

at Home

A newsletter for donors and friends of Partners Home Care and Partners Hospice

JUST ANNOUNCED: PARTNERS HOME CARE NAMED A TOP-PERFORMING AGENCY IN TWO NATIONAL RANKINGS

HomeCare Elite™ list names top 25% of home health care providers in the U.S.



Partners Home Care has been named to the 2009 HomeCare Elite™, a compilation of the top-performing home health agencies in the United States.

This annual review identifies the top 25 percent of agencies. Winners are ranked by an analysis of performance measures in quality outcomes, quality improvement, and financial performance.

“To be rated among the ‘best of the best’ in home care is an outstanding achievement that aligns with our vision as a center of excellence,” says Partners Home Care President & CEO Chris Attaya. He credits this success to his staff who uphold the highest standards in delivering superior care to patients. “Their commitment is reflected in our quality outcomes and, most importantly, in the improved quality of life of our patients who can live safely in their homes with comfort and dignity.”

“The 2009 HomeCare Elite winners demonstrate a commitment to providing their patients

“To be rated among the ‘best of the best’ in home care is an outstanding achievement that aligns with our vision as a center of excellence.”

—CHRIS ATTAYA
PRESIDENT & CEO

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Agency scores in top tier in national Medicare demonstration project

Partners Home Care has been recognized as one of the top performing agencies by the Centers for Medicare & Medicaid Services (CMS) in a recently concluded seven state project designed to measure the benefits and possible savings of utilizing home health care more for Medicare patients. The project resulted in \$15.4 million dollars in savings while meeting key quality goals, suggesting effective use of home health services nationally could have significant savings to Medicare and Medicaid while providing more effective disease management.

“This project has major implications for patients with chronic conditions such as congestive heart failure, pulmonary disease, and diabetes that often represent the most complex and costly group of conditions to care for,” said Judy Flynn, Vice President for Patient Quality Care for Partners Home Care. “If patients receive treatment and interventions that improve their functioning in their home environment, they gain more control over their disease process and can remain independent.”

Partners Home Care placed in the top 20% in the Northeast and scored particularly well on several key measures, including a reduction in hospital use and emergent care, as well as improvement in important

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PARTNERS HOME CARE FAMILY OF SERVICES RECEIVES EXTRAORDINARY \$250,000 GRANT FOR MAJOR INVESTMENT IN HOME HEALTH AIDES

A \$250,000 grant from the Commonwealth Corporation is enabling Partners Home Care, Partners Hospice and Partners Private Care to train home health aides (HHAs) and increase their effectiveness in supporting patients in their home or home-like environment.

The Career Pathway Training Grant, which will be matched by approximately \$460,000 in salary, travel and management services from Partners Home Care, is being used to enhance the skills of home health aides working with patients who have Alzheimer's, congestive heart failure, diabetes, and other chronic conditions.

Through training that will enhance their clinical, technology, and communication skills, our home health aides will have an opportunity to advance along a well-defined career ladder and grow in their careers.

The training is in recognition of the importance of the home health aide role. "Home health aides spend a tremendous amount of one-to-one time with patients with chronic diseases," said Judy Flynn, Vice President for Patient Quality Care for Partners Home Care. "They are really an important part of the home care, hospice and private care teams."

Three-year initiative

Planning for HHA career development and training began early last year supported by a Planning Grant from the Commonwealth Corporation's Extended Care Career Ladder Initiative (ECCLI). The study determined that a career ladder was needed for HHAs and could be built around five or six key clinical areas.

Through the study, planners also learned that home health aides were interested in career growth and new opportunities and in increasing their skills to

improve patient care.

In mid-November, the Boston-based Commonwealth Corporation, which supports local education and workforce-development initiatives, awarded the generous \$250,000 grant, and recently, the three-year ECCLI program was launched.

Well over 100 home health aides will now have an opportunity to advance on the new career ladder. To do so, the aides must complete several eight-hour modules focusing on diabetes, neurological diseases, congestive heart failure, chronic obstructive pulmonary disease, palliative/hospice care, chronic care and geriatric care, among others. They will also learn basic skills related to computer literacy, English pronunciation, and customer service, as needed. In addition, about 100 managers, nurses, therapists and social workers who work with HHAs will receive training in coaching skills.

Part of overall patient care goal

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With initial funds by the Commonwealth Corporation as well as the

Barbara and Patrick Roche Education Fund (see related article, next page), this Home Health Aide career ladder is part of Partners Home Care's strategy to develop a chronic care management model of care.

The focus is in response to the great increase in chronic disease nationally and locally. About 75% or more of every health care dollar is used to treat chronic diseases, which often can be treated more cost effectively through high-quality home care services.

And according to Judy Flynn, "We are building toward providing really special care, particularly for chronic care patients. The better we are in our abilities, the more likely patients are to stay out of the hospital and in their own homes." ■

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– JUDY FLYNN

VICE PRESIDENT, PATIENT QUALITY CARE

\$100,000 DONATION TO BARBARA A. AND PATRICK E. ROCHE EDUCATION FUND MOVES CLINICAL CARE WELL INTO THE FUTURE

Allows extraordinary flexibility for meeting training needs

We are very grateful to Pat and Barbara Roche for their recent \$100,000 donation to the Roche Education Fund – and for all their past support of the Fund which now totals \$210,000,” according to Danielle Degnan, Vice President of Development for Partners Home Care and Partners Hospice.

The donation in November 2009 was in addition to a \$100,000 contribution by Mr. and Mrs. Roche in 2006, which established the education fund. “Additionally, Roche Bros. Supermarkets has contributed \$50,000 to home care and hospice events over the past five years,” said Danielle. “We very much appreciate their extraordinary generosity.”

Many possible uses

Funds from the Roche Education Fund are being used to meet a wide variety of ongoing education needs.

Under Roche Fund guidelines, money may be used to train clinicians for professional growth or specialty training, recruit and train clinicians new to home care, develop cultural competency among home care staff, provide patient education materials, and more.

“The Roche Fund allows us extraordinary flexibility in meeting training and education needs,” said Danielle, “from being able to purchase mannequins for more realistic wound care training to buying educational materials for diabetic patients. Ultimately, funding will also be used to train home health aides and other home care providers in chronic care management. The existence of this fund has had a ripple effect, motivating Sam Glass to create, in 2007, the Ruth Landers Glass Training and Education Fund for Partners Hospice.”

“Thank you for being there.”

Recently, Pat Roche, who is Co-Owner and Vice Chairman of the Board of Roche Bros. Supermarkets, Inc., discussed the Roche Education Fund and the motivation behind his generous donations to training.

He noted that he became aware of Partners Home Care through personal experience. “I came home from



Barbara and Pat Roche

“There’s so much new. . . . Home care is such a necessity. Thank you for being there.”

– PAT ROCHE

the hospital years ago and had nurses coming in for a couple of weeks,” Mr. Roche recalled. The agencies that employed those nurses ultimately became part of Partners Home Care. Then last year after another procedure, he again received support from Partners Home Care nurses.

He noted that the donations that he and his wife have provided are in recognition of the great care that he received while a home care patient. And he has been touched by the appreciative response of nurses who received training made possible by the donations.

“After we gave the [initial] donation,” he recalled, “we received a lot of mail from the nurses; it was really great to receive their thank you notes. They said they appreciated the training so much – it made their job so much better.”

Mr. Roche said that he knows the importance of training from work at his own company, which, incidentally, shares the same service area as Partners Home Care. “There’s so much new,” he observed. And he recognizes the importance of home care. “Home care is such a necessity. Thank you for being there,” he said. ■

FOR MORE INFORMATION

For more information, or to make a donation to the Roche Fund or the Ruth Glass Fund, contact Danielle Degnan at 781-290-4093, or ddegnan@partners.org.

Celebration of Hope

BOSTON HARBOR HOTEL • NOVEMBER 4, 2009

A VIEW OF HOME CARE AND HOSPICE LIKE NO OTHER

Partners Home Care and Partners Hospice hosted the inaugural **CELEBRATION OF HOPE** fundraising dinner on Wednesday, November 4th at the Boston Harbor Hotel. The event, "Courageous Voices of Home Care and Hospice" celebrated clinicians, patients and their families, and raised money for innovative services and programs.

James J. Mongan, MD, former President and CEO of Partners HealthCare, was honored for his support and vision of a full continuum of care that led to the establishment of Partners Hospice in 2006. He accepted his award on behalf of the thousands of deserving Partners caregivers.

Serving as the Master of Ceremonies, Jack Connors, Jr., Chairman of Partners HealthCare, conducted the

evening program with grace and humor. The event was co-chaired by the Honorable Thomas M. and Mrs. Angela Menino, and Mayor Kevin and Mrs. Kathryn White. Mayor Menino attended the dinner, less than 24 hours after his historic re-election, and described the extraordinary care Angela Menino had received from Partners Home Care following surgery in 2008.

To watch the videos presented at the dinner, visit our website: www.partnershomecare.org/celebration. If you are interested in learning more about the Celebration of Hope dinner or to join the 2010 dinner committee, please contact Keturah Sawyer at 781-290-4021 or ksawyer@partners.org.



CLOCKWISE FROM TOP LEFT:

(L. to r.) Master of Ceremonies Jack Connors, Jr.; the evening's honoree, Dr. James Mongan; Mayor Thomas Menino; John Fish, CEO and President, Suffolk Construction.

Guy Morse (l.), former home care patient and president of the Boston Athletic Association; and Chris Attaya, President and CEO of Partners Home Care and Partners Hospice.

Cory Collins (l.), physical therapist, with home care patient Tony Swartz-Lloyd, and his wife Marilyn, one of the evening's featured speakers.

Judie Tripoli (l.), mother of home care patient Michael Tripoli, with Certified Home Health Aide Bill Fandel.





CLOCKWISE FROM TOP LEFT:

(L. to r.) Jack Connors, Jr.; Hospice nurse case manager Klara Seiger; Hospice supporter Sam Glass.

Chris Attaya (r.) with Mayor and Mrs. Menino.

(L. to r.) Board Chairman for Partners Continuing Care Stanley Lukowski, Chairman Emeritus, Eastern Bank; Board Member Jessica Wolfe, BluePond LLC; and Dr. Mongan.

(L. to r.) MGH Chief Financial Officer Sally Mason Boemer, Eric Boemer, and Dinner Committee Member Kathy Markell.

Partners Hospice supporters Nan St. Goar (l.), Ruth Wyman (second from l.) and Muffin O'Brien (r.) with Dr. JoAnne Nowak, medical director for Partners Home Care and Partners Hospice.

CELEBRATION OF HOPE CONTINUED ON P. 6

Celebration of Hope

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List names top 25% of providers in the U.S.

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with the best possible care while performing at the highest level," said Nancy Buller, senior director of marketing communications at OCS HomeCare. "We congratulate Partners Home Care on being one of the top home care agencies in the country."

The 2009 HomeCare Elite is the only performance recognition of its kind in the home health industry. The 2009 HomeCare Elite is brought to the industry by OCS HomeCare, the leading provider of homecare information, and DecisionHealth, publisher of homecare's most respected independent newsletter, *Home Health Line*. The data used for this analysis was compiled from publicly available information.

The entire list of the 2009 HomeCare Elite agencies can be viewed by visiting the OCS Web site at www.ocshomecare.com. ■

Top tier in Medicare demonstration project

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functional independence measures, enabling people to remain safely in their own home.

By utilizing medication management, rehabilitation therapies, and proven interventions such as telemonitoring, patients have shown to do better in managing their illness and maintaining a higher quality of life. Patients are also more likely to avoid an admission to a hospital for an exacerbated problem or a nursing home for long term care, factors that significantly drive up the cost of Medicare.

"This demonstration project proves not only that home care can lower overall healthcare costs for Medicare, but also signifies the important role the industry will have in health care reform and in the continuum of care in the future," said Partners Home Care President & CEO Chris Attaya. "We are proud to play a leading role in helping address this critical issue." ■

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—CHRIS ATTAYA, PRESIDENT AND CEO



To Benefit • Partners Home Care & Partners Hospice

June 23, 2010 • PINEHILLS GOLF CLUB • PLYMOUTH, MA

PRESENTED BY



The Annual Tee-Off for Home Care and Hospice has been an outstanding fundraiser, raising nearly \$2.6 million since its inception over 16 years ago, which directly impacts the more than 3,000 patients we serve each day. The success of this event is made possible with the generous support of our sponsors and donors.

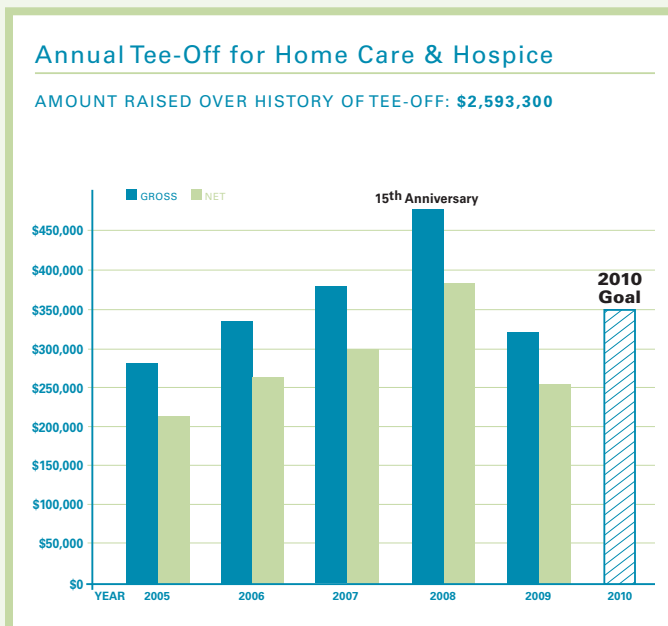
Tee-Off proceeds help home care and hospice to provide services to patients who would not otherwise be able to afford this care, to purchase critical and life-saving equipment for patients managing a chronic illness, and to provide bereavement support to children and families coping with the grief of losing a loved one.

Community and corporate support is critical to this annual event, so please save the date for the **17th Annual Tee-Off on June 23, 2010!**

For more information on sponsorship and donation opportunities, contact Keturah Sawyer at 781-290-4021 or ksawyer@partners.org, or visit our website at www.partnershomecare.org/golf.



At the 2009 Tee-Off, l. to r.: Danielle Degnan, Vice President of Development, Partners Home Care and Partners Hospice; Roger Boucher, Tee-Off Committee Co-chair, Bank of America; Chris Attaya, President and CEO, Partners Home Care; David Storto, Tee-Off Committee member, President, Partners Continuing Care; Mike Manning, Tee-Off Committee Co-chair, Partners HealthCare.



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PLANNED GIVING PROGRAM REACHES A MILESTONE WITH FIRST CHARITABLE GIFT ANNUITY FOR PARTNERS HOSPICE

With a \$10,000 gift, donor becomes first to receive a Partners Hospice Annuity

Just a few months ago, a long time Hospice donor in her 80's became the first to establish a charitable gift annuity (CGA) with Partners Hospice.

The donor, who has given since 2006 on average \$100 per year, and who asked to remain anonymous, provided a \$10,000 gift to support the work of Partners Hospice and, in return, receives certain tax benefits and a consistent amount of income for the rest of her life (see illustration in box below). As a charitable gift annuitant, our donor also became a member of the Grace D. Keenan Society, which recognizes donors who make a planned gift to Partners Home Care or Partners Hospice.

SPECIFICALLY, OUR CGA DONOR RECEIVES*:

Charitable Tax Deduction = \$5,819

Annuity Rate = 8.3%

Annual Payments = \$830/year paid out quarterly

*These calculations are for illustration purposes only and should not be considered legal, accounting, or other professional advice. Your actual benefits may vary depending on the timing of your gift.

CGAs, which are offered by non-profit organizations including Partners Home Care and Partners Hospice, allow charitably-minded individuals to give to the organization of their choice while obtaining financial peace of mind.

Today, CGAs have become particularly timely. "People are seeking safety, stability, and reliability – no surprises," according to Jeff Lydenberg, Vice President, Consulting for PG Calc, a Cambridge-based charitable and planned giving software and consulting firm that advises non-profits nationwide, including Partners Home Care and Partners Hospice.

Jeff notes that particularly in times of stock market volatility and low interest rates, CGAs may be viewed as attractive options for people seeking a predictable and attractive stream of income.

How CGAs work

By donating cash, stock, or other assets to organizations such as Partners Home Care or Partners Hospice,

donors can receive a consistent income stream – "even if [they] live to 110," Jeff said. The amount of the income depends on the amount of the gift and the donor's age, and the amount is agreed to by both parties through a contract. When the donor dies, the remaining amount of the donation does not pass back to his or her heirs, but remains with the organization.

The income is not insured; however, all the assets of the Partners HealthCare system stand behind a CGA with Partners Home Care or Partners Hospice. The annuity is an unlimited obligation of not just Partners Home Care or Partners Hospice, but the entire Partners HealthCare system, Jeff noted.

Very common today

Jeff noted that CGAs, which actually date back several centuries, began their rise in popularity in the 1920s among church groups. Today, they are offered by thousands of non-profit organizations throughout the U.S.

He said that very commonly a donor is a single woman in her late 70's, not a "high flyer." Instead, she may be of moderate means who is both charitably minded and concerned about outliving her resources. ■

Particularly in times of stock market volatility and low interest rates, CGAs may be viewed as attractive options for people seeking a predictable and attractive stream of income.

FOR MORE INFORMATION

If you think a CGA would be right for you, or would like to arrange for a CGA with a gift of \$10,000 or more to Partners Home Care or Partners Hospice, please contact Danielle Degnan at 781-290-4093 or through e-mail at ddegnan@partners.org.

PARTNERS HOSPICE TREE OF HOPE CONTINUES TO BLOOM WITH DONATION HONORING DR. DONALD MAHLER

Gift recognizes Hospice support “over and above”

“I was just so grateful; the hospice nurses acted way above what might have been expected,” noted Partners Hospice Donor Inga Mahler, who recently gave \$10,000 to the Hospice’s new Tree of Hope in honor of her late husband, Dr. Donald Mahler.

Mrs. Mahler related the experiences that led to her donation in honor of Dr. Mahler, a retired anesthesiologist. Mrs. Mahler recalled that when she and her husband came to Partners Hospice in early 2009 Dr. Mahler was gravely ill. He came home from the hospital and was in hospice care only about 12 days, but during that time she found continual help.

She recalls that an emergency occurred one morning at 4 a.m., and she didn’t know what to do. She hesitated to call someone at that hour, but felt she had no choice. “A nurse walked me through on the phone, while another one hopped in her car and came to the house,” Mrs. Mahler recalled. “I was extremely grateful.”

Long, eventful life

Dr. Mahler passed away in January 2009 after a long and eventful life. Mrs. Mahler noted that she and her husband met at the University of Pennsylvania in the 1940s. At the time Dr. Mahler was in medical school – he graduated at age 21 – and she was an undergraduate.

After they married, he served in a M.A.S.H. unit during the Korean War (“a difficult and exciting period,” she said), then later worked as a Boston-area anesthesiologist, serving also as a president of the Massachusetts Society of Anesthesiologists.

After retiring about 12 years ago, Dr. Mahler volunteered as an English language tutor in Newton. “He had so many interesting students, such as a Chinese man who was a professor of Russian,” Mrs. Mahler said. She noted that the students were so appreciative of his



Dr. Donald Mahler

help and sent flowers and other remembrances when he passed away.

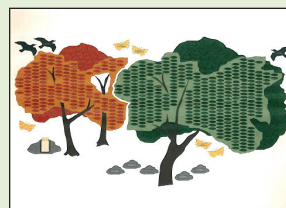
“We were both professionals,” noted Mrs. Mahler, who after the University of Pennsylvania went on to receive an M.S. and Ph.D. in microbiology and retired just two years ago from Brandeis University where she worked as a Senior Scientist.

Donation to the Tree of Hope

Said Mrs. Mahler, when she and her late husband needed hospice services, Partners Hospice was there to help. “I was in a state,” she said, “but someone came every day, and if I needed something, I just called up.” She noted that the nurses who cared for her husband were “absolutely wonderful,” and “while at home he died in my arms.”

According to Keturah Sawyer, Development Officer for Partners Hospice, with Mrs. Mahler’s gift honoring Dr. Mahler, the new Tree of Hope will now be installed. “We are extremely grateful to Mrs. Mahler for her generous donation, which will add a boulder to support our Tree of Hope.” ■

Become a Tree of Hope Donor to Honor a Love One and Support Hospice Services



The multi-dimensional and brightly-colored tree will be inscribed with the message, “In loving memory or honor and in grateful recognition.”

As a Tree of Hope donor, you can memorialize your loved one or make a tribute to a volunteer or caregiver and support the important work of Partners Hospice. Each of the following can be inscribed with a personal message:

- A boulder – \$10,000 donation
- A bird or butterfly – \$5,000 donation
- A leaf – \$1,000 donation

For more information about the Tree of Hope, please contact Keturah Sawyer at 781-290-4021, or visit www.partnershospice.org/hope.

2009 DONOR HONOR ROLL

We extend our profound gratitude for the overwhelming support we received from thousands of individuals, businesses, civic organizations and charitable institutions. During the period from January 1, 2009 to December 31, 2009, Partners Home Care and Partners Hospice received 3,087 gifts and pledges totaling \$1,046,070. (Gifts received after December 31, 2009 will be recognized in next year's 2010 Honor Roll of Donors.)

Your support makes it possible for Partners Home Care and Partners Hospice to care for more than 3,000 patients each day, over 25,000 patients and their families each year, and to provide over 40,000 days of hospice care in more than 160 communities in Eastern Massachusetts.

\$100,000+

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2009 DEVELOPMENT MILESTONES

- The Commonwealth Corporation made a \$250,000 grant – the largest the agency has ever received – to benefit Partners Home Care, Partners Hospice and Partners Private Care.
- Partners Hospice received its first Charitable Gift Annuity, established with a \$10,000 gift.
- Two major gifts totaling \$15,000 will enable Partners Hospice to install the new Tree of Hope.
- The E. Rhodes and Leona B. Carpenter Foundation made a \$15,000 challenge grant which will help raise funds for an Inpatient Hospice House feasibility study.

\$500 - \$999

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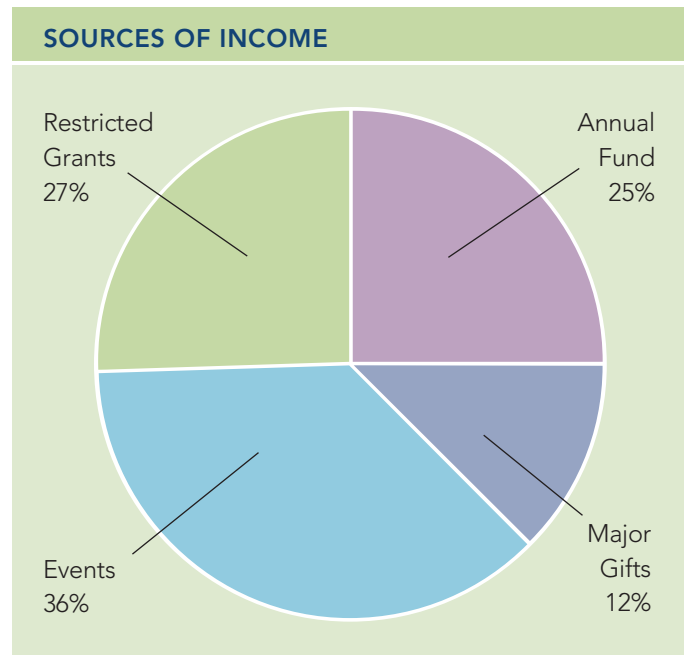
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As a donor, how does this combined newsletter affect my giving?

Your donation has even greater value since we are saving money on our printing costs by producing one newsletter for both organizations.

Do I need to do anything differently to make sure my donation goes to either Partners Home Care or Partners Hospice?

You do not need to do anything differently. Whether

you use the envelope attached herein or go to our websites you can select either Partners Home Care or Partners Hospice. You will continue to receive information about the organization that you support – that will not change.

Your gift to Partners Home Care or Partners Hospice is very important to our staff and the patients and families we serve. We appreciate every donation and take time to make sure your gift is processed to your satisfaction. ■

Partners Home Care and Partners Hospice would like to thank the friends and family members who generously contributed gifts in honor or memory of someone special in their lives. The names of these special people are listed below and reflect tribute gifts made between October 1, 2009 and December 31, 2009.

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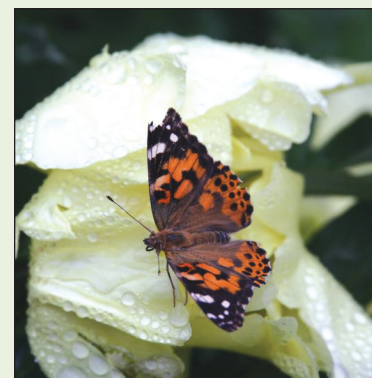
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Save the Date: THIRD ANNUAL BUTTERFLY RELEASE

Please save the date for the 3rd Annual Live Butterfly Release. Members of the community are invited to attend and release a butterfly in memory or honor of someone special. Proceeds from the event benefit patient care services and the Bereavement Program.

Thursday, June 3, 2010 ■ 5:30 – 7:30 pm
 Wilson Chapel at the Andover Newton Theological School
 210 Herrick Road, Newton Centre, MA

If you would like to be added to the Butterfly Release invitation list, please contact Keturah Sawyer at 781-290-4021 or ksawyer@partners.org.





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SUPPORT A MARATHON EFFORT

Bob Ford, physical therapist and clinical manager, has set an extraordinary goal to raise \$4,000 for Partners Home Care as he trains for and completes the 114th Boston Marathon on April 19, 2010!

Please support Bob, and the patients and clinicians of Partners Home Care, by making a tax-deductible donation on his FirstGiving site: www.firstgiving.com/BobFord. ■



I am running in this year's BAA Boston Marathon. The next statement after words of congratulations I hear is usually "Why would you run 26.2 miles?"

Here is my response . . .

It is early in the morning. It is cold and dark in Massachusetts in the winter. The end is a long way away. You are all by yourself. Every step taken hurts. You are not sure you will make it and you feel it would be easier to give up.

This is not me on one of my training runs (although this may easily describe me). However, this can describe the journey of many people who are recovering from a physically debilitating illness or injury. It can be an exhausting, scary and often lonely time.

As a physical therapist, and a clinical manager at Partners Home Care, I see first-hand the dedication of our nurses, therapists and home health aides as they lead patients down the road to recovery while also providing a safe and medically appropriate environment for healing. Our clinicians are highly skilled but continue to need the ongoing training and equipment that allows us to meet the challenging medical conditions we treat.

This is why I am running the 114th Boston Marathon. I have been provided the unique opportunity to run for our patients, our clinicians, and our mission. Your donation will help us keep our promise to our patients in their time of vulnerability.