

NEW YORK CITY HEALTHCARE PROFILES

Better Outcomes for Patients and Families

With a staff of highly specialized registered nurses and over 10,000 children and families served, **Caring Hands Home Care, Inc.** is not your grandma's home health care company.



In 1994, Caring Hands Home Care, Inc. started with only one registered nurse—the original “caring hands”—who was taking care of an ALS patient. Over 20 years later, the licensed home care services agency has ballooned to include 5,000 employees with a focus on helping some of the most vulnerable patients in the medical field: including neonatal and pediatric patients battling medical conditions from spinal muscular atrophy and chronic lung disease to congenital diseases, cardiopulmonary conditions, neurological and gastroenterological conditions, cystic fibrosis, and muscular dystrophy.

Unlike visiting nurses and other hospital-based home healthcare services, Caring Hands provides around-the-clock in-home, hands-on healthcare services from skilled RNs

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—Robert “Bob” Pacella, CEO

and LPNs. Caring Hands also offers in-home physical, occupational, and speech therapies and employs licensed social workers to help children and families transition seamlessly from hospital to home. The company serves greater Long Island and the New

York Metropolitan area, but also works with “patients as far south as Philadelphia and as far north as Boston,” says Robert “Bob” Pacella, CEO.

Each Caring Hands client has a dedicated nursing supervisor, clinical supervisor, and schedule coordinator. In addition, the company limits caseloads for supervisors and schedule coordinators, so they can personally and effectively manage each patient’s needs. The Caring Hands team also helps families navigate insurance claims, which alone can be a daunting task. “We know how to win the fight,” says Pacella.

Caring Hands takes particular pride in its vent-weaning program—a collaboration between hospitals, pulmonologists, specialists, and a patient’s family. “Two years ago, one patient came home extremely dependent on a breathing tube,

vent, and various cardiopulmonary devices,” says Pacella. “Today, that child is bouncing around like a normal 5-year-old. To us, that’s the most rewarding part of what we do.”

The Compassionate Touch

In a crowded field, details differentiate Caring Hands from competitors. “The training we offer our nurses is exceptional,” says Pacella. In addition to weekly refresher tracheotomy and vent classes, plus regular opportunities for staff to become certified in pediatric advanced life support, all Caring Hands nurses undergo an extensive and thorough screening process, including an interview, orientation, and onboarding. They do not work with patients until clinically cleared by the company’s staff; later, they’re trained in-home with the patient and alongside family caregivers, a Caring Hands nursing supervisor, and a lead nurse. “Our multi-part clearing and training process makes everyone comfortable and leads to better outcomes for patients,” says Pacella. “Our goal is to keep patients safe and out of the hospital for good.”

Prior to patients leaving the hospital, the Caring Hands team works hard to schedule a discharge planning meeting with the child’s physicians, family caregivers, and company staff. “We also set up the patient’s home the same way it was set up in the hospital,” says Pacella. “By having everyone there, laying out a plan, and answering questions, we are able to go a long way toward providing better outcomes for our patients and their families.”



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