

PARMENTER PERSPECTIVES

NEWS FROM PARMENTER COMMUNITY HEALTH & WAYSIDE HOSPICE

WINTER, 2004

The Future of Healthcare in Our Communities

Cynthia Mayher, *Executive Director*

Lately I have been spending a lot of time thinking about how we provide healthcare in this country in general, and to residents of our communities in particular. Having just come through a long and heated election process, it is clear that millions of people nationwide are also concerned about healthcare on a personal level and/or a national level. 2004 also marks Parmenter's 50th anniversary. As such, it is a key point in time for this Agency to reflect on its past as well as its future.



How we pay for healthcare is determined by state, regional or national policies and increasingly, by private business. Herein lie our biggest challenges. Some of the greatest ones I see in the coming years are these:

- The Balanced Budget Act of 1997 resulted in the closing or merger of 1/3 of the nation's homecare agencies. Most experts agree that the changes that are being triggered by the Medicare Modernization Act of 2003 will, in comparison, far overshadow the drastic impact of the Balanced Budget Act on homecare.
- There will be less government funding for healthcare. Changes in the tax structure will likely mean less funding for social programs. Medicare, which has been the foundation for healthcare for the elderly for the past 40 years, will be increasingly privatized.
- Healthcare for the elderly will dramatically shift from Medicare to private managed care plans. Historically, managed care programs have significantly under-funded homecare services. Under the new legislation, as managed care increases as a percentage of home care revenues in the coming years, homecare agencies will be significantly challenged to make ends meet.
- There will be more private payment for healthcare services for those who are able to afford it.
- Over the next 10 – 15 years, there will be a very large increase in seniors as the baby boom generation enters retirement.
- Our public health services have entered a new era of importance in light of our increased awareness of terrorist threats.

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Our New Community Board

Last summer, Parmenter's Trustees established a new board for the organization called the Parmenter Community Board and it has quickly grown to over 75 members. Community Board members make five simple commitments.

They are:

1. Learn about our organization and its activities and about the field of community health care.
2. Be an ambassador for Parmenter Community Health, spreading the word of our programs and our accomplishments among family, friends and colleagues.
3. Contribute your ideas for growing and enhancing the organization and its programs, building our endowment, and enlarging the circle of supporters.
4. Attend the Annual Meeting of the Community Board in 2004 that celebrates our accomplishments and looks at future plans.
5. Be willing to consider an annual gift to support our work.

Executive Director Cynthia Mayher says that, "Parmenter has always had a loyal circle of friends and supporters. The Community Board brings them all together in a more useful way. We can exchange news and information and reach out into the community through each member's network."

The first annual meeting of the Community Board will be at Longfellow's Wayside Inn in Sudbury on **Friday, November 12 starting at 12:00 noon**. We hope that this new board will grow and flourish in the years to come and become an essential part of the Parmenter family.

Parmenter Food Pantry Needs Your Help

The shelves are looking like Mother Hubbard's Cupboard! Currently, we have a need for nonperishable foods such as canned goods, pasta, sauces for pasta, rice, cereal, pet food, paper products (paper towels, toilet paper, tissues), dishwashing detergent (for hand-washing dishes), toothpaste, toothbrushes, facial & bath soap, moisturizing lotions, shampoo, hair conditioner.

We would appreciate food items that are not beyond their expiration or in badly dented or rusted cans or packaging.

Recipients of Parmenter's Food Pantry program range from local families with young children or teenagers to senior citizens in need, due to economic difficulties, cut backs in social programs and circumstances beyond their control.

The Parmenter Food Pantry also accepts cash donations, which help us to buy perishable items for our families.



Laurie Hoylo,
Parmenter Food Pantry Coordinator

Donations can be dropped off at our main office:

266 Cochituate Road, Wayland
8am - 5pm M - F.

If you have any questions, please call 508-358-3000 x239.

Wayside Hospice Appeal Breaks Record

Our Annual Appeal for support for Parmenter's Wayside Hospice has generated a record number of gifts. The mailing, centered around the story of a family that experienced the extraordinary care offered by Wayside, was sent to the communities of Wayland, Sudbury, and Weston, as well as to those who had supported the hospice program in the past. Hospice Administrator Edie Murray said that the response exceeded expectations. "It is gratifying to see how people in the communities we serve appreciate this wonderful resource." Running our hospice programs at the high levels of quality that we—and those we serve—insist upon is expensive. We need this kind of support to be able to continue our hospice services. Anyone who received the hospice mailing and who hasn't yet sent in a gift is urged to do so to make sure that this local resource is here if you or your family or friends need it.

Volunteering at Parmenter

We rely on our volunteers and greatly appreciate the time and support that they give us.

Our Adult Day Health Program provides on-the-job training for our volunteers. Those interested in volunteering their time for this program, can call 508-358-3000 x313 for more information.

Wayside Hospice also has a 6 week training program for its hospice volunteers. The next training will be sometime in the spring of 2005.

Parmenter awarded ECCLI Grant

Competing against many other agencies throughout the state, Parmenter has been awarded a 2-year \$150,000 grant to provide supplemental training for our Home Health Aides. This grant is really a win/win situation for all parties concerned:

For Our Clients, it provides a better trained group of aides who will be better equipped to serve them on many levels.

For Our Aides. Additional training and education is always a good thing. In this case, it will lead to improved job skills, greater job security and additional compensation, as they complete the career ladder section of this program.

For Our Staff. This program is designed in such a way that it provides diversity training for our staff to better acquaint them with some of the challenges that our diverse group of aides faces as they progress through our programs.

For the Community. Wayland and the Metrowest area, to which Parmenter provides such great healthcare, do not look the same in 2004 as they did in 1954, when we began.

As the world truly has become smaller, so too has our own service area. With increasing numbers from the Asian and African communities in many of our towns, it is essential that we have the ability to provide a diverse staff who can understand and meet the needs of these communities.



Claire Farrell, *Home Health Aide Supervisor* (back row, center) and Enid Parker, *ECCLI Project Coordinator* (middle row, 2nd from left) with our first ECCLI class

Our New Website

Parmenter has a brand new website! Residing at the same URL address that we've always had -

www.parmenter.org
- our brand new website has been built from the ground up.

We've made the site much more interactive, including a calendar of events, registration for classes, a flow chart that depicts all of our programs and services and their relationships to one another, a comprehensive description of each program, a testimonials page from individuals who have experienced our services first-hand, a history of Parmenter, contact information, and more.

We've tried to make the site as intuitive and easily navigable as possible, while at the same time providing much more comprehensive information about Parmenter and its diverse group of programs and services.

Please check it out and let us know what you think.

A Homecare Story

Lisa Roblin is the owner of Off Center bakery in Weston. Her mother was living in Florida when diagnosed with cancer, and Lisa wanted to bring her back to the Metrowest area for the standard of care she felt she deserved.

While she never regretted the decision, it was a challenge - she has 2 children, a husband, and a growing business with employees to look out for. Her father was unable to participate in the care, leaving Lisa in the role-reversal that has become so common among baby-boomers.

Lisa said it was a great relief to discover Parmenter through a friend. She was impressed and grateful that the staff was so sensitive to her mom's needs, and that they went way beyond the basics, truly understanding the things that she needed to be comfortable and to help her heal and cope with the realities of cancer.

Continued on page 9

To all who attended, Our 50th Anniversary

Corporate Underwriter:

Joseph J. Dempsey, Jr.

Investor:

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Our Big Five-OH! Guests & Donors:

Dick & Lynn Anderson
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A Special Thank You to Our:

In-kind Vendors

Gordon's Liquors
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 Larry Buckley/pianist
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 Royal Tea Parties by Lady J
 Janice Corkin Rudolf
 Marilyn Scimone
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 Tom Selldorff
 Cathy Shuman
 Sky Restaurant/Lounge
 Traditions of Sudbury
 TJMaxx
 Wayland Police & Fire Departments
 Catherine Whaley
 Woodman's of Essex
 D. Woods/Photography



All of these photos and many more can be seen in living color on our website: www.parmenter.org Follow links to "Our 50th".





The Big FIVE-Oh! Celebration

On October 21st, Parmenter celebrated its 50th birthday with a big fund-raising gala at the Marriott in Newton. For many, the evening seemed more like a reunion than anything. As the evening was winding down, over and over people related that they had a great time catching up with old friends. Most didn't know of the other's interest/support in Parmenter.

With over 300 people in attendance, the event was a huge success, and a splendid time was had by all. The evening began with a cocktail hour with hors d'oeuvres and a silent auction, at which there were over 40 wonderful items on which to bid.

The speaker for the evening was Aaron Lazare, M.D., who is both the Chancellor of the University of Massachusetts Medical School, and the author of the recent book "On Apology". Dr. Lazare gave a humorous, informative and thought-provoking talk on the subject of his book and health care in today's economy.

Throughout the evening there was a slideshow of Parmenter images, from its inception to the present, as well as some photos of Jonathan Maynard Parmenter, and Wayland during his lifetime (1831-1921), compliments of the Wayland Historical Society. The evening ended with the premiere of our recently completed video about the agency, made for us by Wayland resident John Flaherty.

We are very happy to say that our goal of raising \$100,000 for the agency was met during a fun-filled evening with old and new friends.





We couldn't get everyone, but this photo includes many of the people at our main office.

*Parmenter's treasure
is its staff.*

*Whether they've been with us for 5,
10, 15 years, or if they're new to our team,
it is their professional and personal talents, and
their commitment to putting the needs of clients
and their families first, that distinguishes Parmenter.
It is the exceptional care that staff provides, that has
been the agency's hallmark.*

*Another strength of the agency is community support. For
50 years, Parmenter has enjoyed very strong community
support in the form of volunteers, donors and partnerships.
These two strengths - experienced compassionate staff, and
strong community support will be the key to
Parmenter's next
50 years.*



A Tribute from the family of Cheryl S. Dempsey

Our family is forever thankful to the Wayside Hospice staff for helping us and more importantly, our mother, through the difficult process of dying. During our mother's struggle with cancer, especially the latter portion, we were blessed to have a guiding hand.

Mom and Dad made the decision to call Wayside Hospice after the doctors found an inoperable brain tumor. After several long years of fighting through chemotherapy, various surgeries and radiation, the cancer had taken over. Our mother's life was coming to an end and even though we knew it was likely, the reality hit us all very hard. We were scared, mad and confused. Although my mom had a strong faith in God and was at peace with her decision, she was afraid of the process involved with dying. We all wanted her final days on Earth to be as painless as possible. Thanks to Wayside Hospice, our mother's fears were lessened.

Teresa Sorantino and all the staff from Hospice helped our family and mother prepare. They made her transition more comfortable. They offered medical assistance, emotional support and knowledge.

It was very important for our mother to be at home during her final days. She was surrounded by the things and people she loved. Hospice gave us the tools we needed. They facilitated the rental of a hospital bed and many of the essentials. These items made our lives easier. At one point, Teresa foresaw the need for an oxygen machine. Because we had never gone through this, we could not understand why or when we would need it, but she assured us that it would help. Needless to say, a week later, it became imperative. It was this insight and anticipation of what to expect that helped us to prepare for the next step in our mother's journey.

As the effects from the cancer became more evident, we had so many questions, concerns and fears. We called the Hospice staff at all hours of the day and night and they were always there to help us. They were always available and responsive to our needs. Even now, almost a year after our mother's death, Hospice is still helping us. Their pamphlets and counselors give us insights into understanding the grieving process.

We are so grateful to all the staff at Wayside Hospice for guiding us through our mother's illness and death. None of us knew what to expect or how to handle it emotionally or medically. Wayside Hospice let us know we were not alone.

Future of Healthcare Continued from Page One

For most of us, how we receive our healthcare is a local concern. We depend on our local physician and hospital and local healthcare providers. And we depend on the support and resources of our community – be that local Boards of Health, businesses, faith communities and the network of social service providers. Hillary Clinton coined the phrase, “it takes a village.” Whether that is raising a child or providing health services for our friends and neighbors in need, it is the local, dynamic and responsive community that makes it all work - or not.

Those of us in healthcare understand that one of the primary reasons that we choose to work as healthcare providers is that we want to help people: at some level, the serving aspect of the profession is a compelling draw. I hear from many staff members that

they view what they do as “a calling”. Most healthcare providers also realize that the business side of the equation by necessity holds sway over what we can do as practitioners. All healthcare managers work to improve organizational and staff efficiency as well as effectiveness. But balancing the financial challenges with the caring mission is a daunting task.

Given the financial realities of healthcare in the United States, the only way that local healthcare providers such as Parmenter will continue to be able to be here for our neighbors and friends when they need us is if the community is able and willing to invest in and financially support this Agency. It is the only way that the numbers work. It is also the best way of taking care of each other.

A Homecare Story Continued from Page Three

Lisa said that the staff never appeared hurried, and that they would stay and tend to whatever her mother needed. She especially loved to come home and find her mom and an aide sitting on the couch giggling.

Her mother still fondly remembers the caregivers by name - Connie, Mary and others and she has become well enough to accompany Lisa's family on an trip to Colorado.



Lisa Roblin in front of her bakery,
Off Center in Weston

OTHER NEWS

Lights Of Remembrance Ceremony

Wayside Hospice’s Annual Lights of Remembrance Ceremony to illuminate the Dora Efthim Healing Garden behind our Hospice Residence will be held on Tuesday, November 24 at 4:00pm.

Please join us, along with neighbors and friends as we remember loved ones while supporting Wayside Hospice.

If you would like to remember a loved one in this special way, you may pick up information at our main office at 266 Cochituate Road in Wayland. If you would like to attend and/or purchase a light in memory of a loved one, please call us at 508-358-3000x239.

Our Third Plaque Ceremony

On October 24, we unveiled a third plaque at the Dora Efthim Healing Garden.

Family members and friends of loved ones who are memorialized in the Garden since 2000, gathered for a time of dedication and remembering.

Refreshments and fellowship were then shared at the near-by Parmenter Adult Day Health Center.



Hospice Administrator, Edie Murray speaking at the ceremony, with Executive Director Cindy Mayher and Board members Ann Rossini and Lloyd Rapoport

Flu Vaccine Update

There has been a lot of confusion and concern about the Flu Vaccine shortage. While it is important to note that the situation continues to change, this is the most recent information we have as we go to press. **Parmenter will be distributing a limited supply of vaccine to Wayland & Sudbury residents through the respective Boards of Health.**

Because the flu vaccine is in short supply this year, it is important that it be given only to people most likely to suffer complications from the flu:

- All children 6-23 months of age
- Everyone 75 years of age and older
- Pregnant women
- Everyone 6 months of age and older with chronic medical conditions, such as heart disease, asthma, diabetes, weakened immune systems, etc.

Information about how the vaccine will be distributed will be communicated to town residents by mail.

Also, it is very important to remember that simple and consistent hygiene practices like those below, can dramatically reduce the spread of cold and flu germs:

- Wash your hands with soap and warm water or use an alcohol based hand rub or gel frequently, especially after visiting public places or contact with anyone with a cold or the flu. Avoid touching your eyes, nose and mouth.
- Cover your mouth when coughing or sneezing. Never cough in the direction of someone else.
- If you are in one of the high risk groups above, avoid large crowds when the flu is in your community.
- Avoid close contact with anyone who has had a cold or flu.
- Stay home from work or school and avoid public activities for at least 5 (7 for children) days if you have symptoms of the flu.
- Do not share items that can spread germs and viruses, like drinking cups, straws, or other items that you put in your mouth.
- Clean items that are touched often such as door and refrigerator handles, phones, water faucets, etc.



Remembering someone dear.

COMMUNITY CALENDAR

All programs are held at Parmenter Community Health unless otherwise noted.
Please call 508-358-3000 for more information or to register.

WAYSIDE HOSPICE

BEREAVEMENT PROGRAMS

The following programs are offered free of charge due to generous financial support, grants and donations.

Bereavement Support Group

This group is designed to facilitate the grieving and healing process for adults who are experiencing the loss of a loved one due to death.

In this group setting, the participants will have opportunities to share feelings, concerns, and coping strategies.

The group will meet on Tuesdays with a suggested time of 5:30 to 7:00pm for six sessions as listed below.

The group will be facilitated by Jill Volk, LICSW.

All sessions will be held in the Conference Room at our main office at 266 Cochituate Road (Route 27), Wayland.

March 1, 2005 March 22, 2005

March 8, 2005 March 29, 2005

March 15, 2005 April 5, 2005

Call 508-358-3000 x249 to pre-register.

HEARTplay

Offering a creative-arts experience to children and teens who are grieving the death of a family member or friend. With the guidance and support of an expressive therapist specializing in bereavement issues, children will have the opportunity to document their losses through visual expression, music, writing, or storytelling. The following workshops will be offered:

Children's Workshops*

Saturday sessions:

December 4

February 5, 2005

April 9, 2005

Preschool-K, 9:00-10:00am

Grades 1-3, 10:30am - 12:30pm

Grades 4-6, 2:00-4:00pm

*group size is limited, pre-registration is required

COMMUNITY CLINICS/SCREENINGS

Parmenter offers a number of health screenings (including blood pressure, glucose and TB) which are supported by the Wayland and Sudbury Boards of Health.

SUDBURY

Blood Pressure Clinics:

Fairbank Senior Center:

Tuesdays, 8:00-9:00am

Tuesdays, Noon-1:00pm

1st Wednesday of the month at 1:00pm

Musketahquid Village:

(for Village residents only)

1st Tuesday of the month at 1:30 pm

Goodnow Library:

3rd Tuesday of the month, 9:30 -10:30am

Sudbury Shaw's Market:

2nd Tuesday of the month 9:30 - 11:00am

Tuberculosis Screening:

Fairbank Senior Center:

(by appt.)

Implant: Tuesdays, 8:00-9:00am

WAYLAND

Blood Pressure Clinics:

Parmenter's Offices:

Mondays, 2:00 - 3:00pm

Wednesdays, 8:15 - 9:15am

Senior Center:

3rd Tuesday of the month at 11am

Cochituate Apartments:

3rd Wednesday of the month at 10am

Wayland Library:

3rd Thursday of the month 10 - 11:30am

Tuberculosis Screening:

Parmenter's Offices:

Implant: Mondays, 2:00 - 3:00pm

Diabetes Screening:

Parmenter's Offices:

2nd Wednesday of the month, 8:00 - 9:00am

4th Wednesday of the month, 8:00 - 9:00am



The Healing Garden is located behind our Hospice Residence and is open to the public as a place of quiet reflection and meditation.



266 Cochituate Road | Wayland, MA 01778
508-358-3000 ph. | 508-358-3005 fax
www.parmenter.org

Parmenter PERSPECTIVES is a bi-annual publication of
PARMENTER COMMUNITY HEALTH

Your comments and suggestions are welcome.
Please address all correspondence to:
Cindy Mayher, Executive Director
Parmenter Community Health
266 Cochituate Road, Wayland, MA 01778

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Parmenter Community Health is an independent, non-profit health care agency accredited by the Joint Commission on Accreditation of Healthcare Organizations. We provide homecare, hospice, adult day health care and community education to communities in the MetroWest area.

Parmenter Community Health does not discriminate on the basis of race, religion, color, national origin, handicap, age, or sexual orientation on admission or access to, or treatment or employment in, its programs.

PARMENTER VNA & COMMUNITY CARE BOARD OF TRUSTEES 2004

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Management Team:

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Edith Murray, Hospice Administrator & Associate Director
Cassandra Peretti, Business Manager
Janice Graves, Clinical Manager for Homecare and Hospice

Who to call at Parmenter Community Health

For Adult Day Health care information: Audrey Kracke 508-358-3000 x313

For Bereavement Services Jill Volk 508-358-3000 x249

For Billing Issues: Fay Farber 508-358-3000 x299

To make a Charitable Gift: Cindy Mayher 508-358-3000 x233

For Volunteer Opportunities: Sue Anderson 508-358-3000 x235

For information about Homecare or Hospice services: Laurie Sarah 508-358-3000 x255