




ANDROSCOGGIN
Home Healthcare
+ Hospice

The preferred choice
for excellent care
at home since 1966.



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ABOUT US

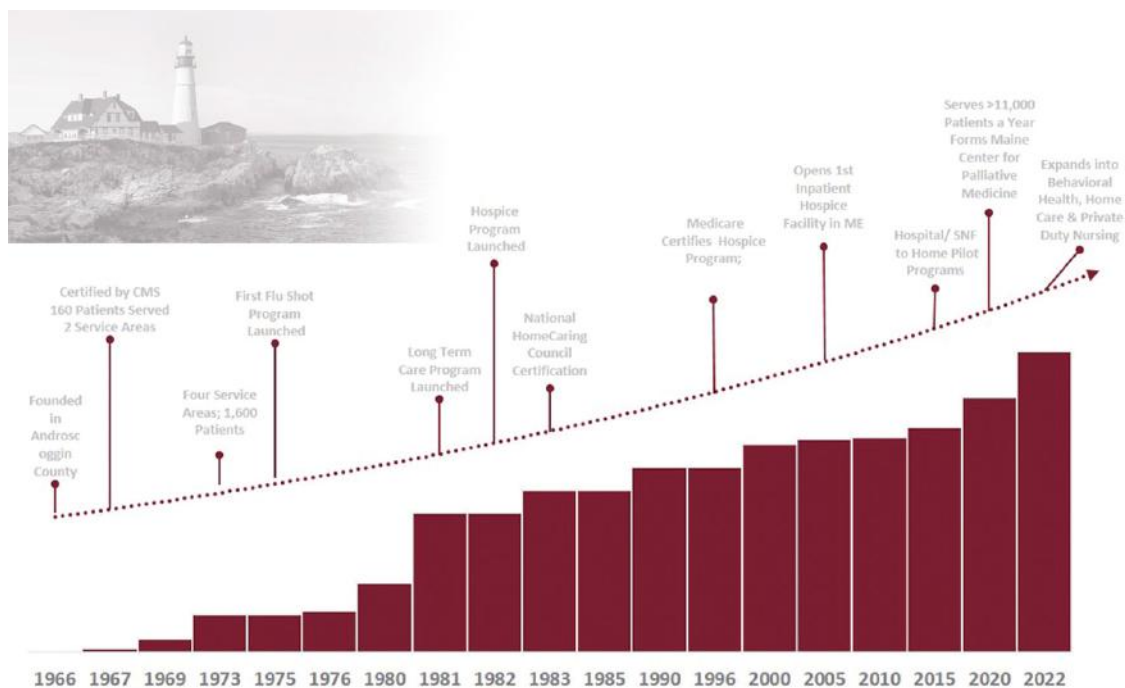
Androscoggin Home Healthcare + Hospice is an organization about living.

We offer high-quality medical and nonmedical in-home and community services that help patients stay well and thrive, whether rehabilitating after surgery, managing a chronic condition, navigating emotional wellbeing, or experiencing the physical, emotional, and spiritual journey at end of life.

Each year, our team of nearly 800 professionally licensed and highly skilled individuals serve 14,000 community members and their families in their homes and throughout the state of Maine with compassion, respect, honesty, and dignity.

We are focused on the health and safety of local communities, and are proud to be the preferred provider of choice of more than 450 healthcare and community partners.

Nearly 60 Years of Care and Excellence





PREFERRED PARTNER IN PATIENT CARE

You care about safety, comfort and quality, so do we. Androscoggin is committed to using evidence-based practices to meet our patients' needs. We hold ourselves accountable to achieve and exceed industry standards and national benchmarks for patient outcomes and patient experience. Our clinical teams work with patients and their physicians to develop specific care plans, building a trusted therapeutic relationship.

We take this trust and responsibility seriously, which is why over 450 Partners trust us to care for their patients.

Why A Referral Partnership Makes Sense

Partnership

As your partner in patient care, our responsibility is to save you time, coordinate services, and be accountable for the care we provide to patients at home. We provide timely information to keep you updated on the progress of each patient.

Services

We offer a broad array of services to meet each patient's changing needs, allowing patients to receive the right cost-effective care exactly at the moment they need it.

Experience

The patient is our focus, and we deliver care exactly as ordered. This is why 95 percent of patients and family recommend our services to friends and family.

Community

Our roots run deep. We invest in the health, growth, and vibrancy of the local communities we serve because we live where we work.

HOME HEALTH CARE

Our home health care services are delivered by an interdisciplinary team in the comfort of the patient's home, wherever that may be: a private residence, a nursing home, a long-term care facility, or an assisted living community.

Patients may qualify for services if they are homebound and in need of skilled medical care due to:

- Recovery from illness, injury, or surgery
- Acute management of a chronic health condition
- Follow-up care after hospital or rehabilitation discharge
- Need for any other type of specialty service

We work with our Referral Partners to ensure patients needs are met, allowing the patient to receive an initial visit within 48 hours.

We provide care regardless of ability to pay. We work with government and private sources to ensure patients receive the care and services they need.

What we offer

- Chronic care management and education
- Diabetes care and education
- Fall prevention
- Infusion therapy
- Care for high-risk pregnant women, infants, and children
- Pediatric care
- Oncology services
- Rehabilitation/orthopedic services
- Wound care
- Ostomy management
- Remote patient monitoring



HOSPICE CARE

We have been providing hospice services to Mainers in the comfort of their homes since 1982. In 2005, we opened our Hospice House in Auburn, the first freestanding general inpatient hospice facility in the state. Our experience and history means all patients referred to Androscoggin receive expert care designed to improve their quality of life. We offer four levels of care, including:

- **Routine:** offered at home or long-term care facility
- **Continuous Home Care:** short-term intensive symptom management at the patient's home
- **Respite Care:** short-term facility care provided to hospice patients to give family caregivers relief
- **General Inpatient:** short-term care to manage pain and other symptoms that cannot be handled in another setting

Eligibility is determined by the hospice interdisciplinary team, in collaboration with the referring provider, to ensure patients receive optimal care that is aligned with their goals.

Keys to Effective Patient Care

- Patient must have a probable life expectancy of six months or less
- Patients choose hospice when their goal of care is comfort, not curative care
- Comprehensive care provided by the full interdisciplinary team with volunteer support
- Hospice benefit covers durable medical equipment, medications, and bereavement services





THE HOSPICE HOUSE IN AUBURN

Opening its doors in 2005, the Androscoggin Hospice House was the first inpatient hospice facility in Maine. The Hospice House serves hospice patients who need intensive pain and symptom management, and support of their terminal illness beyond what can effectively be provided in home or at a long-term care facility. At the Hospice House, each patient is cared for like family with the primary goal of stabilizing the patient's symptoms, allowing them to resume hospice care in a home setting.

Nestled in the countryside of Auburn, Maine, the Hospice House is designed to reflect comfort, peace, and the warmth of home. Each private patient and family suite features a bedroom with patient bed, recliner, bathroom, and floor-to-ceiling windows, welcoming natural light, and views of surrounding nature. Suites also feature a living room area with full-size sleeping accommodations for family and friends, entertainment unit, and wireless internet access. Family, friends, and pets are welcome to visit to provide additional support and comfort to loved ones.

Those receiving care at the Hospice House will receive:

- Medical and clinical staff, specifically trained in hospice symptom management and end-of-life care
- Delicious and nutritious homemade meals prepared daily by on-site cooks, paying extra attention to specific dietary requests
- Music therapy, comfort touch, and pet therapy

Hospice House features include:

- Newly renovated kitchen for meal preparation
- Complimentary coffee, tea, and light snacks for visitors
- Sitting room, sun porch, and deck
- Sanctuary
- Children's playroom
- Outdoor walking trail



PALLIATIVE MEDICINE

Palliative Medicine is specialized care to ease the physical, emotional, and spiritual discomfort of patients with serious, life-limiting conditions. Upon referral, an interdisciplinary team of physicians, nurse practitioners, registered nurses, and medical social workers deliver individualized care in hospitals, outpatient clinics, and at home.



Goals of Care

All patients referred to us for medical consultation receive a comprehensive assessment to help us generate recommendations for treatment. Individualized **Goals of Care** are developed in consultation with the patient, family, and primary provider. We maintain close communication with the patient's medical team as their condition changes.

Palliative Medicine is an important part of the care continuum for those facing serious illness and enhances coordination of care in a way that delivers better outcomes for patients as well as providers.



Palliative Medicine provides compassionate and collaborative care for patients with serious life-limiting illnesses in accordance with the patient's health care goals.

PRIVATE DUTY NURSING

Private Duty Nursing (PDN) is nursing care ordered by a patient's physician that is similar to skilled care that a patient would receive at a nursing facility, but instead provided safely in the comfort of the patient's home. PDN offers two distinct types of nursing services: **Block Time nursing and Long-Term Home Health nursing.**

Block Time Nursing

Block Time nursing is care delivered in hourly blocks of time. Services are available to patients of all ages living with diverse conditions, including, but not limited to:

- Traumatic brain injury
- Spinal cord injury
- ALS
- Birth injury

Our nurses have extensive training and experience in ventilator care, tracheostomy care, G-tube feedings, and using complex medical equipment. They provide care that effectively addresses each individual's unique needs.



Long-Term Home Health Nursing

Long-Term Home Health nursing can be weekly, biweekly, or monthly hourly home visits from a highly trained and proficient RN. This type of nursing is designed specifically for individuals living with a chronic illness or condition. These visits allow the person to age safely in their homes and own communities. Some chronic illnesses we care for include:

- Chronic Obstructive Pulmonary Disease
- Diabetes
- Memory deficits
- Ambulatory challenges
- Chronic pain
- Parkinson's disease
- Stroke

Long-Term Home Health RNs perform physical assessments, teach and educate the individual on the disease process, medication box prefills, medication injections, vital signs, patient advocacy, and other tasks as deemed necessary by the provider.

PERSONAL SUPPORT AND NON-MEDICAL HOME CARE SERVICES

We appreciate the pressure and stress that can be placed on the family members and friends when caring for a chronically ill adult or child. We recognize how important it is to know that loved ones are being cared for like family and to feel confident that they are receiving appropriate care.

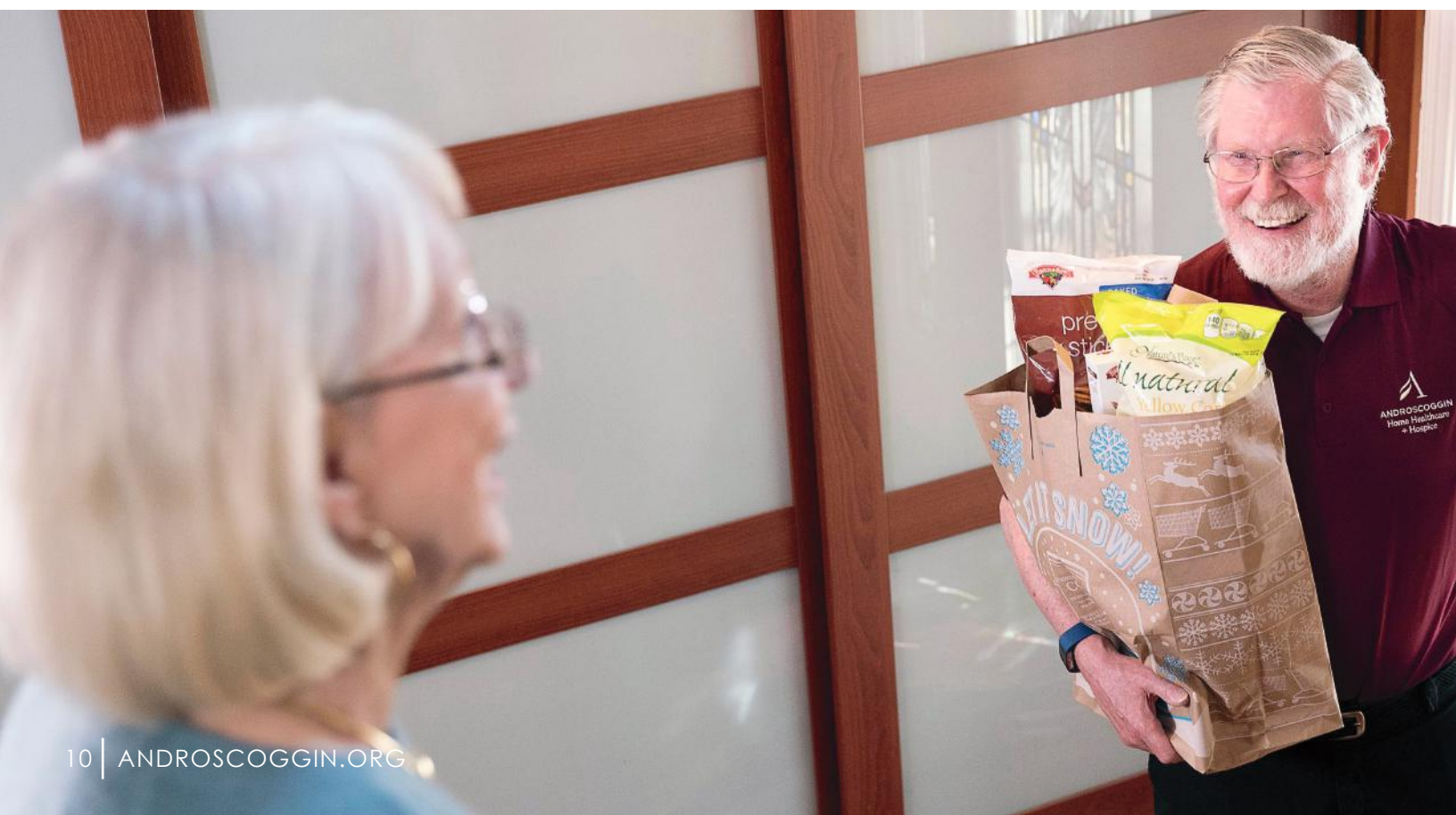
We provide trained and responsible professionals to assist individuals with daily living skills and personal care so they can stay in their own homes comfortably.

In-Home Personal Care

Our personal care services are delivered by Certified Nursing Assistants and Personal Support Specialists. Once a patient is admitted onto service with Androscoggin, we work with the patient and family to develop an individualized plan of care, identifying tasks that must be completed with each visit. Plans are routinely reviewed and adjusted based on the patient's changing needs. For MaineCare patients, we provide services as identified through a third-party assessor.

Services available to patients include:

- Bathing
- Personal care
- Meal preparation
- Assistance with dressing
- Light housekeeping tasks
- Laundry
- Grocery shopping



Pediatric & Adult Long-Term Home Care

For pediatric and adult long-term home care patients, we offer medical and non-medical services based on the patient's unique needs. Services are provided by Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, and/or Personal Support Specialists.

Services are available to elderly and disabled adults and special needs children. Each individual receives a comprehensive assessment to determine eligibility as well as the level of services needed.



Excellence and Professionalism

At Androscoggin, the safety of those we serve is an important priority. We also believe that the opportunity to be there for others when they need it most, is a privilege. Those we serve can be rest assured knowing their care companion is appropriately trained and screened to deliver excellent services with utmost professionalism.



Caring Companions

Caring Companions is a private pay service that is available to individuals who want assistance with household services, errands, transportation, or who just need some companionship. Our personalized and affordable services provide individuals the help they need to maintain their independence safely and comfortably.

We Offer

- Shopping assistance
- Transportation to doctor's appointments, visit friends and family, attend events, or dine at a favorite restaurant
- Light housekeeping
- Laundry
- Pet care



BEHAVIORAL HEALTH SERVICES

We are passionate about delivering the highest quality of care for those we serve, and to make local communities happier and healthier for all.

Our team of compassionate and committed behavioral health professionals highly value coordinated and collaborative care. We work with individuals, families, and other supports to produce greater quality of care, reduce unwanted behavioral health symptoms, and increase life satisfaction.

Outpatient Therapy

Androscoggin Home Healthcare + Hospice employs clinically licensed therapists to address behavioral health needs of children, adults, and families.

Services are provided in a variety of confidential settings, to include office, school, and telehealth. They are designed to help clients define and reach their goals. Services will be determined by the client and their clinician, based on the client's need. These services are available to individuals three years of age and older, families, and groups. We also provide general diagnostic and Vineland assessments.

The goal of our Behavioral Health program is to help individuals and families improve resiliency, wellness, and quality of life.

Home & Community Support for Adults

We offer home and community support to individuals 18 years of age and older who have been diagnosed with an Intellectual Disability or Autism Spectrum Disorder. This service promotes increased independence in the individual's home or community, based on their needs and the program for which they qualify. Services are practical, interactive, and focused on daily living and social needs. Day program services are available at some locations.

Rehabilitative & Community Support Services

Rehabilitative & Community Support Services (RCS) are available to individuals through the age of 20 who have both a qualifying behavioral health diagnosis and qualifying functional assessment score. Services are provided within the home and in community settings. Through repetition of skill-based interventions, our staff assists clients in skills necessary to become more independent.

Veterans Services

We contract with the Veterans Administration (VA) to provide intensive community services and outpatient individual and group counseling.

Veteran services are available to qualified veterans through VA referrals. Services are individualized and promote recovery and re-entry.

Children's Targeted Case Management Section 13 TCM

Targeted Case Management Services (TCM) are available to individuals through the age of 20, who have a behavioral health diagnosis and functional limitations including, but not limited to, behavioral, vocational, educational, social, interpersonal, and developmental. Case Managers work as advocates for the client's needs in all settings. Services are individualized and utilize a multidisciplinary team approach.

Home & Community Treatment for Children Section 65 HCT

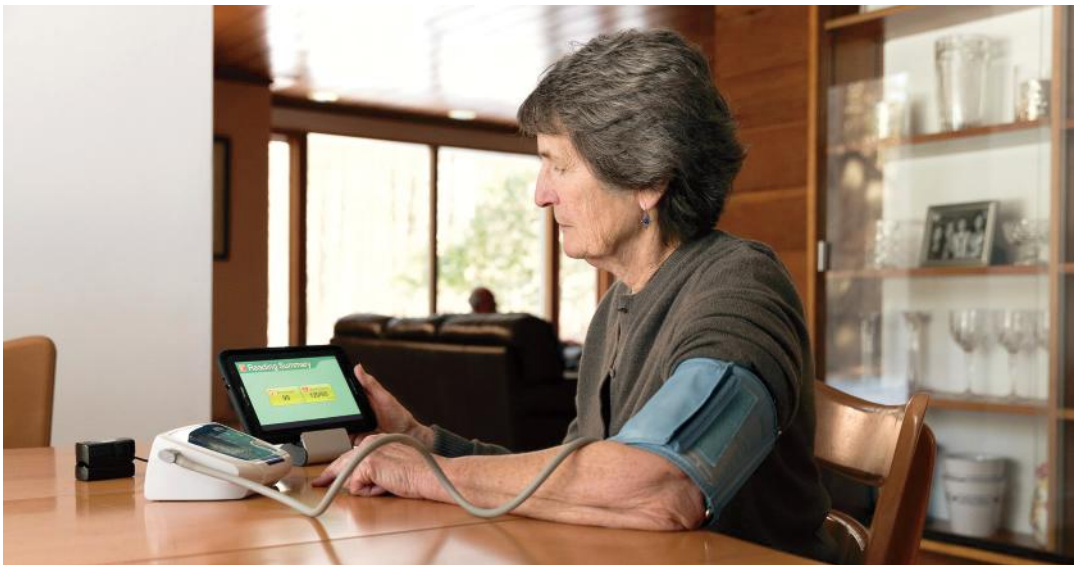
Home & Community Treatment (HCT) is a home-based intervention for families experiencing the challenges of parenting children, through the age of 20, who have a significant behavioral health diagnosis. Licensed clinicians work with families to introduce skills specific to this parenting challenge. HCT works with families to build the structures, supports, and approaches that assist children in their recovery from mental disorders while strengthening families.



REMOTE PATIENT MONITORING

For more than 20 years, we have invested in telehealth and state-of-the-art **Remote Patient Monitoring (RPM)** technology to improve the care of our patients. In 2020, we partnered with **Health Recovery Solutions (HRS)**, a leading provider of RPM technology, to enhance the value of our RPM services for patients managing diverse chronic conditions including CHF, COPD, high blood pressure, and diabetes.

RPM allows Androscoggin nurses to remotely monitor and review a patient's symptoms and create a continuum of care to meet the clinical and emotional needs of patients and their families. We are able to support goals of care conversations between patients, clinical staff, and family members as care needs change.



Demonstrated Value for Androscoggin's Remote Patient Monitoring Program include:

- **30 day hospital** readmission rates are below State and National averages.
- **Consistent patient** satisfaction rates exceeding 90 percent – patients find the equipment easy to use and would recommend the program to others.
- **Increased communication** across care teams – our nurses communicate regularly with primary care and specialty care providers, ensuring seamless communication between patient appointments.



BEREAVEMENT SUPPORT

Everyone navigates the loss of a loved one differently. Our bereavement support services are offered free of charge, and are designed to give children, adults, and families strength, support, and comfort to manage these difficult moments.

The adult community can benefit from the following programs:

- **Guidance Through Grief** - an eight-week grief support group
- **Restorative Retelling** - a 10-week program navigating the sudden loss of a loved one due to a medical event, homicide, suicide, motor accident, or unexpected death
- **Grief Support** - offerings are available throughout the year



Child and Teen Support Programs

Androscoggin also offers programs to support children and teens coping with the loss of a loved one. The Art of Grieving is an activity-based program for grieving children and teens. Projections of Grief uses movies to help children discuss the difficult topic of loss.

Camp Dragonfly

For children between the ages of six and 17 who have experienced the loss of a loved one or are anticipating a loss. We offer a day-long retreat with bereavement-trained staff and volunteers. The program is open to all members of the community.

TRANSITIONS OF CARE

The focus of our Transitions of Care program is to provide patients the tools and support they need to reach their health care goals. We provide services that make the process of accessing and navigating health care services less challenging for patients and families, especially after a hospital stay or when managing a new diagnosis or a chronic health condition.



COMMUNITY CARE TEAM

The Community Care Team (CCT) is a group of healthcare professionals, such as a Nurse Care Manager, Social Worker, and Community Health Worker, who provide expertise, guidance, and support to help patients improve overall health and well-being.

The team works with each patient to set individual goals, and provide tools, resources, and support to achieve those goals, including:

- Transportation
- Financial support
- Employment
- Housing
- Behavioral Health services
- Food assistance
- Home Health / Hospice / Palliative Care
- Housing

From nutrition and exercise to diabetic education, substance use disorder, and medication management, our CCT program helps individuals address barriers that affect their ability to live well.

CCT helps patients to identify, address, and overcome barriers, empowering them to meet their goals and improve their overall health and well-being.



MISSION

Androscoggin Home Healthcare and Hospice is an organization about living, dedicated to enhancing quality of life by providing innovative and compassionate medical care for all.

VISION

To be the leader in providing innovative, patient-centered care that ensures collaborative and coordinated service for the community's lifelong healthcare needs.

VALUES

Integrity – As an organization—from staff to volunteers, senior management to directors—we hold ourselves to the highest ethical standards, building trust and respect as we go.

Compassion – We recognize the importance of our patient-centered services and the sensitivity of each unique situation the individuals and families we serve are experiencing, always acting with discretion, empathy, and civility.

Excellence – We always give the best care that ultimately benefits the families we serve.

Innovation – We are leaders in identifying population health needs and implementing dynamic technologies that aid in the personalized health goals of the patients we serve and the evolution of the healthcare continuum.

Community – Through our commitment to staff, collaboration with healthcare partners, and support of local organizations and residents, we aim to build mutually beneficial and lasting relationships that strengthen our community and meet healthcare needs.

OUR OFFICES

Main Office

207.777.7740

15 Strawberry Avenue
Lewiston, ME 04240

Augusta Office

165 Capitol Street
Augusta, ME 04330

Bangor Office

One Springer Place
24 Springer Drive, Suite 202
Bangor, ME 04401

Bridgton Office

175 Portland Road
Bridgton, ME 04009

Dover-Foxcroft Office

1073 West Main Street
Dover-Foxcroft, ME 04426

Hospice House

236 Stetson Road
Auburn, ME 04210

Norway Office

39 Main Street, 2nd Floor
Norway, ME 04268

Presque Isle Office

165 Academy Street
Presque Isle, ME 04769

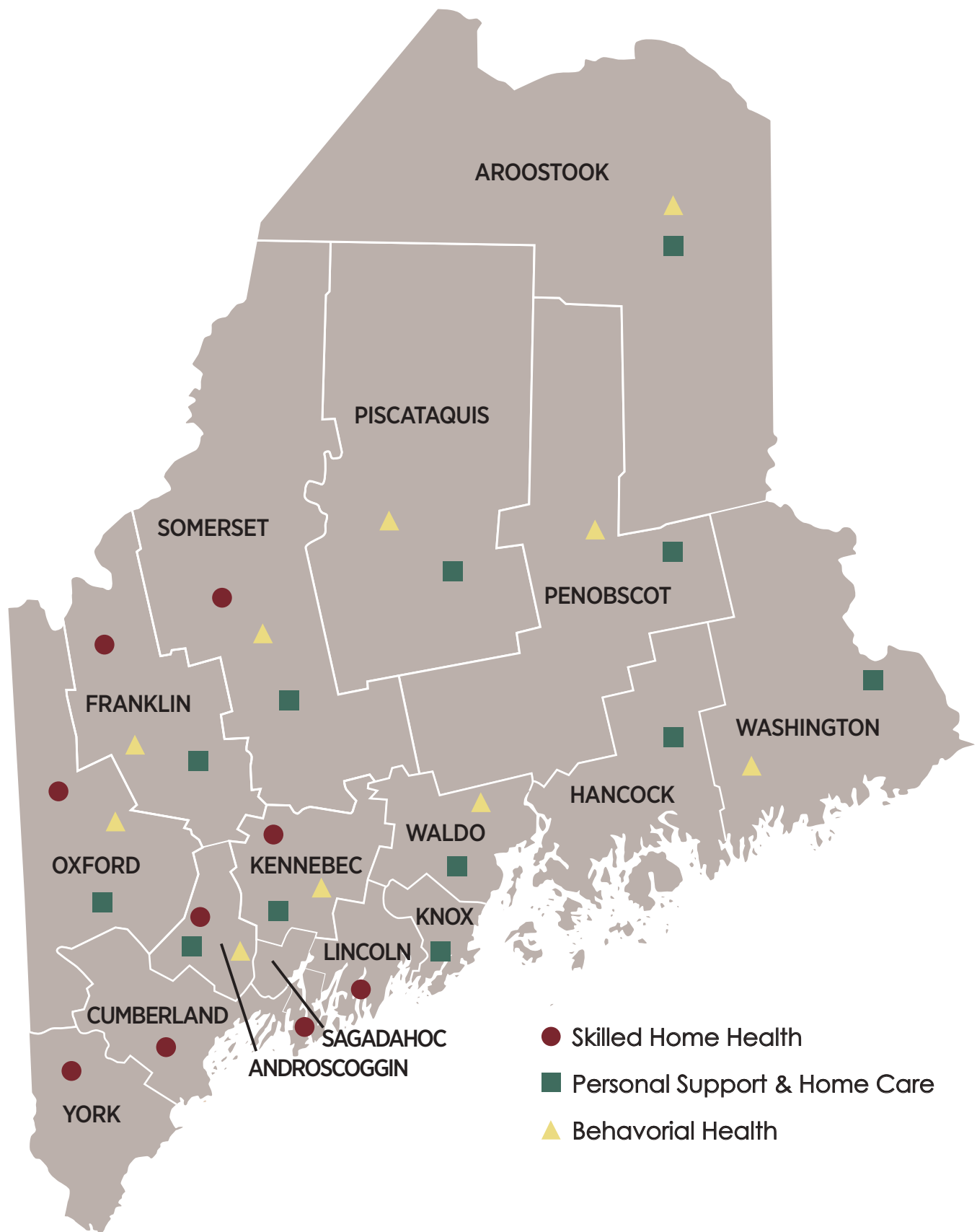
Waterville Office

180 Main Street
Waterville, ME 04901

Wilton Office

284 Main Street, Suites 290 and 390
Wilton, ME 04294





SERVICE LOCATIONS



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