

# Connection

SUMMER 2006

A NEWSLETTER FOR DONORS AND FRIENDS OF PARTNERS HOME CARE



*Nicole Gregory (right) with her dog Suzy and PHC Occupational Therapist Joanne Mercaldi (left).*

## A New Journey

### *PHC helps spinal stroke patient transition to home*

When Nicole Gregory was married in May 2003, she was working as a registered dietitian for Sodexo and was ready to begin life as a newlywed. She never imagined the sudden turn that her life would take. Just over a year after her marriage, Nicole unexpectedly suffered a spinal stroke that left her paralyzed from her neck down and on a ventilator. The cause of this stroke, considered a catastrophic neurological injury is unknown and so rare that the doctors said she was one in a million to have it, let alone survive.

For the past two years since the stroke, Nicole has courageously traveled a difficult road through her recovery where her spirit and determination have been evident every step of the way. She spent the first nine months receiving care in acute and rehabilitation hospitals and made remarkable progress.

By July 1, 2005, she and her family were very grateful that she was able to return to her home in Beverly, an event that did not come without huge challenges. Going home was one thing, but learning to manage life as a quadriplegic who was newly dependent on a wheelchair and ventilator was very new to her. It was this part of her journey that acquainted her with the clinical expertise of Partners Home Care (PHC) that helped further her recovery, acquire new skills and ease the transition into her new life.

Her PHC nurse immediately set the family up with a social worker that arranged for private duty nursing and home health aides. She was also immediately referred to Diann Tropeana-Sanborn, physical therapist and Joanne Mercaldi, occupational therapist, a team of PHC rehabilitation clinicians who have expertise in working with patients with a spinal stroke and neurodevelopment issues.

Joanne and Diann quickly established a bond with Nicole as they worked with her muscle control, tone management, structural alignment, and provided electrical muscle stimulation and set up in home equipment that they trained her nurses, home health aides and family to use as well.

“They helped me a lot. I have made the most progress in my recovery since working with them,” said Nicole.

One example of that progress was Nicole’s shoulder misalignment, which had been causing her pain for more than a year, despite many efforts at realignment. The task of finding the right treatment was daunting, but Joanne and Diann used their own expertise in rehabilitation and their creative talents to design a one-of-a-kind hand-sewn shoulder cuff that successfully aligned her shoulder. Today, she is in less pain and happy that Joanne and Diann found a

*continued on page 6*

# Letter from the President

Partners Home Care is going **Above and Beyond!** Studies show that patient satisfaction leads to greater adherence to treatment regimens and medication plans. Through a new and exciting initiative called **Above and Beyond!** every member of the PHC staff is learning the most effective way to provide customer service. As a result of this initiative, we hope to continuously improve the care outcomes and satisfaction of our patients.

One of the most rewarding aspects of my job is to hear how satisfied our patients are with the care they receive. I regularly receive cards and letters from patients and their families praising our staff and they are a joy to read. These letters affirm the significance of our work and help to bolster our commitment to providing the best possible care to our patients and support to their families. Throughout the pages of this issue of *Home Care Connection*, you will have a chance to read about a few staff that highlights that commitment.

With generous charitable support from our growing family of friends and donors, we are able to continue investing in our staff, equipment they use, and technology that enhances patient care. We are grateful to our many civic, business, foundation and individual donors who contribute generously to PHC, several of whom are recognized in this issue.

Thank you again for your continued support and investment!

With warmest regards,



Marcia P. Reissig, RN, MS, CHCE  
President



PHC President Marcia Reissig (left) congratulates Marcia Spraker Cavallo, RN (center), recipient of the Home Care Alliance of Massachusetts "Clinician of the Year" award. They are joined by Judy Flynn, Chief Clinical and Compliance Officer for PHC (right).

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## PHC in the News

*news*

### The Salem News

**April 27, 2006** – Becky Harley, a registered nurse from Hamilton, was mentioned in the People section of the *Salem News* after returning home from a three-week volunteer trip to Louisiana where she provided health care to Red Cross volunteers who became ill or injured during the hurricane recovery efforts.

### The Boston Globe

**May 7, 2006** – PHC nurses, Barbara Cammarata, RN; Joan Di Napoli, RN; Jim Maybury, RN; and Joyce Michaelidis, RN were nominated for the 4th Annual Boston Works Salute to Nurses Award. Their names were published in a special section of the Sunday *Boston Globe*.

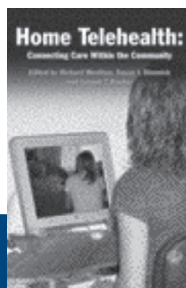


**May 11, 2006** – Marcia Spraker Cavallo, RN received the 2006 "Clinician of the Year" award at the Home Care Alliance's annual dinner. Nancy Staples, RN was also nominated for the award and Fred

Greenleaf, CHHA was nominated for the HCA Aide of the Year award.

### ARCHIVES OF INTERNAL MEDICINE

**May/June 2006** – Sandy Juan, a physical therapist in the Central Branch, was co-author of an article in the *Archives of Internal Medicine* titled "The Effects of a Supervised Home-Based Aerobic and Progressive Resistance Training Regimen in Women with HIV: A Randomized Trial."



**May 2006** - Marcia Reissig, President of PHC and Kathy Duckett, Director of Clinical Programs are contributing authors of the newly released book, *Home Telehealth: Connecting Care Within the Community* (2006).

## Reaching Patients Getting More Expensive - *Again*

### *Rising gas prices effect the bottom line*

As gas prices once again climb to record high levels nationwide, everyone, including PHC is feeling the pinch. PHC clinicians and aides travel a staggering 2.7 million miles each year to visit patients at home. With our staff always on the road, the slightest increase in gas prices can have a huge impact on our bottom line.

For example, during the dramatic rise in gas prices following Hurricane Katrina, PHC increased the staff mileage reimbursement rate by eight-cents. As a result, PHC experienced unbudgeted costs of more than \$55,000, an increase of over 20 percent.

Although PHC reduced the mileage reimbursement rate during the winter months, with gas prices on the rise in April, PHC increased the rate again by 10.5 percent. While an airline, car service, or shipping company may raise their rates to offset increases in gas prices, PHC does not have that luxury. At the same time, health insurance companies do not increase their per visit reimbursement rate to PHC during periods of high gas prices.

PHC is committed to caring for all our patients in the comfort of their homes and that means keeping our staff on the road regardless of the price of a gallon of gasoline. Charitable donations to PHC help ensure that our staff can reach the homes of all our patients.



*Julie Aubin, RN (left) with her patient Angela Cabral (right) of Dedham.*

## Milton Nurse presented with Anna Hughes Baker Award

In 1997, Ed Baker of Milton wanted a way to create a lasting legacy that would honor his mother. At that time he made a very generous contribution to PHC and the Anna Hughes Baker Award was established. The award honors an outstanding member of the Milton Nursing Team who exemplifies the qualities of Anna Hughes Baker including, concern for others, compassion, and giving of self.

This year, Julie Aubin, RN, was chosen by her nursing colleagues to be the recipient of the award. Just over a year ago, Julie joined PHC as a nurse on the Milton Team.

She became a nurse to help people and enjoys making a difference in her patients' lives by helping them feel secure during their transition home from the hospital.

PHC President Marcia Reissig and Mr. Baker presented the Anna Hughes Baker Award at a reception on May 30, 2006. Congratulations Julie!

## Tee-Off Benefits to PHC:

Every \$10,000 raised provides a full year of home telemonitoring – a new technology providing a virtual nurse visit every day – to four low-income patients with heart disease.

Last year's proceeds of \$291,600 helped to provide 1,830 visits to low-income seniors with cardiac disease, diabetes, cancer and post-surgical complications.

## Tee-Off Committee

### CO-CHAIRS

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*Partners HealthCare System*

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Keith Smaldon,  
*The Hays Companies*

## Special Events

### *13<sup>th</sup> Annual Tee-Off to benefit Partners Home Care*

The 13th Annual Tee-Off to benefit Partners Home Care is set for Wednesday, June 28, 2006 at Pinehills Golf Club in Plymouth. The committee is well on the way to reaching their fundraising goal of \$250,000. Over the last six years alone the Tee-Off has helped to raise more than one million dollars to provide in-home healthcare for infants, children and adults who are low-income or lack health insurance.

New this year, a raffle to win a three-year lease on a new 2006 MINI Cooper or a cash prize of \$10,000. The drawing will be on Wednesday, June 28th and the winner need not be present to win. Tickets are \$100 and only 250 will be sold. For more information or to buy a ticket, please call 781-681-1232.

## TEE-OFF SPONSORS\*

### PRESENTING SPONSOR - \$25,000

BANK OF AMERICA

### PLATINUM SPONSORS - \$15,000

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\*AS OF THIS PRINTING

# Ways of Giving

*A gift to PHC is also a gift for you*

## UNDERSTANDING CHARITABLE GIFT ANNUITIES

A charitable gift annuity is a contract between you as the donor and Partners Home Care that provides substantial advantages for both. You make an irrevocable gift and PHC agrees to pay you a fixed, lifetime income. You may also name a second beneficiary, often a spouse, if you choose. A charitable gift annuity requires a minimum gift amount of \$5,000 and provides the following benefits:

- Guaranteed fixed payments for life – a portion of which may be nontaxable
- Charitable income tax deduction for a portion of the gift
- Reduced capital gains taxes
- Membership in the PHC Nightingale society
- Satisfaction of knowing you help PHC

Donors who make a life income gift to PHC become members of the Nightingale Society. This Society was established to recognize and pay tribute to those generous individuals who make a planned gift, including bequests and life income gifts, or by creating an endowed fund. For further information regarding the Nightingale Society or other giving opportunities, please contact Laura Shea at 781.681-1230 or lshea4@partners.org.

*Join other donors  
and enjoy the  
satisfaction of  
making a life income  
gift to PHC while  
receiving tax and  
financial benefits.*

# Save the Date

9<sup>TH</sup> ANNUAL HALLOWEEN HUSTLE ROAD RACE  
SATURDAY, OCTOBER 28, 2006

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TO BENEFIT PHC MATERNAL AND CHILD HEALTH PROGRAMS

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Look for more information about the Halloween Hustle in the Fall 2006 issue of Home Care Connection or check out [www.halloweenhustle.org](http://www.halloweenhustle.org) this summer. For more information, please contact Chris Lojko at 978-236-1304 or [clojko@partners.org](mailto:clojko@partners.org).

# The End of an Era in Hingham

## *Partners Home Care Thanks the Unique Boutique*

After nearly 75 years of service to the community, the Unique Boutique, an upscale thrift shop in Hingham with a longtime commitment to helping neighbors receive home health care, will be closing its doors. Starting out as the Hingham Visiting Nurse Thrift Shop in 1932, the shop has been a mainstay in Hingham for years, selling gently used clothing and household items that have been donated by community members with the proceeds benefiting PHC.

While the proceeds supported the health of many in the community, the personalities and commitment of more than 60 volunteers has brought life to the Unique Boutique. Under the guidance of Advisory Board Members, Joan Snowber, Jane Hanron, Bobbi Conant, Jane Doyle, Elizabeth Duffy, and Ruth Diezemann, the volunteers have managed all of the details of running the store while raising valuable funds. Whether it was tagging newly donated items, welcoming customers, or parading some of the shop's finest clothing at numerous fashion shows throughout the area, the charm, passion and enjoyment of all the volunteers has always been part of the experience of shopping at the Boutique.

*The Hingham Journal* recognized the volunteers as nominees for Citizen of the Year in 2005 for their outstanding dedication and selfless contributions to the community.

"We have enjoyed running the shop," said Joan Snowber, Unique Boutique Board Member and volunteer. "Now just seemed to be the right time to put a close on this successful chapter."

"All of us at Partners Home Care thank all of the past and present Unique Boutique volunteers for their countless hours of effort in running the shop, and their enthusiastic support of our mission to provide high quality home health care services to all members of the community," said Marcia Reissig, President, Partners Home Care. "Their support and dedication have meant a great deal to our patients and staff."



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## A New Journey *continued from page 1*

treatment option for her.

"Nicole made remarkable gains throughout her recovery. Her situation is extremely involved and delicate but she is so strong and an inspiration to work with. We taught her what to do, but she was the one who did it," said Diann.

Joanne and Diann offer their patients expertise in neurodevelopment as well as a supportive relationship, and they love what they do. "One of the most rewarding parts of working in home care is the relationship I can establish with my patients that allows me to offer an individualized level of care that is adapted to the patient's home environment," said Joanne. "It gives us the chance to be creative and find alternative therapies that work for the patient where they most want to be, at home."

Since she has been home, Nicole has been making great progress and has established more independence. After

months of therapy, she has gained some bicep and forearm motion and is starting to learn to use a joystick to control her wheelchair. Nicole can hold her head up on her own for a couple of hours at a time and her inspiration muscles have improved 50 percent. She is hoping to progress to have the vent, which she has relied on for breathing since the stroke, removed.

When the doctors said that Nicole was one in a million, they were right. Her positive attitude is infectious and her determined ability to overcome despite the odds is admirable. Most importantly, she is grateful to continue her journey, at home on the north shore.

For more information about Physical, Occupational or Speech Therapy, please call (781)290-4000.

# Tribute Gifts

Partners Home Care would like to thank the friends and family members listed below that generously contributed gifts in honor or memory of someone special in their lives. This list reflects tribute gifts made between October 1, 2005 and April 30, 2006.

## Honors

*In honor of Gina Intraversato*

Mr. and Mrs. Joseph M. Walsmith

*In honor of Pauline Lewis*

Ms. Suzanne E. Finn and

Mr. Michael J. Lewis

*In honor of Anna Marie Manzano*

Mrs. Helen Lachowicz

*In honor of Sandra McNulty*

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*In honor of Emily Page*

Mr. John F. Nee

*In honor of Penny Smith*

Mr. and Mrs. Edward R. Kaplan

*In honor of Elizabeth Turner*

Mr. and Mrs. John M. Monti

## Memorials

*In memory of Paul and John Angus*

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*In memory of Althea Baker*

Mr. John Baker

*In memory of Benjamin Brearley*

Ms. Kathleen Brearley

*In memory of William T. Burke*

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Mrs. Rosamond Carr

*In memory of George Cirelli*

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*In memory of Ruth A. Cogswell*

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*In memory of Dr. Robert F. Coughlin*

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*In memory of Mary Gans*

Mr. and Mrs. Robert C. Hannon

Mr. and Mrs. Michael J. Quinn

*In memory of Thomas F. Gately*

Mr. David P. Gately

*In memory of Charles Gaughan, M.D.*

Mr. and Mrs. E. Brooks Robbins

*In memory of Lawrence J. and Beatrice E. Healey*

Mr. and Mrs. David C. Healey

*In memory of Roy E. Hounsell*

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*In memory of Ruth F. Huxley*

Mr. John J. Huxley

*In memory of Francis Kaseta*

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*In memory of William E. P. King*

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*In memory of James Ken Moore*

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*In memory of Norton and Helen Mullen*

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*In memory of Sydney Murachver*

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*In memory of Marilyn Taylor*

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We have made every effort to be inclusive and accurate and respect requests for anonymity. However, if you have questions, corrections, or would like to amend the listing of your name, please call Laura Shea at 781.681.1230.

# Summer Safety Tips

1. Dress cool; wear clothing that is lightweight and light in color and loose fitting.
2. Drink plenty of fluids. Avoid alcohol or caffeine, which can dehydrate you.
3. Stay in a cool place, preferably one that is air-conditioned or has fans.
4. Avoid any strenuous exercises; limit your activity.
5. Take frequent rest periods when involved in physical activity.
6. Eat small frequent meals; avoid hot and heavy meals.
7. Check with your physician to see if you should watch your salt intake.
8. Check in with your family, friends, and neighbors, especially the elderly who are at high risk for heat related illness.
9. Apply sunscreen 30 minutes prior to going outdoors and use an SPF of at least 15 even on cloudy or overcast days.
10. Do not leave children or pets in an enclosed vehicle.

## Understanding Heat Related Illness:

**Heat cramps** are painful spasms that occur mostly in the abdomen and legs and usually result from heavy sweating brought on by strenuous activity. Stop the activity and rest; drink small amounts of water and stretch the muscle for about 20 seconds, then gently massage it. Resume your activity if there are no other symptoms.

**Heat exhaustion** occurs when people exercise heavily or work in a warm, humid place. Symptoms include cool, moist pale skin; headaches; dizziness, weakness, or exhaustion; nausea and the skin may or may not feel hot. If you suspect heat exhaustion, lie down in a cool place, loosen your clothing, apply cool wet clothes, take sips of water, and **contact your physician**.

**Heat stroke** is a medical emergency where the body's temperature control system stops working. Symptoms include vomiting; hot, dry skin; rapid and strong pulse; and decreased alertness or loss of consciousness. If these symptoms are present, call 911 or your local emergency number immediately.

Places to go to beat the heat this summer:

- Library
- Supermarket
- Mall
- Movie Theater
- Senior Citizen Centers



MAIN: 781-290-4000  
INTAKE: 781-290-4200

### BRANCH OFFICES:

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