



celebrate **GIVING**

Spring 2017 | Issue 4

Celebrate Giving
is a bi-annual publication of Home Nursing Agency's Marketing Department and the Home Nursing Agency Foundation.

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Home Nursing Agency is a grateful recipient of funding from the following United Ways: Bedford County, Blair County, Huntingdon County, and the Laurel Highlands.

AGENCY Headlines

Home Nursing Agency Named to PA Business Central Top 100 Organizations

Home Nursing Agency has once again been selected as a Top 100 Organization in the region by the *Pennsylvania Business Central*. Organizations were selected based on consistent growth, commitment to honest business practices, and community giving.



HNA Home Health Recognized Nationally and Locally

HNA Home Health was ranked as a Top Agency of the 2016 HomeCare Elite®, a recognition of the top-performing home health agencies in the United States. HNA Home Health has been named to this list every year since its inception, 11 years running. This listing annually identifies the top 25 percent of Medicare-certified home health agencies in the nation.



Janie Christner, Vice President Home Health, credits this ongoing recognition to the team's commitment to outstanding patient care and attention to detail with completion of OASIS (Outcome and Assessment Information Set) surveys. "We continually evaluate key metrics to ensure we are achieving clinical outcomes, and we work as a team to identify deficiencies at various touchpoints along the care continuum," Christner said.

HNA Home Health was also recognized as the *Altoona Mirror* "Hometown Favorite" Home Health last fall and as the *Huntingdon Daily News* "Readers' Choice" Best of Home Health Service Provider this spring.



HNA Private Duty Home Care Chosen as 2017 Best of Home Care - Provider of Choice

HNA Private Duty Home Care received the 2017 Best of Home Care - Provider of Choice Award from Home Care Pulse for the fifth consecutive year. HNA Private Duty Home Care is the only non-medical home care provider in the area to earn this national award based on client satisfaction scores.



"We are very proud that our team's customer service focus has been recognized for the fifth straight year," says Bill McManus, Vice President, Private Duty Home Care, Adult Day Services, and Home Health Business Development. "Our staff coordinates with clients, caregivers, and healthcare providers to develop person-centered plans to provide the best quality in non-medical home care services."

HNA Behavioral Health Offers Telepsychiatry Services

As Blair County was identified as having a mental health professional shortage by the PA Department of Health, HNA Behavioral Health Services began offering telepsychiatry services last fall for adults and in January for children. Through the use of technology, local clients can have face-to-face interactions with the psychiatrists of UPMC's Western Psychiatric Institute and Clinic (WPIC). WPIC is consistently ranked as one of the nation's leading psychiatric hospitals and is a national leader in innovative treatment for mental health and addictive disorders. With access to these clinical specialists, telepsychiatry offers the full range of psychiatry services, from evaluation to medication management. Along with increasing services available for local clients, telepsychiatry also reduces wait times, improves outcomes, and results in higher client satisfaction.

GIVING smiles

Rep. John McGinnis Brings Furry Life to HNA Adult Center for Exceptional Learning (ACEL)

Pennsylvania State Representative John McGinnis (79th District-Blair) brought three of his Borzoi dogs to visit ACEL last fall. The individuals at the center loved meeting Annushka, Rugai, and Vaskana, and Rep. McGinnis enjoyed his visit. Supporting adults with cognitive and physical disabilities, ACEL is a special "home away from home" for individuals who need a specialized level of care.

Rep. McGinnis shared, "I see no higher regard for human life than what I see here."

Pictured below enjoying the visit from PA Rep. John McGinnis (front right) and his Borzoi dogs are ACEL client Mike Miller (front left), Lorrie Hetager, Director of ACEL (back left), and Christine Schmitt, ACEL Program Specialist/Supervisor/Activities Coordinator.



IN THIS ISSUE

3

Giving Priorities
Family Hospice Care Focuses on What's Important

5

Giving Service
Blair County Commissioner Bruce Erb Gives Decades of Service as Board and Committee Member

6

Giving Time & Talents
Hospice Volunteer Makes Her Mark on Patients, Caregivers, Fellow Volunteers

7

Giving Answers
HNA Home Health Allows Joint Replacement Patients to Rehab at Home

8

Giving Confidence
Nurse-Family Partnership® in Cambria County Celebrates Service Accomplishments

9

Giving Hope for the Future
Pechter Foundation Establishes Donor Designated Fund to Support the HNA Healing Patch Children's Grief Program

10

Giving Matters
HNA Foundation Supports Special Night for Young Patient

11

Giving Thanks
Every Dollar Makes a Difference

GIVING *priorities*

Family Hospice Care Focuses on What's Important

"What's most important to you today?"

This vital question is posed to hospice patients each time a member of the care team, now called Family Hospice, visits a patient, shares Jamie Baker, RN Case Manager.

"We care for the patient's body, mind, and spirit," Jamie says. "And every time we ask this question, we may reach something that the patient wouldn't have shared with us otherwise." For some patients, the answer is simply to be comfortable. Other patients share life goals they still hope to achieve, like planning a special anniversary celebration for their spouse or taking a special trip with their children.

As a Family Hospice nurse in rural Huntingdon County, Jamie covers up to 80 miles each day as she travels between her patients' homes. Every day is different with its own set of challenges.

"With end-stage disease and terminal illness, you never quite know what's going to happen," Jamie shares. "We face these challenges as a team. There is always someone to help."

In addition to providing nursing care, RN Case Managers like Jamie are responsible for coordinating the patient's care and communicating with the physicians and family members with the focus of giving patients the best quality of life possible. Jamie describes hospice as the opportunity to care for a loved one at home to have quality time with them.

"Most people want to be comfortable and to stay at home with their family," Jamie states. "A lot of times when we come in to provide hospice care, the patients have better quality of life and can live longer than they would have without care."

For patients and families opting for comfort, hospice can help the patient manage symptoms rather than pursuing curative treatments that may or may not be successful and affect quality of life. Unfortunately, this care can be necessary for people at any age.

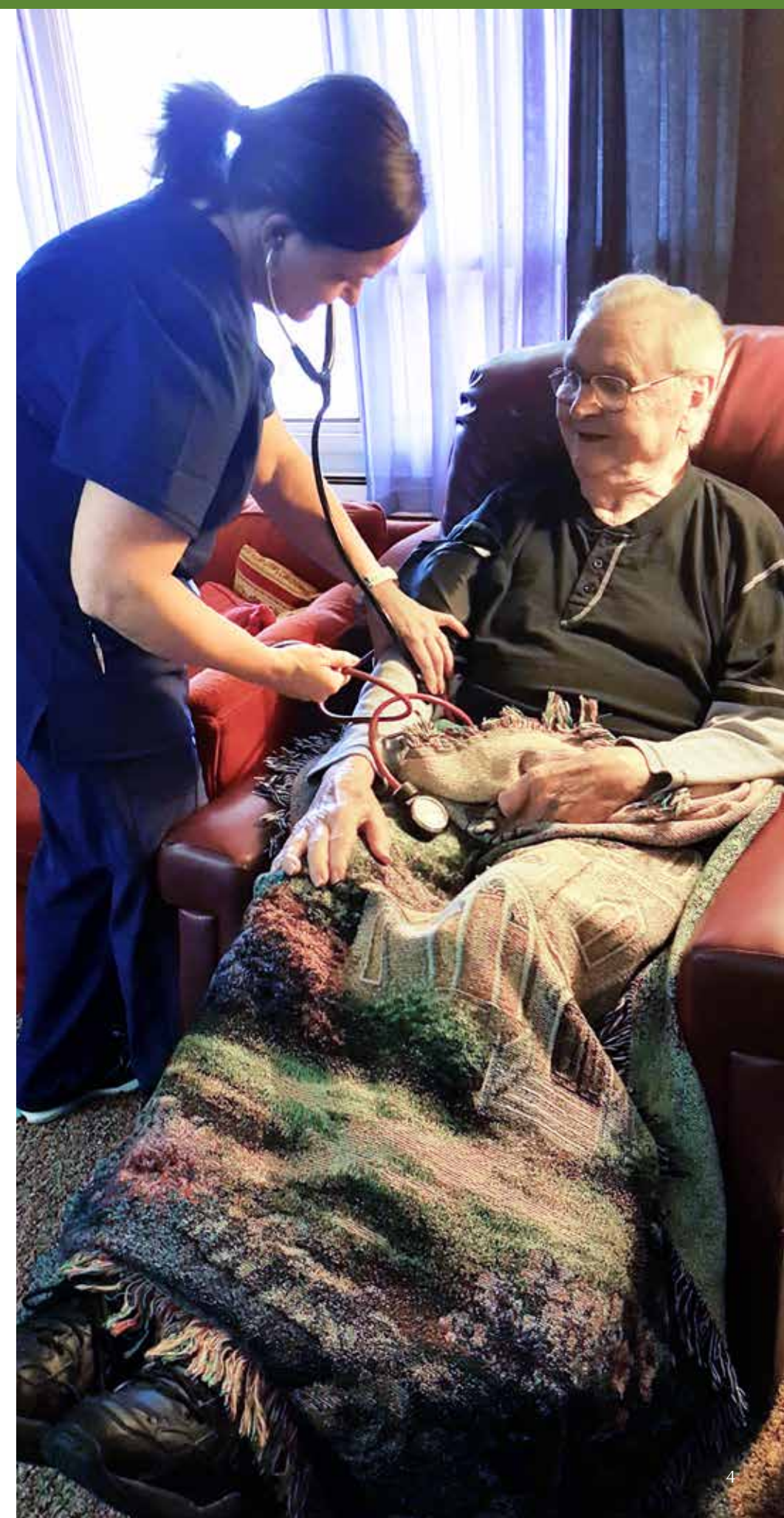
"We do have children in our care," Jamie shares. "Last year we cared for a child who was born with a congenital heart defect. Her parents opted not to do surgery and came home instead. It gave them a chance to be 'normal', and the baby wasn't poked or prodded or hooked up to wires. We were able to help them have a week together at home as a family."

Family time and being at home are just as important at the other end of the life spectrum, as 94-year-old William "Bill" Keim can testify. After being diagnosed with an inoperable abdominal aneurysm that was causing him pain and discomfort, Bill enrolled in hospice care to allow him to remain at home with his son Gary as caregiver.

As his favorite nurse, Jamie checks in two times each week. Between getting his vital signs and asking about his symptoms, Jamie listens intently as Bill shares stories from his diverse past – serving as an Army medic in Britain during World War II, teaching in various areas, serving as superintendent for the Huntingdon Area School District, tutoring Penn State students for Joe Paterno, and accidentally meeting President Harry Truman while visiting the White House.

"It is a joy and privilege to be with patients like Bill," Jamie says. "He loves to share stories about his life, and he's had so many different experiences. With hospice, we can help his last days be full of life, too."

Jamie Baker, Family Hospice RN Case Manager, interacts with patient William "Bill" Keim at his Huntingdon home. As his favorite nurse, Jamie monitors his health clinically but also takes time to listen and learn about what's most important to Bill.



To learn more about Family Hospice or make a referral, call us at 1.800.445.6262 or visit us online at www.homenursingagency.com 24 hours a day, 7 days a week.

 Family Hospice & Palliative Care
Part of UPMC HNA

GIVING *service*

Blair County Commissioner Bruce Erb Gives Decades of Service as Board and Committee Member

Joining Home Nursing Agency to provide oversight as a volunteer committee member more than 20 years ago was “one of the greatest decisions” Bruce Erb ever made.

With a heart for helping others, Bruce recently transitioned from a successful career in banking to public office as a Blair County Commissioner. He has been integral in guiding Home Nursing Agency through changes in the healthcare industry and within the organization.

“My role is to facilitate input from committee members who serve on the board and act as support to the tremendous leadership and staff team,” says Bruce, who currently serves as chair of HNA Visiting Nurse Association Board of Directors. “The leaders at HNA have always been so forward-looking and thinking. We have been responsive to the needs of clients and communities and are proactive rather than reactive.”

In addition to attending meetings, asking questions to learn, and providing direction for success into the future, Bruce sees board members having an active role in their communities.

“We are to take what we learn and do something with it,” he says enthusiastically. “We find ways to help with the mission of the agency and serve those the agency serves. It’s like matching needs with resources.”

As Bruce explains, this may be asking local businesses for financial support of initiatives to raise money, or it may be referring friends and family for services in their time of need, as board members are educated on specific programs at each meeting.

Serving alongside other volunteers from the community as an HNA board member, Bruce welcomes the insights others share to advance the organization.

“We get different perspectives with a diversified board,” he shares. While backgrounds and perspectives differ, board members are united in a desire to serve the community through Home Nursing Agency. “I’m fortunate to have the opportunity to serve through an agency whose mission I love and am committed to!”



GIVING *time and talents*

Hospice Volunteer Makes Her Mark on Patients, Caregivers, Fellow Volunteers

Betty Friedenberger leaves an impression.

At first, it’s the distinctive New Jersey accent in her voice. But for the hundreds of patients and families she has supported as a hospice volunteer, it is her compassion and reassuring presence that have left their mark.

“I’ve been on the other side of care,” Betty explains. As an only child, Betty was the sole caregiver for her mother, husband, and uncle as they battled life-limiting illnesses and passed away. She began her volunteer journey with Home Nursing Agency in 1990, wanting to help others through the difficult emotions and challenges that come with the end of life.

“She’s been requested many times by families and our nurses because of the special touch she brings,” shares Catherine Zimmerman, Volunteer Coordinator. “She brings so much to our volunteer team with her experiences and what she has learned through her losses. She’s taken those difficult times and used them to help others.”

While Betty’s role requires a lot of “doing” – visiting patients and caregivers, making phone calls, and sending notes – she understands that the most important part of her role is “being”. Simply being present for patients and family members has a tremendous impact on those she serves.

“I like being the person who can just sit and talk with the patients or give caregivers an opportunity to have time for themselves,” Betty shares. Betty is involved in various aspects of the hospice program, now called Family Hospice, as she does home visits, the General Inpatient (GIP) Unit at UPMC Altoona, and bereavement. “I enjoy going into homes and getting to know the families, and I often follow them in bereavement, so there’s a connection. In the GIP, I can visit with patients from all counties and share the role of volunteers in hospice care.”

Betty’s gentle yet authoritative demeanor brings comfort in what can be a stressful time for families, but she is also able to bring joy and humor to other volunteers. As Catherine shares, “Betty is very serious, real, and dedicated to her role, but she is fun. She makes us laugh!”

Along with sharing fun, Betty is also able to pass along the wisdom she’s gained in the past 27 years. Much like the patients she serves, her time in hospice is an evolving journey.

“I always like when we get new volunteers on the team who have new ideas,” Betty says. She’s always looking for better ways to serve patients and families and is grateful for what she has gotten in return – invaluable experiences, meeting new people, and making a difference for others. “I wouldn’t be doing it this long if I didn’t get something out of it!”



A faithful volunteer since 1990, Betty Friedenberger provides comfort for hospice patients and their family members in many forms. When patients’ symptoms cannot be managed successfully at home, they can be admitted to the General Inpatient (GIP) Unit at UPMC Altoona, and Betty shares a comfort tote of items like water, snacks, word puzzles, and more with family members who visit the hospital to be with their loved ones. Comfort totes and items are funded by the Home Nursing Agency Foundation through your generous support.

—CELEBRATING— NATIONAL *Volunteer* MONTH

*“We make a living
by what we get,
but we make a life
by what we give.”*

Winston Churchill

Thank you to all of the volunteers who selflessly give of their time and skills to serve those in our community through Home Nursing Agency. Your contributions are greatly appreciated!

HOW YOU CAN HELP

Are you interested in making a difference in the lives of others by serving as a volunteer? Volunteers are vital to many Home Nursing Agency programs, including Family Hospice, the Healing Patch children’s grief program, and the Adult Center for Exceptional Learning (ACEL). To learn more about becoming a volunteer or to apply, visit the HNA website at www.homenursingagency.com.

GIVING *answers*

HNA Home Health Allows Joint Replacement Patients to Rehab at Home

When Carol Field of Altoona came to terms with needing a total knee replacement, she and her husband Larry thought they'd have to get rid of the split-level home where they've lived for 31 years.

Now, that home is the place where Carol is regaining her strength and mobility, thanks to her HNA Home Health therapists, including Occupational Therapist Dana Tomlinson.

The first time Dana visited the Field's home, Carol was struggling to maneuver around their home, as her long legs and other health issues like lymphedema and arthritis created additional challenges.

"Dana asked if she could check out our home," Carol recalls. Within minutes, Dana made simple suggestions that made all the difference. Adding a cushion to the stair lift raised Carol's height and eased the burden on her joints so that she could get in and out of the stair lifts on her own. Adjusting the bedside commode to proper height allowed Carol to use the restroom independently.

"When she left, we had such a different mindset," Carol says. "She was able to teach us and show us. She was the answer to our problems! We had a lot of problems, and she gave us the answers."

With more than 30 years of experience in different aspects of occupational therapy, Dana has found her passion in home care. She explains that a patient's return to independence is best done in their own home.

"In home health, a therapist comes into the home and looks at the person's environment," Dana says. "Considering that and the patient's unique needs —

like Carol's — we can make adaptations and order the right adaptive equipment."

While physical therapy is vital for patients to regain range of motion and strength after joint replacement surgery, occupational therapy helps patients to be as independent as possible with whatever activities occupy their time, including self-care, leisure activities, work, or anything else. As Dana explains, her role is to help the patient improve the skills to perform these tasks or adapt as needed.

After ensuring Carol was able to maneuver her walker and navigate the chair lifts herself, Dana moved onto showering as another basic activity of daily living that Carol would need to master. With Larry alongside for support, Dana walked Carol through each step to outline the modifications and equipment needed, including a shower chair that could be adjusted to the correct height and the addition of a properly placed grab bar.

"She took it as her job to make me self-sufficient at home," Carol says confidently. "I have one-on-one care and attention. Until you experience that, you don't realize what a difference it makes!"

Dana Tomlinson (right), HNA Home Health Occupational Therapist, was the "answer" to Altoona resident Carol Field being able to continue her rehabilitation from knee replacement surgery at home with her husband Larry. Top, Dana helped Carol to elevate her height on the stair lift so that she could use it without placing extra pressure on her joints. Below, Dana continues to support Carol's recovery in her own home by walking her through showering and determining the adaptive equipment, like a grab bar, that are needed for Carol to function independently.



To learn more about HNA Home Health or make a referral, call us at 1.800.445.6262 or visit us online at www.homenursingagency.com 24 hours a day, 7 days a week.

GIVING *confidence*

Nurse-Family Partnership® in Cambria County Celebrates Service Accomplishments

This February marked ten years of service for HNA Nurse-Family Partnership in Cambria County, and in January, the program surpassed the milestone of serving more than 500 Cambria County clients.

Home Nursing Agency is the local provider of Nurse-Family Partnership, a national, evidence-based program for first-time pregnant mothers that provides mentorship by a registered nurse. The program is free for mothers and provides support from pregnancy through the child's second birthday.

"I was so nervous and scared when I found out I was pregnant. The first baby I ever held was my own," explains Cambria County resident Megan Heit, who credits her Nurse Home Visitor Chrissy Anderson with helping her through her pregnancy and her daughter Dandelion's early days. "My husband and I got all of our questions answered."

In addition to providing reassurance and answering Megan's medical questions, Chrissy was a cheerleader and advocate who helped Megan to grow and recognize her own potential.

"NFP gave me more confidence as a mom," Megan says. "Chrissy would always affirm me and tell me what I was doing right, and she gave me a lot of confidence. That was part of why I reached out to look for a job."

While Megan sought to work outside the home to help support her family, she knew daycare costs would undercut her efforts. Chrissy shared the option of subsidy for eligible parents, and she helped Megan to look for a trustworthy daycare.

"When I saw the ad in the paper for a breastfeeding peer counselor for WIC (Women, Infants, and Children), I thought that was something I can do," Megan says. Now she uses the supportive techniques she learned from NFP to impact the lives of her clients. "My role is personal like Chrissy's was with me. As I get to know my clients, they open up more to me. My favorite thing is that I can empower women to believe in themselves. They just need support to believe that."



Megan Heit (left) credits Chrissy Anderson, Nurse Home Visitor, with building her confidence as a mother, which led to pursuing a position as breastfeeding peer counselor for Cambria County WIC (Women, Infants, and Children), where she now empowers other young mothers.

Nurse-Family Partnership operates in 42 states with goals of healthy pregnancy outcomes, healthy child development, and a positive life course development. During visits, nurses bring information on topics that the mother chooses to discuss in a comfortable, conversational style.

"The key to Nurse-Family Partnership's success is the positive relationship that develops between the mother and her nurse," explains Lois Schultz, Supervisor of Cambria County NFP who admitted the first client ten years ago. "The mother and her nurse really get to know each other so the nurse can provide information and support that is very helpful for the mother and tailored to her needs."

Home Nursing Agency's Nurse-Family Partnership program is a grateful recipient of funding from the 1889 Foundation, Community Foundation for the Alleghenies, Home Nursing Agency Foundation, Lee Initiatives Inc., United Way of Blair County, United Way of Huntingdon County, and United Way of the Laurel Highlands. The program is also supported by state and federal funding.

To learn more about Nurse-Family Partnership® or make a referral, call us at 1.800.315.4358 or visit us online at www.homenursingagency.com 24 hours a day, 7 days a week.



GIVING *hope* for the future

Pechter Foundation Establishes Donor Designated Fund to Support the HNA Healing Patch Children's Grief Program

Anyone who knows Shirley Pechter would also know that her love and support for Home Nursing Agency's children's grief program — the Healing Patch — is endless.

A lifelong resident of Altoona, Shirley has a passion for helping grieving children that continues today through a generous gift from her son in her honor for the establishment of the **"Shirley A. Pechter Donor Designated Fund for the Healing Patch."** Originally created with a \$25,000 donation from the Pechter Foundation, and with an additional \$10,000 gift made recently, this fund provides annual and growing support in perpetuity for the Healing Patch because of the Pechter family's continued generosity.

Created in 2016, the Healing Patch: A Program for Loss and Hope for Grieving Children and Their Families provides peer-to-peer support for those who have suffered a significant loss to death. The program is offered at no charge to families.

The Healing Patch provides services at two centers, in schools, and through community outreach — all to meet the needs of grieving children in our community. Statistics show that one in seven children will lose a parent or sibling by age 20.

From the beginning, Shirley has been the Healing Patch's most devoted supporter and ambassador.

"I have witnessed firsthand how a loss touches every avenue of a child's life," Shirley shared in a letter seeking funding for the program. "My ten-year-old-daughter Melissa died after being

diagnosed with a brain tumor. My children were devastated - all in different ways. My husband, Fred, and I were distraught. We had no place to go for help."

"Whether it's a sibling, parent, or grandparent, when a death of a loved one touches the life of a child, it's so vital to help them. It lessens their burden so they'll be able to cope now, and later in life."

Her son Richard says, "On behalf of my family, we are so pleased that this fund will always honor our courageous mom, who took a personal tragedy and years later helped create a program of hope for other families. We know the importance of the Healing Patch and its impact on grieving families. It is important to us that the Healing Patch continue forever, as a program she lovingly refers to and that we all truly believe is 'a soft place to fall'."

Want to support the Healing Patch or another Home Nursing Agency program that has meaning to you?

Consider a Donor Designated Fund (DDF) in honor or memory of someone you love. You can establish a DDF with a minimum gift of \$10,000. As a donor, you select a specific purpose(s) and the fund's income will be used to make grants in perpetuity. Additionally, you will receive a tax benefit. For more information, contact Pam Seasoltz, HNA Director of Development, directly at 814.947.7011.

GIVING *matters*

HNA Foundation Enables Special Night for Young Patient



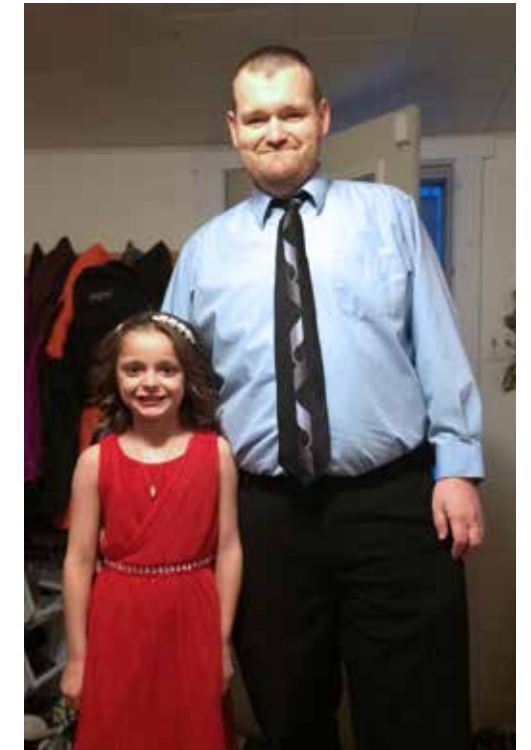
Most little girls dream of dressing up and feeling beautiful to have a night like Cinderella. For young girls with complex medical needs, that seems even more out of reach. Eleven-year-old Aleyhia Fagley had that dream become reality earlier this year when she was made princess for a day to attend a Father-Daughter Dance with her dad.

Aleyhia requires attention for seizure and cardiac disorders that require careful monitoring by her parents or a nurse from HNA Pediatric Home Connection, who stays with her overnight.

On this day, Aleyhia basked in the glow of a different kind of attention. HNA Foundation funding allowed Aleyhia to have her hair cut and styled in preparation for the dance. Aleyhia completed the look with a beaming smile.

"I've never got to feel special before," said Aleyhia, who is one of five children. "I like it!"

Your support of Mercedes Moment and the HNA Foundation provides funding to make a profound difference in the lives of patients and clients like Aleyhia, whose life revolves around her clinical diagnosis. Your support gave Aleyhia the opportunity to enjoy a special day as a normal child.



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GIVING *thanks*

Every Dollar Makes A Difference - Donors Reach Out to Help Others

For nearly 50 years, Home Nursing Agency has depended upon the generosity of community partners – individuals, businesses, local governments, and organizations – to help ensure that our mission of providing care and services for those in need will continue.

Charitable dollars are necessary to help care for individuals and families who have limited resources, and support many of the Agency's community-valued services like the Healing Patch children's grief program and bereavement support groups for adults and families – both of which are offered free of charge.

Every dollar truly helps so many. Every gift truly has a story.

The following donations were received January 1, 2016 through December 31, 2016.

Please note that donations of more than \$25 are listed in print.

To view a full list of 2016 donors, visit our website at www.homenursingagency.com. We apologize for any errors or omissions to this list. Every effort is made to assure that proper information is recorded. Please call Carol Galioto at 1.800.992.2554 to make us aware of any corrections or changes.

Thank you to the following donors who have helped make a difference in the lives of our neighbors and our communities.

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