

Home Health and Hospice Annual Report 2021-22

May 1, 2021-April 30, 2022



Columbus Community Hospital's home health and hospice programs provide skilled services to community members and their loved ones.

Home health offers health care in patients' homes on an intermittent basis. The medically-directed program is designed for patients of all ages who are recovering from surgery or injury, or living with chronic health conditions.

Hospice care is appropriate when a person with a terminal illness no longer benefits from curative treatment. CCH's hospice program focuses on maximizing the quality of life for people in their final stage of life.

Read this annual report to learn more about CCH's home health and hospice programs and the services they provide. The report will highlight the programs' achievements during the 2021-22 fiscal year, from May 1, 2021 to April 30, 2022.

Mission:

Our Mission is to improve the health of the communities we serve.

Vision:

Our Vision is to compassionately deliver the state's highest quality patient care.

Values:

Integrity

Compassion

Accountability

Respect

Excellence





Jody Willison, RN, BSN,
director of CCH's
home health and hospice

Notes from the director

I've had the privilege of spending more than 20 years in CCH's home health and hospice department.

I have worked here for so long that home health and hospice has truly become my home away from home, and my team has become like a family to me. When you spend this much time with someone, it is impossible to not build that kind of connection.

The same is true for our patients.

While all health care providers have the opportunity to connect with patients, there is something unique about working in home health and hospice. We interact with patients and their family members in different settings and different stages of their lives.

Through our hospice program, we work with people in their final chapter of life, providing them and their loved ones with comfort rather than cures.

Through our home health program, we work with patients who are homebound or unable to leave their homes without extensive physical effort. These patients are often referred to us after surgeries or after receiving new health diagnoses, and our staff teaches them new skills to help them adapt to their situations.

Working with patients and their families like this allows us to bond with them in a different way. People are often surprised when I remember a patient I saw 10 or 15 years ago, but it's easy to do when you spend so much time with someone — particularly in their own home. You make a connection that's not easy to forget.

I'm thankful our team gets to make meaningful connections with our patients and their families. To learn more about our services and what we can do for you or a loved one, please read this annual report, check out the CCH website or give us a call at 402-562-3300.

Home health and hospice team

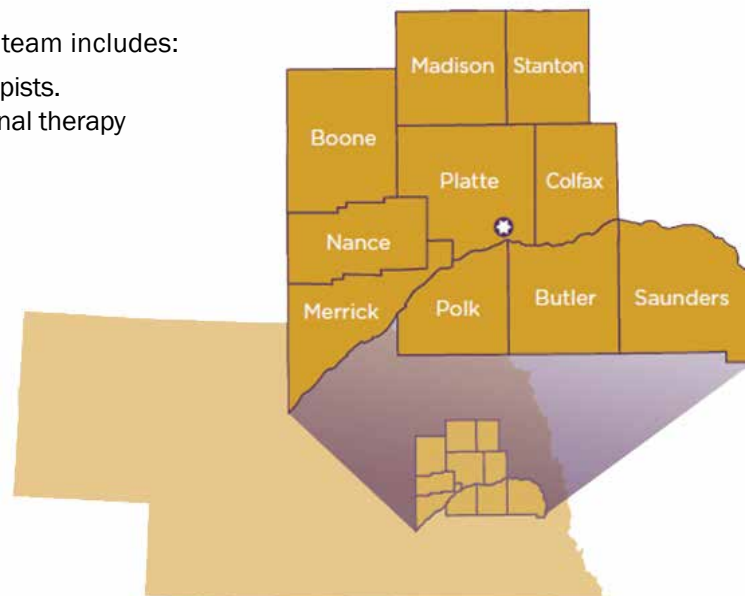
Home health and hospice's multidisciplinary health care team includes:

- Registered nurses.
- Certified nursing assistants.
- Medical social workers.
- Physical therapists.
- Physical therapist assistants.
- Occupational therapists.
- Certified occupational therapy assistants.
- Speech therapists.

Service area

CCH's home health and hospice program staff members will travel 40 miles one way to provide services. They offer care within a 10-county service area, including:

- Boone County.
- Butler County.
- Colfax County.
- Madison County.
- Merrick County.
- Nance County.
- Platte County.
- Polk County.
- Saunders County.
- Stanton County.





Home health overview

CCH's home health program provides skilled nursing care and therapies to patients in their homes. Each patient in the home health program has an individualized treatment plan, created by an interdisciplinary group, that focuses on their specific needs and goals.

CCH's home health program is Medicare- and Medicaid-certified and meets the requirements of the Joint Commission.

To be eligible for CCH's home health services, patients must:

- Be homebound.
- Have been ordered to receive care by a licensed physician who provides a plan of care.
- Live within the licensed service area.
- Need at least one of the following:
 - Intermittent skilled nursing care.
 - Physical therapy.
 - Occupational therapy.
 - Speech/language therapy.

Growing department

CCH's home health department has grown in recent years as home health care services have been in high demand during the COVID-19 pandemic.

The program experienced significant growth in spring 2020 as health directives urged people to stay home. CCH's home health program was able to bring services into patients' homes so patients did not have to visit medical facilities for care.

To meet the increased demand for services, CCH added new staff to its home health team including a physical therapist, physical therapist assistant, occupational therapist and occupational therapy assistant.

Home health services

The team of professionals in CCH's home health department offers the following services:

Skilled nursing care:

- Chronic disease management – congestive heart failure and chronic obstructive pulmonary disease (COPD).
- Diabetes management education.
- Education, supervision and administration of medications.
- Intravenous therapy/TPN.
- Observation and evaluation of unstable medical and surgical conditions, including post-operative assessment.
- Nutritional assessments.
- Telemonitoring.
- Wound and ostomy care.

Speech therapy:

- Assistance for swallowing and speech disorders.
- Caregiver education.
- Help with cognitive skills.
- Rehabilitation for neurological diseases such as Parkinson's and multiple sclerosis.

Occupational therapy:

- Fall prevention education.
- Home safety assessments.
- Wheelchair positioning.
- Work simplification/energy conservation techniques.

Physical therapy:

- Fall prevention.
- Gait and transfer training.
- Incontinence therapy.
- Therapeutic exercises and modalities.
- Vestibular therapy.

Social work:

- Advance directive assistance.
- Counseling and guidance.
- Evaluation.

Home health aides:

- Bathing assistance.
- Personal care assistance.
- Assistance with diversional activities.

Patient testimonial

Lisa Greisen never expected she would need home health assistance. But in July 2021, the 52-year-old Platte Center, Nebraska, resident suffered a major accident when she went down a water slide at a lake. She broke both of her legs and needed multiple surgeries to repair the damage.

After her surgeries, Lisa was in a wheelchair and homebound. She received visits from a physical therapist, a nurse and a home health aide. "I was very vulnerable, fragile and in pain," she said. "Everybody did their job so well. They truly cared about me, and it seemed like they had the time to take to be with me."

“
Everybody did their job
so well. They truly cared
about me.”

Lisa Greisen

Lisa especially appreciated how her caregivers worked with her to set goals. When her physical therapist first started coming, they met her in her bedroom. They both decided that next time, she would meet them in the living room, and eventually she would be able to answer the door. "The whole experience was wonderful," said Lisa.



Home health patients served for FY 2021-22

Admissions: **473**

Home health visits by discipline

	TOTAL
Skilled nursing	3808
Physical therapy	3023
Speech therapy	147
Occupational therapy	1918
Social services	55
Aide	567
Chaplain	2
Total	9520

CCH home health ratings exceed state and national averages

All home health and hospice statistics are reported by the National Research Corporation, which shares ratings and reviews from patients online. This data was released by the National Research Corporation in spring 2022.

Remained in the community after discharge:

CCH **87.7%**

National **78.6%**

Reported receiving necessary help when they call:

CCH **100%**

National **94.7%**

Satisfied with medication administration and modification or new medication guidance:

CCH **100%**

National **86.8%**

Lower hospitalization rates:

CCH **73.3%**

State **62.1%**

National **61.4%**



Hospice overview

CCH's hospice program was founded on the belief that people who are in the dying process should be able to receive the greatest degree of comfort and dignity. It focuses on the patient and their family, not the disease, and emphasizes maintaining patients in their own home or place of residence.

The hospice patient and their family members are encouraged to be involved in developing an individualized plan of care with their physician and CCH's hospice staff.

The hospice program's interdisciplinary care team includes:

- Physicians.
- Registered nurses.
- Social workers.
- Therapists.
- Pharmacists.
- Dietitians.
- Home health aides.
- Chaplain or clergy.
- Volunteers.

Data proves excellence of CCH hospice services

All home health and hospice statistics are reported by the National Research Corporation, which shares ratings and reviews from patients online. This data was released by the National Research Corporation in spring 2022.

Overall hospice care rating:



Patient recommendation rate:



Provided religious and emotional support:



Treated patient with dignity and respect:



Patients with visit in the last three days of life:



Hospice services

The team of professionals in CCH's hospice program offers the following services that address people's physical, emotional and spiritual needs, including:

- Pain management.
- Treatment of physical symptoms.
- Medical supplies and equipment.
- Emotional and spiritual support.
- Skilled and compassionate nursing care.
- Bereavement services.
- Assistance with medical forms.
- 24/7 registered nurse phone availability.

Hospice patients served for FY 2021-22

Admissions: 126

Hospice visits by discipline

	TOTAL
Skilled nursing	1977
Physical therapy	2
Speech therapy	0
Occupational therapy	3
Social services	383
Aide	732
Chaplain	264
Total	3361

Chaplain joins hospice team

Mary Jo “Mitch” Shemek became CCH’s first chaplain in October 2020. She has been providing pastoral services at the hospital and through the hospice program ever since.

Shemek is nondenominational in her chaplaincy. She offers emotional and spiritual care for staff and hospice and hospital patients and their families.

“Mitch has been very well received by patients and families with her calming and non-judgmental approach,” said Jody Willison, RN, BSN, director of CCH’s home health and hospice.

Shemek grew up in rural Nebraska. She graduated from the University of Nebraska at Omaha where she earned a bachelor’s degree in general studies, with a major in religious studies.

She trained to become a chaplain by taking clinical pastoral education classes in Yankton through Avera Health Care System. She has worked as a chaplain since 2004. Before coming to CCH, Shemek served as chaplain at hospitals in

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Mary Jo “Mitch” Shemek

West Point and Yankton. She also served as chaplain for a private hospice company in Norfolk.

Chaplaincy appealed to Shemek because it offered her the opportunity to make one-on-one connections with people and walk with them during difficult times in their lives. This is particularly true in the hospice setting, where the CCH hospice team cares for people in their final stage of life.

“In hospice care we care for the whole person — their physical, emotional, and spiritual needs,” Shemek said. “We are privileged to be a part of ‘loving them to their heavenly home.’”

The CCH hospice team also continues to care for family members after the patient’s death. Shemek and Destiny Grapevine, a home health and hospice social worker, co-facilitate a six-week grief support group that is offered in the spring and fall.

Whether she is co-facilitating the grief support group or working one-on-one with people, Shemek said she enjoys her work as a chaplain.

“It may be employment, but it doesn’t ever feel like a job,” she said.



Mary Jo “Mitch” Shemek,
chaplain

Social worker joins hospice team

Social worker Destiny Grapevine joined the home health and hospice department in July 2021.

Grapevine graduated from David City High School in David City before receiving her Bachelor of Science with a focus in social work and a minor in criminal justice from the University of Nebraska at Kearney.

She completed her practicum training at CCH and is certified as a social worker through the state of Nebraska.

Before joining the home health and hospice team, Grapevine worked at Cor Therapeutic Services in Columbus, supporting teenagers on probation.

“Destiny is a great addition to our team because she is

eager to learn and is a quick study,” said Jody Willison, RN, BSN, director of CCH’s home health and hospice.

As part of the home health and hospice programs, Grapevine provides patients with coordination of bereavement services, assistance with advance directives and case management referrals to nursing facilities.

“I knew I wanted to be a permanent part of this community very early on in my practicum,” Grapevine said.



Destiny Grapevine,
social worker



    columbushosp.org

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