



Corporate Headquarters

7619 Little River Turnpike, Suite 600
Annandale, VA 22003
Phone: (703) 752-8700
Fax: (703) 752-8779

Centralized Intake Department

Northern Virginia/Maryland/DC
Skilled: (703) 752-8741
Personal Care: (703) 752-8784
Intake Fax: (703) 752-8746

Toll Free
Skilled: (866) 243-1234
Personal Care: (877) 747-7479
Intake Fax: (866) 845-0762

BRANCH OFFICE LOCATIONS

Annandale, VA Office

7619 Little River Turnpike, Suite 600
Annandale, VA 22003
Phone: (703) 379-9012
Fax: (703) 379-9095

Baltimore, MD Office

3421 Benson Avenue, Ste G-100
Baltimore, MD 21227
Phone: (410) 368-2825
Fax: (410) 368-8449

Bethesda, MD Office

10411 Motor City Drive, Suite 300
Bethesda, MD 20817
Phone: (240) 395-0000
Fax: (240) 395-0001

Lanham, MD Office

4429 Forbes Blvd, Suite 208
Lanham, MD 20706
Phone: (301) 552-8325
Fax: (301) 552-2734

Norfolk, VA Office

JANAF Office Building
5900 E. Virginia Beach Blvd, Suite 119
Norfolk, VA 23502
Phone: (757) 333-4969
Fax: (757) 333-6614

Richmond, VA Office

1650 Willow Lawn Drive, Suite 301
Richmond, VA 23230
Phone: (804) 288-8686
Fax: (804) 288-6216

Roanoke, VA Office

5401 Fallowater Lane, Suite G
Roanoke, VA 24018
Phone: (540) 904-7880
Fax: (540) 904-7870

Washington, DC Office

1010 Wisconsin Avenue NW, Suite 300
Washington, DC 20007
Phone: (202) 955-8355
Fax: (202) 289-5461



Eileen DeCesare, RN
President / CEO Emeritus

Gratitude!

Business today asks a lot of us. No matter how much you do, you know your clients will always expect more – greater value, best practices, more sophisticated service, and the maximum convenience for minimum trouble. And even if we're very good, there's nothing easy about holding on to business, or winning it back, or adding to it. Well, we've managed to do all of those things with hard work. I want to thank you all for giving your talent and your dedication to our clients.

I want to thank the Professional Healthcare team for their perseverance in coming up with ways to innovate and outpace the competition. We strive very hard to achieve good results and the reason for that is no secret – we have the "Passion for Caring." So we're absolutely following the right strategy. As long as we stay at the cutting edge, there's no reason why we can't be looking forward to bigger and better times ahead.

I want to thank all our referral sources for having the confidence in us and our ability to provide quality care for their patients. We will continue to prove ourselves as their best choice for home care.

I look at our Team PHR and I feel very proud.. I am proud that you are highly motivated, dedicated and a hardworking team. I am proud that you put our mission in the forefront to guide us in all that we do. What that all adds up to is this: we might not be the biggest of all, but the way we work and the way we succeed means that we have a good reason to claim we are the best. We have been recognized by the Outcome Concept System, Inc. which rates the top Home Health agencies in the nation.

Our Washington, DC branch was rated number 39 of 100 top home care agencies out of over 8,000 agencies nationwide in 2006.

In 2007, our Lanham office was included in the top 100 of over 7,400 home care agencies in the nation. Our Washington DC office and Richmond Virginia offices were named in the top 500, and our Bethesda, Maryland office made it into the top 25% of all home care agencies in the nation.

In the last Medicare Home Health Compare, Professional Healthcare ranked higher than the State and National Averages in 9 out of 10 quality measures and is the same as the national and State average on one other quality measure.

There is no doubt about it, staying on top of our game is not getting any easier. Most businesses these days are competing, one way or another, in the global village. That presents a bigger challenge to be competitive. But I think we are up to a challenge. Why? Because we have great record for setting a target, and doing everything we can to meet it. We are motivated, determined and most of all, we are adaptable. I know our people are good and I know our operation is good. And I want you all to know that I have faith in all of you to keep us on the cutting edge.

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*"Professional Healthcare Resources is committed to
the highest standards of quality in the healthcare industry today.
Our mission is to provide high quality home health care service to more people."*

I can promise you some exciting and challenging times ahead, and I can also promise you will have one hundred percent support. We will make sure that whatever we ask you to do will be achievable and we will make sure that working here is as rewarding as it can be.

Let me take this moment to wish all of you and your family happy holidays. May they bring you as much fun and pleasure as you can possibly cope with . . . and may the next year be even better than the one that's coming to an end. PEACE, LOVE and GOOD HEALTH to all of you.

Eileen DeCesare, RN, MS, CNA, LNC
President / CEO Emeritus

Hospice

Hospice is a special concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments. Hospice emphasizes quality rather than quantity of life. The focus of hospice relies on the belief that each of us has the right to die pain-free and with dignity, and that our loved ones will receive the necessary support to allow us to do so. Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort. Hospice deals with the emotional, social and spiritual impact of the disease on the patient and the patient's family and friends as well. Hospice offers a variety of bereavement and counseling services to families before and after a patient's death.

Most hospice care is given in the home, with a family member serving as the main hands-on caregiver. The primary caregiver is usually the family member who is responsible for around-the-clock supervision of the patient and, after training given by the nurse, may provide much of the hands-on care. Members of the hospice staff visit regularly to check on the patient and give needed care and services. To handle around-the-clock patient needs or crises, an on-call nurse answers phone calls day and night, makes home visits, and contacts the physician as needed. Hospice care also is provided in freestanding hospice centers, hospitals, and nursing homes and other long-term care facilities.

Hospice care is a family-centered approach that includes, at a minimum, a team of doctors, nurses, home health aides, social workers, chaplains, counselors, and trained volunteers. They work together focusing on the dying person's needs; physical, emotional, or spiritual. The hospice team develops a care plan that meets each person's individual needs for pain management and symptom control.

Paying for Hospice

Hospice is paid for through the Medicare Hospice Benefit, Medicaid Hospice Benefit, and most private insurers. If a person does not have coverage through Medicare, Medicaid or a private insurance company, hospice will work with the person and their family to ensure needed services can be provided.

The Medicare Hospice Benefit is covered under Medicare Part A. To be eligible, they must be certified by a physician to be terminally ill with a life expectancy of six months or less. Hospice care under Medicare includes

both home care and inpatient care, when needed, and a variety of services not otherwise covered by Medicare. Medicare covers physicians' services, nursing care, medical supplies related to the terminal illness, drugs for symptom management and pain relief, short-term acute inpatient care, including respite care, home health aide services, physical therapy, occupational therapy and speech/language pathology services, medical social services, and dietary and spiritual counseling.

Beginning Hospice Care

Anyone can inquire about hospice services. The hospice staff will then contact the physician to determine if a referral to hospice is appropriate. The hospice staff will then contact the person referred to set up an initial meeting to review the services the hospice will offer and sign the necessary consent forms for care to begin. Usually, care is ready to begin within a day or two of a referral. However, in urgent situations, service may begin sooner.

Wanda Strickland, RN

