

2023 RECAP

Youngstown Branch
986 Tibbetts Wick Rd.
Girard, OH 44420



Akron Branch
3515 Massillon Rd.
Uniontown, OH 44685

INSIGHTS:

As we approach the conclusion of another remarkable year, it is with great pleasure and a sense of accomplishment that we present this year-end recap for Patriot at Home. In our continuous pursuit of excellence in healthcare, we have navigated challenges, embraced opportunities, and above all, remained unwavering in our commitment to improving the health and well-being of our community.

Our achievements in the past year extend beyond the confines of routine Home Health Care. We have embraced technology to streamline processes, improved patient experiences, and ensured a seamless delivery of care to our patients. The introduction of Hospice and Palliative Care has broadened our continuum of progressive healthcare, marking a significant milestone in our journey toward a more connected and patient-centric future for the agency.

As we delve into the highlights of the year, we will celebrate the milestones achieved in patient satisfaction, community outreach, and professional development. Our commitment to providing accessible and inclusive healthcare has driven our efforts to engage with the community, fostering meaningful connections and addressing the unique healthcare needs of our patients.

In addition to our operational achievements, we recognize the importance of maintaining a strong organizational culture. Our team's unity, passion for healthcare, and collective spirit have been pivotal in navigating the complexities of the healthcare landscape. The bonds we have forged within our team have not only strengthened our resolve but have also contributed to an environment where innovation thrives.

This year-end recap serves as a reflection of where we have been, the strides we've made, and the opportunities that lie ahead. This is a testament to the collective efforts of each member of the Patriot at Home family. As we turn the page on this chapter, let us carry forward the lessons learned, the successes celebrated, and the collaborative spirit that defines us. [#ThriveWithPatriot](#)

Clinical Managers, Patriot Homecare, Girard Patriot Managers are Critical to Success



MATT MCGUIRE



SUSIE GLOSSER



MARK SCHULLER



JOHN RUBY

Patriot Homecare is nominating Matt McGuire, clinical manager of therapy, and clinical managers of nursing Susie Glosser, Mark Schuller, John Ruby, Amber Baugher and Katherine Goodman, for helping to make our company a great place to work.

The company, based in Girard, offers a full spectrum of health care modalities to patients in the home setting.

Its clinical managers work hard every day to ensure that our patients receive the quality care and standard of excellence they deserve. They are caring, always available for questions, and provide mentorship every day to our staff.

"Our clinical team is always there for us no matter what. They're always just a phone call away to help us out in any way that they can," says one team member.



AMBER BAUGHER



KATHERINE GOODMAN

"We would not run as smoothly without them, they are such a critical piece to our success."

Nominated by Nichole Noday



HOMECARE UPDATES

OCHCH GOLF OUTING

Patriot at Home has been plenty busy in 2023. We sent a group of volunteers and two foursomes to the Ohio Council for Home Care & Hospice's (OCHCH) golf outing at Red Tail Golf Club, (Avon, OH). The Ohio Council for Home Care and Hospice is a non-profit association that serves as the voice of health care at home in Ohio, advocating on behalf of the industry. Greg Davis is an Ohio Council for Home Care & Hospice board member and also Chairman of the Board, for The Ohio Community at Home Network (OCHN).



TRI-COUNTY MEETING

This past August, Patriot hosted the monthly Tri-County meeting. Healthcare professionals from around the valley were invited for food, drinks, flag etiquette demonstrations and the opportunity to network and discuss healthcare matters with industry leaders in the area.



Sean and Greg Davis introduced Patriot Cares and its mission to improve the wellness of our community by providing resources & inspiring hope for a healthy future. Sly Frazzini, with American Business Solutions did an amazing flag etiquette demonstration to lead off the meeting. Mijavec's Catering & Concessions and Sweet Sips provided delicious food and drinks to our guests to round out the event.

WELLSKY CONFERENCE

After a very busy couple of months, a few of our team members took the opportunity to travel to Austin Texas for the WellSky CareForum conference. Over the course of four days, the conference brings together leaders from across the nation to discuss cutting edge trends in the industry. The event educates WellSky users and partners about upcoming enhancements that can help streamline care and optimize outcomes.

The Patriot team participated in curated sessions that focused on emerging trends, in-depth breakout sessions, and networking opportunities. Every year our team looks forward to the annual WellSky CareForum and as always, had a wonderful time at the educational and entertaining conference.



#thrive *with* **PATRIOT**

JODI MCHENRY, VISIONARY LEADER

In July, our very own Jodi McHenry was named one of Insights Care's Top Five Pioneering Leaders in Home Care to Know in 2023. Jodi, Patriot at Home's Vice President of Operations has been a Registered Nurse for twenty-three years and has been with the company for seven years. Insights Care highlighted Jodi's vital role with Patriot at Home and conducted an in-depth interview with her. We are incredibly proud to have seen her receive such distinguished recognition for her excellence in the industry.



CHAP SURVEY

In August, Patriot Homecare had a CHAP recertification survey. This is a week long process where a surveyor reviews all aspects of the agency and also conducts ride alongs with our clinicians. We are proud to say that Patriot Homecare passed this survey and our CHAP Accreditation was extended .



Holly J. Maggiano, M.D.
Medical Director for Patriot Hospice



I have had the privilege of practicing neurology for 30 years in a private practice setting. Early on in my career, I realized the limitations of western medicine. This led me to continue my journey of education in areas of medical acupuncture, horticulture therapy, Compassionate Inquiry and most recently training as a death doula through INELDA. Working with a group of like-minded innovators, the nonprofit, Earth Angel Farm (EAF) was founded in 2012. I have the honor of being the director of EAF since its inception. Earth Angel Farm promotes health and wellness through community and advocacy, by creating purpose and connection. Earth Angel Farm supports all individuals seeking wellness, with special attention to those living with physical and developmental disabilities.

I have been working with Patriot Home Care for many years. Patriot has continuously provided excellent care for my patients. When I was offered the position of Medical Director of Patriot Hospice, I jumped at the opportunity to work with a team of like-minded health care professionals. Working in hospice has been life changing and has continued my passion for lifelong learning and growth. The Patriot Hospice team is passionate about giving the best end of life care to patients and their families. I have been so impressed with the entire group of highly skilled, dedicated, and compassionate caregivers. My journey in hospice has allowed me to contemplate death. As we talk about end of life and think about our own death, we will hopefully make better loving choices for ourselves and others. None of us are guaranteed anything in this life other than it will end someday. So, take charge, be kind and live today!

As I contemplate the future of medicine, I hope that physicians and other healthcare professionals return to a “private practice” mentality to regain more autonomy, which will allow them to really provide care for the overall person. There needs to be a shift in empowering people to understand the reasons for illness and provide them with the skills they need to heal. If we can change our current medical philosophy from “sick care” to “wellness care”, then we will make an impact not only on our own health, but our loved ones, and the communities we live in.







INDEPENDENCE
VISITING PRIMARY CARE

Palliative Care

Palliative Care is a specialized medical care focused on providing relief from symptoms, pain, and stress for anyone living with a chronic or serious illness. It can be appropriate at any stage of a disease and can be provided together with curative treatments.

Palliative Care focuses on 3 main elements:

- ✓ **Symptom Management**
- ✓ **Advanced Care Planning**
 - ✱ Helping patients and their families understand their illness and establish their management choices and priorities that will become useful in decision making.
- ✓ **Providing Psychosocial Support**



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Each of these elements are addressed with a goal of improving the quality of life for the patient and his/her family.



Sherry Shields
Palliative Manager

“

Since I was little I've always been interested in medicine. Learning and watching how medical care & treatment can improve someone's quality of life is amazing! It is so rewarding when a patient is able to feel better and do more of what they enjoy.

As Palliative Manager, I make sure our team focuses on the quality of life for our patients. We offer information, treatment, and support to our patients identifying needs & adjusting care to match the patients' needs.

People are discovering the importance of palliative care, making it one of the most rapidly growing fields of healthcare in the U.S. in the past decade. Early delivery of palliative care provides relief to patients & their families, while also reducing unnecessary hospital admissions.

I believe if we can continue to educate the public and our patients about all the wonderful services Patriot has to offer, they and their families will benefit from both the medical and spiritual care we can provide!

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Abby Burns Director of Nursing for Patriot Hospice

While we are a new hospice agency, our team is not new to hospice. Nearly every hospice team member came to us with years of hospice experience.

Patriot Hospice is constantly looking for new ways to revolutionize the meaning of hospice care. Rather than focusing on the sadness that goes with end of life care, we want the focus to be how we are able to improve their quality of life so they are able to enjoy the time they have left with the people who mean the most to them.

We are striving to be different from other hospice agencies, and one way to do that is by partnering with the Helm's Foundation. We will be able to offer art therapy to our hospice patients, which will be provided by credentialed art therapists and at no cost to the patient. These therapists are able to assist patients with numerous activities, each of which is individualized to the patient. They are able to help hospice patients to create something that they can leave behind for their loved ones so their memory will continue to live on. This is just one of the many ways that we are working towards revolutionizing the meaning of hospice care. I am looking forward to seeing what 2024 will bring to Patriot Hospice!

I have been working in hospice care for a little more than 4 years. It is a privilege to be able to be there to support patients and their loved ones during such a precious time. It is the most rewarding job I have ever had and I can't imagine doing anything else. This year I was lucky enough to be given the opportunity to work for Patriot Hospice. This was an exciting opportunity since they were just starting up their hospice, and it is really rare in today's world of healthcare to have the chance to work for a privately owned company with a major focus on veterans and on the local community.

Since coming to work for Patriot, our hospice has continued to grow and reach milestone after milestone. We received our Medicare billing number in June of this year, which was followed by our Medicaid billing number in October of this year. This means we are able to accept more patients and more insurance companies, which means we are able to help more people in our community. Our team continues to grow so that we can meet the needs of our patients and have the ability to spend more time at the bedside than most hospice agencies are able to.

HUMAN RESOURCES

SOME STATISTICS FROM 2023

Patriot at Home has had 107 new hires this year as of 11/10/23 and has retained approximately 86% of all 2023 new hires.

HR CONFERENCE

Nichole Noday and Derek Turocy of the Human Resources Department attended the Consero Healthcare HR Forum in Westlake Village, California in July of 2023. They collaborated with numerous HR leaders across the country and learned about various HR topics relevant to today's healthcare industry. Derek also had the opportunity to act as a co-moderator at the event, where he helped lead a discussion about increasing engagement among employees working remotely.



LEADERSHIP TRAINING

Patriot at Home's team leaders met in November for a formalized leadership training day hosted by Nichole Noday and Chloe Pouliot, who led our leaders through various ways to **#ThriveWithPatriot**.



#THRIVewithPATRIOT INITIATIVE

#ThriveWithPatriot is a new initiative meant to help define our culture and better understand the recipe for success.

PATRIOT AT HOME CORE VALUES:

Character - Integrity in every step

Teamwork - Synergy in action

Trust - The glue that holds us together

Growth - #Thrive personally and professionally



Kayla Wells
CHF Navigator

Kayla Wells leads the congestive heart failure program at Patriot at Home. We asked her some questions regarding her position and here is what she had to say:

Can you tell us about your background, role as CHF Navigator, and your goals for the future.

I have been a registered nurse for 17 years. The first 7 years of my career was spent in the ICU and the last 10 years have been in homecare. My role as the CHF Navigator is to provide our staff and patients with the knowledge needed to successfully manage congestive heart failure. I currently am overseeing all of the patients that are newly diagnosed or having an exacerbation of symptoms. My goal for our program is to allow patients to manage their symptoms and prevent re-hospitalizations.

What inspired you to pursue a career in healthcare?

I have been a “fixer” my entire life. I always wanted to be a nurse because I wanted to help people. I started in the medical field at 16 years old working as a nurses aide. I worked as an aide until graduating nursing school at 22 years old.

What do you see as the most significant trends or innovations in healthcare that will impact your role as CHF Navigator in the near future?

Stipulations from insurance companies may limit the amount of nursing visits that will be authorized. It is important to spend time with these patients to provide as much education as possible to prevent exacerbation of symptoms and readmission.

What do you enjoy most about your role at Patriot. What exactly is the "CHF Program"

I enjoy providing patients with the knowledge that they need to control their symptoms. Patients that are frequently hospitalized or that are newly diagnosed are placed in our CHF program. These patients get one on one care in their home. During that time they are educated on the disease process, diet, and medications. Patients in our CHF program are offered remote monitoring equipment (tablet, scale and blood pressure cuff) to be used in their home for daily monitoring with medication reminders to assist with compliance. Patriot is also able to obtain lab work prior to any follow up appointments.

What advice would you offer to aspiring medical professionals who are interested in pursuing a career in healthcare related to CHF?

Some important advice I would give to anyone wanting to get into healthcare is to remember that you learn something new every day. The only dumb question is the one you don't ask. And don't be afraid to say, "I don't know". The more knowledge you have, the better off your patients will be.

Are there any patient success stories or healthcare achievements that you'd like to highlight in this newsletter?

One that will always stand out to me was a female patient who was recently diagnosed with CHF and had been hospitalized frequently in a short period of time. The first time I went into her home she was very flat and just basically said, "I already know that" to everything I was trying to teach her. After talking with her for a while and reviewing the sodium content in most of our foods we eat, she was in shock. She said, "all they said was I needed to watch my salt, so I quit using salt". After explaining that most of our foods contain sodium and I showed her nutritional labels of various things in her kitchen, she was then intrigued. We wrote down her lunch and the amount of sodium in just one meal was >3,000mg. After providing this education, the patient became a "label reader", obtained daily weights, followed her fluid restriction, low sodium diet, and took her medication as prescribed. She was on oxygen continuously when I began seeing her. She was walking with a walker and could only walk approximately 10 feet, and was unable to care for her grandson that she had custody of. After she was given the proper education to manage her condition, she was able to get off oxygen, go upstairs in her home for the first time in 3 months, and was back to caring for her grandson like she had done prior to her diagnosis.



PATRIOT CARES UPDATES

HOLIDAY PET PHOTOGRAPHS

December 9th 2023, 11am-2pm.
Featuring Emily Adamzack of Emily Louise Photography. Bring your pet, get your photograph and support Patriot Cares.

Patriot Cares has been busy in 2023! Starting off with our BirdFish Fundraiser on July 28th. Many Patriot at Home employees, family and friends came to support this incredible fundraiser.



CARES FEEDBACK:

"Patriot Cares has made great strides in the community and has helped so many people".

"The Patriot Pantry has provided much needed food for many families in need".

Patriot cares organized transportation and lunch for Christine Fruscella, and her sister Terri to visit their cousin, Don, who lives at an Assisted Living Facility in Akron. Christine and her sister Terri were very thankful for the opportunity to re-unite with their cousin Don, after years of not seeing each other.

"Visiting our cousin Don at the Canton Regency Independent Living facility was such a delight. The special luncheon (along with the personally delivered hot fries from Kevin), beautiful bouquets of flowers (thanks Jen) to brighten our dining table, delicious decorated cookies, special Patriot carafes and journals to bring home to remind us of our special day was like a bright star in Chris' life. The reason it was a highlight for me as well was because I've not seen Chris so happy for a long time. Your attention to her, and even to her art work, as well as your positive, caring attitude was what she needed. You were able to make her feel as though she was a valuable asset to the world, as she is. With her dealing every day with the anguish of severe Parkinson's (now going on 20 plus years), along with the inability to walk (for the last three years), while living alone, is a hardship that has recently become difficult for her to endure. She's always been extremely independent, helping to build her present home, storage shed, and deck, while at the same time keeping vigilant with the upkeep of her 2.5 acres of land and house, as well as owning her own pizza restaurant in Hudson, Ohio for several years. But she's a fighter, and admired by many for being one. She says her Parkinson's will not get the best of her". (Terri)





Mark Krieg
Director of Customer Service

Can you provide an overview of your Career, role and responsibilities as a Director of Customer Service?

My role as Customer Service Director involves constant communication between our patients and myself ensuring that they are getting the best service, as well as helping them with any issues they are experiencing. As we grow and evolve as a company we are determined to keep customer service at the forefront of our mission.

What inspired you to pursue a career in healthcare?

I chose to pursue a career in healthcare due to the stability of employment and the desire to help people.

What do you think sets Patriot at Home apart from any other agency in the area?

Our level of customer service and quality of care that we give to our patients. We are currently at 1,350 online reviews and a Google rating of 4.9 stars!

Why do you recommend someone using Patriot over another company?

Patriot at Home is a company that will be with you through all parts of your recovery journey and will constantly communicate and check-in to ensure you get the best care possible.





WHAT PEEPS ARE SAYING

ANNA FITZGERALD



My experience with Patriot was high quality, expert, professional care. Both Nursing and Physical Therapy, they were helpful, kind, considerate of my every personal need. I was extremely impressed with their knowledge and application of skills. I felt complete trust in them and the process because everything was explained to me and carried out so well. My progress in recovery I attribute the excellent Nursing and Physical Therapy care. Thank you for making this journey a great one!

VICTORIA ROMANDA



I used Patriot Homecare Services over the course of two weeks following each of my total hip replacements. I gave five stars to the physical therapists who came to my home both times. They were prompt for each appointment, knowledgeable, encouraging, and friendly! We established good rapport the first time and I truly appreciated that this provider honored my request and had the same physical therapists come back after my second surgery. I highly recommend Patriot Homecare Services.

KATHY JANDROKOVIC



The home healthcare and physical therapy staff are wonderful. I have had them before after surgeries and they are professional, knowledgeable and compassionate in their care. Dee Dee and Jeff are great and answered all the questions I had. I would recommend Patriot for anyone needing home health care

DOROTHY ANDERSON



Patriot has come to our family during a difficult time. Their kindness and empathy extend not just to their client but the client's immediate family as well. They are professional, and knowledgeable. They bare our burden, help to alleviate stress and provide the best care possible for our loved one. We couldn't ask for more.



Craig Colton, PhD



Sean Davis, PT



Greg Davis, RN

FROM OUR OWNERS

Can you provide an overview of your roles and responsibilities as Owners of Patriot at Home?

Day to day operations, financial management, long and short term strategic planning.

What do you enjoy most about your roles at Patriot.

We enjoy our people! We have the nicest, friendliest staff we have ever worked with.

What do you see as the most significant trends or innovations in healthcare that will impact your roles in the near future

Our famous quote is "the only constant in healthcare is change". Keeping up with ever changing regulations by regulatory bodies is very challenging

What advice would you offer to aspiring medical professionals who are interested in pursuing a career in healthcare leadership?

Our advice would be to search out your current manager and go sit with them and learn, ask questions and even volunteer to help them with some of their daily tasks. Always try to learn new things, be the best, most pleasant field clinician, the cream always rises to the top.

Are there any patient success stories or healthcare achievements that you'd like to highlight in the newsletter?

Our biggest healthcare achievement is starting and helping make Patriot Homecare, Independence Visiting Primary Care, and now Patriot Hospice huge successes in our area. Our personal philosophies of treating everyone (patients and employees) the way we would want to be treated has carried over into all 3 businesses and helped raise them to the top.

Can you share any insights into the future of healthcare that may look different than it does today?

Healthcare of tomorrow is unfortunately going to become less personal and hands-on with things like telehealth and remote patient monitoring. Individual patients are going to be looked at more as numbers as health insurers look to cut costs. It will be important that Patriot at Home not fall into this trap and never lose the personal touches we give our patients.

Finally, is there any message or advice you would like to share with the readers of this newsletter.

Message is simply Thank You. None of us would be here if we all weren't working together.

