

News from
ADORAY™
Home Health and Hospice
Summer 2006



Where the Heart Is...
 Home Health and Hospice Care

New Decade ~ New Name ~ Compassion Remains

"You cannot expect to achieve new goals or move beyond your present circumstances unless you change." - Les Brown

In 2005, Heartland Home Care Network reached a milestone. With ten years of providing hospice and home health services to patients and their families in west central Wisconsin, the not-for-profit agency had served nearly 4000 patients.



While things to come were just words on paper at the start of 2005, changes were well underway by the end of the year.

The most dramatic was our new name:
ADORAY Home Health and Hospice.

When a national company sharing the name "Heartland" established an office in Roseville, confusion resulted with our referral sources, payers, vendors and even our patients. This confusion led to several major problems for our organization so that a name change was inevitable.

"We are still the same organization with the same professional, compassionate staff and volunteers," explained Mary Troftgruben, Executive Director.

As in "adoration," the compassion and concern of ADORAY's professional staff is the "heart" of our business.

Our new name was the most visible change, but by far not the only one. We opened a branch office (see page 3) and our professional staff is embracing new technology (see page 2).

We are honored to begin our second decade of service to our patients. As we strive to continue our past success and set and reach new goals, we are thankful for the support from the communities which we serve.

Thank you for your continued support of our home health and hospice programs.

Our Appreciation To Businesses Who Donated To Our Tenth Anniversary Celebration For Volunteers and Staff

- | | |
|--|--------------------------------------|
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ADORAY staff gathered for a picture when the new sign was installed.

WHO WE ARE

ADORAY is a not-for-profit program of St. Croix Valley Shared Services, Inc., formed in 1994 by the four hospitals in St. Croix county including Baldwin Area Medical Center, Hudson Hospital, River Falls Area Hospital, and Westfields Hospital, New Richmond.

This newsletter is published periodically and sent to area health care providers and other interested parties.

If you have comments or suggestions, please contact our editor Donna Karis, Marketing and Development Coordinator, at 715.684.5020 or 800.359.0174, or email at d.karis@adorayhomecare.org.

Mission Statement

With our recent name change, ADORAY management staff, along with the Board of Directors took the opportunity to reevaluate our mission of “providing home health and hospice care by highly trained staff to acutely, chronically or terminally ill individuals” and ensuring those individuals receive the services needed.

We revised and shortened the language, so it now reads, in its entirety: *“ADORAY Home Health and Hospice provides care and comfort at home to the acutely, chronically or terminally ill.”*

While our mission really has not changed, the statement was pared down to reflect the essence of our services; that of providing care and comfort at home.

Improving Patient Care Through Technology

It's the nature of hospice care. Providing this care requires that our team of nurses, home health aides, social workers, spiritual counselors and therapists travel to patients' homes.

With a team of staff out of the office daily making home visits in the four counties we serve, communication among everyone caring for a patient is a challenge, yet a necessity.

Traditionally, documentation was a time-consuming process because it was hand-written after each visit, and added to the patient's medical record back at the office. In addition, staff could review the record only when they were in the office.

To better serve our patients and streamline the process, Hospice Manager Kristen Straining saw an opportunity to computerize the patient's medical record, with the outcome being increased communication, efficiency, and better service to the patients.

Straining, along with MaryTroftgruben, Executive Director, and Mary Aaby, CFO, requested demonstrations from several national companies. After careful review, they chose a web-based hospice program to best meet the needs of ADORAY.



**Kristen Straining,
Hospice Manager**

Laptop computers, with the hospice software, were purchased for clinical staff, in order to allow them to complete their documentation right in the home. Patient information is downloaded from the main database to their laptops. After a visit, that information can be transmitted back via a secure internet connection for all personnel to access.

“For example, when Mzia Chatara, our social worker, visits a patient, she can look at the nurse's notes from the day before on her laptop,” Straining said. “After her visit, she will update the patient's information via the internet.”

From a management perspective, the new system will help Straining monitor quality assurance. “I'll be able to easily access all the information about patients instead of manually reviewing handwritten notes. The system can generate many different reports automatically that would have taken hours to retrieve in the past.”

The new system was installed and staff received training during the first quarter of 2006. “Although there is a learning curve, the staff is very excited to have the patient records at their fingertips. They already see the benefits, and know it is helpful,” Straining said.

Diane Swanepoel, RN, finds the system very helpful when she is on-call. “When I'm called about a patient, I can flip open my laptop and view all the information about that patient,” she stated. “I have med sheets, nurse's notes, everything. That is really helpful when I don't normally see a particular patient.”

“I am really proud of how receptive our staff was and how willing they are to learn,” commented Straining. “This has been a big change and they have really stepped out of their comfort zones to make it work.”

“Computerization is helping us make



**Mzia Chatara,
Social Worker**

Visit Us From Home

Along with our new name, we have given our website a new look.

Visit us at www.adoray.org.

See Technology continued on page 6

Branching Out In Polk County

Typical of west central Wisconsin, Polk County's population has grown over the past 15 years. An increase in population means an increased need for services, including home health care and hospice services. That is what Executive Director Mary Troftgruben found last year.

The population grew nearly 19 percent, as measured for the 2000 U.S. Census. In addition, Polk County has a higher proportion of people age 65 and older (15%) than the state as a whole (13%).

"During the last several months of 2005, we had been getting numerous calls asking for hospice services for residents of Polk County," stated Troftgruben. "And more recently, we started getting calls for home health."

Although our Baldwin office and home health staff have been providing services to patients and families in southern Polk County for over ten years, an increase in demand became evident.

After speaking to health care providers in the county, Troftgruben found "there was a definite need in Polk County for the services we offer."

To better meet the needs of county residents, "We decided to open a home health branch office," explained Troftgruben.

Branch Office

ADORAY's St. Croix Falls branch office opened earlier this year to provide an additional office closer to the homes of Polk County patients. Longtime ADORAY employee and nurse Karen Doyle was named branch manager.

"Karen has worked for ADORAY for six years," Troftgruben said. "She is a terrific home health and hospice nurse."

Doyle will continue to see her current Polk County clients while she takes on the new role of managing the office and staff. She is excited to take on the new role.

"I'll be wearing many hats," Doyle said. "I'll continue working with patients as well as managing other staff."

"The staff at the Baldwin office is exceptional. We support each other and work to the common goal of helping our



Karen Doyle, RN
Branch Manager

patients," Doyle said. "My goal is to accomplish that same thing, bringing home care to residents of Polk County so they can remain at home."

"Karen has great customer service skills and has the kind of personality that will clearly make our office in St. Croix Falls successful," Troftgruben said.

Contact Information

ADORAY Home Health and Hospice

119 1/2 Washington, Box 769

St. Croix Falls, WI 54024

715.483.2701

800.359.0174

Polk County Hospice Volunteers Wanted

ADORAY's successful volunteer program continues to help meet the needs of our hospice patients. While we add patients in Polk County, we are in need of new volunteers "up north."

"It's too much to ask of our local volunteers to travel such long distances," explained Deb Milligan, Hospice Volunteer Coordinator.

If you know of a person in Polk County with a compassionate heart that has time to volunteer, please have him or her contact Milligan at our Baldwin office.

Hospice Volunteer Training Sessions

Tuesday, September 12, 9am – 4pm

Tuesday, September 19, 9am – 4pm

Registration required.

Giving of themselves

Over 200 volunteers serve ADORAY's programs. Nearly 50 volunteers, with training in hospice care and end-of-life issues, serve hospice patients and their families. Over 150 donate their time at our fundraising stores, Treasures from the Heart® in Baldwin and River Falls. Our success is dependent on our volunteers. In 2005, our volunteers donated time equivalent to 17 half-time employees.

Our trained hospice volunteers gave an average of 17 hours for each ADORAY hospice patient – providing companionship to patients and respite for caregivers, running errands, cooking meals, and offering their help to make the end-of-life challenges a little easier for our hospice families.

Volunteers also lend a hand in the ADORAY office. Volunteers send out mailings, make copies, assemble materials, and enter data into the computer.

Treasures from the Heart volunteers help the part-time staff keep the store operating by sorting incoming donated goods, tagging and steaming clothing, helping customers, and stocking the floor with merchandise for sale.

For more information about becoming a hospice volunteer, volunteering in our office, or helping at Treasures from the Heart, Baldwin, please contact Volunteer Coordinator Debbie Milligan at 715-684-5020.

To volunteer at Treasures from the Heart, River Falls, contact Volunteer Coordinator Jenny Henneman at 715-425-9771.



**Lighting Ceremony Honors Loved Ones -
ADORAY Hospice 2005 Love Light Tree**

Whether it is to honor someone special in your life or to remember a loved one that has passed away, the Love Light Tree has become a family tradition for many area residents.

Beautiful Christmas trees twinkled brightly for the holiday season at our four owner hospitals - Baldwin Area Medical Center, Westfields Hospital in New Richmond, Hudson Hospital, and River Falls Area Hospital.

We give heartfelt thanks to all who made donations to ADORAY Hospice 2005 Love Light Trees. Your gifts help make possible our continued service to the terminally ill and their families.

In Memory Of

Al & Lu Sabol Neal & Rita Smith	Chuck Frey, Laura Stephenson, Claude Stephenson Patricia Frey	Dyllan Pedersen Gerald & Bonnie Wilk	Grant Simmon Tom & Nancy Simmon
Alvin D. Johnson Betty Johnson	Clarence Zeigel Evelyn Ziegel	Edna Murray Douglas & Betty Fyksen	Gregg D. Iverson Don & Mary Ann Iverson
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Barbara Testa, Frank Testa, William Clauser Marie & Bill Clauser	Edroy Troftgtuben, Merle Troftgruben Mary Troftgruben	Elmer Fyksen Douglas & Betty Fyksen	Hazel Rens Carol Rens
Bernadette Anderson, Maynard Minder Earl & Lucille Anderson	Darrell (Dude) Felmlee, Nathan Aszmann Tim & Diane Jasperson & family	Elmer Rudesill, Lynne Anderson Carole Rudesill	Helen E. Fox Mary L. Hase
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Carol Wikkerink, Kathy Ross Don & Delores Lind	Dr. E.M. Drury, Joe & Mary Grubich, Florazel Charland, Wallace Belisle Dr. C.J. & Marge Drury		

In Memory Of (continued)

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Loren Lewerer, Ryan DeGear Dick & Jodi Simma	Omer J. Belisle Gina Belisle-Miller	Sue Hielkema Lee & Debbie Milligan	
Luella & Ray Clymer, Florence & Bill Boumeester, Lawrence Clymer, Grace Flattum	Otto Smith, Agnes Smith, Iorine Albert Mary Lou Smith	Susan K. Johnson Dr. Kenneth A. Johnson	
	Patricia Krings Kathleen Maves		

In Honor Of

Karen Doyle RN, John & Carol Konerik Tim & Diane Jaspersen & family	Alice Smith Glenora L. Berres
Angie Radintz Anonymous	Grandma Florence Smith June Melloy
Leslie Rens Carol Rens	Volunteers F.I.S.H. Volunteers

And With Appreciation To....

Harriet Christianson
Sally and Bill Giese
Harold and Lenore Moll
John and Evy Nerbonne
Donald and Irene Somsen
St. Paul Lutheran Ladies Aid

We send our thanks to the volunteers who give their time, and the businesses who have contributed meals and flowers to make it a special evening. Their efforts are appreciated by ADORAY Hospice, our patients, and their families.

A special thanks to participating businesses in 2005.

The Courtyard Restaurant, Prescott
Shelley's Northside Café, Baldwin
Nelson's Super Value, Baldwin
Mama Maria's Italian Ristorante, Hudson

West Wind Supper Club, River Falls
Riverside Restaurant, Hudson
The Coachman Supper Club, Baldwin
Baldwin Greenhouse
Pete's Pizza, New Richmond

Your Hospice Gift

We appreciate gifts given in honor and memory of loved ones. Your generosity allows us to continue caring for patients and their families. With your continued support, we add quality to an end-of-life situation.

In Memory Of

Alice Aeby
Sheila Forrest De Smith

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Engineering

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Timothy & Christine Zimmerman

Randy Wallace for books
Teresa Wallace

Richard Griffin
Trudy & Steve Achterhof

Technology continued from page 2

patient medical records easily accessible to everyone involved and integrating the information from all disciplines to develop a plan of care," Straining explained. "Because of that, all our staff are better prepared when making a visit."



In Memory Of (continued)....

Robert Niccum
Robert & Teresa Rademaker
D.C. Sharretts

Ruth Johnson
Naomi E. & Gerald E. Baker
J. Kevin & Janet Johnson
Myrna Larson
Joyce & Larry Suttan

Sister Marian
Helen & Pat Donahue

Steve Brenna and Vern Hopp
Roger & Roxanne Shaide

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Tami S. & Douglas J. Henry
Ronald & Barbara Johnson
Marion & Delores Vrieze

Violet Packer
Rochelle Clark

In Honor Of

Dan Linneman's 70th birthday
Vickie Beckon
Randy & Holly Booth
Jerrol & Myrtle Jean Conley
Jennifer & James Enberg
Clarence & Mary Erickson
Naoma Falde
Donna Hauser
John & Karen Hlivka
Joyce Knippenberg
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Dorothy Grogan
Storms & Lefrak, Inc.

Paul D. Howard
Marian K. Howard

And With Appreciation To....

William Barker
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Mildred Broberg
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ADORAY Hospice
is grateful for funding
provided by United Way.

United Way of River Falls
United Way of St. Croix County
Greater Twin Cities United Way



"Friends of ADORAY Hospice"
Host 5th Annual Golf Benefit

Thanks to the Ladies Golf League from the Hammond Golf Club who sponsored a golf benefit for ADORAY Hospice. The evening was full of fun, prizes, and some friendly competition.

We are sincerely grateful for the golf league's support and kindness.

Our thanks for your generous donations:

Norman Bakke SC
Brian Bath,
Evergreen Land Trust LLC
Susan Bliven
Randall & Polly Blom
Julie Boumeester
Myron & Kathryn Bruesewitz
Christopher & Jonalee Buckel
Thomas & Vicki Burgess
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Allison*
Jean Juneski
Lori & Roger Kooiman
Karri & Robert Krinke



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Joan Lindquist,
Community Member Baldwin

Mary Troftgruben, President

Mary Aaby, Treasurer

**Building the Future for ADORAY Hospice's
Terminally Ill**

ADORAY Hospice is in the early stages of planning for a hospice residential facility. The purpose of the facility would be to provide a home-like environment for terminally ill patients to comfortably spend their last days. The residence would be for those unable to remain at home because they do not have a caregiver. With a thoughtful, well-planned gift such as a bequest by will, you could help this dream become a reality in the St. Croix Valley.

A charitable bequest is a provision in one's last will where a monetary gift or property is transferred from an estate to a charitable organization. You may bequeath a dollar amount, a percentage of your estate, or specific assets.

If you are interested in finding out more about this project and how you can help, please contact Mary Troftgruben, Executive Director of ADORAY at 715-684-5020.