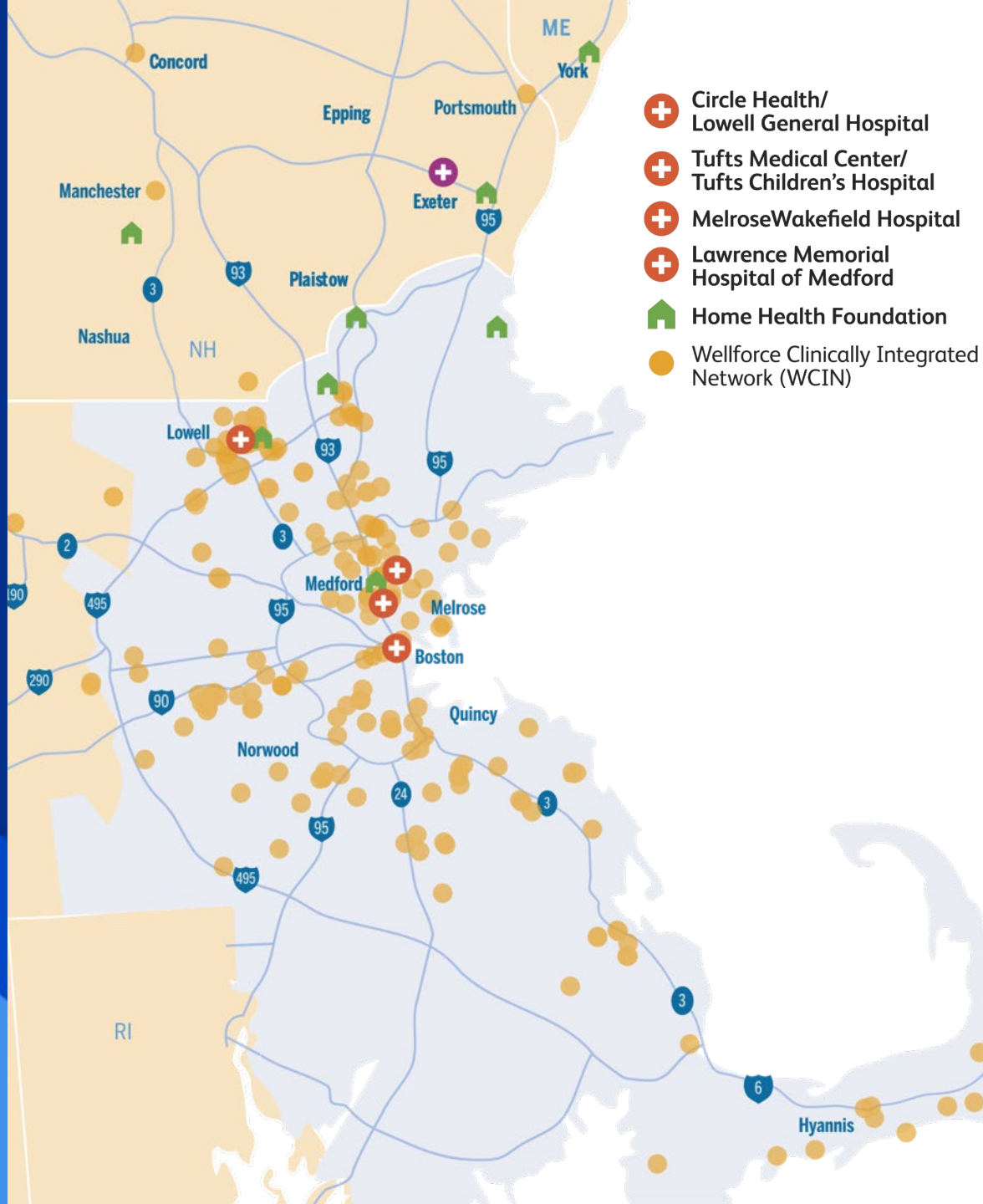


**Tufts**Medicine

# Welcome to Home Health Foundation

Karen Gomes, RN, MS, CPHQ  
President and CEO





# Tufts Medicine today

## Market presence from Cape Cod to Southern Maine

- Sizing up the system
  - **2,100+** physicians, **1** integrated network
  - **1** Academic medical center
  - **4** Community hospital campuses
  - **1** Home healthcare organization
  - **13,000** Employees
- System statistics
  - **1,010** Licensed beds
  - **60,000** Inpatient discharges & bedded outpatients
  - **1.4** Million outpatient visits
  - **15,000** Home visits
  - **190,000** Emergency room visits
  - **23,000** Outpatient surgeries and OR cases



# Our compassionate journey began in 1895



Affiliated with Home Health Foundation



Home Health VNA of NH

Affiliated with Home Health Foundation



Commonwealth  
NURSING SERVICES

Affiliated with Home Health Foundation



Hallmark Health

VISITING NURSE ASSOCIATION

Affiliated with Home Health Foundation



Home Health VNA

Affiliated with Home Health Foundation



Merrimack Valley Hospice

Affiliated with Home Health Foundation



York Hospital Hospice

in partnership with Merrimack Valley Hospice

1895

Our journey begins

2018

United as one organization

2020

Faced COVID together

2021

Corporate simplification

2022

Create unified brand



# About us

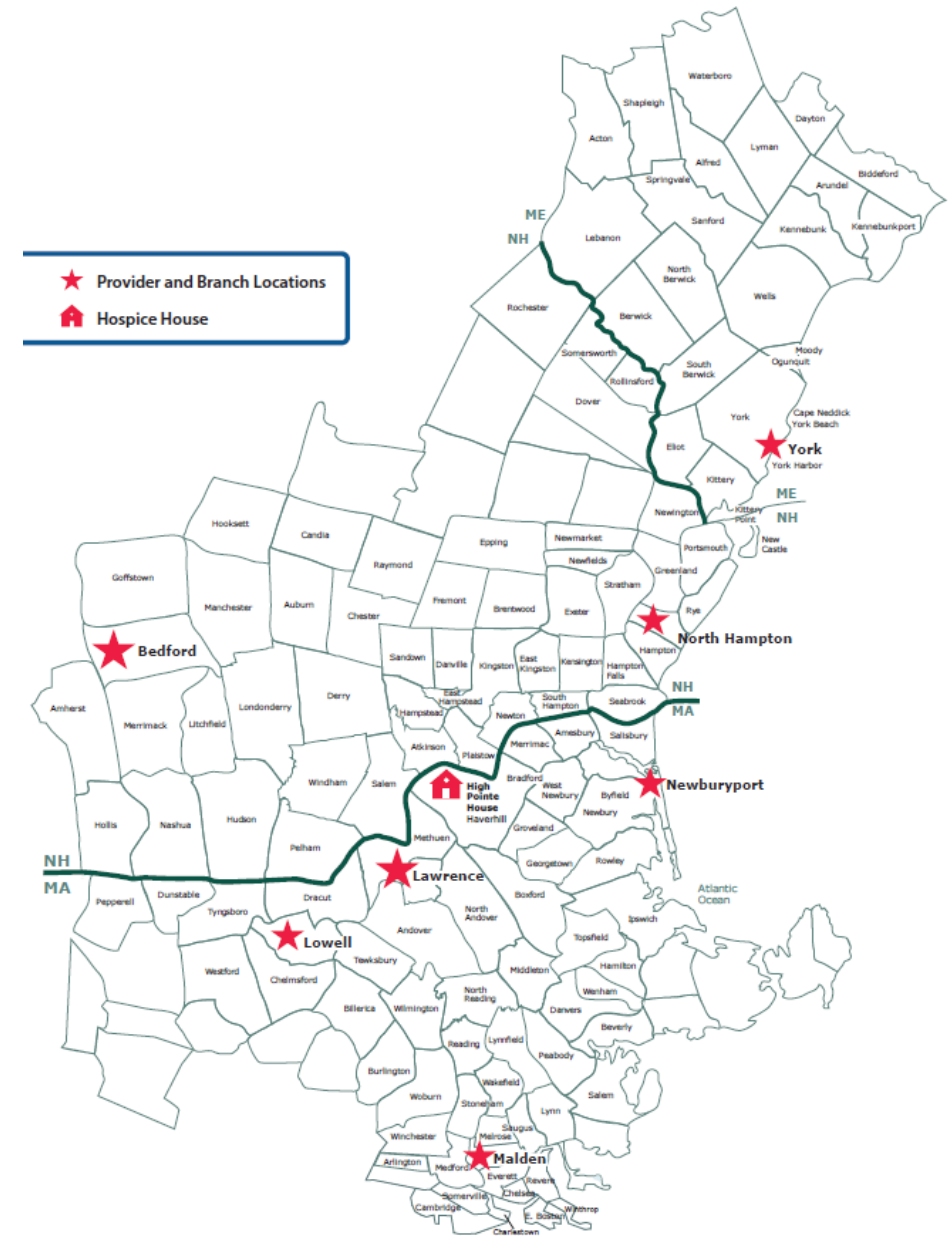
## Our continuum of care

- Home health
- Palliative
- Hospice
- Supportive services
- Bereavement support
- Volunteers

## 650+ healthcare professionals

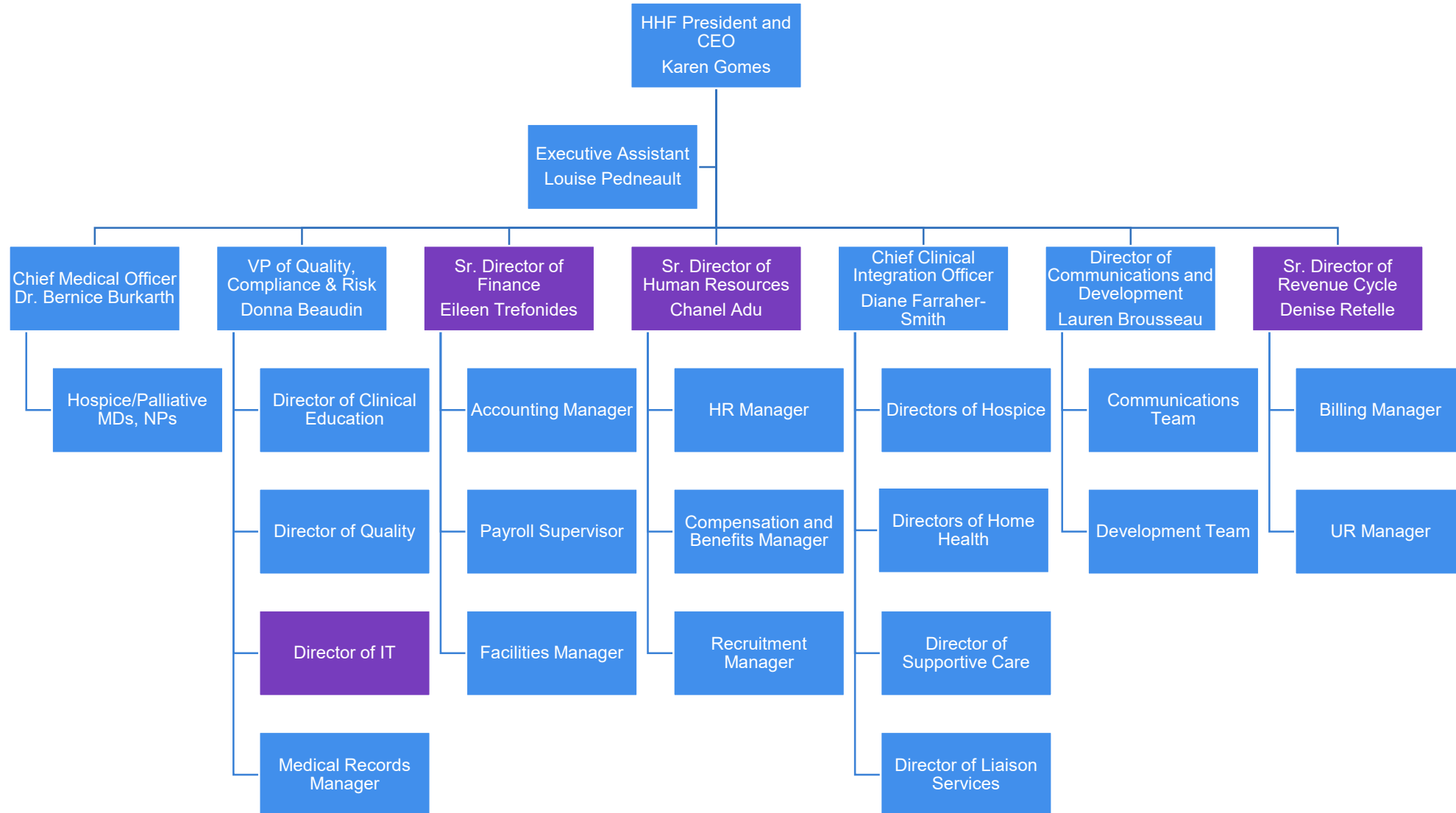
- RN, LPN and NP
- Physicians
- PT and OT
- MSW, Dietitians and Chaplains
- Administrative support

## Serve 120+ communities in MA, NH and ME





# Who we are: HHF executive teams





# Our mission, values and culture



## Our mission

### **Diversity, equity and inclusion**

The agencies of Home Health Foundation embrace diversity at all levels of our organization and strive to deliver culturally competent care to all of our patients. We are committed to exploring, understanding and respecting the differences that exist among our patients and our coworkers. Through these efforts, we can provide the most effective and highest quality of care to our ever-changing communities and create a culturally sensitive environment for our employees.



## Our core values

- Respect the dignity and earn the trust of every person we serve.
- Offer services which are accessible and highly responsive to people's needs and expectations.
- Achieve effective outcomes with state of the art services provided compassionately and with uncompromising dedication to quality.
- Nurture our staff's creativity and invest in their personal and professional development.
- Provide fair and competitive compensation for all staff.
- Promote a corporate environment that fosters open communication.
- Adhere to the highest standards of ethical conduct.
- Provide leadership in forging new partnerships to provide a comprehensive, seamless system of health care services.
- Manage our financial and human resources responsibly to ensure that our services are cost effective and meet our high standards for clinical outcomes and client satisfaction.

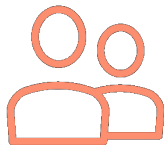




# Pillars of excellence

## People

Foster a workplace focused on people with a commitment to providing a supportive and encouraging environment.



## Service

Create an environment that ensures patients, families and other providers are highly satisfied by their experience with us.



## Collaboration

Build a continuum of care with other providers to improve access, coordination and outcomes for our patients.



## Financial

Be financially successful to advance the mission and vision of our organization.

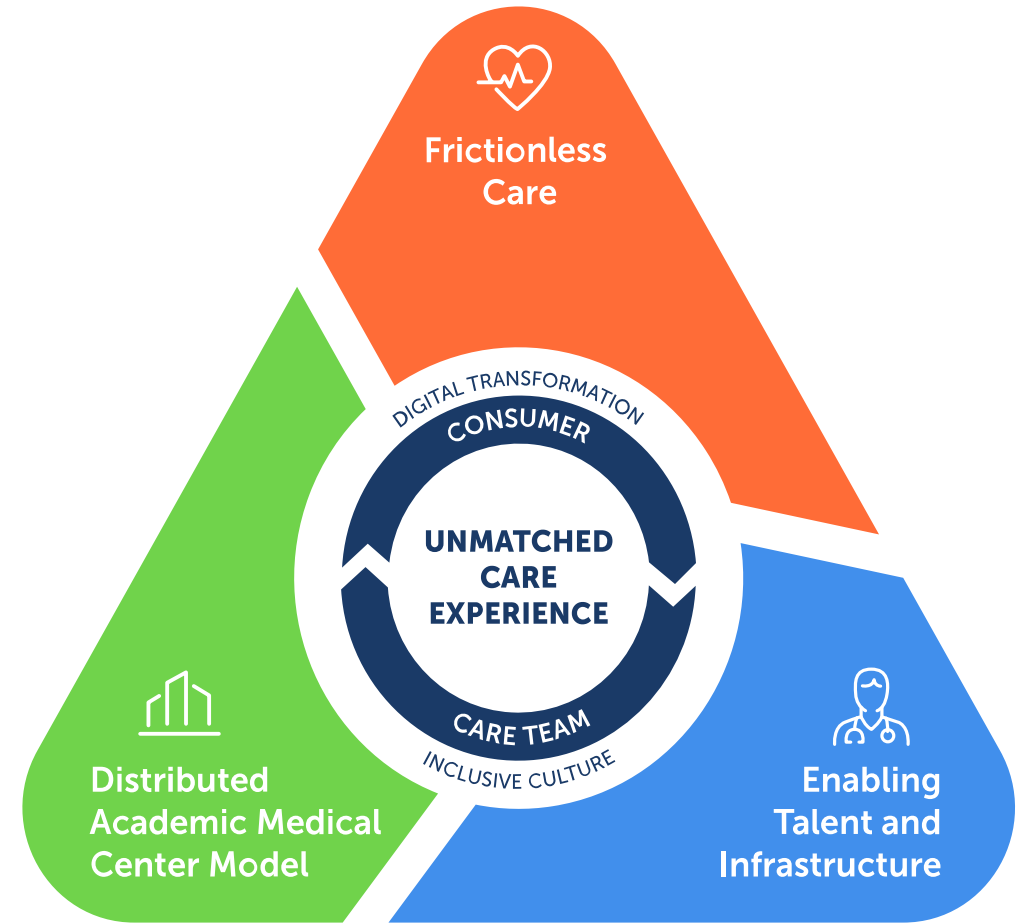




# Goals and objectives



# System vision





# Tufts Medicine Strategic Objectives FY21-23

## Enabling talent and infrastructure

Define and create a culture of inclusion where our people and care teams can thrive

Establish Transformation Office to facilitate operational excellence and cultural integration

Generate sustainable operating cash flows to fuel needed operating and capital investments

## Frictionless care

Partner with our physicians to align goals and achieve performance excellence

Execute digital transformation to elevate consumer and care team experience

Transform care in the home

## Distributed academic medical center model

Advance approach to quality, high reliability and health equity

Increase the impact of our academic mission across the health system

Execute on growth and development opportunities



# HHF Strategic Objectives FY22

## Enabling talent and infrastructure

Increase workforce diversity of new hires/promotions (not including gender)

Increase employee engagement (measured by PressGaney survey scores, FY21 score: 3.78)

Achieve operating cash flow margin

## Frictionless care

Achieve Epic build, test and train timeline goals

Develop pilot of hospital at home model

## Distributed academic medical center model

Maximize ability of HHF to accept referrals from Tufts Medicine hospitals and physicians

Achieve hospice growth

Achieve home health 30 day re-hospitalization goal

Achieve home health and hospice patient satisfaction goals



# Leadership philosophy



## Leadership philosophy

- Everyone is valuable. They possess important ideas, are trustworthy, and have gifts to be shared with the organization.
- People are deserving of respect, growth opportunities, shared responsibility and autonomy in their work.
- HHF is best served by rewarding and showing appreciation to staff who feel their work is meaningful.
- The workplace environment fosters growth, creativity, healing and trust. It is a place where people can express themselves with confidence.
- Leaders should serve the needs of the people and the workplace in a manner that is authentic and humble.

“WE RISE BY LIFTING OTHERS.”



### I want to hear from you!

- Ask-Listen-Change
- Open door policy- contact [Louisep@homehealthfoundation.org](mailto:Louisep@homehealthfoundation.org) to make an appointment for a 1:1 chat

**Tufts**Medicine



**Thank You**

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