

# CONNECTION

A newsletter for donors and friends of Partners Home Care

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## HUMOR AND CHEMISTRY + DEDICATION AND EXPERTISE = RECOVERY



Tony Swartz-Lloyd in his Boston home with Partners Home Care physical therapist Cory Collins.

When you walk into Tony Swartz-Lloyd's Back Bay condominium, you know you are in the presence of somebody special. The paintings, the illustrations, the bookcases filled with classics, and the Charles River view, are the surroundings of a man who appreciates beauty. A commissioned painting of Ernest Hemingway, a birthday gift from his wife and caregiver Marilyn, comes alive with thick swirls of oil, and is no less animated than the Boston University crew team rowing along the Charles outside his picture window.

Amid this warm and inviting atmosphere, Tony is rehabilitating from a fall that left him on his

back for five months. He shattered both femur bones and dislocated both his hips. Earlier falls resulting from his illness had left him with several broken ribs and a fractured collarbone. An x-ray of his injuries reveals a crisscross of screws, pins, and plates. He would never make it through airport security undetected. Tony did not think he would ever walk again.

But Tony is hardened for battle. At the time he learned he had Multi System Atrophy (MSA), the limited information available noted an average life expectancy of five to seven years. That was nine years ago. With his wife's and children's constant encouragement and commitment, Tony thrives on beating long odds.

The doorbell rings, signaling the arrival of Cory Collins, a physical therapist with Partners Home Care. The chemistry between Tony and Cory is immediately apparent. After some friendly verbal jousting, they get to work.

"Cory salvaged me from the wreck," Tony says, as he readies for the paces of therapy.

"Tony has the enthusiasm to live a full life," Cory says. "He works hard and the work is not always pleasant."

"I'm a glutton for punishment," he jokes.

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LETTER FROM THE PRESIDENT



Christopher M. Attaya

Dear Friends:

As I read the stories and articles in this newsletter, one word came to mind – **champions**. Partners Home Care is so fortunate to have many champions that make up the team of clinicians, caregivers, volunteers and donors who every day help patients recover at home and overall help them and their families enhance their quality of life.

New Englanders have become accustomed to champions – a few come to mind like the Red Sox, Celtics and Patriots. . . . As happy as I am to cheer on these teams, I am most proud of the champions in our midst every day at Partners Home Care.

This newsletter features three patients who through intense therapy, caring for sick family or overcoming great personal loss, championed their own health. You will read in this issue about: patients Anthony Swartz-Lloyd, Frank McCarthy and Isabelle Shea; see photos of Cory Collins, PT, and volunteers Mike Manning, Roger Boucher and Joe Carrabes – many of our champions that we are so proud to showcase.

This summer I am grateful to say thank you to all of the champions that live the mission of Partners Home Care to deliver compassionate home health care and community based services to enhance the quality of life for those we serve.

Christopher M. Attaya, MBA, FHFMA  
President & CEO

A NEW MISSION STATEMENT UNVEILED

For Our Growing Family of Services

EXCELLENCE • SERVICE • PEOPLE • INNOVATION • COLLABORATION



Partners Home Care is pleased to announce its new mission statement representative of our growing family of services. This statement is more than mere words – the champions described in this newsletter and the staff, volunteers and donors of our organizations make these words real.

Mission

Our commitment is to deliver compassionate home health care and community based services to enhance the quality of life for those we serve.

The vision of Partners Home Care and its family of services is to be the leader in delivering a broad range of innovative and integrated health care solutions that help people stay safely in their home with comfort and dignity. The summary below of stories and highlights of published articles about Partners Home Care, reflect how this vision is being realized. For example, the recent story in **Advance for Nurses**, summarized below and which can be read by linking to [www.partnershomecare.org](http://www.partnershomecare.org) and clicking on the article title in the "News and Events" section of the website, describes the continuum of care for a patient and their family by Partners Transitions from Partners Home Care to Partners Hospice.



MARCH 2008 – **Kathy Duckett, RN**, director of clinical programs, and **Susan Beausoliel, RN**, interim COO, traveled to Northern Ireland to provide a weeklong series of formal and informal presentations on the Partners Home Care telemonitoring program. The government of Northern Ireland is collaborating with Partners HealthCare to develop a European Centre for Connected Health. One of the objectives for the Centre is to change healthcare delivery through the use of remote telemonitoring with the goal of having 5,000 patients on service by 2011. ■

**The Patriot Ledger**

JUNE 4, 2008 – **Isabelle Shea**, Partners Home Care patient, was featured in a **Patriot Ledger** article titled "How Does a Mother Go on after Losing a Daughter." Isabelle is also a YouTube star! In a video on YouTube, Isabelle tells her story about the loss of her daughter, and how she overcame depression and regained strength following five mini-strokes – with the help of her Partners Home Care nurses and therapists on the Pembroke team. ■

**FINANCE AND COMMERCE**

JUNE 5, 2008 – **Sue Leonard, RN**, a Partners Home Care telemonitoring nurse, appeared on the front cover of **Finance and Commerce** in an article titled "Remote (Health) Control: Bill would provide Medicare reimbursement to doctors who monitor patients remotely." ■



JUNE 15, 2008 – Early risers were able to watch **Kathy Duckett, RN**, on "The Jewish Perspective," a talk show on WHDH-TV7 at 6:30 am. Kathy spoke about telemonitoring and the Health & Fitness Expo. ■



JUNE 21-22, 2008 – **Judy Flynn, RN**, chief clinical and compliance officer at Partners Home Care, co-presented "Living Longer Better" at the Health & Fitness Expo. The presentation looked at new technology and techniques that attendees could follow at home that can help them feel better and take charge of their health. ■



JULY 14, 2008 – A recent **Advance for Nurses** cover story featured the Bridge to Hospice and Partners Transitions programs and **Nancy Chane, RN**, Director of Partners Transitions, **Danielle Franks, RN**, Partners Hospice and **Susan Donovan, RN**, Partners Home Care. ■

## PARTNERS HOME CARE: LEADING THE WAY IN FALL PREVENTION

In recent months, the importance of preventing falls has been gaining attention at the state and national level. Always at the forefront of providing high quality care, Partners Home Care is making fall prevention a high priority.

**According to the Centers for Disease Control, every 18 seconds an older adult is treated in an emergency department for a fall and every 35 minutes someone in this population dies as a result of their injuries.**

According to the Centers for Disease Control, every 18 seconds, an older adult is treated in an emergency department for a fall, and every 35 minutes someone in this population dies as a result of their injuries.

Falls are also expensive. Medical care costs related to falls among older adults are estimated to be greater than \$1 billion annually. In addition, costs associated with fractures amount to

more than \$10 billion annually. Over 95 percent of all hip fractures are the result of a fall. It is projected that by 2020, costs associated with falls will exceed \$43 billion annually.

Despite the fact that one in three older adults falls each year in the United States, falls do not need to be thought of as an inevitable part of aging. There are proven strategies for reducing falls among older adults, and Partners Home Care is working hard to spread this message among our patients.

### Helping Patients Reduce the Risk of Falling at Home

Joining one of the first programs of its kind in the country, Partners Home Care has implemented a multi-disciplinary Home Care Fall Reduction Project specific to home health care. This benchmarking project identifies patients at risk and tracks falls in patients' homes. The Fall Reduction Initiative aims to reduce falls, improve patient outcomes and establish a baseline for fall prevention in home care.

Partners Home Care uses a fall assessment tool to identify patient risk at admission and at recertification. Using the tool, each patient will be assigned a rating of low, medium or high fall risk. Partners Home Care will use the strategy of assigning a rating and identifying hazards in the patient's home to intervene and help patients avoid the risks of falling in an effort to reduce re-hospitalization.

Each quarter the data from Partners Home Care will be analyzed and used to track outcomes, identify trends and improve care. The data will be combined with additional organizations to benchmark home care falls nationwide, develop best practices and to develop tools for fall risk management and staff training. Look for updates on the outcomes of this Fall Reduction Program in future issues of *Connections*. ■

### Are You at Risk of a Fall?

In a person's home, a fall is the most frequently occurring accident. The likelihood of becoming the victim of a fall increases with age. Most falls occur in the bathroom, bedroom or on the stairs.

Here's what you should watch out for:

1. Health and age related changes such as:
  - the use of certain medications,
  - slowing reflexes,
  - poor eyesight, and
  - problems with your balance.
2. Hazardous situations in the home, including:
  - slippery floors,
  - inadequate lighting,
  - electrical cords in pathways,
  - loose rugs,
  - raised thresholds, and
  - clutter.

**References:** Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. <http://www.cdc.gov/aging/> and Healthy Aging: Preventing Disease and Improving Quality of Life Among Older Americans. [http://www.cdc.gov/nccdphp/publications/aag/aag\\_aging.htm](http://www.cdc.gov/nccdphp/publications/aag/aag_aging.htm)

MOVIE BUFF FRANK McCARTHY GETS BACK TO HIS STARRING ROLE



Frank McCarthy and his nursing assistant Grace.

At 78 years old, Frank McCarthy has seen and accomplished much in his life. He attended Iona Prep and graduated from Harvard University. He served in the United States Navy on an aircraft carrier, where he wrote the ship's newsletter. "Which was better than swabbing decks," he said with an infectious laugh that lights up the room. He spent his working life as an investment banker

in New York with Goldman Sachs. Then he moved to Marblehead to a house named Maplehurst, a house where he spent his summers as a youngster.

Frank knows something about homecare. As he sat in his beloved sun porch that overlooks his garden, he said that he moved back to Marblehead to take care of his ailing mother. That was fifty years ago. He also cared for his sister and his niece, who passed away in 1991 at the age of forty after a long illness. Frank loves to take care of people. So it is no surprise that he holds Partners Home Care in high esteem.

Off and on over the past three years, Frank has received homecare from Partners. The last time was in 2007 after a trip he made to New York to attend a friend's funeral. He became quite ill when he got home. Frank credits Partners Home Care nurses and physical therapists for getting him back on his feet and keeping him out of the hospital, allowing him to enjoy a quality of life he is accustomed to enjoying.

We all have passions, and for Frank, the passion is the movies. In his earlier days he spent lots of time at the Paramount Theatre in New York City, where he got to know some of the giants of the silver screen: Doris Day, Rock Hudson, Robert Goulet, and Jimmy Stewart. Of Cary Grant, Frank said, "He was as charming in person as he was in the movies, a perfect gentleman always." A passion for the movies runs in the McCarthy blood. Frank's father, a brigadier general and Distinguished Service Medal winner, produced the 1970 Oscar-winning film *Patton*. He accepted George C. Scott's Oscar for the movie, who opted to stay home to watch a hockey game instead. General

McCarthy returned the Oscar to the Academy the next day at Scott's behest.

Frank's live-in nursing assistant, Grace, has been with him for many years. She saw firsthand the excellent treatment he received from Partners Home Care. After successful rehabilitation, brought about by excellent care and Frank's diligent attention to physical therapy exercises, Grace accompanied him to Palm Beach Florida this past February, where Frank enjoyed the sunshine, the ocean, and daily walks. ■

HUMOR + CHEMISTRY

continued from page 1

They start the session with sit-to-stand exercises, where Tony performs wheelchair pushups, which resemble dips. Cory's background includes sports medicine. She is generous with encouragement, similar to a coach. Next, Tony executes foot-high stool steps, where he raises his foot until it touches the top of a stool, ten repetitions per leg. The workout becomes vigorous.

"Cory doesn't do easy," he says.

Their chemistry grows as the pace intensifies, and the ambiance of teamwork takes on the air of a dance, as they move together without the wheelchair.

"Big steps, Tony," Cory says, as he moves laterally along the kitchen counter. She spots him like a gymnastics instructor. "He's come a long way. His balance is getting better."

Under his own power, Tony lowers himself into the wheelchair for a brief rest. Back on his feet again, he balances on a walker as Cory straightens his back. Soon, he is off on the walker, marching back and forth between the kitchen and parlor. He moves forward and backward, raising his knees high and breathing hard.

"On the whole, I'd rather be in Philadelphia," Tony quips, a la W.C. Fields.

Humor and chemistry, combined with dedication and expertise, have Tony on his way to recovery. He was once a senior vice president at Beth Israel Deaconess Medical Center and an English professor at Northeastern. Now he is a student under the tutelage of Cory Collins. It's a safe bet they will ace the test together. ■

15TH ANNIVERSARY TEE-OFF AN OVERWHELMING SUCCESS

Pinehills Golf Club, June 25th, 2008

PRESENTED BY **Bank of America** 



This year's milestone 15th Anniversary Tee-Off for Partners Home Care and Partners Hospice was an incredible success with more than 200 golfers, 81 corporate donors and a total income of over \$476,000. Proceeds from the Tee-Off typically make up a quarter of all charitable income to Home Care and Hospice, but this year's record-breaking and goal-busting success has increased that number to over 37 percent. As a result we will be able to, among other investments:

• Provide **266 days** of charity hospice care to patients who lack insurance  
 • Deploy as many as **25 telemonitors** to patients with congestive heart failure  
 • Make more than **1,300 home care visits**  
 • Purchase **75 point of care devices** for home care clinicians in the field

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- Deploy as many as **25 telemonitors** to patients with congestive heart failure
- Make more than **1,300 home care visits**
- Purchase **75 point of care devices** for home care clinicians in the field

This success could not have been possible without the support of a committee of volunteers and generous corporate and individual sponsors.

We are grateful to have had the opportunity to thank our sponsors at a Reception held at the Westin Copley Place the evening before the Tee-Off. David Storto, President of Partners Continuing Care and Chris Attaya, President, Partners Home Care thanked the Tee-Off committee and recognized the major sponsors for their generosity and continued support.

For more information about the Tee-Off, a listing of sponsors and donors and photos, please visit the Tee-Off website at [www.partnershomecare.org/golf](http://www.partnershomecare.org/golf). ■



Top photo (l to r.): Chris Attaya, President, Partners Home Care; Lynn Wiatrowski, Bank of America; and David Storto, President, Partners Continuing Care, attend the June 24 Sponsor Reception. Bottom photo: Tee-Off CO-Chairs and Chris Attaya (far right) enjoy the Tee-Off awards dinner. L. to r.: Roger Boucher, Bank of America; Joe Carrabes, Jennison Associates; Mike Manning, Partners HealthCare System.

**SAVE THE DATE** for what is expected to be an outstanding 16th Annual Tee-Off to be held at Pinehills on **June 24, 2009**.

TEE-OFF COMMITTEE

CO-CHAIRS

- Roger Boucher**  
BANK OF AMERICA
- Joe Carrabes**  
JENNISON ASSOCIATES, LLC
- Mike Manning**  
PARTNERS HEALTHCARE

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Partners Home Care would like to thank the friends and family members who generously contributed gifts in honor, in memory or in lieu of flowers of someone special in their lives. This list reflects tribute gifts made between February 1, 2008 and July 25, 2008.

## IN HONOR OF

Cheryl Carlson  
 Marc Carlson  
 Scott Carlson  
 Mary E. Chane  
 Fannie Mazzoli  
 Marcia Reissig  
 Jackie Royer

Robert P. Baker  
 E. Christine Barron  
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## IN MEMORY OF

Alba Abbondanzio  
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 Domingo Fernandes  
 Louis Frank

Mary Maione  
 Dorothy L. Matti  
 Eugenie S. McLaughlin  
 Frances Minster

Ellie Taylor  
 Lawrence Wolk  
 Donald Woodard



## Gifts of Gratitude

**THE GRATEFUL PATIENT AND FAMILY PROGRAM** is a great way to recognize the outstanding care of a Partners Home Care caregiver. The list below recognizes the caregivers honored by Gifts of Gratitude made between February 1, 2008 and July 25, 2008.

Julie Anathan  
 Kathy Bacheri  
 Karen Bailey  
 Maureen Boucher  
 Sandy Brawders  
 Joan Byrne  
 Joseph A. Cigna  
 Cory Collins  
 Stuart Donnenfeld  
 Judy Ead  
 Linda Ellabidy  
 Eryne Faletra  
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 Nancy Skinner  
 Carolyn Troy  
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 Laurie C. Whiting

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 a name, please contact Melinda Forstey at 781-290-4094. ■

*Coming soon . . .*

The online face of Partners Home Care is changing to serve you better. Visit [www.partnershomecare.org](http://www.partnershomecare.org) in the coming weeks to see our new look and user-friendly website.



**GIVE ONLINE!**

**Make your gift to Partners Home Care online today – it's fast, easy and secure.**

**Simply visit [www.partnershomecare.org/give](http://www.partnershomecare.org/give)**

Please write to the Partners Home Care Development Office if you do not wish to receive future direct mail publications and requests in support of our work.



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