MESSAGE TO THE COMMUNITY

Meeting the Challenge

Dear Friends,

I am proud to share this year’s Report to the Community that honors the work of our dedicated employees, selfless volunteers, generous donors, and mission-directed leadership. Our work focuses on delivering compassionate care with innovative technology to patients — from infancy to end-of-life — across a vast and rural service area. Through these efforts:

• **17,200** patients benefited from over **162,000** home visits from our team of registered nurses, rehabilitative therapists, social workers, home health aides, and nutritionists, affording them the peace, safety, and comfort they want wherever they call home.

• **2,000** newborns and mothers received in-home nursing services, at no charge, through a state-funded Maternal and Child Health Grant that promoted a safe and supportive environment.

• **480** hospice patients received comprehensive and holistic services to aid in their comfort through the end-of-life process.

• **175** hospice patients and their families found peace, dignity, and a supportive environment through a stay at the Sussman House.

• **2,800** individuals improved their health and wellness through foot care, screenings, and education services supported by innovative telehealth technology at public clinics through southern Maine.

• **900** individuals lived more safely with Lifeline Emergency Response System.

To meet the escalating demand for these essential services, MaineHealth Care at Home must prioritize workforce development. Maine has more people approaching retirement age than young people entering the workforce. This diminishing workforce, coupled with the increasingly aging population in Maine demands bold strategies. This year, we led efforts to mentor new graduate nurses and advance clinical education. With MaineHealth leadership, we will broaden recruitment efforts, support employee career opportunities, and develop partnerships with schools, government, and community institutions that prepare a workforce for healthcare careers.

We attribute our success to a dedicated board of directors, employees, volunteers, donors, and MaineHealth leaders who value our work and support our non-profit mission. Thank you for placing your trust in MaineHealth Care at Home.

Sincerely,

Donna DeBlois
President and CEO

Patricia Camire
Board Chair
As part of our mission to care for those in greatest need, MaineHealth Care at Home provided $350,000 in charity care services and $1,050,000 in care not reimbursed by government programs.

**FY19 EXPENSES: $32,657,630**
- **Salaries/Wages 59.6%** ($19,464,477)
- **Benefits 15%** ($4,898,303)
- **Contract services 12.2%** ($3,970,732)
- **Staff Travel 4%** ($1,307,289)
- **Occupancy 3.2%** ($1,046,089)
- **Supplies 3.8%** ($1,238,711)
- **Other 2.2%** ($732,029)

**FY19 REVENUE: $33,049,944**
- **Medicare 78%** ($25,767,794)
- **Medicaid 7.1%** ($2,362,366)
- **Other Insurances 10.2%** ($3,373,118)
- **Private Pay 0.8%** ($266,667)
- **Grants/Other 3.1%** ($1,020,000)
- **Municipal/County/United Way 0.5%** ($170,000)
- **Contributions/Interest/Unrealized Gain 0.3%** ($90,000)

**ANNUAL MEETING**
Over 60 members of our health care community attended our 2018 Annual Meeting and presentation by Deborah Deatrick, the former Senior Vice President for Community Health at MaineHealth. Deatrick’s presentation, “Population Health and its Effect on our Society,” informed and reinvigorated our efforts in Community Health.

Donna DeBlois, President, presented a report to the community that summarized the successes of the year and acknowledged the accomplishments of employees and volunteers.

Magdalene Came received the Champion for Home Health Award for her service on the MaineHealth Care at Home Board of Directors. Each year, the recognition program recognizes the contributions of those who tirelessly dedicate their time and energy to home health. In 2008, U.S. Senator Susan Collins received the inaugural award for her outstanding advocacy and support of the home health industry.

Congratulations Magdalene!
We are privileged to work with families who show boundless love and courage when facing the unknown consequences of serious and sometimes life-limiting health conditions. Anthony’s story is one of these extraordinary cases that teach us about perseverance and the wonder of miracles.

When we first met Anthony’s mom, we were touched by her energetic spirit and compassion.

“When I went to the Department of Health & Human Services to pick him up, the social worker said, ‘He could be blind, he could be deaf, and he needs brain surgery in two weeks, do you still want him?’” Mom said, “Yeah! I’m here!” And with resolve, Mom took her new son Anthony home to join her husband and three other children.

After just a week at home with his new and loving family, Anthony was re-hospitalized for emergency brain surgery. The family struggled to understand the complexity of his medical condition and how they could best care for their new son. “We didn’t know what shunt failure was or how to manage his diabetes.” Mom shared, “Going from not knowing anything…then he goes in for brain surgery — was overwhelming.”

This journey is supported by the nurses and rehabilitative therapists from MHCAH who cared for Anthony in his early days and remain an essential part of this care team. “They train you and double-check what you’re doing.” Mom added, “They are helping and making sure that he is safe.” Tia Eidemiller, Anthony’s primary nurse, specializes in the care of medically fragile children and finds Anthony’s unexpected improvements and resilience to be miraculous. She offers Mom and Dad the support and tools to improve his safety, strength, and independence. Anthony’s three-year journey involved countless physician visits, repeated hospitalizations, and thirty brain surgeries.

When we asked about Anthony’s greatest accomplishments, Mom didn’t hesitate: “Just that he is alive.” The family recently celebrated his adoption and the milestones of Anthony feeding himself, playing peek-a-boo, and scooting around the house. Anthony’s greatest joy is the ability to swim and walk in the water. “He’s so excited and sings the whole time he’s in the water.” Anthony’s joy in the water is so compelling that the family hopes to secure an indoor pool for the home. “I know it’s a HUGE wish and an expensive one, but it would just make his life better.”

We thank this family for sharing their story of courage and determination with wishes that miracles — and a pool — will come true.
Following surgery, Charles recalled the excitement of returning home to Nicole, his wife, and the life they enjoy together. Soon, the reality of caring for his surgical incision, wound dressings, drainage, and managing a special diet became overwhelming for both of them. Charles felt there were more questions than answers.

“Well, it was trying to figure out how to make do with all the drains and stuff from the operation.” Charles added, “I knew it was a big operation…I tried my best, but it wasn’t always working.”

Fortunately, his surgeon ordered home health services, and within 48-hours of his hospital discharge, the nurse arrived at the home. Charles shared this reflection about meeting Karen, his primary nurse: “The first time I met her, one thing she said to me was ‘Oh my god I’m so glad you’re here.’ She assured me, ‘Don’t worry about anything; we’ll take care of it.’”

Karen joined us for this interview, and we knew that her thirty-one years of nursing experience offered assurance and comfort to Charles and his wife. Karen shared her goals for Charles:

“My goals were to teach them how to manage the drains so that they feel comfortable,” Karen added, “as it can be frightening when you first get home.”

Karen stressed the importance for patients to have knowledge about their health condition, to recognize troubling symptoms, and to call her with any problems. She assures her patients that she is there for them 24/7. We tease Karen for joining us on this interview during her vacation. “Yeah! That’s why I said I’ll go on my day off. I don’t have a problem with that. It’s been a pleasure coming, and I see him getting better every time I come.”

We asked Charles what message he would share with others, “They should know it (home health care) is available because they don’t have to do it on their own.” Charles closed, “I just want to say thank you!”
It is with great sadness that we share the passing of Dr. Muriel Poulin — a former member of our board of directors, dedicated community leader, and healthcare advocate. Dr. Poulin created the Poulin Family Nursing Education Fund to advance the education and skills of nurses employed at MHCAH. In 1994, Dr. Poulin established the Fund with a gift of $10,000. With this foundation in place, the Poulin Fund expanded its reach, secured new donors, and provided over $70,000 in scholarships helping over 40 nurses at MHCAH to attain a Bachelor of Science or a Master of Science in Nursing.

For Dr. Poulin, this was a natural extension of her passion and vast nursing experience to include 17 years as Director of the Nursing Administration Program at Boston University. Her numerous and prestigious professional achievements included: a Bachelor of Science degree from Catholic University; Master of Science from the University of Colorado; and a Doctorate from Columbia University. With roots in Springvale, Maine, she expanded her horizons to work and consult nationally and internationally. Dr. Poulin held leadership positions in nursing administration at DC General Hospital, Washington, DC; Damascus General Hospital, Damascus, Syria; Agency for International Development, Costa Rica, Central America; University of Kentucky; and Boston University. Muriel was a Fulbright Scholar at the University of Barcelona and held the title of Professor Emerita at Boston University. In 2011, she received the recognition of “Living Legend” from the Massachusetts Nurses Association.

In her tenure as Board Member and Board Chair with our organization, Dr. Poulin worked tirelessly in the promotion of our home health and hospice mission. Her lessons are especially prescient today as we face the reality of a diminishing workforce caring for the complex health needs of an older population. We thank Muriel and the Poulin family for twenty-five years of trust and support that has helped our nurses to deliver the highest level of care to patients throughout southern and MidCoast Maine.

“I am honored to be a recipient of the Poulin Family Nursing Education Fund that was created by Dr. Muriel Poulin who served as a model and an inspiration for me and all of the nurses who dedicate their lives in caring for others.” —Robert Abel, Chief Nursing Officer
THROUGH THE GENEROUS SUPPORT OF THE FOLLOWING LEADERS, OUR EMPLOYEES HAVE BEEN ABLE TO RECEIVE ADVANCED EDUCATION AND CERTIFICATION.

**Poulin Family Education Fund** — Established in 1994 by Muriel Poulin, the fund furthers Dr. Poulin's goal of advancing the nursing profession in Maine by supporting registered nurses who are pursuing an advanced nursing degree.

**L. Robert & Lillian Rolde Education Fund** — Established in 1993 by Neil Rolde, a York County educator, author, and public servant, the fund honors his parents and recognizes his interest in the health care workforce by providing reimbursement to employees pursuing a degree applicable to their role.

**Madelyn Bergen Belliveau Education Fund** — Mrs. Belliveau, RN, is recognized as a passionate community advocate and philanthropist with a distinct interest in health care. The fund was established to advance specialty certifications in the field of nursing.

**Elaine Brady Scholarship Fund** — The fund, established by Southern Maine Medical Center to honor Elaine Brady, RN, who served leadership roles in home health and hospice care. The scholarship is granted to visiting clinicians in York County. This year, the fund sponsored a self-care wellness event for home health and hospice aides.

Together, these funds have provided over $155,000 in support of educational and professional advancements for over 100 of our clinicians and staff.

**THIS YEAR’S GRATTEFUL RECIPIENTS:**

- Betsy Boynton
  *Hospice Manager*
  *BSN*
  *Poulin Family Education Fund*

- Sarah Chapman
  *Clinical Director*
  *NP*
  *Poulin Family Education Fund*

- Allison McNeil
  *Home Care RN*
  *Certification*
  *Madelyn Bergen Belliveau Education Fund*

- Isabelle Troadec
  *Home Care RN*
  *BSN*
  *Poulin Family Education Fund*

- Stefanie Von Kannewurff-McKieth
  *Home Care RN*
  *NP*
  *Poulin Family Education Fund*

- Mia Millefoglie
  *VP, Marketing & Development*
  *MA-Residency*
  *Robert & Lillian Rolde Education Fund*

- Mary Therese Cully-Onoshko
  *Hospice RN*
  *BSN*
  *Poulin Family Education Fund*

- Michelle Milton
  *Resource RN*
  *BSN*
  *Poulin Family Education Fund*

- Jennifer Vanlarken
  *Hospice Home Health Aide*
  *Certification*
  *Elaine Brady Scholarship Fund*
COMMUNITY HEALTH

MaineHealth Care at Home provides services to all members of our community through our Population Health and Wellness Program. Our program is defined by the distinct needs of our community and has a significant impact on those served:

**Wellness Clinics**, staffed by expert nurses, provide immunization, foot care, and triage for health conditions that clients can no longer manage on their own. Our clinicians provide links to community resources and guide patients to the services most applicable to their health status and diagnoses.

**ConnectedCare Clinics** bring on-site nursing services augmented with innovative telehealth technology to subsidized housing communities and remote islands. Clinic participants learn to take biometric readings, understand their health conditions, and connect with clinicians for virtual consultations when they need additional support.

**Telehealth at Home** has specially-trained telehealth nurses who work seamlessly with telehealth technology and our patients to make “virtual care” a reality. Central to telehealth is communication, as patients and clinicians connect and communicate virtually to support the goal of remaining in the comfort of home. Over the last year, patients are increasingly more comfortable with the technology as evidenced by a 178% increase in video calls and a 377% increase in text messages between patient and provider. We also report that 94% of patients rate high levels of satisfaction on ease of use, support, and effectiveness of telehealth. This ease of use and engagement with telehealth has reduced emergent care and re-hospitalization rates among enrolled patients.

COMMUNITY SUPPORT

Our work in telehealth would not be possible without the dedication of our staff and funding support from local and national foundations.

MaineHealth Care at Home is the recipient of several, three-year grants from USDA — Rural Utility Services that support the expansion of telehealth services to at-risk populations. Through a Maine Cancer Foundation grant, we will pilot an innovative, virtual ‘cessation group’ program for select **ConnectedCare Clinic** sites, in partnership with the MaineHealth Center for Tobacco Independence. A grant from the United Way of Greater Portland will support a project that addresses the impact of Adverse Childhood Experiences (ACEs) within families enrolled in Maternal & Child Health services. A **ConnectedCare Clinic** on Park Street in Kennebunk was supported by funding through the Huntington Common Charitable Fund for Seniors and private donors.
Community members are vital to our work and serve essential roles in our agency’s administrative and caregiving teams. Many volunteers join us to support an organization that has helped them or a loved one.

As part of our team, volunteers provide critical caregiver respite and a myriad of other services: singing with our hospice choir; facilitating grief support groups; making comfort items for patients; serving on quality oversight committees; and raising much-needed funds.

At the Sussman House, our volunteers staff the front desk twelve hours a day, seven days a week, bake and cook for families and visitors, and maintain our gardens.

Medicare-certified hospice volunteers provide respite for family and caregivers, help with household errands, and.read to our patients. Most importantly, these volunteers are a caring and reassuring presence for our patients and their loved ones.

Volunteers in our Homeward Bound Hospice Choir share soothing music at the bedside of patients who are nearing end-of-life. The choir travels to private homes, area hospitals, long-term care and assisted living facilities throughout Lincoln County.

Highly-trained bereavement volunteers facilitate our grief support groups and provide bereavement check-in phone calls with families for up to one year following a death.

Groups of craftspeople volunteer from the Lincolnville Women’s Club, Federated Church of Thomaston, and Boothbay Region Community Center to create lap blankets, neck pillows, rice packs, and chair platforms. This year, United Way volunteers transformed our hospice gardens, gazebo, and woodland trail on the Day of Caring. Other volunteers provide administrative support by compiling patient packets and educational materials.

Special outreach efforts included Baby O Baby, a pediatric assistance program, the Tree of Warmth program that provides hats and mittens to children in Knox County, and the Memory Bear and Memory Pillow projects.

MHCAH Auxiliary members promote and support home health and hospice care services by raising funds to assist with unmet patient needs and to provide scholarships for staff education and in-services.

This year’s total number of volunteers reached 142, offering 5,773 hours of support to MaineHealth Care at Home, hospice staff, and patients throughout Southern and MidCoast Maine.
TO ALL OF OUR DONORS: THANK YOU. YOUR GENEROSITY HAS SUPPORTED OUR COMPASSIONATE CARE PROGRAM, TECHNOLOGY, AGENCY OPERATIONS, AND EDUCATIONAL INITIATIVES.

FOUNDATIONS AND CORPORATIONS
Ball Corporation
The Robert P. and Patricia J. Family Foundation

SUSAN HIRSCHBERG LINET FUND
To honor her memory, the family established the Fund to provide funds to support patients and families challenged with serious illness. Donations were made to the Fund in honor or memory of the following individuals:
In Memory of Paul Berko
In Memory of Harvey Berliner
In Memory of Joseph Block
In Honor of Micky and Brian Foley
In Honor of Julie Fraitch
In Honor of Dan Goodman
In Honor of Ellen Hirschberg
In Honor of Ellen and Jerrold Hirschberg
In Honor of Jerrold Hirschberg
In Memory of Harold Homefield
In Memory of Doris Lelchook
In Honor of Ariel Linet
In Honor of Audrey Linet
In Honor of Rick and Staci Linet
In Honor of Sarah Linet and Dylan Maebly
In Honor of Ann London
In Honor of Dylan Maebly
In Honor of Lewis and Naomi Mintz
In Honor of Grace Osgood and Danny Hirschberg
In Honor of Lou G. Samia
In Honor of George Schaffer
In Memory of Brenda Silin
In Memory of Marge Van Houten
In Honor of Ellen Waks

THE FOLLOWING DONATIONS WERE MADE TO THE FUND:
By Audrey Linet:
In Memory of Joseph Biegel
In Memory of Rosabelle Brooks
In Memory of Herman Fleischman
In Memory of Laura Fleischman
In Memory of Ruth Kallin
In Memory of Irma Kellner
In Honor of Josie Levy
In Memory of Sanford Linet
In Memory of Harry Linetsky
In Memory of Rebecca Linetsky

The following donations were directed to the fund from a fundraiser hosted by Blueberry Fields B&B:
Anonymous
Blueberry Fields Bed & Breakfast
Wilfred and Patricia Dommermuth
Donald and Elizabeth Grinnell

GRANTS
Department of Health & Human Services Maternal & Child Health Grants
Elmina B Sewall Foundation
John M Robinson Fund
United Mid-Coast Charities
United Way of Greater Portland
United Way of York County
USDA — Rural Utility Services

ESTATE GIFTS
Budu Sayao Memorial Children’s Trust
Emery Trust
Ethel Trafton Levasseur Fund
William Maguire

INDIVIDUAL DONORS
$1,000 +
Erik H. and Mary Jo van der Kaay
Southport Island Association
Paul Poulin

$500-999
Denise Doyon
Peter M. Enggass
First Congregational Church
Network for Good
Judith Stone

$200-499
Maine Family Federal Credit Union
William Nuesse, MD
Christopher and Terri Stevens
Unity Lodge #3
Robert Wall
Heidi and Brian Wiernier/Daikh

$1-199
Charles and Mary Belisle
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David DesJardins
Renald B. Eon
Kary A. Franchetti
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Marjorie Lufkin
Kathleen Murphy

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Limerick
Limington
Naples

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Yarmouth
York
DEAR FRIENDS

We thank our patients for sharing their stories of courage, compassion, and healing and the founders of our Education Funds who have helped to transform the care that we provide to thousands of patients each year.

Our clinical team helped more than 17,000 patients, young and old, to remain safe and independent in the comfort of home. This team traveled 2.3 million miles and completed 162,000 home visits across a vast and rural service area. We aim to keep the doors of home health and hospice open to everyone!

We also are grateful for the generous contributions of our volunteers and donors who have supported our mission to care for those with medical needs who lack resources or insurance to cover the cost of care. This year, we offered more than $1,400,000 in charity and uncompensated care to children and adults across our vast service area. This reach was made possible through each of you.

Your trust and contributions help MaineHealth Care at Home to be the leading home health and hospice provider in Maine. Our large and rural state is home to a growing number of seniors who struggle to remain in the comfort of their homes; families who need specialized care for their medically fragile children; and individuals, with life-limiting illness, who desire to live with dignity and comfort. Our organization exists to meet these needs.

To our donors, we hope that you will renew your donation. To our new friends, we hope you will join our generous community of donors by making a gift to our Annual Fund. Simply complete the attached remittance form, donate online at www.mainehealthcareathome.org, or call our Development Office at 1-800-660-4867. Your gift can be made in honor or in memory of a loved one, to charity care, or to the Education Fund of your choice.

As I finalize my transition with MaineHealth Care at Home, I thank each of you for placing your trust in MaineHealth Care at Home and extend my best wishes for continued success.

Sincerely,

Mia Millefoglie
Vice President, Development and Marketing
HONORARIUMS AND MEMORIALS

In Honor of Nicola Adams
Annice Dubitsky

In Honor of Pamela Adler
Rita S. Weisberg

In Honor of Jessica Andrews
Sandra H. Lord

In Honor of Sharon Balzer
Eileen Adams

In Memory of Elizabeth “Betsy” Banks
Marjorie Knuuti
Joseph and Jane Murray
Jock and Annie Winchester

In Memory of Melanie Ann Benner
John and Kathie Coyle
Meredith A. Lang
Francis Marsano

In Memory of Genevieve Delicata
Mary Bigl
Geraldine Mazzola

In Honor of Kristina Disciullo
Lee Humphreys
William and Patricia Peace

In Honor of Jacqui Drummey
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In Memory of John and Juliette Garfield
Kathleen G. Williams

In Memory of Carole Goodman
Toni Yahres

In Honor of Karen Grenier
Sandra H. Lord

In Memory of Charles Ham
Norman and Christine Engstrom

In Honor of Michael Hight
Annice Dubitsky

In Honor of Catherine Hodson
Annice Dubitsky
Rita S. Weisberg

In Memory of Kathleen Jalbert
David and Dianne Carr
Bob and Judi Frederick
Timothy and Karen Goodburn
Anita Hedstrom
James F. Kerry
Bill and Sue Loiko

In Memory of Richard Keene
Harold and Clara Whitney

In Honor of Christina Kelly
Lee Humphreys

In Honor of Steven Kiesman
Sandra H. Lord

In Honor of Magdelene Leon
William and Patricia Peace

In Honor of Lisa Martin
Charline Edmonds

In Honor of Michelle Miller
Sandra H. Lord

In Honor of Darlene Montgomery, RN
Charline Edmonds

In Honor of Charles Nash
Charles and Mary Nash

In Honor of Craig North
William and Patricia Peace

In Honor of Carol Owens
William and Patricia Peace

In Memory of William Peace
Cathy Heidt
Anthony and Susan Kiernan
Graham and Mary Waltz

In Memory of Sue Pedretti
Patricia J. Smith

In Honor of Samantha Pereschuk
Clifford Sherman

In Memory of Gib Philbrick
Loraine DuBeau

In Honor of Kim Phillips
Rita S. Weisberg

In Honor of Tracey Pieprzyk
Rosemary Pedersen

In Memory of Joe Plaskas
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William and Susan Freeman
Bill and Jill Glover
Priscilla Granston
Ron and Marietta Hansen
Ronnie and Judith Hastings
Jim and Jeanne Hill
The Harriet Lane Gang (Katie, Amy, Missy, Brenda and their families)
Jim and Jan Lootens
William and Patricia Peace
Jan W. Simek
Roger and Wendy Wickenden

In Memory of Dr. Muriel Poulin
Claire L. Auger
Jack and Denise Cassell
Denise Doyon and Sarah Moore, MD
Dorothy Hall
Charline Ludgate
Maureen McCausland
Mia Millefoglie
Mary Penney
Corinne Pickett
Maybelle Stevenson
Brenda Sullivan

In Memory of Patricia Reed
Bernie and Carol Tautkus

In Memory of Linda Richardson
The Heritage Co. CopperSmiths, LLC
Diane Morency
Mary Ellen Oberhauser
Mr. and Mrs. Jerry Sullivan

In Honor of Katie Scully
William and Patricia Peace

In Honor of Anne Marie Silvius
Sandra H. Lord

In Memory of Lawrence “Smitty” Smith
Ellen L Augusta
Big Y Foods, Inc.
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Harold and Shirley Nason
Sandra Nason
Wayne and Colleen Nason and Family
Joyce Scott
Byron and Patricia Smith
Janie Smith
Sandra Smith
Diane Ventura
Linda and John Wrobel

In Honor of Vania Stoyanova
Rita S. Weisberg

In Memory of Lucinda Talbot
Shannon Foster-Boline

In Memory of David Allen Taylor
Christine Taylor

In Memory of Henry O White
William Nuesse, MD

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— UWGP
Anonymous
— UWCNT
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Stephen D. Brill
Dan Brown
Phillip Bunten
Kimberly I. Burke

Nathan Clark and
Kathryn Burnham
Paul Fearon
Kendra Gurcan
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Celeste M. Senecal
THANK YOU FOR YOUR THOUGHTFUL GIFT.

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☐ Madelyn Bergen Belleiveau Education Fund
☐ Elaine Brady Scholarship Fund
☐ Poulin Family Nursing Education Fund
☐ L. Robert & Lillian Rolde Education Fund
☐ Susan Hirschberg Linet Fund
☐ Unrestricted

☐ Check (payable to MHCAH) ☐ VISA ☐ MasterCard

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Online donations can be made at mainehealth.org/mainehealth-care-at-home/ways-to-give.

☐ Stocks or securities (Please call 1-800-660-4867.)

☐ I have included MHCAH in my estate plan.

☐ Please send me information about planned giving/estate planning.

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Email ____________________________

Remembrance Gift: I wish to designate my gift

☐ in memory of    ☐ in honor of

Name ____________________________

Send notification of this gift to (full name)

______________________________

Street Address (city/state/zip) ____________________________

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