decker
Bequest of Russell & Hellen Hammond
Donald LaBranche
Larry Wilbur

The Harpist



The beautiful sounds immediately resonated with Guy, whose face beamed as he “listened” to the music.

THE RICH, RINGING VIBRATIONS OF THE CONCERT HARP PRODUCES ONE OF THE MOST SOOTHING MUSICAL SOUNDS YOU’LL EVER HEAR. Patients, staff and visitors to the Hospice House have the good fortune of being entertained by harpist Melanie Lee, who volunteers to fill the air with serenity every Tuesday.

Last September, Melanie and the caregivers at the Hospice House gave a gift to a patient named Guy that his family will never forget, treating him to a private performance at his bedside. What made this even more unique was that Guy was deaf and could not speak, and the only way he could experience music is through vibration.

“His wife used to bring in a keyboard and play it and he would enjoy the vibrations from it,” said Bambi, the nurse who was caring for Guy. “I thought it would be nice if he could feel the vibration of the harp, so I asked Melanie if she would go into his room and she said “absolutely.”

Melanie instructed Bambi where to place Guy’s hand so that he could feel the vibrations. Shortly thereafter, Melanie began to play. The beautiful sounds immediately resonated with Guy, whose face beamed as he “listened” to the music. The nurses and family members in the room were quickly overwhelmed by emotion.

“I touched him and he touched the harp,” said Bambi. “It was just so beautiful. Guy’s wife, who is also deaf, asked if she could touch the harp and there they were, the two of them, enjoying the music together.”

While Bambi gives all of the credit for creating this moment to Melanie, it was her intuition that made the moment happen.

“Guy had been with us before and I knew that this time, he was not going to be able to go home again,” she said. “I just wanted to make him happy.”

“People ask me all the time how I can be a hospice nurse. It’s moments like these that make the difference. That’s why we are here.”

On the Horizon

While this Community Benefit Report is dedicated to recognizing all of the accomplishments in 2016, it's important to look toward the horizon and the many things Androscoggin Home Care & Hospice aims to accomplish with your support.

Our organization recognizes that in order to keep pace with the needs of the communities we serve as well as provide the very best care to all who needs it, we must be able to respond to identified needs.

PALLIATIVE CARE

While we have already expanded our Palliative Care Program, we're looking to bring more of these services community wide in 2017 and beyond.

With advances in technology and increased treatment options, the reality is that more people are living longer with serious life-limiting and progressive illnesses. Some people see these advances as remarkable while others find the choices complex and overwhelming.

Palliative care's goal is to ease the stress associated with these situations and to improve the quality of life for those facing difficult decisions when seriously ill. We know that families and patients can benefit from an extra layer of support during these times, and we want to be there to provide it for them.

TRANSITIONAL CARE

One new and exciting area where AHCH is leading the way is transitional care. Imagine you are hospitalized and dealing with a new illness, a new diagnosis or perhaps you've been re-hospitalized because your illness has worsened.

You are not sure what the future holds. Will you be going to a rehab facility? Will you be going home alone with home care services? Or maybe you're leaving the hospital with numerous appointments for follow up with many different providers in the community.

For many patients and their families, navigating these challenges can be daunting.

Now imagine being guided by a team specifically developed to ensure that you successfully manage your health as you return to life where you live. This approach is what transitional care is all about.

It is our goal to provide you with the tools you need to manage your health in the community

A nurse works with you, your doctor and your discharge planner to make sure services are in place so that you get the right support once you return to your community. If you are transferred home with no services, a member of the transitional care team will visit you and go over the instructions you received when leaving the hospital, assess your vital signs, make sure you have the medications you need and confirm that you have a scheduled appointment with your primary care provider. The team can also assist with coordination of transportation.

Your progress will be closely watched for the next 30 days. We'll call you, answer your questions and coordinate care if your condition should worsen.

TELEHEALTH

As technology takes on a more important role in home care, AHCH continues to seek funding for its Telehealth program.

Telehealth's mobile units are placed in the home of a patient recovering from an illness or managing a chronic disease. They produce daily vital signs data that our nurses can interpret remotely. This allows us to stay on top of the patients' progress and to offer advice on when the patient should take medical action to prevent a visit to the emergency department, avoid a hospital admission and stay as healthy as possible.

This technology is expensive, but we are looking at grants and other fundraising options to meet the growing demand.

BEREAVEMENT SUPPORT

Bereavement support is in high demand, not only for adults who have lost a loved one but for children and grieving teens who need specialized support as they move through the process of hope and healing. This is yet important aspect of our work for which we do not receive reimbursement.

Each year we successfully support families and children at Camp Dragonfly, a one-day event featuring activities geared toward helping children understand and process their grief. We work with children and teens who have lost a loved and those who may have a relative or friend suffering from a terminal illness.

We know that one day of support is not enough, and we'd like to reach more kids and families with additional Camp Dragonfly offerings.

Regrettably, important and necessary programs like expanded palliative care, Telehealth and bereavement services are not funded by insurance companies or government payers. While we hope that this will change, we recognize that these needs continue to grow, and we're committed to finding the resources to meet the demand.

If you're interested in helping support any of these programs, please give us a call at 777-7740 and ask for the Marketing and Development Office. We'd be happy to share our goals and plans in greater detail.





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MARK YOUR CALENDAR FOR UPCOMING EVENTS

Yard sale to benefit Camp DragonflySaturday, September 9

Autumn Night Out.....Friday, October 20

Remembrance Ornaments.....*available for purchase at www.ahch.org*

ACCOUNTABILITY COMPASSION INTEGRITY

OUR MISSION

Androscoggin Home Care & Hospice cares for the health, independence and quality of life of Maine residents and their families in the comfort of their home and community.

OUR VISION

To be recognized by our patients, employees, the communities we serve and our healthcare partners as an organization of excellence, innovation and fiscal responsibility that enhances the region's quality of life and the healthcare continuum.

QUALITY STEWARDSHIP TRUST