Beverly looks forward to greeting Chi Wong, a Springwell Home Delivered Meals driver each weekday around noon. Chi delivers a nutritious meal to Beverly who finds it difficult to buy groceries and cook for herself.

**Special Delivery: A Nutritious Meal with a Smile**

Beverly lives in the Watertown home that she and her husband, Stuart, bought over 60 years ago. Beverly’s career as a bookkeeper and office manager always kept her busy, and she is the first to admit that she never was a cook. With a smile, Beverly says that Stuart was her chef and her favorite of his meals was baked stuffed lobster. Stuart passed away in 2002, and living alone has presented some challenges for Beverly who is blind and deals with significant hearing loss.

“I started receiving Springwell meals about ten years ago. With my vision and hearing difficulties, the meals are a great convenience for me,” shares Beverly. She receives a therapeutic meal because it is beneficial for her to have a low sodium diet. Beverly sometimes wishes for the days of stuffed lobster, but she knows that the diet is healthful.

Seeing Chi each day is also always welcome. Chi delivers about 30 meals daily and has been doing it with a smile for nine years. Chi says, “The job is meaningful. I like helping the elderly, and I see the benefits that the meals provide for those who can’t grocery shop and cook for themselves.” Each visit from Chi brings not only a meal but a safety check as well. Beverly gratefully reminds Chi of the time she fell, and he called an ambulance and stayed with her until medical personnel arrived.

In addition to deliveries from Chi, Beverly has a Springwell Care Advisor named Janet Cardarelli. Janet checks in with Beverly regularly to see how she is doing and to assess her ongoing needs. Janet recently helped Beverly get a handheld amplifier for her hearing loss. Beverly says this kind of attention really makes a difference.

Beverly attributes her good health to luck, but it is clear she takes care of herself. She says Springwell meals make the nutrition component easier. While home delivered meals will never match her husband Stuart’s cooking, Beverly truly appreciates how helpful they are for her.

Do you know someone who would benefit from Springwell’s Home Delivered Meals Program? Learn more at [http://www.springwell.com/service/home-delivered-meals](http://www.springwell.com/service/home-delivered-meals)
**Health Coaches: Improving Patients’ Lives**

Beth Israel Deaconess Care Organization (BIDCO) has been working with Springwell for several years to improve health outcomes and patient satisfaction while decreasing costs for their highest risk patients. Having a Springwell Community Services Coordinator, whose expertise is in finding resources to support patients’ social determinants of health, work alongside their Nurse Case Managers has proven to be a successful model of providing holistic, coordinated care. So, when BIDCO recently launched a new program to prevent at-risk patients from becoming high-risk ones they once again turned to Springwell.

“I see how professional, caring, and compassionate Springwell staff are with our patients.”

BIDCO’s “Rising Risk Disease Management Program” refers at-risk patients to Health Coaches for one-on-one support in an 8-week, evidence-based program. Since June of 2017 four Springwell Health Coaches have worked alongside a BIDCO pharmacist to provide support to more than 200 patients.

The program identifies patients as “rising risk,” using existing insurance claims, pharmacy, and laboratory data. In addition, a patient’s physician or another member of the patient’s health care team may also refer patients. Once identified, a patient is contacted by a Springwell Health Coach, who offers to enroll the patient in the disease management program.

Springwell Health Coaches conduct an initial assessment to determine the patient’s current understanding of their disease, areas of opportunity to improve self-management, screen for the possibility of underlying depression, evaluate their health and disease literacy, and identify gaps in care. Together, the patient and Springwell Health Coach set specific goals based on the assessment and schedule regular telephone check-ins over an 8-week period. Patient goals are shared with the primary care provider so that all care is coordinated and additional follow-up can occur if necessary.

**DID YOU KNOW?**

Springwell Health Coaches provide one-on-one telephonic coaching that:

- Engages patients struggling with chronic illness;
- Helps identify health care goals;
- Provides education about chronic diseases and available private and public resources to help manage diseases;
- Supports achievement of goals through small, manageable steps;
- Promotes self-management skills including mindfullness techniques that reduce stress.

Jennifer Perlitch, BIDCO’s Rising Risk Program Manager shares, “We couldn’t be happier with the results that we are seeing. Daily, I see how professional, caring and compassionate Springwell staff are with our patients. Their work makes a real difference in the patients’ lives, which helps us make a real difference in their health.”

**Bonnie Humphries: A Successful Coaching Intervention**

Springwell Health Coach Christina Mulcahy called at just the right time for Bonnie Humphries, a diabetes patient at Beth Israel Deaconess Care Organization (BIDCO). Bonnie had been managing her diabetes for years, but things had recently gotten out of control. Last summer, when her three children moved back in with her, she was suddenly cooking, socializing, and eating differently. She found herself too busy to exercise, began putting on weight, and her energy levels plummeted. When her A1C level (a key measure of blood sugar for diabetics) hit 9 (a normal level is below 5.7; diabetes is diagnosed when the A1C rises above 6.5) her name was passed along to the Springwell Health Coaches by the BIDCO care team to see if one-on-one coaching could help.

Bonnie told Christina that she knew she needed to join a gym, but that she was so sluggish and sleepy all the time, motivation was hard to come by. She readily agreed to the coaching program. After just eight weeks, she is now walking 30 minutes a day, and she is using diabetes management skills and nutrition information that were new to her. Applying her new knowledge about how specific foods metabolize to eat the right foods on a specific schedule has helped her avoid the highs and lows in her blood sugar that were causing her energy problems. Bonnie credits the Health Coaching program and Christina with giving her the motivation she was lacking, “Sometimes you just need that little push, and someone to let you know – you’ve got this.”

Having graduated from the Health Coaching Program, Bonnie was eager for her appointment to test her A1C levels. While her results weren’t where she wanted them to be, instead of getting discouraged, Bonnie used her new skills to get informed about what the problem might be. She is currently committed to bringing that number down by her next appointment by switching her preferred beverage from juice to water.
Honoring Kim Wong

In 2008, Kim Wong was an 84-year old widow, living independently in her own apartment with the support of her son Garry and his family, when she began receiving support services from Springwell. At that point, just two hours of home-making a week made all the difference in the world to Mrs. Wong in her goal to continue living in her own home. Over the years, the support she received increased as she needed it, and through it all Mrs. Wong and her family appreciated the care and attention of Springwell’s team of professional care advisors. Mrs. Wong was able to happily live at home with the support of her family and of Springwell until she was hospitalized in December of 2017.

When Mrs. Wong died in early February, her son Garry reached out to Springwell Care Advisor Samantha Muse to ask about making memorial donations to Springwell as a way to honor his mother. Samantha put Garry in touch with Springwell’s development staff. Together with family, friends, and co-workers, the family raised several hundred dollars in support of Springwell’s Elder Independence Fund in Mrs. Wong’s memory.

Springwell gratefully receives memorial gifts in support of our services that help seniors remain independent. For more information about making a memorial or other tribute gift, please contact the Development office at 617-972-5687.

iPads Improve Caregiver Experience

Isolation. Engagement. Organization. Caregivers of individuals with Alzheimer’s cope with these issues on a regular basis. With funds from the Alzheimer’s Disease Supportive Services Program of the Federal Administration on Community Living, Springwell was able to help caregivers address these issues through technology. Caregivers received iPads and training on how to use the technology to improve their caregiving experience. Allen, pictured at right with Springwell’s Hillary Tarr, learned how to use the iPad for care management and music enrichment in caring for his wife, Lois.

Solutions in Support of Health and Independence

Springwell is an independent, non-profit organization dedicated to helping people who need long-term services and supports to remain independent and healthy in the setting of their choice. Services are made possible in part by contracts with the Massachusetts Executive Office of Elder Affairs, MassHealth, contracts with insurance and health care providers, and also through the generosity of individuals and institutions that provide critical philanthropic support.