

HOME HEALTH & HOSPICE QUARTERLY



*A Newsletter for
PHYSICIANS & STAFF*

July–September 2009

Proudly serving northeastern
North Carolina since 1968

AHC Staff Experience COA Simulation Lab

Albemarle Home
Care and Hospice
Management Team



Joan Gregory, LPN, programs feeding tube pump.



Carol Mizelle, RN, and Kathryn Scherck, RN,
listen to heart sounds.

On July 23 and 30, 2009, the nurses at Albemarle Home Care participated in the COA School of Nursing's new skills lab. Through simulators, the lab provides hands-on educational opportunities for the students enrolled in the associate degree program and licensed practical nursing program at COA. The lab is open not just to nursing students but to nurses at agencies in the community who either want to learn new skills or reinforce skills. AHC nurses worked on competencies involving wound care, heart and lung sounds, IV therapy, and tube feeding. The lab was well received by AHC nurses. The agency plans to use it for future educational opportunities. The training was coordinated by Robyn Eure, RN, Admissions and Intake Coordinator at AHC, and Robin Harris, RN, and Chris Robertson, RN, of the COA School of Nursing.

Ginger Parrish, PhD
AHC Director

Sabrina Sanders, RN, BSN, MPH
AHC & Hospice Asst. Director &
Hospice Coordinator

Robyn Eure, RN
Intake Supervisor

Paula Mosher, RN
Area I Team Leader
(Chowan, Perquimans & Gates)

Patti Jones, RN
Area II Team Leader
(Pasquotank & Camden)

Rachel Besancon, RN
Area III Team Leader
(Currituck)

Pam Joyner, PT
Rehab Coordinator

Sandra Stanley, M. Div.
Community Alternatives
Program Coordinator

Sheila VanKeuren, RN
Adult Day Health Care
Coordinator

Alethia Keaton
Community Education
Coordinator

AHC goes LEAN



AHC's Morning Shuffle LEAN Team: Joanne Eddy, Carol Mizelle, Annette Franklin, Sherry East, Rachel Besancon, Olivia Mundie, Paula Mosher, Patti Jones, Latoria Sutton.

Facilitators from the NC State University Industrial Extension Service assisted AHC staff with their first **LEAN Performance Improvement Project** on June 1-4, 2009. LEAN is a systematic approach to identifying and eliminating wasteful activity through continuous improvement while providing increased value to the patient. The AHC project was to improve process efficiency and reduce the turn-around-time to complete the morning scheduling process for home care visits known as "The Morning Shuffle". The results were:

- Reduced time for the "Morning Shuffle" by 50%
- Reduced paperwork faxed, copied, stored, and handled
- Reduce driving mileage and travel costs
- Reduced supply cost for paper, folders, etc.
- Saved time for team leader and nursing
- Improved staff and nursing morale
- Improved efficiency at Intake

AHC Staff plans to use the LEAN process for other projects in the next several months.



Sabrina Sanders,
RN, MPH, BSN

AHC Assistant Director Elected Board Member of State Home Care and Hospice Association

Congratulations to Sabrina Sanders who has been named to the Board of Directors for the Association for Home and Hospice Care of North Carolina effective July 1, 2009. She will be representing the Medicare-certified Home Health agencies in the eastern part of the state.

How will it end?

More attention turns to care and its costs in the last years of life

As Congress and the White House focus on healthcare reform, a key challenge has been finding ways to cover everyone while controlling costs. In this wide-range discussion, end-of-life care is suddenly a hot topic. “The last year of life has been top-of-interest, given the cost,” says Donald Schumaker, President and CEO of the National Hospice and Palliative Care Organization. “More access to palliative and hospice care will be tremendously important in reducing healthcare costs,” shared Schumaker. Still, reforming end-of-life care could mean substantial savings. Hospice use reduces Medicare program spending during the last year of life by an average of \$2,309 per beneficiary, according to a 2007 study by Duke University researchers of about 40,000 Medicare beneficiaries, published in the journal *Social Science & Medicine*. What’s more, lengthening hospice stays by just three days would boost savings by nearly 10% according to the Duke study.

END-OF-LIFE FACTS

- Number of people who die each year in the U.S.: **About 2.4 million**
- Number of deaths that occur at home: **25%**
- Percentage of Americans who say they want to die at home: **70%**
- Projected growth in population ages 65—84 from 2010—20: **39%**
- Percentage of people who die each year who are served by Medicare: **80%**
- Percentage of dying Medicare patients who choose hospice: **40%**
- Medicare payments for hospice in 2007: **\$10 Billion-plus**
- Percentage of total Medicare dollars spent in the last year of life: **About 25%**

Source: “How Will it End?” Modern Healthcare, July 20, 2009; 30-31. Vesely, Rebecca.

Home Health Quarterly

A Newsletter for
Physicians and Staff

Albemarle Home Care
Albemarle Hospice
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We're on the Web!
www.ahc-nc.org

What patients and caregivers have to say!

*"I thank you all, from the bottom of my heart.
As my wife suffered towards the end, your
angels of mercy were there always to service
or advise us when called or asked.
God Bless you all."*

We want to hear from you!

Feel free to contact us and submit an article or information for future issues.

AHC Community Events

- **Albemarle Hospice Regatta**—To benefit our hospice, the Albemarle Hospice Regatta was held August 8, 2009, on the Pasquotank River in Elizabeth City. This year's event included a small boat, sunfish and open divisions, for youth and adults. The large board division was open to sailors in spinnaker and non-spinnaker classes and included a cruising class for sailors who do not normally race but want to show their support for Hospice care. Regatta registration began at 8 a.m., followed by a day of racing, dinner and an awards presentation. For information, go to www.albemarlehospiceregatta.com or call (252) 337-8989.
- **Cornea and Ocular Tissue Donation In-service**—Albemarle Home Care and Hospice hosted an in-service about cornea and ocular tissue donation for transplant and research on Tuesday, August 18, 2009. Jennifer Carter, RN, BSN, of the North Carolina Eye Bank from Winston-Salem presented the information to local health care professionals.
- **19th Annual Hospice Golf Tournament**— Our annual golf tournament will take place on Friday, October 2, 2009, at Albemarle Plantation Sound Golf Links. All proceeds are used to provide care to terminally ill patients and their families in our region. Donations are tax deductible. The deadline for registration is September 1, 2009. For more information, please contact Albemarle Hospice at 338-4066.

