

# Embracing Life at the End of Life

Tiffany Haynes, the new president of North Country Home Health & Hospice Agency, works to educate her community about the simple beauty of palliative and hospice care.

Joe had lived his whole life in New Hampshire, raised his family here, and worked a small farm. In his late 80s, the cancer he'd been fighting had metastasized; he was growing weaker. Still, doctors urged him to go home with rehab services from North Country Home Health & Hospice Agency (NCHHHA), hoping he could gain strength and endure another round of chemo.

Tiffany Haynes, MSN, RN, CHPN, then director of the organization, was approached by the intake team when they received his referral for home health. It caught their eye as palliative- and hospice-appropriate due to his advanced disease. "Together in his home, he, his wife, and I reviewed his referral and notes from his oncologist," she recalls. "I explained that further treatment, as noted by his oncologist, wouldn't be curative." Then, Haynes asked Joe a simple question: "What do you want to happen?" The answer was immediate: to be home with his family for Christmas.

Today, North Country native Haynes serves as president and CEO of NCHHHA, using her role to help dispel myths about end-of-life care. Hospice care isn't about "giving up," she explains. It's a complex and specialized branch of medicine that focuses on helping people live as fully as possible for as long as possible. "Hospice is all about following the wishes of the patient and family," she adds.

## Three Tiers of Care

NCHHHA's myriad services are completely covered by insurance. Its three tiers of care help patients at all stages find relief and hope. The organization's home health program provides medical treatment and daily living assistance for people recovering from an acute illness, injury, disability, or chronic illness. Palliative care focuses on comfort and pain relief for people with a serious illness and can be provided along with curative treatment. Hospice care supports patients approaching the end of life by providing skilled interdisciplinary in-home care, pain and symptom management, and emotional and spiritual support.

"The dying process has been unnecessarily overcomplicated," says Haynes. "Our patients just need the right people to help walk them through the end of their lives with dignity. Everyone deserves to pass away on their own terms, in their own homes, and that's what we provide for people in New Hampshire."

A few days after their conversation, Joe called Haynes. He was ready to accept hospice care in his home. As children and grandchildren gathered, NCHHHA provided medical equipment and medications to ease pain and anxiety as physicians, nurses, and social workers supported the family. Stories were told. Music was played. There were tears, laughter, and a peaceful passing, just before Christmas.



Tiffany Haynes, MSN, RN, CHPN  
President & CEO, NCHHHA



**So many nurses and healthcare workers walked away from the field in the wake of the COVID-19 pandemic. At NCHHHA, we're investing in our workforce. As a home care, palliative care, and hospice nurse, you get to make a difference in patients' and families' lives. You become part of their stories. If you are a healthcare worker looking for a fresh start in a rewarding field, let's talk.**



Androscoggin Valley Hospital  
North Country Home Health & Hospice Agency  
Upper Connecticut Valley Hospital  
Weeks Medical Center

## NCH'S FEMALE HEALTHCARE PROVIDERS northcountryhealth.org



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- Lynn Chauvette, OTR/L, CWCE
- Erin Croteau, OTR/L
- Diane M. Demers Dube, CRNA, MSNA
- Laurel Elkin, PA-C (NEHVI)
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- Julie C. Erickson, CRNA, MSN, APRN
- Joan Flint, MD
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- Jessica Lorenz-Armstrong, PA-C
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- Noretta E. Peterson, CRNA
- Suzanne Reid, MS, APRN
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- Lynn Scott, APRN, MS (NEHVI)
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- Katherine Werbeck, SLP, CFY
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### North Country Home Health & Hospice Agency

- Brianna Bickley, OT
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- Rita Laferriere, APRN
- Genevieve Lebel, PT
- Amy Remick, PT
- Stephanie Sexton, OT



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