On April 24, 2018 special guests, volunteers and donors joined Meals On Wheels for a luncheon to celebrate the occasion of the 60th anniversary of home-delivered meals in Rochester and the surrounding communities. Local news celebrity Ginny Ryan and her mom, Dinny, were on hand to serve current Meals On Wheels (MOW) recipients Ruth and Del Letson the 11,000,000 meal delivered by Meals On Wheels of Monroe County.

Program History

The idea of Meals On Wheels originated in the United Kingdom during the Blitz (1943), when many people lost their homes and the ability to cook their own food. The Women’s Volunteer Service for Civil Defense provided food for these people. The concept of delivering meals to those unable to prepare their own ultimately evolved into the modern programs that deliver mostly to the housebound elderly – free or at a small charge.

continued on page 3
As UR Medicine Home Care continues on our journey of transformation, I am proud to say 2017 was another year of great progress. Although we continue to face many difficult challenges, our team of dedicated and talented people work tenaciously to overcome them. We have a lot to be proud of!

UR Medicine Home Care is an organization of extraordinary people who care deeply about our mission and take pride in the work we do and the services we provide. I would like to highlight just a few especially important accomplishments last year.

We launched two new lines of service:
- Home Infusion, a partnership with URMC Pharmacy to provide a full continuum of in-home parenteral treatments and therapies.
- Assistive Technology, a range of in-home technology supports including Personal Emergency Response System (PERS), fall detection, and medication reminder systems.

We completed a three year strategic plan, including updating and refreshing our mission and vision statements. The strategic plan is centered on five major goals that streamline and focus our efforts, ensuring that everyone across the organization is striving toward the same shared vision.

We won the Greater Rochester Quality Council (GRQC) George K. Hansen Exemplar Platinum award! This is the highest level of achievement recognized by GRQC, and is only given when a truly exceptional candidate is identified. We received this award for our transformational work under Project Destiny to restructure and improve operational efficiencies using LEAN process improvement.

Our Foundation gifted out the largest amount of support in our history of over $450,000 to reduce the waiting list for Meals On Wheels and provide operational and program support to our Hospice continuum of care.

Our Press Ganey staff satisfaction survey results went from the 56th percentile in 2016 to the 70th percentile this year putting us 11% above the national average of health care employers for overall staff engagement.

We also completed many laborious behind-the-scenes projects including the purchase and distribution of 300 new laptops for our field staff, and implementing dozens of “Just-Do-It” improvement suggestions identified through our 26 Ever Better Boards and our very active Staff Council.

Each accomplishment is the direct result of a tremendous amount of hard work by many teams of devoted staff supported by our dedicated Board of Directors and the leadership of URMC, and bolstered by the generosity of community partners and donors like yourselves.

I invite you to read this issue of Vital Lines 2.0 and learn more about the patients, programs and supporters who define UR Medicine Home Care. I am proud to be a part of a team that has such a profound impact on our community. I hope you feel the same sense of pride as a supporter, volunteer or friend of this great organization.

Sincerely,

Jane Shukitis
Many early services used old baby strollers to transport the meals, using straw bales, and even old felt hats to keep the meals warm in transit.

Home-delivered meals in the United States began in Philadelphia in January 1954. As is still the case today, many participants were people who did not require hospitalization, but who simply needed a helping hand in order to maintain their independence.

Most of the volunteers were high school students, who were dubbed “Platter Angels.” The “Platter Angels” would prepare, package, and deliver food to the elderly and disabled across their community. The daily delivery consisted of one nutritionally balanced hot meal to eat at lunch time and a dinner consisting of a cold sandwich and milk along with varying side dishes.

Columbus, Ohio, was the second city in the U.S. to establish a community based meals program. In Columbus, all of the meals were prepared by local restaurants and delivered by taxi cabs during the week. On weekends, high school students filled the posts.

The third Meals On Wheels program in our nation originated here in our home town. Rochester began its home-delivered meal program in 1958. It was originally a pilot project initiated by the New York Department of Health and administered by the Visiting Nurse Service (Now UR Medicine Home Care).

“The program has changed quite a bit since 1958” Meals On Wheels Director Margaret Schweizer commented “What hasn’t changed is the need for the service.” Regular recipients of Meals On Wheels range in age from 34 to 101 years-old. “There is a lot of continuity.” Schweizer adds “One gentleman has been receiving meals for over 20 years.”

On any given work day, more than 200 of our 1,900 volunteers are delivering meals to more than 800 people in Rochester and the surrounding the suburbs. Over 25 local businesses take part in our Adopt-A-Route program, where co-workers volunteer in rotating teams to deliver meals during their own lunch breaks.

Schweizer shared “It costs less to provide a senior Meals On Wheels for an entire year ($2,500) than it costs to spend one day in the hospital or six days in a nursing home. Meals On Wheels saves us all billions of dollars in unnecessary Medicaid and Medicare expenses every year – tax dollars that can be spent in much better ways.”

As we look to the future, the value of programs that help people stay healthy and independent as they age will only increase. Baby boomers are the largest generation in history! Keeping people healthy and preventing the need for hospital or nursing home care means this boom of elderly will continue to contribute to the well being of our community for many years to come.

We have a great history to be proud of, a current program that is thriving and a future filled with potential.
How Can We Prevent Elder Abuse?

Many older adults live in fear and isolation, with their emotional, physical, and even financial well-being at risk due to elder abuse. UR Medicine Geriatric Specialist Dr. Thomas Caprio says knowing the signs—and taking action when necessary—may help protect your loved ones.

Elder abuse targets vulnerable older adults and comes in many forms, including physical, sexual, emotional, or financial. It can result from self-neglect or a trusted caregiver abandoning responsibility. And it’s far more common than you might think. A 2011 New York State Elder Abuse Prevalence Study estimated that more than 260,000 older adults in the state had been victims of at least one form of elder abuse in the preceding year.

There is a dramatic gap between the number of elder abuse cases and those actually reported to law enforcement and health care professionals. Older adults may be afraid to report abuse and families may not recognize the warning signs. The key to both preventing and addressing elder abuse is vigilance: identifying it early and knowing where to turn for help.

Many victims of abuse live in fear or embarrassment when physical, emotional, or sexual abuse occurs. They need to know they have people who care about them and can help and—most importantly—to understand that it is not their fault.

While it may be difficult or uncomfortable, having honest and open lines of communication with loved ones is critical to preventing and intervening in abuse situations. It’s important to remove the stigma of abuse and create an environment of safety and trust.

Here are some questions to ask if you suspect a loved one may be subject to abuse:

- Do you feel safe at home?
- Have you been asked to lend money to someone and don’t feel comfortable about it?
- Have you been threatened with physical harm?
- Have you been touched in inappropriate ways? Does anyone make you feel afraid?
- Do you get phone calls asking for your social security number, credit card information or other personal data?

When any abuse is suspected, seek immediate medical attention. Social workers in the emergency department of a
Congratulations to our own Dr. Thomas Caprio, Associate Professor of Medicine, Dentistry, and Public Health Sciences, on being named Fellow of the American Academy of Hospice and Palliative Medicine. Dr. Caprio received the designation March 17, 2018.

The Academy is the professional organization for physicians who care for patients with serious illness. Fellow status honors dedication to the field of hospice and palliative medicine and represents a minimum of five years of membership, participation in AAHPM activities, letters of recommendation, and board certification in hospice and palliative medicine.

Help is Available

The Elder Abuse Prevention Program through Lifespan provides services in Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Schuyler, Wayne, Wyoming, and Yates counties. Call (585) 244-8400 for suspected financial exploitation, physical abuse, emotional abuse, or neglect.

Thomas V. Caprio, M.D., is an associate professor in URMC’s Division of Geriatrics and Aging, specializing in geriatric medicine, hospice and palliative care. He also serves as director of the Finger Lakes Geriatric Education Center.

Hope, Hugs and Humor – Camp Heartstrings offers it all

Losing a loved one is difficult at any age, but it is especially hard on a child or a teen. Our instinct is to try to shield young people from grief, however it’s important to help them process their grief by having open, honest communication in a safe environment.

This July marks the 5th summer of Camp Heartstrings, a free bereavement program for children who have experienced the loss of a loved one. A collaboration between Visiting Nurse Hospice, Pittsford Youth Services and Dreams for Drake, children between the ages of 7-13 from Monroe and Ontario Counties gather at St. John Fisher College with the goal of developing skills for expressing grief.

Michelle Allman, UR Medicine Home Care Bereavement Coordinator & Director of Camp Heartstrings, stated “Many grieving children feel that expressing grief is unacceptable, or that they are the only person who has experienced death in their life. For these reasons, it’s vital to give children the opportunity to gather with peers who have also experienced loss.”

At Camp Heartstrings, professionally trained bereavement social workers, interns and volunteers provide therapeutic and social activities such as pet therapy, games, art therapy, music therapy, and a family style dinner at the conclusion of camp.

The camp is made possible with the support of area companies, business leaders, and individuals who donate funds, items and services to make it all possible.

Your gift of $250 can help one child attend camp.
Congratulations to Dr. Jackie Coates!

Jackie was awarded the Faculty Award at the 5th Annual Civic Engagement Awards Celebration at St. John Fisher College on Friday, April 13th.

Jackie has been teaching Palliative and End-of-Life Care with a Service Learning component in each semester since Fall 2011. Her passion for helping student nurses learn to provide compassionate care for patients approaching the end-of-life inspired her students to successfully advocate for making the course a required component of Fisher’s BS in Nursing Program. Jackie has partnered with over a dozen local comfort care homes to bring well over 400 nursing students to these sites to provide care-giving support and end-of-life care research.

The mission of the Center for Service Learning and Civic Engagement is to create service-learning and CE opportunities, which enable Fisher students to gain the knowledge, skills, and perspectives needed to become contributing citizens in a diverse and complex society.

Staff Spotlight

Jacqueline M. Coates, DNP, MS, RN, FNP-C, ELNEC-Trainer

Jacqueline Coates has a lot of letters after her name, which makes her knowledgeable, skilled, qualified, schooled, and practiced when it comes to Hospice and Palliative Care. Some might call her a renaissance woman. Spend time with Jackie and her passion and her enthusiasm becomes contagious.

Since November 2011, Jackie has served as the Hospice and Palliative Care Nurse Practitioner/Pain Specialist and Director of the UR Medicine Home Care Hospice collaboration with the national program We Honor Veterans.

As a young mom she had a personal experience with death and dying. That life event sparked an interest within Jackie to want to be part of helping families get through this process.

She began training as a volunteer providing care at two comfort care homes while in the Bachelor of Science Nursing Program at St. John Fisher College. Upon completion she began working at Genesee Hospital, the Hildebrandt Center for Palliative Care and St. Mary’s Hospice. During this time she completed her MS in Primary Health Care for Families. While employed at Ontario Yates Hospice, she developed and taught end-of-life care to all levels of healthcare practitioners. In 2006, Jackie began working for the Canandaigua VA Medical Center providing Palliative Care/Hospice and Pain Management services. Returning to school in 2010 Jackie completed her Doctor of Nursing Practice degree.

She has served on the Board of Directors for both The Serenity House and Patrick Place. Today, she is a National Instructor for the End-of-Life Nursing Education Consortium (ELNEC) and has been teaching this program for UR Medicine Home Care and St. John Fisher College Wegmans School of Nursing since 2012.

Jackie has been involved in Emergency Medical Services for over 30 years as an Emergency Medical Technician/Paramedic. On the weekends she can often be found at the Watkins Glen International Speedway where she serves as the Director of Nursing. In 2016, Jackie was awarded Nursing Director of the Year by NASCAR.

Much of Jackie’s time is spent helping families deal with the end-of-life. She admits it’s hard to lose people you’ve come to know well, but she says “It’s an honor to guide our patients, their families and our employees through that journey.” Most importantly “we celebrate a life.”
The IRA Charitable Rollover
Tax-Free Gifts
from Retirement Accounts

Typically, a distribution from your IRA is taxed as ordinary income. However, if you are 70½ years of age or older, you are eligible to make a direct gift to UR Medicine Home Care tax-free.

• You must be 70½ and transfer funds directly from your IRA.
• A gift “counts” toward your required minimum distribution (RMD).
• Gifts are limited to $100,000 per person (a married couple with separate IRAs could give up to $200,000 per year).
• A transfer is tax-free and is not included in your adjusted gross income, thus there is no charitable income tax deduction allowed.
• Gifts must be outright. Transfers to donor advised funds, supporting organizations, private foundations, charitable remainder trusts, and charitable gift annuities do not qualify.

You should consult your tax advisor about the applicability to your own situation of the legal principles contained herein.

The Protecting Americans from Tax Hikes (PATH) Act of 2015, which was passed by Congress and signed into law by the president on December 18, 2015, made permanent what is popularly known as the IRA charitable rollover.

For more information about making a gift of impact to UR Medicine Home Care, contact Holly Beaston at (585) 274-4253.
At UR Medicine Home Care we take home health care to heart. We've been providing care to area residents since 1919. Today, UR Medicine Home Care is one of the largest, most complete sources of home health services in Rochester.

To learn more, visit our website, urmhomecare.org, or give us a call at (585) 274-4253.

Support our programs and patients by visiting giveto.urmc.edu/homecare and making a secure online gift today!