



**HOME CARE & HOSPICE**  
National Association for Home Care & Hospice  
**HOME CARE & HOSPICE**  
**COVID-19 TOWN HALL**  
**May 6, 2020**

Kenneth Albert, RN, Esq., President & CEO, Androscoggin Home Healthcare + Hospice  
Leann Sebrey, RN, MMSc, CPN, HN-BC, Chief Clinical Officer, Androscoggin Home Healthcare + Hospice  
Katy Sperl, MSM, PHR, SHRM-CP, Chief Administrative Officer, Androscoggin Home Healthcare + Hospice  
Kathy Amsden, LCSW, ACHP-SW, Interim Director of Palliative Care, Androscoggin Home Healthcare + Hospice  
Sheila Harlow, RN, Case Manager, Androscoggin Home Healthcare + Hospice  
Michelle Tilton, LSW, Hospice Preceptor, Androscoggin Home Healthcare + Hospice  
Steve Rogers, CAN, Hospice Aide, Androscoggin Home Healthcare + Hospice  
Katie Sappington, RN, BSN, Case Manager, Preceptor, Androscoggin Home Healthcare + Hospice

## Androscoggin Home Healthcare + Hospice

### Mission

Androscoggin Home Healthcare and Hospice is an organization about living, dedicated to enhancing quality of life by providing innovative and compassionate medical care for all.

### Vision

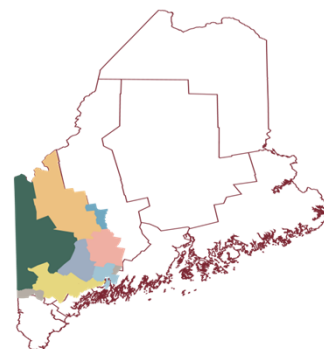
To be the leader in providing innovative, patient-centered care that ensures collaborative and coordinated service for the community's lifelong healthcare needs.

### Values

Integrity • Compassion • Excellence • Innovation • Community

### Androscoggin by the Numbers

- Founded in **1966**
- Provide care in **9 of Maine's 16 counties**
- Over **475** employees
- Navigate the care for over **2000** patients daily
- Over **200** volunteers
- Over **\$1.5 million** in free care for 2019





**Kenneth Albert, RN, Esq.**  
*President & CEO*



**Leann Sebrey, RN, MMSc, CPN, HN-BC**  
*Chief Clinical Officer*



**Katy Sperl, MSM, PHR, SHRM-CP**

*Chief Administrative Officer*



**Kathy Amsden, LCSW, ACHP-SW**

*Interim Director of Palliative Care*



**Sheila Harlow, RN**

*Case Manager*



**Michelle Tilton, LSW**

*Hospice Preceptor*



## **Steve Rogers, CNA**

*Hospice Aide*



## **Katie Sappington, RN, BSN**

*Case Manager, Preceptor*

## Financial Pressures

- Opted in participation in the Emergency Paid Sick Leave Act and the Emergency Family and Medical Leave Expansion Act
- Provided one-stop point of contact for employees navigating both EPSL and the EFMLA
- Applied for and received monies from the Paycheck Protection Program – Small Business Administration Loan/Grant
- Created an exception to our Pay in Lieu of Earned Benefit Time (EBT) policy for an extra cash-out of EBT
- Board approved CARE Pay one-time bonus for all staff with a higher amount for all clinicians

## Financial Pressures

### Kept Staff Working

*Redeployed staff needing hours to maintain benefit status*

- Screening visitors at the Hospice House
- Projects
- The Wellness Center screening
- Poland Spring screening
- Telehealth monitors
- Medical Records scanning and faxing
- Phone calls to patients and families
- Bereavement calls
- Information Services assistance and support to Androscoggin's new electronic medical record system implementation



**ANDROSCOGGIN**  
Home Healthcare  
+ Hospice

## Physical/Emotional Wellbeing

- Established ESMDS protocol to track symptoms and ensure staff safety
- Full Support of our In-house Occupational Nurse for screening, protective mask fit testing, fielding employee concerns, and follow-up
- Implemented “work at home” strategies quickly to keep staff safe and maintain steady business operations
- “Thank You” plant to each employee’s house
- Thank you cards created by our volunteers sent to staff
- Frequent one on one discussions with managers

## Physical/Emotional Wellbeing

- Created a section in Policy Tech for all COVID-19 related resources
  - Childcare
  - Food Insecurity
  - 211/General Assistance
  - Work at Home
  - Health and other benefits from our partners at Aetna
- Went to the mat on many issues, especially making sure that Home Health and Hospice care was not forgotten; continued to ensure that our staff could see our patients in facilities
- Astute observation of clinicians to know when down time is needed for self-care

## Physical/Emotional Wellbeing

- “Administrator On Call” for the weekends
- COPING THROUGH HARD TIMES webpage - <https://androcoggin.org/coping-through-hard-times/>
- Tracked staff and patient COVID positive, PUIs and recovery to keep an eye on trends and/or spikes in transmission within our work force
- Daily PPE and PAR level tracking and sourcing to ensure that we have the protections we need for our clinicians in the field





**ANDROSCOGGIN**  
Home Healthcare  
+ Hospice

© 2020 National Association for Home Care & Hospice

17

## Communication

- Incident Command in place on Day 1 to ensure that Androscoggin was running as efficiently and effectively as possible
- Daily “Clinical Update” communication by our CCO
- Weekly “Employee Update” communication by our CEO
- Time at Androscoggin’s monthly Management Day to share joys and concerns about this uncertain time
- Always open doors, with open ears and open hearts

© 2020 National Association for Home Care & Hospice

18

## Communication

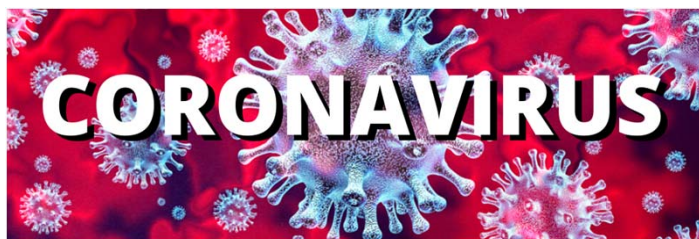
- Quickly operationalized technology (cameras and GoToMeeting) so staff and managers could continue efficient and effective communication
- Reworked general and clinical orientation so that we could onboard and ensure new clinicians were ready to go for patient care needs
- Created collaterals and a space on our website to inform the community about what Androscoggin is doing to stay safe which supported our staff in the field as they navigated with patients and families



**ANDROSCOGGIN**  
Home Healthcare  
+ Hospice

# Q & A

## NAHC COVID-19 Information and Resources



[nahc.org/covid19](https://nahc.org/covid19)  
[nahc.org/covid19faqs](https://nahc.org/covid19faqs)

## Upcoming Events

**CARES Act Emergency Funds:  
How to Achieve Accountability  
and Compliance Part II**

Thursday, May 7, 2020

**COVID-19 Virtual Town Halls**

Wednesday, May 13, 2020

**2020 Financial Management  
Conference & Expo**

July 26-28, 2020

Las Vegas, NV

**2020 Home Care and Hospice  
Conference and Expo**

October 18-20, 2020

Tampa, FL

## Contact Information

**Kenneth Albert, RN, Esq.**

President & CEO

Androscoggin Home Healthcare + Hospice

[Ken.Albert@androscoggin.org](mailto:Ken.Albert@androscoggin.org)