



Oxford  
HealthCare<sup>SM</sup>

# Oxford's Care Update

Fall 2006

## Oxford Named Innovator of the Year.

The Springfield Business Journal recently recognized Oxford HealthCare as Innovator of the Year at the 2006 Economic Impact Awards. Oxford's innovative use of the HomMed Health Monitoring System has set standards locally, regionally, and nationally, and the tremendous results have received international attention.

HomMed, offered exclusively by Oxford, produces a complete overview of a patient's health status in the comfort of home. Information is transmitted to Oxford via phone lines where a nurse monitors the information and responds according to the parameters set by the physician.

Over 5000 patients have been monitored since the inception of the program in July 2002. The results of a state-funded program show that Oxford has been able to reduce unnecessary hospital days by 63% and emergency room visits by 52%, which has been a significant savings for the state and hospitals. "With cuts to health care funding, other agencies reduced the amount of care and visits while Oxford searched for options to continue to provide the highest level of care. The technology allows patients to receive the same quality of care at reduced costs," said Karen Thomas, Oxford President.

Because of Oxford's innovative and successful use of the HomMed system, Thomas was asked to be a contributing author of the first book to report on the applications of technology to deliver home care. Thomas also sits on several national home care boards and has opportunities to give input regarding development of new products for the future.



*Karen Thomas, President of Oxford, accepts  
The Innovator of the Year Award.*

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Photograph by Aaron Scott.

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telehealth programs  
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Lisa Remington, publisher of the Remington Report, a nationally recognized home care magazine commented, "Oxford HealthCare's innovative use of telehealth technology positions them as a leader and pioneer in the home care industry. Actively addressing the concerns of the industry to improve the quality of patient care, Oxford has proven with the use of telehealth that patients receive better outcomes, become more involved with their care, and have less occurrences of going back into the hospital and emergency room. Their telehealth programs continue to be an inspiration for others to follow."

The results of Oxford's program have been so dramatic that a group from the leading healthcare company in many major countries throughout Europe and Asia visited Oxford to talk about ways they could implement a similar program overseas.

"Even with the tremendous cost savings, overall, clients have seen the greatest outcomes from the innovation. Technology allows patients to be more educated and involved in their health care while allowing physicians and nurses the communication needed for more effective care. HomMed and other technologies improve the quality of life and provide peace of mind for patients and their family members," said Thomas.

If you would like more information about the HomMed monitor, please call 417-883-7500 or 1-800-749-6555 and ask to speak to a Care Coordinator.

# Oxford Announces New Medicaid Home Care Option

Oxford HealthCare is pleased to announce a new option for care at home. Oxford was the first In-Home Services provider in Missouri to administer the new Consumer Directed Services (CDS) program. Funded by Medicaid, the new CDS program is a self-directed care model, which means an individual (consumer) is able to hire and supervise their own attendants to provide the care and assistance they need, including transportation. The attendant can even be a friend or family member (except a spouse).

This program has been designed to enable a person with physical limitations to live in the community, free of the institutional setting, while having greater control over their care. Oxford's role in the program is to provide the training and administrative services necessary to support the consumer as an employer. Some of the support services provided by Oxford include training on hiring and supervising attendants, running background checks on attendants, processing the payroll and billing, helping complete necessary forms and assisting in any problems that may arise. This assistance gives the consumer great peace of mind.

The original In-Home Services program is still available wherein Oxford employees provide all of the care. The new program will give Oxford HealthCare clients another option and the opportunity to be more involved. "Because of the differences in the programs, it is important for an individual to select the one that best meets their needs. Oxford is honored to be able to provide both options and is glad to work with individuals to help them make a decision," states Susan Anderson, Executive Director of the program.

If you would like more information about the CDS program or to find out if you qualify, call and ask to speak to a care coordinator at 417-883-7500 or 1-800-749-6555.



# Oxford Addresses Needs with Hospice Program

Oxford HealthCare will soon be adding a new dimension in client care. Oxford's Hospice program will provide clients the benefit of a comfortable transition for end of life care.

Hospice care is designed to provide quality, compassionate care for people facing a life-limiting or terminal illness. The team-oriented approach provides expert medical care and pain management as well as emotional, social and spiritual support expressly tailored to the patient's needs and wishes. Support is also provided to the patient's family.

With the expert guidance and counseling of the hospice team, patients and families can make their own decisions about what is important to them. Hospice is a philosophy that affirms life. Dying is viewed as a natural process which can be met with dignity. Patients can choose how and where they wish to live the remainder of their lives, and families receive support to help create an atmosphere of understanding and acceptance.

Paul Blackwell, Manager of Oxford's Hospice, is supervising the development of this program. "One great benefit is that when our clients choose hospice services, their lives will not be disrupted by a complete change in staff and caregivers with whom they have developed relationships," he said. "They will be able to continue services with Oxford through our Hospice."

The Hospice program is a continuation of Oxford's goal to provide complete home care services. "Whatever the needs of the family, we will be there to provide support," Blackwell added.

If you have questions about the Oxford HealthCare Hospice, call Paul Blackwell at 417-883-7500 or 1-800-749-6555.

# New Office Opens in Branson

Oxford Health Care recently opened its fourth office. While Oxford has been providing services to the Branson area for many years, clients and employees in the area will be able to coordinate services through the new location - 248 Professional Park, 523 State Highway 248 in Branson.

The Grand Opening Celebration was held on August 8th with a ribbon-cutting ceremony, refreshments, and tours for many guests from the community. Oxford employees were also available to answer questions regarding employment and services. "We're excited to have an office in Branson to better serve the people in the area. The community has made us feel very welcome and we invite people to stop by the office and meet our wonderful staff," states Karen Thomas, President of Oxford Health Care.

If you or anyone you know has questions about services or employment in the Branson area, please feel free to stop by the office or call 417-336-6696



*At the Grand Opening*

With just one call to Oxford you can access every service, resource, and option available to help you or your loved one stay at home. These services can be covered by a variety of funding sources.

- Nursing Care
- Bathing & Personal Care
- Medication Management
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- Housekeeping & Laundry
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- Physical, Occupational & Speech Therapy

*Please call 417-883-7500 or 1-800-749-6555 for more information.*



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