



NEWS FROM



FALL 2010

Home Health United

Social work important to the home health team

Treating patients' medical conditions sometimes requires more than medicine. Often family dynamics, financial circumstances and psychosocial issues — even crisis situations — can go undetected and have drastic consequences. That's where the medical social worker comes in.

The medical social worker is an integral member of the home health care team. Home Health United employs 11 medical social workers, six in home health and five serving hospice patients and families.

In some cases the physician identifies the need for social services and orders

such services for the home health patient. Sometimes admission nurses make note of social work needs when the referral phone call comes in. Other times, nurse case managers note the need in the admission visit or after a subsequent visit. A social worker is involved with every hospice patient.

“With hospice patients, social work is involved from the beginning,” explained Janet Bollig, social work and spiritual counselor manager.

Social workers may provide education on community resources; help with coordination of resources; long-range planning and even brief therapy. They intervene in crisis situations such as abuse and neglect, eviction, alcohol or other drug abuse.

These licensed professionals talk with the patient and family to develop goals with them and determine the frequency of visits. They also educate people on advance directives and do not resuscitate (DNR) orders.

“We support nursing and therapy in trying

HHU medical social workers help family caregivers find services to meet the needs of their loved ones.



FREE CONSULTATION OFFERED

Home Health United is introducing a new Community Resource Program. If your loved one needs help and you don't know where to start, call **1-800-900-8040** for a free consultation with one of our medical social workers. If necessary an onsite visit can be scheduled.

to meet the needs of the patient,” Bollig summarized. “For example, if the patient is not able to prepare meals we might arrange Meals on Wheels or if they need transportation to appointments we connect them with transportation options.”

Message from the President

Like many individuals and families in our country, Home Health United is learning to do more with less. As we continue to determine the impact of Health Care Reform, we are anticipating the amount Medicare will pay us for our Home Health Services could drop by 2 to 4 percent depending on where the patient lives, beginning in January, 2011.

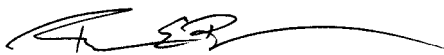


The government is also implementing competitive bidding for home medical equipment in several metropolitan areas. It is anticipated Madison will be included in the future under the Health Care Reform Law. The result will be a significant decrease in the amount we are reimbursed for our medical equipment, yet the level of service currently provided will need to be maintained.

In order to continue to be a viable organization, we are challenged to find ways to be more efficient without compromising the quality of the care we provide. Regardless of the level of funding cuts we encounter, our staff is committed to provide the highest level of care possible to our patients.

We are grateful for support from people who make generous donations to the Home Health United – Visiting Nurse Service Foundation. Funds from the Foundation will be even more important to make it possible for us to continue to provide a high level of care despite rising costs and decreases in reimbursement. Please consider using the donation envelope in this newsletter or visit our web site www.HomeHealthUnited.org to make a donation on line.

I always welcome input from patients or families who have received care from Home Health United. Please don't hesitate to contact me directly at 608-241-6950 or email at rbourne@hhuvns.org.



Thank you.

Hospice families rate HHU

Survey results for the second quarter 2010 show families give Home Health United - Hospice high marks compared to state and national averages. Fifty-five percent of families surveyed responded, and the National Hospice and Palliative Care Organization (NHPCO) consolidated the results with other hospices throughout the state and nation.

HHU ranked higher than state and national averages on a number of questions. In the "attention to family needs" section, 100 percent said they received the right amount of religious or spiritual contact, and 100 percent also said they received the right amount of emotional support before and after the patient's death.

HHU also scored high in providing information about symptoms. All those responding indicated that the patient received the right amount of medication for pain. One hundred percent also said the patient was treated with respect and the family had enough instruction on patient care.

Most of those responding said the care received was excellent, and 100 percent would recommend HHU-Hospice.

"We take this feedback very seriously and use it to improve the care we provide," said Denise Gloede, vice

Customer satisfaction a priority for HME staff

Home Health United – Home Medical Equipment received high marks in the second quarter patient survey. Those who responded gave HHU an average of 4.6 out of 5 points showing satisfaction runs high.

Surveys are sent to all customers who received medical equipment or supplies, respiratory therapy or infusion therapy services from HHU. The survey asks about accessibility, courtesy, knowledge, and competence of staff, promptness of delivery and condition of equipment. Patients also commented on patient education and information, and how they compare HHU to other providers.

Ninety-five percent of respondents agreed that HHU representatives expressed friendliness, sensitivity and respect, and 94 percent agreed that HHU phone representatives are courteous and respectful. The same amount said the visiting representatives were knowledgeable, competent, and thorough.

Food Drive celebrates Home Care and Hospice Month



In honor of National Home Care and Hospice Month in November, Home Health United is conducting its second annual food drive to benefit local food pantries in the communities we serve. From Monday, November 1 to Tuesday, November 30, employees and community members can bring donated food items to any of the HHU stores in: Reedsburg, Baraboo, Prairie du Sac,

▲ Portage staff members Dan Kruger, Kari Gjavenis and Ramona Manthey load food donations into a van for delivery to the food pantry.

Portage, Madison East and West, Dean/St. Mary's Outpatient Center, Janesville, Johnson Creek or Platteville. For directions to the location near you visit the HHU web site, www.HomeHealthUnited.org or call 800-924-2273.

Food pantries need: pancake mix, pancake syrup, peanut butter, jelly, instant oatmeal, spaghetti sauce, tuna, toilet paper, soap, laundry detergent, non-perishable food items and baby items. Donations of cash or grocery store gift cards are also welcome.

"Home Health United's more than 400 employees proudly serve patients in 25 counties in southern Wisconsin," said Rick Bourne, HHU president and CEO. "We feel privileged to come into people's homes and provide them with much-needed services. I hope you will join me in saluting these compassionate and caring professionals."

Get a flu shot from HHU

Each year Home Health United provides influenza immunizations to thousands of Wisconsin residents at senior centers, workplaces, public clinics and community based residential facilities. To find a clinic in your community visit our website, www.HomeHealthUnited.org, and look for the "Flu Authority" logo. You'll find a wealth of information about influenza as well as where you can get immunized.

The cost of a flu shot is \$30 or \$32 for intranasal vaccine. Bring insurance cards to the clinic. Medicare B and Medicaid recipients must present their cards. Photo identification is also required.

A newly approved high-dose vaccine will be available for people 65 years or older. Home Health United will offer pneumonia vaccine only at clinics held at the Madison West office, 4639 Hammersley Road. Check our web site for the schedule of these clinics or call 608-241-7279.



Annual Spirit of Life event set for November



▲ Sandy Anderson, president of St. Clare Hospital and Health Services, visits with J.A. "Doc" Hines and Pam Hines at the 2009 Spirit of Life event.

Join us for the annual Spirit of Life event, a gala evening full of fun, fabulous food and great entertainment on November 18, from 5:30-8:30 p.m. at the Glacier Canyon Lodge Conference Center at the Wilderness Resort in Wisconsin Dells.

A silent auction will feature spa packages, jewelry, a fishing trip, antiques, massages, and much more. In addition, attendees can join in the fun of a "Let's Make a Deal" game hosted by Greg and Karen DeSanto, or purchase a Hershey's Kiss where everyone is a winner.

This wonderful event supports the St. Clare Hospice House Resident Fund for people who cannot afford the daily room and board charges at the House. Since the event is underwritten by the HHU-VNS Foundation, all funds raised go to the Resident Fund.

Sponsorships are available. Sponsors to date include: Baraboo National Bank, patron; Community First Bank, patron; Gunderson Construction, patron; Harris Bank, table sponsor; McArthur Towels, table sponsor; St. Clare Hospital, program sponsor; Spa Serenity and Bekah Kate's, "Let's Make a Deal" sponsor; and The Wilderness Resort, refreshment sponsor.

Individual cost is \$25, of which \$13 is a tax-deductible donation. Please call 608-276-7590 for ticket information.

Many Ways to Give

Bowling event memorializes local mom

Trinia Heeren loved to bowl. She was in several bowling leagues and traveled to tournaments, collecting pins on each trip. She also was very involved in Special Olympics supporting her son, Daniel Gardner.

“She cared more about pleasing everyone else before herself,” daughter Michelle Chicker recalls. Chicker was a student in



◀ Michelle Chicker displays some of the pins her mother, Trinia Heeren, collected at bowling events.

the MATC Reedsburg nursing program when her mother was diagnosed with lung cancer. She took time off work to provide care during the last three years of Heeren's life.

Eventually, the family chose Home Health United - Hospice for Heeren's final months at home. Chicker appreciated the support the hospice team gave her mother and the whole family.

“Everyone was friendly and eager to help,” she recalls. “The nurses were great! Any time we called they were happy to answer our questions.”

Chicker wanted to do something to help provide hospice services to others in the Reedsburg area. So she decided to organize a nine-pin bowling tournament in her mother's name. The event was held Saturday, September 25 at Brewster's Lanes in Reedsburg and included raffle prizes, a bake sale and silent auction.

Insurance reimburses for clinical services but not for volunteer or grief support services, which are components of the hospice program.

Proceeds from the event will go toward volunteer recruitment and training and grief support provided to hospice families for 13 months after the death of their loved one.

Home Health United also raises funds for the hospice volunteer and grief support programs. For more information about donating to Home Health United - Hospice visit our web site, www.HomeHealthUnited.org

Dine Out to support HHU - Hospice

Come and enjoy eating at Culver's restaurant on November 2 while supporting a great cause. Culver's in Lake Delton, 1070 Wisconsin Dells Parkway, will donate 10 percent of their sales on that day to Home Health United - Hospice.

“Culver's always tries to give back to the community that helps support our businesses,” said Diane Jacobson, owner of Culver's Lake Delton. “I know what a great asset Home Health United - Hospice is to our community.”

HHU - Hospice serves patients and families in 10 counties with a care team of nurses, social workers, spiritual counselors, home health aides, volunteers and medical directors. Services are provided wherever the patient calls home.

If you would like to have your business support a Home Health United service please contact Pam Godfrey, pgodfrey@hhuvns.org or 608-276-7590.

CULVER'S
1070 Wisconsin Dells Parkway
Lake Delton
November 2
10% of all sales support
HHU - Hospice

Caring Comments

These comments about our services are reprinted with permission from the author. To read more patient/customer comments visit www.HomeHealthUnited.org. You may also add your story there if you wish.

“Mother had a difficult time getting up and standing. We didn’t know what to do and thought she would have to go to a nursing home. Home Health United staff gave us such good information on things to help her. They evaluated her and her apartment. The nurse suggested a pain patch to help control her pain so she could sleep. The occupational therapist suggested an additional grab bar in the shower. We went to the HHU store to get her a lift chair and they measured her and recommended a petite sized chair. She loves it. All these little things really made a difference for her.”

Kay Baier, daughter of Cottage Grove Home Health patient

“My 88-year-old mother was living independently, loading her walker in her car and driving. She suffered a compression fracture in a vertebra and was hospitalized, suddenly unable to walk even a few steps to the bathroom. When I learned she was going to be discharged, I asked the Hospital Discharge Planner to make a referral to Home Health United. What a relief! We found an assisted living facility with an opening and she was admitted on May 29. Home Health United was on the scene the next day.

Several home medical equipment staff helped me get a hospital bed, over bed table, and loaned me a scooter until we could order her one. Cayla, Diane and Monica took extra time to help me with all the details.

And on the HHU side, many staff were involved in Mom’s care at the assisted living, but Sandi, Jackie, Jane and Mary Beth took extra time to communicate with me and helped me avoid having to take even more time off work than I did.

I always knew we had great staff at HHU. Now I have a much better understanding of the great care our staff provides. My Mom is doing very well and has adjusted very well to her new home – thanks to all these Guardian Angels!”

Nancy Hoffman, daughter of Milton Home Health patient

Create a Legacy

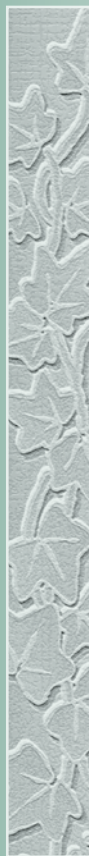
Join us in our mission to ensure people stay as healthy, safe and independent as possible at home. Please consider including Home Health United in your estate planning.

Your bequest can be as easy as “I hereby give and bequeath to Home Health United the amount of \$ _____ or _____ % of the remaining value of my estate for its exempt purposes.”

The Home Health United – Visiting Nurse Service (HHU-VNS) Foundation administers donations, charitable gifts and bequests to Home Health United.

The proper legal designation is:

Home Health United –
Visiting Nurse Service Foundation
4639 Hammersley Road, Madison, WI 53711
608-276-7590 or email at
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*Make a
difference with
a charitable
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You can designate your donation to any of our funds or to the area of greatest need. If you choose to leave a bequest to the HHU-VNS Foundation, please notify us. We appreciate the opportunity to personally express our gratitude. Inform us if you want your donation announced publicly, or if you prefer to remain anonymous.

SOCIAL WORK, continued from page 1



The need for medical social services is growing in home health care. Bollig attributes this to patient and family dynamics, mental health, alcohol and other drug history, living longer and more complex medical problems.

“Our cases are more complicated and patients are more compromised,” she added.

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May 1 - August 31, 2010

If there are any additions or corrections, please contact the Development office at (608) 276-7590.

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- Nursing
- Therapies
- Medical Social Services
- Homemaker / Companion Care
- Meals on Wheels

Home Medical Equipment

- Mobility Aids
- Respiratory Devices
- Aids for Daily Living

Hospice Services

(outside Rock & Dane County)

- In Home Hospice
- St. Clare Hospice House
Residential Facility

Community Health and Wellness

- Immunization Clinics
- Foot Care Clinics
- Corporate Wellness

www.HomeHealthUnited.org
(608) 242-1516 ■ (800) 924-CARE

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