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

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
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://androscoggin.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
• 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
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
Q & A

NAHC COVID-19
Information and Resources

nahc.org/covid19
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

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Androscoggin Home Healthcare + Hospice
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