



Oxford
HealthCaresm

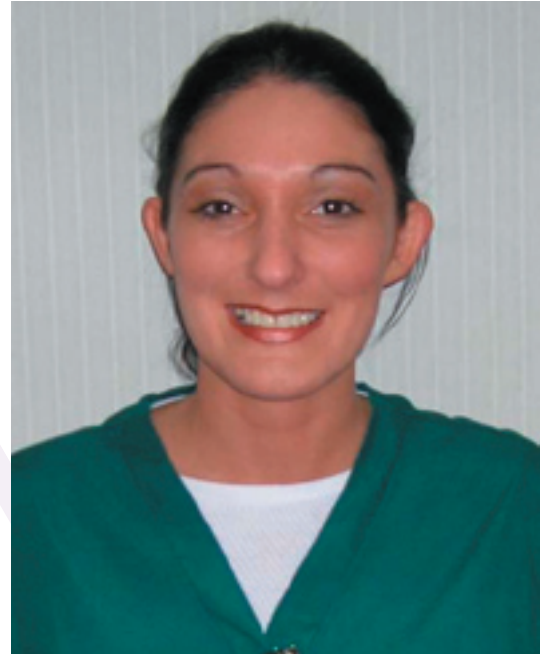
Oxford's
Care Update

Winter/Spring 2007

Oxford Employee Receives Award

Angela Mann, an In-Home Aide for Oxford HealthCare in Joplin was recognized by the Missouri Council for In-Home Services as the 2006 Above and Beyond Caregiver Award Winner. Clemma Taylor, another Joplin In-Home Aide was also nominated for the award. Both women have been recognized for their outstanding acts of care and compassion that go above and beyond the call of duty.

While on regular duty on July 29, Mann was in a rural setting, taking out the trash for her client. When she stepped out the back door, Mann noticed a grass fire approaching. Mann immediately put the patient in her car, got out of danger and called for assistance.



Angie Mann

*“Mann’s quick
action may have
saved her
patient’s life.”*

“It was the most intense experience in my years with Oxford,” Mann said. “He’s my responsibility, so I did what I was trained to do. After calling for help, we stood about a mile away watching the fire burn. I just tried to comfort him until his family arrived.” Although there was damage to the home, Mann’s quick action may have saved her patient’s life. Mann has been an employee of Oxford HealthCare for more than 2 years. She is also pursuing a nursing degree.

Clemma Taylor received a call from one of her clients on the night of July 26. The client told Taylor that she was scared and didn’t want to be alone. Taylor went to be with the patient, held her hand and comforted her as she fell asleep. Around 1:00 a.m. Taylor noticed that the patient had stopped breathing and called for emergency services. The client, who had no close family, had passed away peacefully in her sleep, knowing someone who cared was with her. Taylor went above and beyond to comfort a client in her time of need while she was off-duty.

Oxford HealthCare would like to thank these and other employees who go above and beyond every day to help take care of patients and their families.

In memory of the bravest little boy I've ever known.

Jonathan David Sellars • July 25, 2001 - October 2, 2006 • In honor of his family Joe, Kathy, Samantha, and Nichole.



I've been a nurse for 20 years and I've dealt with death many times. I really thought I could handle anything. Over the past 9 months, I've learned that was not the case.

I admitted a 4-year-old male in December of 2005 for care of his broviac catheter. A simple infusion case, or so I was told. His diagnosis was WILMS, a childhood cancer that starts in the kidney. According to his doctor prognosis is generally good. This seemed like a good sign, which made everyone positive and upbeat. This kid was adorable with big brown, ornery eyes and very active. His mother is a teacher, his father is a truck driver and he has two teenage sisters. What a wonderful family!

Treatment started with chemotherapy. Initially everything seemed to be going as planned. It soon became evident that this was not the case. The cancer had spread. They tried different drugs, stronger drugs. No one lost hope. He lost his hair but not his hope. He hid from me the day he lost his hair and jumped out and surprised me! He was such a cute little boy.

During his treatment he required multiple blood transfusions, antibiotics, and labs. He endured chest tubes and bone marrow aspirations. This child and his family never lost their love for life and adventure. He went to church, on vacations, to the zoo, to Six Flags, and his biggest trip - to Michigan to fulfill his Make a Wish by meeting Jeff Gordon, NASCAR Driver. He always had a smile!

The cancer began to take its toll. He required oxygen and stronger pain medication. When conventional chemotherapy failed, radiation was started, then experimental chemotherapy. This was so hard for his family and I wanted to be strong for them. I was determined to be strong for this little guy, no matter how hard it was for me. September 29, 2006, his doctor called to let me know that treatment had been stopped. He was being sent home to be with his family until the end. They had requested that I continue his home health care, if I felt I could handle it. My initial thought was "of course I can't handle it," but I agreed. I had started this case and the child and his family were comfortable with me so I could try to make the end as comfortable for them as possible. I connected him to continuous IV pain medication that night. I knew in my heart he did not have long. The cancer had ravaged his tiny body, but still no complaints. I made a

pain assessment visit on October 1st. When I asked how he was feeling he still said he "was good." The last words he said to me were, "How are you doing today, Nurse Kelly?"

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This brave little boy went to Jesus in the early morning of October 2, 2006. His parents were by his side. I arrived and made the call to the doctor. His brave battle was over. He was 5 years old.

The celebration of his life was held a few days later. The room was filled with balloons and over 500 people. I felt very honored as his family included me in their circle. During the service as the pastor spoke of his spirit going to Heaven, a single balloon popped. His mother said he was making his presence known. The rest of the balloons were released at the cemetery; it was a spectacular sight.

As I look back on my experience, I know I pushed myself past any personal comfort limits that I had ever set for myself. But I did it for this little boy. It was the hardest thing I've ever done but in the end it was the most rewarding. I know I helped this family cope with the most devastating loss they will ever have. I will never regret taking care of this child, he was so special. I hope someday when I arrive in Heaven I'll hear, "How are you doing today, Nurse Kelly?"

"I was determined to be strong for this little guy, no matter how hard it was for me."

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- Kelly Kozak

Oxford Adds Lifeline Services

Oxford HealthCare is pleased to announce the addition of Lifeline to the list of services it provides in the community. This Lifeline program, previously administered by CoxHealth, is the longest running Lifeline program in the area, with over 700 people on service.

Lifeline is the number one medical alert system, trusted by more hospitals, doctors and professional care givers. It allows an individual to wear a button which can be pressed if help is needed. This activates a call to a Personal Response Associate who instantly accesses personal information, contacts the individual and sends the required help. This system is unique in that the Lifeline calls are monitored locally rather than through a national call center, and personnel have ongoing contact with the individuals on service. More features will also be added in the future.

For more information about Oxford's Lifeline services, call 417-883-7500 or 1-800-749-6555 and ask to speak to a Care Coordinator.



Oxford Recognized In HomeCare Elite

Oxford HealthCare was recently named to the 2006 HomeCare Elite, the inaugural compilation of the most successful home care providers in the country. This ground-breaking review names the Medicare-certified agencies whose performance measures in quality, improvement and financial performance are among the top 25% of providers nationwide.

The 2006 HomeCare Elite is the first performance recognition of its kind in the home health industry. It is brought to the industry by OCS, Inc., the leading provider of healthcare information and Decision Health, publisher of home care's most respected independent newsletter Home Health Line.

"We applaud the success of all the providers named," said Bill Bassett, Senior Director of Market Strategy at OCS, Inc. "Being noted as one of the top performers in the nation in this very competitive environment shows that Oxford HealthCare is dedicated to quality and performance."

Oxford HealthCare President, Karen Thomas credits Oxford's high standards of quality and outstanding employees with the company's ability to rank as one of the HomeCare Elite. She said, "We strive to be the best for the people who need us, and we are very proud of this recognition. We are thankful for our dedicated and professional employees who have made this possible."

Oxford Receives Hospice Certification

In December, Oxford HealthCare received its Medicare certification to provide Hospice care to patients in Greene, Christian, Webster, Dallas, Polk, Dade and Lawrence counties.

Hospice is designed to help patients and their families who are facing a terminal illness. Symptom management and pain control are used to improve quality of life, and compassionate support is provided in the comfort of the patient's home or nursing home. Medical Director Dr. Robert Carolla said, "providing compassionate care for patients has always been a goal for Oxford HealthCare. The development of the Oxford Hospice will now allow us to extend this care and provide more specialized care for patients who are terminally ill."

Hospice care enables patients to live as fully and comfortably as possible by ministering to their physical, emotional, social and spiritual needs as well as the needs of their loved ones. "Hospice is often underutilized. It provides many benefits for the patients and their families," said Oxford Medical Director Dr. Ovais Zubair.

"We are very proud of our wonderful hospice team and are glad to offer hospice services," said Oxford President, Karen Thomas. "In addition to our 32 years of home care experience, our knowledgeable medical directors and caring, professional staff will assure that we continue to provide the compassionate, specialized care needed at the end of life. We know this is a difficult time for people, and we want to make it as easy as possible."

Medical Director Dr. Daniel Sontheimer said, "It is one of the greatest privileges in medicine to provide care and comfort to the dying and those close to them. Working with Oxford, which has a long history of quality service and dedication to reaching out to communities, allows me to join an organization that embraces the values of hospice care in all it does."

For more information about hospice services or for a no-obligation in-home hospice evaluation, call 417-883-7500 or 1-800-749-6555 and ask to speak to a Care Coordinator.



Oxford CEO Recognized By Governor

Missouri Senator Norma Champion and Representative Bob Dixon honored Oxford HealthCare President, Karen Thomas, with official Resolutions as an Outstanding Citizen on November 17, 2006. Thomas also received a proclamation from Governor Matt Blunt recognizing her Outstanding Contributions to the Community.



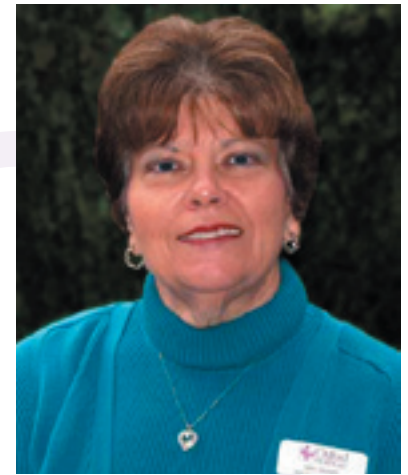
Karen Thomas

Many of Thomas' contributions come through her work at Oxford HealthCare. "One thing that was important to me was the advance in technology provided by Oxford," said Rep. Dixon. "I had the opportunity to go out in the community and witness the HomMed monitoring system, which provides increased access to care and helps lower health care costs for Missouri citizens." Advances like these are what put Oxford at the forefront of medical technology. Thomas' work was also instrumental in Oxford HealthCare recently being named Innovator of the Year by the Springfield Business Journal.

Dru Sears Retires After 30 Years at Oxford.

In-Home Services Field Supervisor Dru Sears retired from Oxford HealthCare in December 2006, after 30 years of continuous service.

Dru began her career at Oxford as a receptionist in 1976, when the company was called Upjohn HealthCare Services. Dru was promoted regularly throughout the years and held positions of Supervisor, and most recently, Field Supervisor. She traveled much of Springfield and southwest Missouri, visiting with clients and aides ensuring that lines of communication were maintained between the clients, their families, home care employees and the Oxford office.



Dru Sears

"I will miss the people - my clients and coworkers. Oxford has always been a place I could work and have the flexible hours I needed. This has been wonderful for me."

"Dru will be missed by her clients and co-workers alike," said Karen Thomas, President of Oxford HealthCare. "She symbolizes what is best about Oxford - caring, professional people."

"I will miss the people - my clients and coworkers. Oxford has always been a place I could work and have the flexible hours I needed. This has been wonderful for me," said Dru. "My husband just had major surgery and my mother needs some extra care. When my husband recovers from his surgery, we would both love to do some traveling."

Oxford honored Dru with a reception on December 20 and wishes her the best in her retirement.

Thank You!

The January ice storm reminded those of us who work in home care why we entered this field. During this storm many people were in very precarious situations, without power, heat, and in many cases, food.

Oxford HealthCare had many employees and volunteers who went above and beyond to take care of our clients in their homes or shelters during this ice storm. On behalf of the entire management staff at Oxford HealthCare, I want to thank each of you who gave of yourself to help others while you were also facing personal challenges without power in your own homes.

You are all heroes, and I am proud to work with each of you. We appreciate all you do. I would also like to thank the following companies that donated food and supplies; and the many volunteers who helped deliver items to clients in need.

- McKesson Corporation
- Wal-Mart (on Independence)
- Golden Corral (South location)
- Kentucky Fried Chicken (on Battlefield)
- Pasta Express (on Battlefield)
- Cheddars
- Cracker Barrel
- Subway Restaurants
- Waffle House (South National)
- LaMar's Donuts
- Dillons Grocery

Thanks so much for your compassionate and caring assistance during this storm.

- Karen R. Thomas, President



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