



North Country Home  
Health & Hospice Agency

*A proud affiliate of North Country Healthcare*

**Presents**

# A Resource Guide for Finding the Right Home-Based Care

**NEW!** *Clinical Liaison Program*



*At the heart of  
care coordination,  
Clinical Liaisons  
connect patients  
to care where it  
matters most - at  
home.*

[nchhha.org](http://nchhha.org)

*Summer 2025*



# Cover Story



## CLINICAL LIAISON PROGRAM

**Clinical Liaisons** play a vital role in facilitating smooth and timely transitions of care, ensuring a patient-centered approach by serving as advocates for patients and their families during these crucial moments. They assess eligibility and readiness for home-based services and provide comprehensive education on available care options. Whether at the bedside in a hospital or care facility, or during a meeting in the comfort of your home, Clinical Liaisons help guide patients toward the next phase of their care with compassion and expertise.

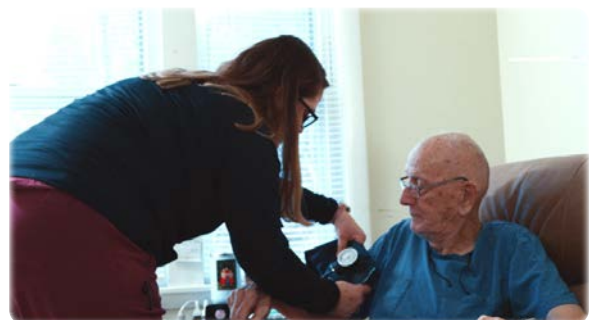
In addition to coordinating transitions, Clinical Liaisons serve as a critical communication bridge between patients, families, physicians, hospital staff, and post-acute care providers. They work closely with interdisciplinary teams to identify patients' needs, discuss goals of care and ensure that clinical recommendations align with the patient's wishes and overall health plan. Their ability to synthesize complex medical

information and explain it in clear, empathetic terms is invaluable for patients and caregivers who may feel overwhelmed by the healthcare system.

Clinical Liaisons are also instrumental in streamlining the referral process expediting care. Their proactive involvement helps reduce hospital readmissions, improve patient outcomes, and promote continuity of care—key metrics in today's value-based healthcare environment.

By ensuring that patients transition to the right level of care—whether that's Home Health, Hospice, Palliative Care, or a Rehabilitation Facility—Clinical Liaisons contribute directly to improved satisfaction, safety, and overall quality of life. Their expertise in navigating care systems, combined with a deeply human approach, makes them an indispensable part of any healthcare team.

In essence, Clinical Liaisons are more than healthcare professionals—they are compassionate guides and steadfast advocates, dedicated to ensuring every patient receives the right care at the right time, in the right setting.



Katie Hartford, LPN,  
Lead Clinical Liaison



# Home Medical Supplies

Your Local Source for Home Medical Supplies & Durable Medical Equipment



## North Country Home Health & Hospice Agency

is proud to serve the community through our Home Medical Supplies retail store, conveniently located on Meadow Street in Littleton, New Hampshire.

Managing your health and well-being can be challenging, but we're here to make it easier for you. We offer a wide range of products with competitive pricing and convenient delivery options which can help you maintain your independence and improve your quality of life.

Our store offers expert guidance from trained service and equipment professionals who are dedicated to helping you find the right products for your needs. So, if you're looking for home medical equipment that you can trust, come to our store today. We'll be happy to help you find the right products for your needs, and we'll be with you every step of the way. We also now rent medical equipment - including wheelchairs, transport chairs, home care beds, Hoyer lifts, knee scooters, power chairs and more!

We look forward to working one-on-one with your provider to ensure you have all the equipment and prescription home medical supplies you need to be delivered to your home! Call and inquire if we accept your specific insurance. We also invite referring providers to visit our Home Medical Supplies website at [nchhomemedical.org](http://nchhomemedical.org) to access our referral form, which can then be faxed to (603) 696-3363.

If you have questions or need help finding a specific item, call or visit us today - we're happy to help you live well at home.

**We offer a wide variety of home medical products; retail, prescribed, as well as rental usage:**

- CPAP, Bi-Level and ASV therapy and Supplies
- Nebulizers and supplies for Adults and Pediatric
- Portable and Stationary Oxygen Concentrators and Supplies (Servicing Hospice and nocturnal use)
- Mobility Aids: wheeled walkers, standard walkers, wheelchairs and transport chairs
- Orthopaedic braces, crutches, knee scooters and cryo cubes/cold packs
- Daily living aids: pill boxes, cutters and crushers, electronic and handheld blood pressure units, toilet risers, grab bars, homecare beds and bed rails
- Incontinence products to include underwear, briefs, pads and wipes
- Various pillows and cushions
- Compression socks and sleeves
- Breast pumps and supplies
- Lift chairs & electric scooters
- Rental equipment



**Call or stop by our store, located at:** 252 Meadow Street Littleton, NH 03561 | (603) 444-3077

**Hours:** Monday - Thursday: 8:00 a.m. to 4:00 p.m. | Fridays: *By appointment only*

# Home Care Services

## High-Quality Healthcare in Your Home

**Home Care Services** Home Health Skilled Services refer to medical care provided in a patient's home by licensed healthcare professionals, under a physician's order, including:



- Skilled Nursing Care
- Licensed Nursing Assistants (for assistance with ADLS)
- Nursing Case Management
- Advanced Wound Care
- Medication Management & Education
  - ◊ Injections
  - ◊ Home Infusions
- Disease Management and Education
- Advanced Illness Education
- Catheter or Ostomy Care
- Post-Surgical Recovery Support
- Maternal & Child Health
- Pediatrics
- On-Call Nursing Coverage (24/7)



**Rehabilitation Services Available** Therapeutic Assessment and Rehabilitation Planning specific to the home with several types of Rehabilitation Therapists:



- Physical Therapists
- Occupational Therapists
- Speech Therapists
- Physical Therapy Assistants
- Certified Occupational Therapy Assistants

**Medical Social Worker** services are available as follows:

- Psychosocial Assessment
- Advanced Care Planning
- Community Resource Assistance

## PROGRAM ELIGIBILITY

### Home Care Services

Referral initiated by community or facility provider. Patient's condition requires services of skilled health care professionals. The Agency bills Medicare, NH Medicaid, private insurance plans (home care services vary with each individual policy), various social grants, and the patient, utilizing a sliding-fee scale.

### How to Refer

- **Providers:** Fax referral to (866) 925-8285 | Call (603) 444-5317 | **Patients:** Ask your PCP to fax or call us

# Hospice Care Services

Compassionate Care and Support For Your Loved One's End-of-Life Journey

**Hospice Care** is a specialized type of care focused on providing comfort, dignity and support to individuals who are facing a life-limiting illness and are no longer seeking curative treatment. The goal of hospice is not to cure the disease, but to improve quality of life for both the patient and their loved ones.

## Key Features of Hospice Care

- **Eligibility:** A patient is generally eligible when a physician certifies that life expectancy is six months or less, if the illness follows its usual course.
- **Focus:** Relief of pain, symptoms, and emotional or spiritual distress.
- **Team-Based Approach:** Includes Nurses, Social Workers, Aides, Chaplains, Volunteers, Advanced Nurse Practitioners and Physicians working together to support the patient and family.
- **Where It Happens:** Care is typically provided wherever the patient calls home; this could be a private residence, nursing home, or assisted living facility.
- **24/7 Support:** Available on-call support around-the-clock for crisis management and guidance.
- **Family Support:** Includes respite care, bereavement services, and education for caregivers.



## Hospice Values

- **Patient-Centered:** Honors patient wishes and goals for the remainder of life.
- **Holistic:** Addresses physical, emotional, spiritual and psychosocial needs.
- **Respectful:** Encourages meaningful moments, closure and connection at the end-of-life.

## Why Choose Hospice?

- Maintain comfort and dignity
- Avoid unnecessary hospitalizations
- Focus on meaningful time with loved ones
- Receive expert, compassionate care.

### Hospice provides a full care team:

- Nurses & Aides for symptom management and personal care
- Social Workers & Chaplains for emotional and spiritual support
- Staff and Providers for oversight and complex care guidance
- Volunteers for companionship and respite
- Bereavement Services for families for up to 13-months after loss.

## Coverage & Cost

### Hospice is fully covered under:

- Medicare Hospice Benefit
- Medicaid
- Most private insurance plans

Includes medications, durable medical equipment (DME), nursing visits and supplies related to the terminal diagnosis.

### When Is It Time for Hospice?

#### Hospice may be the right choice when:

- A life expectancy of six months or less is expected, if the illness follows its usual course.
- Curative treatments are no longer effective or desired.
- There's a focus on comfort, not cure.

**You can begin hospice earlier than many think; starting sooner allows time to receive the full benefits of care.**



# Hospice Care Services

Compassionate Care and Support For Your Loved One's End-of-Life Journey

## Why Us?

*Our Caregiving Team includes Providers (MD/DO/APRN), Certified Clinical Staff, Social Workers, Homemakers, Spiritual Counselors and Volunteers trained in Hospice Services.*



## HOW TO REFER

### Patients

Patients can self-refer  
by calling (603) 444-5317

### Providers

Providers can call (603) 444-5317  
or  
Fax a referral to (866) 925-8285

## PROGRAM ELIGIBILITY

### Hospice Care Services

*(Patients, families and providers can refer  
to the program.)*

- Patient's condition is life-limiting
- Patient is no longer seeking treatment
- Patient is seeking symptom management support wherever they call home

## "Hospice Gave Us Peace"

### - J.J.'s Story -

"My name is J.J., and like so many, my family was devastated by cancer."

In 2019, J.J. lost both his wife Claire and his father Jim—but what carried them through the darkest moments was the compassionate care of North Country Home Health & Hospice Agency (NCHHA).

Claire, a loving wife and mother of two young boys, was diagnosed with breast cancer at age 43. After aggressive treatment, the cancer returned and spread quickly. "That's when I first heard the words 'terminal' and 'hospice,'" J.J. said, "At the time, I thought hospice meant giving up. But it didn't take me long to learn what hospice really meant—and I couldn't have been happier to be wrong."

From the first visit, the hospice team brought clarity, kindness, and calm. "They didn't ask what I needed—they knew what I needed. They allowed me to focus on Claire and our sons, instead of feeling overwhelmed."

When Claire passed peacefully at home, surrounded by family, NCHHA was by their side. Just months later, J.J.'s father, who had quietly been battling cancer himself, entered hospice care with the same team. "We were numb. But the hospice staff guided us again—with grace, with compassion, and without hesitation."

Now the Chair of the NCHHA Board of Directors, J.J. works to raise awareness and access.

"Hospice gave me the chance to hold Claire's hand, in the home we built together, with the moon shining through the window as she took her last breath. That's something I can never repay—but I'll spend the rest of my life trying."



## THE MYTHS AND FACTS ABOUT HOSPICE CARE

### MYTH

Enrolling in hospice means giving up on living.

### FACT

Enrolling in hospice is choosing to focus on quality of life and focused care. People enrolled in hospice actually live, on average, 29 days longer.

### MYTH

To get hospice care, I will have to leave my home for an inpatient facility and give up my primary care doctor.

### FACT

Hospice is not a place, it is a service. 67% of hospice patients receive hospice services in their own homes with their own doctor as part of the team.

### MYTH

Hospice care is expensive and my family won't be able to afford it.

### FACT

Most all insurance, including Medicare and Medicaid cover 100% of hospice care. That means you will never see a bill from us.

### MYTH

Hospice care is just for people with a cancer diagnosis.

### FACT

Hospice serves people of any age dealing with any life-limiting illness, and is not limited to those with a cancer diagnosis.

### MYTH

All hospice providers are pretty much the same.

### FACT

Hospice providers are independent from one another and can be profit or not-for-profit, providing a wide range of different services. Here at North Country Home Health & Hospice Agency, we provide more options for care in your home such as Spiritual and Homemaking Support, while working with your PCP, if you choose.

### MYTH

If it's time for hospice, my doctor will talk to me about it.

### FACT

Many doctors wait for the patient to bring up hospice, leading to late enrollment. Families and patients often wish they had enrolled in hospice earlier.

### MYTH

Being on hospice care means that I will remain homebound.

### FACT

We encourage you to keep your freedom, it's important to travel when you feel well and we will arrange care for you if you need it.

### MYTH

I won't be able to go to the hospital if I need care.

### FACT

The option to go to the hospital for care is still an option when on our services.

# About Us

## CONTACT Us

nchhha.org | (603) 444-5317

536 Cottage Street | Littleton, NH | 03561

Office Hours: Monday - Friday, 8:00am - 4:30pm

**53,390**  **Patient Visits**

**NCH**  
north country healthcare  
**North Country Home  
Health & Hospice Agency**

**11%**



Increase in the number  
of patients we served



**14%**



Rise in total visits

**51**

**Communities  
Served**



**2,200**

**Home Health,  
Hospice, & Long  
Term Care  
Patients**



**486,486**

**Miles Traveled by  
NCHHHA Staff**



**97**

**Dedicated  
Staff Members  
& Volunteers**



**940**  
**Bedside Visits**

at Weeks Medical Center, Androscoggin Valley Hospital,  
and Upper Connecticut Valley Hospital ensuring patients  
are on the right program at the right time and reducing  
unnecessary hospital admissions.

NCHHHA Patient Quality Data, 2024

Our healthcare Agency is actively transforming into a High Reliability Organization (HRO) by embracing a culture of safety, continuous learning, and operational excellence alongside our fellow affiliates of North Country Healthcare. Together, we are building a safer, more reliable healthcare environment for both patients and staff.



**We are a proud 4.5 out of 5-star-rated Agency and have high expectations to  
continue to serve our communities.**