

Spotlight: Celebration

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**Amy Remick, MSPT, DPT, COS, Rehabilitation Manager,
North Country Home Health & Hospice Agency**

Amy Remick, MSPT, DPT, COS, is the Rehabilitation Manager for North Country Home Health & Hospice Agency (NCHHHA). You might guess from her title that this work involves being a clinician as a Physical Therapist (PT) as well as supporting her staff as a manager. But would you guess that her job includes using a tremendous amount of innovation and creativity as well?

Most of our work in healthcare has standards, which are usually based around best practices and science. In speaking to Amy, we learned that while these best practices certainly exist in physical therapy, they're not always possible to follow, due to variation in patients' needs and their individual home setting. As an example, the best practice for a patient to safely stand from a chair, would have them pushing off of the armrests for proper support. Simple, right? Unfortunately, not all chairs have armrests and sometimes a patient has an injury and can't push up on one side at all.

This kind of challenge does not deter Amy in the least; her passion for home health is, in part, because of the unpredictable things that her patients need help with. She shared that sometimes patients have specific goals that are a lot more functional than they would be in the inpatient or outpatient settings. For example, some patients want to be able to walk to the mailbox and get their mail, some want to

take their dog for a walk, and some need to be able to get upstairs because that's where their only shower is. Amy's role is to try to help them achieve these goals so that her patients don't have to rely on others for these tasks that they once completed simply or automatically.

She loves to teach new clinicians to think innovatively, instead of in the rigid terms that are sometimes taught in schools. She shared that sometimes a new clinician will call her because a patient needs a device like a leg lifter – so they can get in and out of bed – and she'll help them think through alternatives. They may not have a leg lifter, but they have a belt, a dog leash, or a towel that can be used in a pinch.

The goal is always patient-centered care, which can't happen in the home without innovation, and it certainly can't happen without teamwork. "I love my therapy team and being their leader," Amy told us. She went on to say that in home health, if you're not acting as part of a team, the patient isn't getting everything they need. Unlike in a hospital setting though, the team is rarely in the same room with the patient at the same time, so they rely on phone calls, emails, and interdisciplinary team meetings to share expertise and innovate together.

One of Amy's favorite success stories is that of a patient who was completely bed-bound and learned to stand and move from their wheelchair to the car. Huge successes like this require positivity and determination from both patient and therapist. Amy now sees this former patient out and about in the community and is thrilled that she was able to contribute to them getting some of their independence back.

Thank you, Amy, for your continued positivity and determination – and all you do for our patients and our communities!

With appreciation,

A handwritten signature in black ink that reads "Bernie Adams".



**Pictured left to right:
Bernie Adams, LSSBB,
Chief Quality Officer, and
Abby Lane, Performance
Improvement Specialist**

**Nominate
Someone!**