

Nonprofits Collaborate *to Keep Patients Safe*

Hospice patient Betty French can now glide from her front door to her car without the risk of falling, thanks to the collaborative efforts of four nonprofit organizations.

In January, French fell trying to use a walker to descend her steep front-porch steps.

“Since her risk of falling again was high, we wanted to help,” said Oxford Hospice Case Manager Aisha Johnson, RN.



Chaplain Cliff Rawley and Hospice Patient Betty French

“One of the things we do is to provide a safe environment.”

Thus, in February, Oxford enlisted the support of area agencies to build a wheelchair ramp for French. Lives Under

Construction Boys Ranch, Lampe, volunteered the labor, Connections Handyman Service of Council of Churches

underwrote 90 percent of the expense and a local church picked up the remaining cost.

The project is the second wheelchair ramp built by the Boys Ranch for Oxford Hospice patients this year.

“Our collaborative efforts are important for enhancing Betty’s quality of life and protecting her from an accident that could hasten the end of her life,” said Richard Virnig, Director of Connections Handyman Service.

“Oxford helps me be safer in several ways,” said French. “If I call them, they come—even in the middle of the night. They also treat me with respect, which

“Her risk of falling again was high.”

– Aisha Johnson, RN

What’s Inside

- Hospice Enhances Life 2
- Oxford’s Influence Extends Nationally 3
- Santa Makes Surprise Visits 4
- KOLR Presents Pumpkin.... 4
- Decode Medicare ABCs with Boomer News 5



LUC Boys Ranch builds a wheelchair ramp for a hospice patient.

is important—especially when you know you’re going to die.”

French and her husband Bill are so grateful for the ramp, they decided to donate their electric foosball table to the Boys Ranch.

“It’s great exercise to play foosball, and we hope they enjoy it!” exclaimed Betty.

Hospice Care

Enhances Quality of Life

“If you or a loved one needs compassionate support at the end of life, hospice care can help,” said Oxford Hospice Director Elizabeth Lee, RN, CHPN.

Lee offers these helpful answers about hospice:

What is hospice?

Hospice is a concept of caring for people at the end of life that 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.

What are the goals of hospice?

The goals of hospice are for patients to be as comfortable and pain free as possible and to spend the last chapter of life with dignity, surrounded by family and friends.

What services are available?

Hospice services range from nursing and personal care, companionship, medications and medical equipment/supplies to respite care, housekeeping assistance and bereavement care.

Who provides hospice?

A team of health professionals and specially trained volunteers provides care. They are dedicated to making a difference in the lives of people and work together to provide care and support tailored to individual and family needs.

When should hospice begin?

Hospice usually begins when a patient is diagnosed with six months or less to live.

Patients and families benefit most when hospice begins early, and patients don't need to be elderly, bedridden or homebound to receive hospice care.

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... patients don't need to be elderly, bedridden or homebound to receive hospice.”

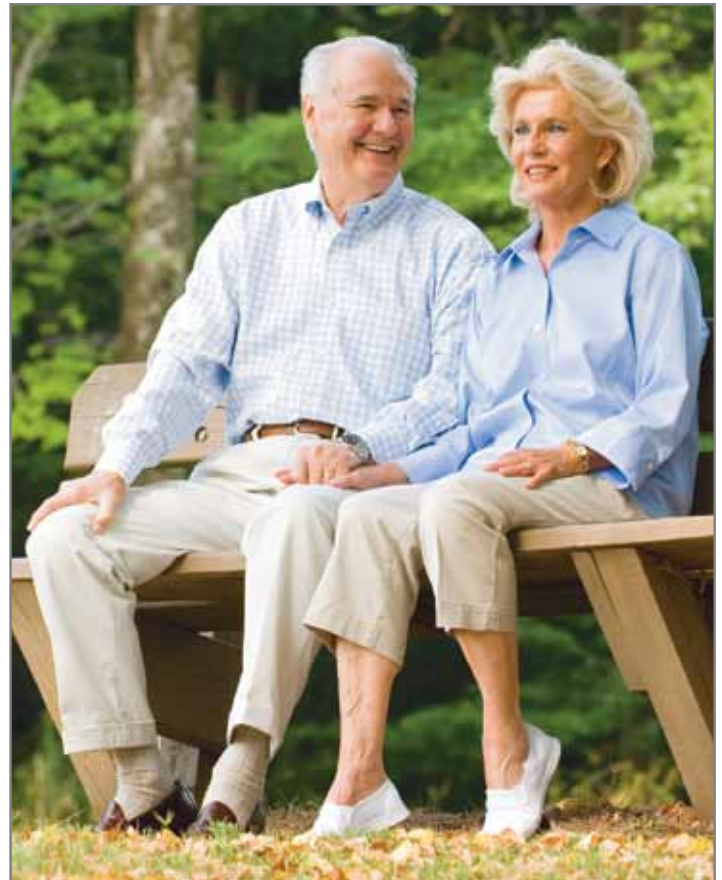
– Elizabeth Lee, RN, CHPN

Who pays for hospice care?

Hospice is covered by Medicare, Medicaid and private insurance.

Where can I get more information?

For more information about hospice, please call an Oxford Care Coordinator at 1-800-749-6555.



Oxford's Influence Extends *Nationally and Statewide*

Oxford is proud to have a voice in national and state home care issues and equally proud of these employees for their outstanding contributions:



Karen Thomas

The National Association for Home Care & Hospice (NAHC) recently reappointed Oxford President Karen Thomas to a one-year term on its Private Duty Home Care Association Advisory Board and as an ex officio member of its Home Care Technology Association of America Advisory Board.

NAHC helps assure that the voice of the home care and hospice communities is heard in Washington, D.C., and NAHC President Val Halamandaris recently participated in President Barack Obama's historic healthcare forum.

A focus of the Private Duty Homecare Association is to provide patient services not covered by Medicaid. The Home Care Technology Association advocates for the advancement of technology in home health care.



Cheryl Fitch

The Missouri Senate, Ninety-fourth General Assembly, recently extended hearty congratulations to Oxford Vice President Cheryl Fitch for being named one of "Twenty Most Influential Women in Southwest Missouri for 2008" by the Springfield Business Journal.

Fitch received the recognition for influencing legislators and Missouri home care providers to bring telemonitoring to Medicaid patients throughout the state. Her project necessitated that she develop a state-wide Medicaid alliance of competing home health care companies. The resulting coalition has positively impacted the health care and budgets of patients and families and the financial well-being of hospitals, emergency rooms and the state.

Michael R. Gibbons, President Pro Tem of the Senate, certified the Senate Resolution offered by Sen. Norma Champion (R)-30 and adopted Sept. 25.

Having these caring and talented professionals to oversee and guide Oxford is an honor. Oxford sincerely appreciates them and the many other employees who make a difference in the lives of those we serve.

Joplin Staffers Bowl for Kids' Sake

Joplin employees raised \$820 to benefit Big Brothers Big Sisters during the charity's March 7 annual Bowl for Kids' Sake.

In-Home Services Regional Director Wes McGuirk noted that Oxford employees participate every year and always appreciate generous support

from many family members and friends.

All proceeds raised by Oxford's two teams will benefit Joplin-area children.

Santa's Surprise Visits

Make Dreams Come True

While a visit from Santa is not officially on Oxford's list of specialty services, it's certainly a special holiday ritual that inspires wide-eyed delight and makes dreams come true!

On Dec. 17 and 18, Santa and Mrs. Claus delivered hugs, story times and Christmas presents to several Oxford pediatric patients and their siblings at their homes. The children were overjoyed to see the couple and their bag—brimming with stuffed animals, games and other toys donated by Oxford employees.

Last year was the second year for the Clauses to visit Oxford's homebound children, who would

never get to see Santa unless he came to their homes.

Oxford appreciates the thoughtfulness and generosity of the Clauses and the many employees who helped make the children's Christmas dreams come true!



KOLR Presents

Pumpkin—Live!

KOLR Reporter Emily Baucum and Photojournalist Glennon Williams spotlighted Oxford Hospice Dog Pumpkin as a special "live" guest during newscasts Jan. 29 to complement their "Paw to Hold" feature about her.

Pumpkin felt like a star!

March 20, KOLR's Tom Trtan hosted Pumpkin and Oxford Hospice Chaplain Cliff Rawley on Tom's Ozarks Marketplace, where the Chow/Husky mix was the gleeful recipient of much attention from station personnel,

who lavished her with praise.

On more ordinary work days, under the guidance of Chaplain Cliff, Pumpkin makes rounds at hospitals, homes, residential-living centers and the Hulston Cancer Center at Cox South.

Pumpkin is always eager to offer warm paw shakes and wet "kisses," receive hugs, treats and pats and even pose for photographs! All the attention she lovingly gives and receives makes for lighthearted moments and puts patients and caregivers at ease.

She always keeps her business



KOLR Reporter Emily Baucum and Pumpkin

cards and a stash of Milk-Bones handy in the pockets of her Oxford vest.

To view KOLR's spotlights about Pumpkin, log on to www.OxfordHealthCare.net and click on the KOLR links under "Oxford News."

New Physician Liaison *Serves Joplin Area*

Emily Jeffries recently joined Oxford as Physician Relations Representative, with responsibility for serving as a liaison between Oxford and Joplin-area physicians and nursing facilities.

As part of her responsibilities, Jeffries hosts complimentary health fairs and educational presentations about home care and hospice. Presentation topics include:

- Home Care: What to Expect
- Osteoporosis and Bone Density
- The Health Benefits of Chocolate
- Nutrition and Diet
- Home Telemonitoring
- Lifeline Medical Alert

Area clubs, churches, businesses and medical professionals are invited to schedule a presentation, which may include informational handouts, equipment demonstrations, free health screenings, giveaways and/or question-and-answer sessions.

For more information or to schedule a presentation, please contact Emily at 417-782-0111, 1-800-749-6555 or Emily.Jeffries@OxfordHealthCare.net.



Emily Jeffries

Decode Medicare ABCs *with Boomer News & Views*

Do you find Medicare Parts A, B, C and D confusing? Do you know the difference between Medigap and Medicare Advantage plans? Would you like to hear an expert review your coverage options?

If you or a loved one will soon turn age 65 and/or you are disabled and are eligible to collect Social Security Benefits, you'll want to hear Andrea Croley, Co-owner of Croley Insurance, explain Medicare plans on Boomer News & Views archives at www.OxfordHealthCare.net. Croley makes Medicare

"Parts" seem as simple as "A-B-C and D" on the show's Nov. 17, 2008, segment.

To discover more methods of streamlining your retirement planning, boosting your bank account and safeguarding your health care options, listen to Boomer News Mondays at 3 p.m. on KWTO 560 AM!



Andrea Croley

You Can Make a Difference!

Do you enjoy visiting with people in their homes or reading to senior adults? Perhaps helping with community outreach projects and fundraisers is your niche? Oxford Hospice welcomes you to join our team of volunteers and discover how you can make a difference in other people's lives. For additional information or to become a volunteer, please contact Aimee Fry at 417-883-7500 or 1-800-749-6555.

E-newsletter Sign-up Is Easy!

You can receive Oxford's Care Update quarterly, along with other periodic news from Oxford, via e-mail. To subscribe, please visit www.OxfordHealthCare.net, click on "Join Our E-mail List" and register. Registration is fast, and the newsletters are free! Sign up today!

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