

Winter / Spring 2020



Landmark **AT HOME**

Member Newsletter



Landmark

Thank You

from Michael Le, MD

Chief Medical Officer of Landmark

In this first issue of *Landmark at Home*, I want to thank you for opening your doors to our Landmark providers and care teams.

Being part of this Landmark community means you live with chronic conditions. It's not easy. But Landmark supports and celebrates your goals with you.

Landmark providers come to your home, because it is good medicine. Beyond convenience, in-home medical care allows for longer visits, open conversations, and the chance to build trusting relationships – all leading to better care.

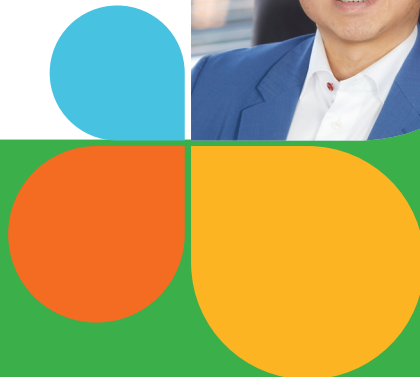
Thank you for letting Landmark into your home and into your lives. I hope Landmark brings you improved quality of life and peace of mind knowing we're just a call away.

Stay well and thank you for entrusting us with your care.

All my best,



Dr. Michael Le



Winter



Seasonal Safety Tips

Avoid Slips and Falls in Winter

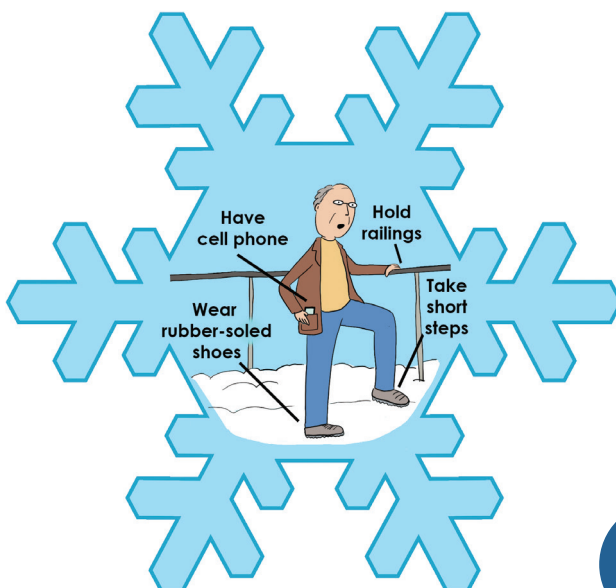
Icy sidewalks are a problem for everyone regardless of age or health status. However, falls pose an increased risk of serious injury for older people and those with health issues. According to the CDC, falls are the leading cause of injury among older Americans.

You can avoid injuries during the winter by staying inside until your walkways have been shoveled and cleared of ice. When you do need to leave the house, take these precautions:

- Wear rubber-soled footwear made for winter, and walk slowly using short steps.
- Make sure snowy walkways are cleared, de-iced, and well-lit.
- Outside, keep your hands free from pockets, cell phone, or keys. Use handrails for support.

- Have a cell phone with you in case you fall, and bring your “Landmark Link” device if you have one.
- When you return inside, wipe off your shoes carefully before stepping onto slick tile floors.

If you are a Landmark patient and have fallen, call Landmark right away. It’s a good idea to call Landmark even if you don’t feel you have a severe injury.





Conversations Worth Having

Advance Care Planning

Advance care planning can take place at any time—it's not just for those who are old or sick. It's important to talk to your providers and family to advocate for yourself and your healthcare wishes. In an emergency or at the end of life, you may not be able to speak for yourself. You can prepare for these situations now, to be sure that your wishes will be followed no matter what.

The documents that are used to record your wishes are important, but not as important as the conversations you have to express what is important to you. Sometimes it takes several conversations to

decide and communicate what you want, and your decisions can change over time.

Advance Directives

Part of your advance care planning will be to complete your Advance Directives. Advanced Directives are legal documents that describe your wishes and goals if you can't speak for yourself. Advanced Directives answer two basic questions:

1. Who should speak for me if I cannot speak for myself?
2. What would I want them to say for me?

Physician Order for Life-Sustaining Treatment (POLST)

For those living with a life-threatening illness, a Physician Order for Life-Sustaining Treatment, or POLST, is important. (Some states have variations on the name of the forms and language used in the form). The POLST allows emergency medical responders to follow your preferences for treatment. In the POLST, you choose what level of intervention you want, from full intensive care unit (ICU) treatment, to selected interventions, to comfort care.

Communicating Your Wishes Is Important

Communicating your wishes, verbally and in writing, is the best way to ensure that your wishes are followed. Advanced care planning can make difficult situations easier by recording your wishes ahead of time.

If you are a Landmark patient, your Landmark provider can help you decide what you'd like to communicate and answer your questions. For more information, talk to your Landmark provider.



*Feels great to
have my wishes
written down!*



Landmark Caregiver Awards

Landmark celebrates caregivers everywhere who improve the lives of their loved ones. We awarded three caregivers of Landmark patients our Outstanding Caregiver Award for their love, dedication and selflessness. These incredible individuals help their loved ones live well and at home.

Jay Stock / Missouri

Jay, a US Navy Veteran, cares for his wife, Maryann. They have been married for 65 years, have eight children, and have too many grandchildren to count! Today Mr. and Mrs. Stock live together in their family home.



Mr. Stock's goal is to remain home in good health and continue to care for his wife. When asked about the best part of caring for his wife he says, "The best part is having her with me."

During Landmark visits, Mr. Stock listens, takes notes and simplifies information for his wife. He is often overheard telling her, "You're beautiful."

"Mr. Stock cares for his wife because he wants to, not because he has to."

— Melinda Armstead, RN, Landmark Nurse Care Manager



Sandra McCauley / North Carolina

Sandra is the loving wife of Robert (Bob). Bob suffered a massive stroke after one year of retirement, and she now happily cares for all his needs.

Sandra and Bob met in Illinois in their youth. They eventually married and had two daughters who are now grown. After Bob's stroke, they moved to be closer to their children. Sandra finds joy in their life together and is grateful. She says, "Bob's stroke was massive, and the doctor says we are lucky. We have a lot to be thankful for." As for Bob, he appreciates all his wife does for him and says, "Sandra is a super person. She's one heck of a caregiver. I just like her."

"Sandra is selfless. Every day, she ensures that her husband has everything he needs, which often means postponing her own needs."

— Melissa Dean, Landmark Health Care Ambassador

Roger Sharp / California

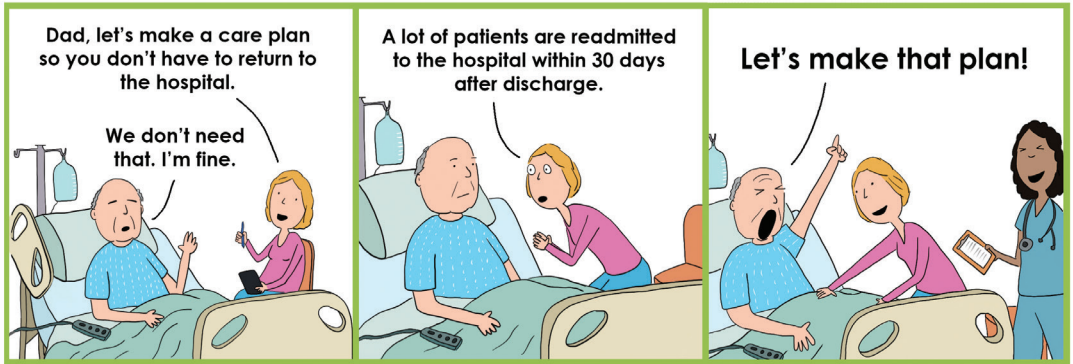
Roger has been a longtime caregiver for both his parents. Since Roger's father passed away in 2004, he has continued to take care of his mother, Peggy, in their California home. He is a loving caregiver, who remains flexible with his own life goals to be available to care for his mother. He says he does it because he loves his parents, and his mom "taught him love."

Roger's favorite part of caring for his mom is seeing her happy. Roger makes a warm cup of tea for his mom every day to help with congestion and built a wheelchair ramp for her at their home.

"My admiration for Roger's devotion continues to grow at every visit. He truly deserves this award and recognition."

— Amaka Anyaoha, Landmark Provider





Post-discharge Visits – they're Important!

After coming home from the hospital or skilled nursing facility, **you may be at risk of being readmitted**. Completing your post-discharge home visit with Landmark within 72 hours can help you avoid hospital readmission. Landmark works alongside your visiting nurses and provides you with different but complementary care.

MEDICAL TIPS

Did you get your flu shot? It's not too late!

Get a flu shot at your doctor's office or pharmacy. If you can't leave home to get your flu shot, request an in-home flu shot from Landmark. Supplies may be limited.

If you get the flu, call Landmark right away.

If you notice flu symptoms, call Landmark, even if Landmark hasn't visited you before. Avoid going out when you're sick and getting exposed to more germs.



Did You Know...



Your Landmark team includes a pharmacist!

Your local Landmark pharmacist can provide you with a range of services in your home, such as:

- Helping you manage your medicines
- Helping to ensure you have the best medicines for your needs
- Helping you to quit smoking
- Answering any of your medication questions

- Educating you on the medicines you're taking
- Helping you to manage your insulin (available in some areas)

In addition, after a hospital stay, a Landmark pharmacist can explain any new medications and make sure your medicines are safe when used together.

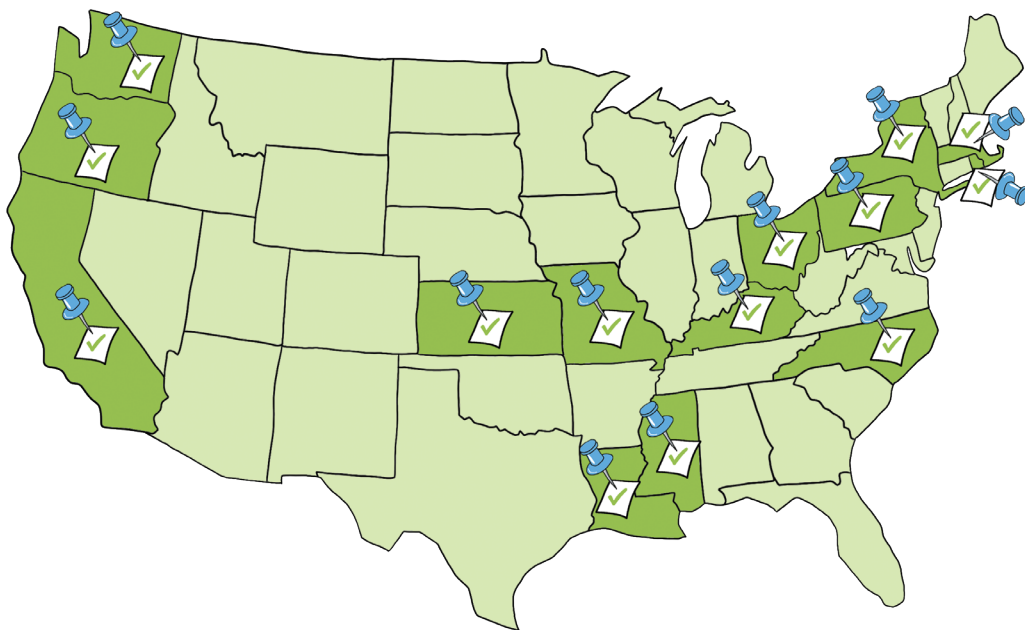
"Our goal is for patients to use the most effective medicines, with the lowest chance of side effects—while still being affordable."

—Pam Lincoln-Giang,
Landmark's Senior Director of Pharmacy



LANDMARK LOCATIONS

Landmark is growing to serve more communities!



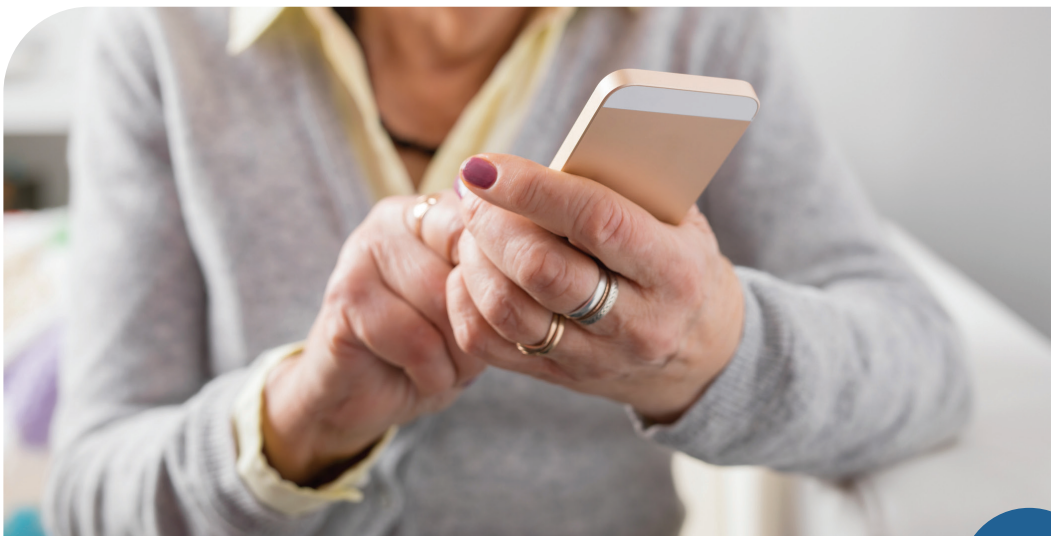
DEAR DOCTOR

Q&A

Q: Dear Doctor, I have Landmark services, but I feel pretty good most days. Is Landmark still beneficial for me?

A: Yes! Landmark works to keep you healthy. Preventing health problems is one reason why enrolling with Landmark is a great idea, even if you're feeling well. Health status can change quickly. When Landmark is already familiar with you and your medical history, we can help you quickly when you need it.





Call Landmark First!



Landmark is always able to answer your call, whether you have a medical concern, question or need an urgent visit. A local provider will answer your call:

- On the weekends
- In the middle of the night
- During all major holidays
- Hours that your regular doctor's office is closed



TIP: Save Landmark's 24/7 phone number in your mobile phone so you can easily find it.

We don't discriminate. Landmark Health and its affiliated medical groups ("Landmark") comply with Federal civil rights laws. Landmark does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Health and wellness or prevention information

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