

Report To Our Community

2021



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The 2021 Report To Our Community includes updates from Fiscal Year 2021, which is October 1, 2020 to September 30, 2021.

Granite VNA complies with applicable Federal civil rights laws and does not discriminate in services and access to treatment, appropriate care or employment in its programs or activities on the basis of race, color, national origin, religion, disability, age, gender, marital status, sexual orientation, source of payment, or the absence of advance directives.

From the President and Board Chair

It was a historic year as Concord Regional VNA and Central New Hampshire VNA & Hospice merged to form Granite VNA. Unifying two organizations that have been in existence for a combined 225 years took tremendous effort and teamwork. From the initial conversations to the public listening session, public hearing, and preparations throughout 2020, Granite VNA has made great strides in a short period of time. The merger and new brand launch, including debuting our new name and logo, became official on April 1, 2021.

The two organizations merged in response to New Hampshire's aging population and the increased demand for home- and community-based healthcare services.

Since the merger, we have completed important work to understand the respective cultures of each agency and to form one combined culture to help us work better together to achieve our common Mission. Additionally, replacing our existing electronic medical record (EMR) has proven to be a significant undertaking. Our new EMR integrates with Concord Hospital's which will help us deliver the best possible care to our community members. The new EMR is expected to go live on April 1, 2022.

COVID-19

Granite VNA continues to care for community members who have been diagnosed with COVID-19. As part of our fight against the coronavirus, we implemented a policy requiring all employees, contractors, interns, students and volunteers to be vaccinated against the virus unless a reasonable accommodation is requested and approved. Granite VNA adopted this policy to safeguard the health of all employees and their families, and, of course, our patients, who are among the most vulnerable members of the communities we serve, their families, and the community-at-large.

Nationwide Staffing Shortage

Similar to many other businesses and most healthcare organizations, Granite VNA is experiencing a significant staffing shortage. As we adapt to this shortage, we have enhanced our hiring practices and refined our recruitment and retention plans. It is a difficult and challenging labor market, and we expect this to continue well into 2022.

While we are facing COVID-19 and staffing shortage challenges, it is important to note that we have many achievements to celebrate. Our employees have continuously demonstrated great strength and resilience in responding to the pandemic and are doing everything possible to keep our community members safe and healthy. We have an outstanding, skillful direct care staff that consistently receives high patient satisfaction feedback and an exceptional support staff that go above and beyond to handle clinical operations.

We are also fortunate to have a tremendous community of donors and partners who give generously to support our work. Thank you for your trust in us. We look forward to serving you and your families.

With warm appreciation,



Beth J. Slepian, MBA, PT President/CEO



Michelline Dufort Board Chair

Ocidein Dell



Granite VNA Merger Timeline

2019 2020

August 2019

Concord Regional VNA (CRVNA) and Central NH VNA & Hospice (CNHVNAH) begin informal merger discussions about the structure of a new agency, its benefits to the community, and a combined organization

November 2019

The agencies form a joint trustee work group to help understand key indicators, regulatory requirements, business case, culture and goals

February 11, 2020

CRVNA & CNHVNAH Boards of Trustees vote to proceed with merger

March 19, 2020

Agencies sign Letter of Intent (LOI) to merge

Announce LOI internally and externally

Launch "VNAforthe FutureNH.com" microsite to provide up-to-date merger information

UNION LEADER

Visiting nurse associations announce intent to merge

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More information and up

More information and updates about the merger curbe found at www.studorthefunction.

March 2020

COVID-19 strikes; CRVNA & CNHVNAH decide to continue merger process

June 3, 2020

Agencies host a virtual Public Listening Session to gather input and answer questions about the merger



September 10, 2020

Agencies sign definitive agreement to merge

September – October 2020

Montagne Powers agency conducts branding exercise – surveys internal and external stakeholders and polls the general public; presents results and naming recommendations to leadership, and recommends Granite VNA as name for new, combined agency. Granite honors agency's NH roots and suggests strength and depth

October 2020

Both boards vote to move forward with the combined entity, articles of agreement, Mission and composition of new, single board

2021

2022

November – December 2020

Both boards approve Granite VNA as name of merged agency

November – December 2020

Logo concepts are developed and both boards approve new Granite VNA logo

December 15, 2020

NH Charitable Trusts Unit hosts virtual Public Hearing on the proposed merger



January 2021

NH Charitable Trusts Unit issues decision paving the way for CRVNA & CNHVNAH to merge

January 2021

Internal agency integration teams form and work diligently through roughly 500 work plan items to prepare both agencies for post-merger operations

March 31, 2021

CRVNA & CNHVNAH officially complete merger

April 1, 2021

Granite VNA is officially launched and announced

April 2021 - Present

Cultural Integration consultant, Gerri King, Ph.D., Human Dynamics Associates, Inc., is hired to help agencies develop shared culture

Internal cultural integration workgroups are formed and continue to meet regularly

The Training Work Group surveys staff to determine their professional development goals

The Event Planning Work Group is planning an event to bring all Granite VNA employees together in Spring 2022

The Recruiting and Retention Work Group engages staff in fun group activities to help build camaraderie

The Enhance and Improve Communication Work Group provides feedback and suggestions to the EMR Project Team on outreach to staff

The Inviting and Collecting Feedback Work Group implemented a suggestion box system and works to address staff suggestions and comments





Alice passed away August 5, 2021.

A Hospice Journey During a Pandemic

Oftentimes, people describe hospice as a journey. For Linda and her family, the hospice journey was complicated by the COVID-19 pandemic.

"My mother, Alice, moved from her home to Merrimack County Nursing Home on June 26, 2019," Linda said. "When her dementia progressed, her care team recommended that she begin hospice care. I initially did not want to move her to the hospice unit, but the staff told me that I may want to reconsider because she would receive specialized care and support from the hospice team. And that was true."

Visitation Challenges

Before retiring, Alice was an elementary school teacher in Hackettstown, New Jersey. Following her retirement in 1987, Alice and her late husband, Bruce, bought a home in Contoocook to be near Linda. In 2015, at the age of 92, Alice was diagnosed with dementia. Linda lived about a mile away and supported Alice by providing the majority of her care. In June 2019, Alice moved to Merrimack County Nursing Home to help meet her skilled care needs and moved to the hospice unit in November 2020.



"The updates from Susan were helpful," Linda said.

"During that time, I became close with a number of staff from Granite VNA and Merrimack County Nursing Home. They would text me, call me, and give me extra Skype time so I could see my mom. They were really good to us."

"COVID-19 presented new challenges for us because my mom was admitted to hospice at a time when long term care facilities closed to outside providers and visitors," Linda said. "That was very, very difficult. I could not be there to help her understand what was happening, to the extent that she could with her dementia."

As soon as Granite VNA's hospice staff were allowed back inside the facility, spiritual care counselor, Susan, checked-in on Alice regularly, and frequently called Linda to provide her with updates about her mother.

When Merrimack County Nursing Home initially opened back up to visitors, the visits took place outdoors.

"Visitors had to be masked and physically distanced," Linda said. "It was really hard for my mom because it was very disorienting for her. Of course, that was hard on us, too."

Open Communication

Linda appreciated that Granite VNA's hospice team was always open, compassionate and informative. After Alice passed on August 5, 2021, Linda wrote a letter to Granite VNA to express her appreciation for the care her mother – and their family – received from the hospice team.

"Allison [Alice's primary nurse] had just the right blend of compassion and professionalism as she examined my mom, provided her with care, communicated with me about my mom's status, and sought my input on medical options and decisions," she wrote.

"Kim [Alice's licensed nursing assistant] lovingly attended to my mom's care needs," Linda added. "She patiently fed my mom, whose swallowing was impaired, so she required extra time during meals to ensure that she got enough to eat. She made sure that my mom was clean and comfortable and took pride in making sure my mom was carefully dressed in coordinated outfits."

Linda's recent experience with Granite VNA hospice was not the first time she used the agency's services for her mother's care. Alice had previously received home care services.

"Every interaction I have had with Granite VNA has been extraordinarily positive because of the professionalism," she said. "I could rely on the staff to explain what was happening, especially physical therapy, because I had to work with my mom on her exercises in between visits."

The past two years have been extremely challenging for many, and Granite VNA's commitment to our mission to provide care and comfort to the most vulnerable members of our communities has remained steadfast – and has rarely been more crucial in our 122-year history.



Caring for Moms & Babies Before and After Birth

Navigating a first pregnancy and managing prenatal complications is stressful for moms (and dads) any time. Navigating a first pregnancy, carrying twins, and managing prenatal complications amidst a pandemic is a whole different ballgame. Nyah and Dan of Northfield experienced this firsthand.

"I was very sick with hyperemesis gravidarum (extreme, persistent nausea and vomiting)," Nyah said. "I had to receive fluids twice a week because I was vomiting so much. I was admitted to Concord Hospital in January 2021, because I lost 30 pounds. I was not eating, I was dehydrated, and I had low potassium. When I was released from the hospital, I received total parenteral nutrition (TPN), which is fluid given intravenously, through a PICC (peripherally inserted central catheter) line."

Following discharge from the hospital, Liz, a registered nurse with Granite VNA's Pediatrics and Maternal Child Health team, visited Nyah weekly to check her lab work and her PICC line, and to provide routine prenatal assessments and additional prenatal education.

"Luckily, I was able to work from home," Nyah said. "I never left the house unless I had medical appointments. I didn't drive during my pregnancy because I was so sick — either Dan or my mom drove me. And Liz visited me in our home."

During Nyah's pregnancy, physicians informed her and Dan that there may be complications. The babies were diagnosed with intrauterine growth restriction, and the maternal fetal medicine specialist was concerned that the twins may have genetic disorders.

"The day we were told their genders is the same day we were told that they were really small," Dan said. "Physicians said there could be complications, issues, or they may have Down syndrome."



"We've definitely come a long way," Nyah added. "We are amazed that the twins do not have any of the complications that the physicians suggested they might have [before they were born]. I feel like we were prepared for the worst. We didn't know what to expect."

"Right before giving birth, I was having special ultrasounds every week to check the babies' growth and their growth had slowed down," Nyah said. "They weren't moving as much as they were supposed to, and my amniotic fluid was low, which could have been dangerous for the twins."

Giving birth

On July 1, 2021, Nyah gave birth by emergency cesarean section to twin babies, Evelyn and Samuel, at 35 weeks - five days before her scheduled C-section. Samuel weighed three pounds, nine ounces, and Evelyn weighed three pounds, three ounces. Both babies spent the next 26 days in the special care nursery at Concord Hospital. On July 27, 2021, Nyah and Dan finally brought Evelyn and Samuel home.

Nyah's and the twins' medical appointments seemed to be constant, especially over the first few months. The family traveled all over New Hampshire to multiple Dartmouth-Hitchcock Health facilities, a specialty clinic in Somersworth, and as far away as to Boston Children's Hospital.

Evelyn has a heart murmur that, according to her cardiologist, may go away and correct itself or may eventually require surgery. Samuel had cranial surgery on November 1, 2021 and must wear a special helmet for six months to help correct his condition. He also has a benign hemangioma tumor which is being monitored, and he is on medication for the tumor that must be given twice per day. Evelyn and Samuel also see a swallowing specialist/speech pathologist, and a nutritionist.

"Evelyn and Sam have gotten so much better, but there were times they wouldn't take their bottles," Nyah said. "Liz would come and she would assure me that they were fine; their weight was fine."

Liz also set up community resources to support the twins' nutrition, feeding, and swallowing, and has provided the family with much-needed support and reassurance along the way.

"Having Liz's support and guidance has been so helpful," said Nyah "She's been our connection for everything."

In addition to Liz, the family is supported by other members of Granite VNA's Pediatrics and Maternal Child Health team.

"Evelyn was refusing to turn her head from right to left, so Brittany, a physical therapist, showed me different ways to lay her down to help work on that," Nyah said. "Sam had colic and Brittany taught me how to help relieve it."

Granite VNA's Pediatrics and Maternal Child Health team has played a key role in Nyah's prenatal and postnatal care, and in helping Evelyn and Sam to get a strong start. Liz's, Brittany's, and the rest of the team's ongoing support of the entire family further cements Granite VNA's critical role in providing services and programs for people of all ages, from birth to end-of-life, throughout the 82 communities we serve.



Home Care Team Helps Patient Get Back on Her Feet

Granite VNA offers a wide range of home care services, including wound care, post-surgical services, and home safety and falls risk evaluations. Earlier in the year, our home care team provided these services and more to Paula, of Concord.

"I had complex foot surgery on February 2, 2021," Paula said. "Prior to the surgery, I basically couldn't bear weight on my left foot or walk without pain."

Paula suffered from significant joint space narrowing, as well as a foot deformity. The constant pain in her foot limited her ability to walk, stand for any length of time, climb stairs, and to walk on the beach, one of her favorite things to do. "If I couldn't get a parking space close to stores and restaurants, I could not go in," she said.

By decreasing the risk of falling in the home, the likelihood of a timelier recovery post-surgery increases. Days before Paula's surgery, Alison, a Granite VNA occupational therapist, conducted a home safety and falls risk evaluation. She looked at many aspects of Paula's home that could trigger a fall, such as scatter rugs, a bathroom without grab bars, and stairs without handrails. The assessment helped ensure that Paula's home would be safe for her recovery.



"The Granite VNA staff helped me when I was in immense pain post-surgery," Paula said. "I was in a new cast every two weeks due to the necrotic wound."

A Difficult Recovery

When Paula returned home post-surgery, she required in-home nursing and physical therapy services. Unfortunately, Paula developed necrotic tissue in her surgical wound that stretched across her entire foot, which impeded healing and slowed her recovery. Necrotic tissue is dead or devitalized tissue that must be removed. Granite VNA staff worked closely with Paula, her caregivers, and the staff at Concord Hospital Wound and Hyperbaric Center to help Paula navigate this challenging time.

"The Granite VNA staff helped me when I was in immense pain post-surgery," Paula said. "I was in a new cast every two weeks due to the necrotic wound."

Our home care team helped Paula manage her medication and recommended frequent icing and elevation of her foot to help manage the pain. Nurses cleaned her wound and applied medication and bandages regularly. Physical therapists and occupational therapists also monitored the status of Paula's wound to ensure that infection did not set in.

"The wound alone required more than eight months of care," Paula said. "The Granite VNA home care staff paced my activities so that I would not overdo it and increase my pain level. They encouraged me to move as much as possible with my walker. With physical

therapy, I continued to progress my range and mobility. I kept my spirits up for about six months but became discouraged because progress was so slow."

Providing information, support and constant encouragement is key to helping home care patients such as Paula maintain a positive outlook, despite setbacks, through the healing process. "I experienced complication after complication and it was wonderful to have my team's guidance," Paula said.

Paula is still recovering and has some limitations. "My wound is still not 100% healed," she said. "It is very small, though. Thanks to Granite VNA for showing me how to care for my wound, I am now caring for it myself. I can walk up to two miles now and I remain hopeful that my foot will continue to improve."

"It has been a much longer road than I ever imagined it would be," she added. "I have come a long way thanks to Granite VNA staff, or what I call 'my Granite VNA family.' I'm glad I'm well enough that I don't require their services anymore, but I am sad that I don't get to see their friendly faces anymore."



Volunteer/Donor Profile: Shirley Richardson

Shirley Richardson is well known in Wolfeboro for her volunteerism and leadership skills.

"I was recently told, 'you cannot say no to Shirley," she said, laughing. "People say, 'She asks, and you cannot say no to her."

Shirley credits her active and communityminded parents for ingraining in her at a young age a passion for community volunteerism. Her volunteerism reached the agency when she served on the Board of Directors for The VNA & Hospice of Southern Carroll County. During her board term, Shirley and her late husband, Bob, visited Cape Cod to attend a ceremony to remember her parents, hosted by a local hospice organization. She felt so moved by the experience, when she returned to New Hampshire, Shirley suggested that the agency hold its own ceremony like the one she and Bob attended on the Cape.



"People needed help, so we would do it,"
Shirley said. "We like to support our community.
Some people are more private. I guess I am more of a people person. Maybe that's why I do it because when I ask people [to volunteer], people say yes."

The agency and board agreed and established their own event, Tree of Memories, in 1995 to honor loved ones who had died and to celebrate hospice services. The tradition continued when the agency merged with Community Health & Hospice in 2010 to form Central New Hampshire VNA & Hospice. Shirley has served as event committee chairperson since the event's inception.

Every December for the past 25 years, hundreds of hand-made ceramic doves bearing the names of loved ones who have died have been placed on evergreen trees in multiple locations throughout the Lakes Region. With the merger of Central NH VNA & Hospice and Concord Regional VNA in April 2021 to form Granite VNA, the Tree of Memories tradition was combined with Concord Regional VNA's Hospice Lights of Life tradition and renamed "Lights, Life and Memories."

"I never think things are a lot of work - I just do it," Shirley said when asked about community volunteerism. "Bob was the same way. Some people moan and groan at the things they have to do. We just pitched in and did it. We felt people were appreciative and happy to have it."

Shirley has also served as the committee chairperson for the agency's annual Home & Garden Tour held each summer in

Wolfeboro – a highly successful event which has resulted in thousands of dollars in donations to benefit hospice services in the Lakes Region.

In addition to volunteering her time and talents to the agency, Shirley has served as the chairperson of the Book Tent at the Huggins Hospital Street Fair, vice president of programming on the Wolfeboro Friends of Music Board of Directors and is a member of the Wolfeboro Garden Club and the Hikers' organization. She taught Sunday School at the First Congregational Church in Wolfeboro for many years, served as president of the Wolfeboro Co-operative Nursery School and Kindergarten, where she started the first Ski & Skate Swap, and served as co-president of Carpenter School. It is not an exaggeration to say the list goes on and on.

For all that she has given – and continues to give – to the community, Shirley was honored with the Wolfeboro Lions Club's Citizen of the Year Award in 2016.

It takes a team to ensure that Granite VNA can continue to provide care to the state's most vulnerable residents. The agency is fortunate and grateful to have volunteers and donors like Shirley.

Achievements and Awards

Vung Thomte, LNA, Named Living Our Values Award Recipient

This year's Living Our Values Award recipient is Vung Thomte, LNA. For nearly 20 years, Vung has been a critical direct care staff member serving Granite VNA's patients and families at John H. Whitaker Place in Concord.

Each year, employees nominate an individual who best demonstrates the organization's core values of respect, compassion, culture of excellence, leadership and stewardship in his or her actions among peers and with patients, families, community members, donors and volunteers.



In nominating Thomte, colleagues noted, "she is wonderful with every patient she comes in contact with and always has a smile and a positive attitude," and, "in this trying time, she has been a constant ray of sunshine in the afternoon as she begins her day. Vung's leadership is a guiding light to be followed. She is very good at training new employees, and helping guide and direct new residents as they learn the ropes and can 'take charge' when a situation occurs that needs that."



Employees Honored with Home Care and Hospice Award

Lori Nash, MSM, Director of Compliance, Privacy and Security, and Schelley Rondeau, RN, Pediatrics and Maternal Child Health, were named co-recipients of the Home Care & Hospice Service Award by the Home Care, Hospice, and Palliative Care Alliance of NH. Nash and Rondeau were recognized for developing a home bound COVID vaccination pilot program that became a model for other agencies in New Hampshire. The pair were recognized at the Association's annual meeting in September.

New EMR System Implementation Anticipated June 2022

Granite VNA's electronic medical record system (EMR) project team is leading the effort to select and implement a new EMR for the agency. The implementation of a new EMR is a significant and important capital investment which will streamline patient record-keeping and will help Granite VNA deliver the best possible care to patients across 82 communities. The project team anticipates that the new EMR will be implemented on April 1, 2022.



Culture Integration Efforts Under Way

Shortly after the merger, Granite VNA undertook a comprehensive approach to integrate the respective agencies' cultures and form one, combined culture. Employees who wanted to participate in this effort were split into multiple work groups which focus on Training, Event Planning, Recruiting & Retention, Communication, and Feedback. All employees are encouraged to reach out to the culture integration ambassadors of each work group to learn more. Ambassadors include tenured and new employees who serve as contacts for the entire staff.





Community Benefits Program Expanded

Granite VNA expanded its in-person wellness programs and began offering foot care clinics in communities in the Lakes Region and continues to hold many in-person and virtual bereavement and grief support programs. Granite VNA's wellness programs, health clinics, and bereavement offerings are part of the overall Community Benefits Program that also includes charity care, subsidized health services due to 24/7 operations of Hospice House, volunteerism and educational opportunities, and providing clinical settings for undergraduate training.

First Chief Medical Officer Named

Granite VNA named Christopher Allen, MD, MPH, the agency's first Chief Medical Officer. In this new role, Dr. Allen supervises the agency's hospice provider team, supports strategic initiatives and operations, and collaborates with Capital Region Palliative Care. He also continues to practice at Epsom Family Medicine and to serve in various roles at Concord Hospital.





Cutter Recognized for Excellence in Nursing; Highlighted in *NH Magazine*

New Hampshire Magazine and the New Hampshire Nurses' Association awarded Jamye Cutter, RN, BSN, Pediatrics and Maternal Child Health Supervisor, the Maternal-Child Health Excellence in Nursing Award. Cutter, who has been with Granite VNA since 2011, was featured in the magazine's June issue.

Suzanne Boulter, MD, Honored with Kay Sidway Award

Longtime Concord-area pediatrician Suzanne Boulter, MD, received the Kay Sidway Award during Granite VNA's annual Passion for Caring fundraiser in June. Dr. Boulter practiced nearly 30 years at Concord Hospital Family Health Center (formerly Hitchcock Clinic) and taught pediatrics to family medicine resident doctors. For her extensive work in pediatrics and oral health, Dr. Boulter has received American Academy of Pediatrics awards and honors such as the Special Achievement Award, Founders Award, Local Hero Award, Oral Health Service Award and the Child Advocacy Award. The Kay Sidway Award was initially presented in 1998 to long-time Concordarea educator Kay Sidway to honor her extraordinary dedication to the children of Concord.





CEO Appointed to National Board of Directors

The National Association for Home Care & Hospice (NAHC) appointed Beth Slepian, President and CEO, to its Board of Directors for a three-year term. NAHC represents 33,000 homecare and hospice organizations nationwide, and advocates for more than two million nurses, therapists, aides, and other caregivers in the home care and hospice industry.

Slepian Participates in National Conference

Granite VNA President and CEO Beth Slepian was one of four home care and hospice executives from across the nation who spoke on Embracing and Expanding Opportunities at the National Association for Home Care & Hospice and Home Care & Hospice Financial Managers Association's Financial Management Conference in August. The conference was held in-person in Chicago.





Hopkinton High School Senior Awarded Scholarship

The Granite VNA/Eugene and Anne Slusser Scholarship is awarded annually to a Hopkinton High School senior who will pursue a degree in science, mathematics, and/or a health-related field. Emma Tworek received this year's scholarship at Granite VNA's annual Passion for Caring fundraiser in June.

Advanced Illness Management Team Expanded

A social worker was added to the Advanced Illness Management Team, which provides care and support to homecare patients who are in the advanced stages of serious illness. The team works with patients and families to develop personalized goals for care, including symptom management and coordination of clinical care and services to ensure continuity. The team also helps patients re-engage homecare services, initiate hospice services, and to engage or re-engage with the palliative care interdisciplinary team at Capital Region Palliative Care.





Volunteer Service Award: Group Category

Granite VNA

Bereavement Volunteers

Volunteers Recognized by Volunteer NH

Granite VNA's Bereavement Volunteers received a Volunteer Service Award in the Group Category at Volunteer NH's 2021 Spirit of NH Awards in October.

The Year in Numbers

156,000

home care visits to

7,786

patients in homes, skilled nursing facilities and retirement communities

46,103

hospice visits provided to

1,019

patients in homes, assisted living communities, retirement communities, skilled nursing facilities and at Granite VNA Hospice House

40,818

hours of in-home personal care, companionship, and homemaking services provided to 264 clients in homes, assisted living communities, retirement communities and skilled nursing facilities

1,516,882

miles traveled to deliver care to community members in need

3,374

services provided during

2,365

visits to Foot Care Clinics

31

adults completed Aging Mastery Program®, "A Matter of Balance," Better Choices, Better Health™, and "Powerful Tools for Caregivers" wellness programs

1,682

flu shots administered by Granite VNA nurses to adults and children

877

"Baby's First Homecoming" in-home nursing visits to help new mothers and their infants safely transition home from Concord Hospital

2,869

encounters with bereaved individuals through support groups, visits, memorial services and educational presentations

3,781

hours of time and talent generously given by Granite VNA volunteers

Celebrating Our Supporters

\$609,532

in contributions including:

X

\$45,700 for Passion for Caring with an additional \$6,663.44 in in-kind gifts



\$72,340 for Hospice Lights of Life



\$78,795 in corporate and foundation grants

Due to ongoing concerns about COVID-19, Granite VNA once again held the Passion for Caring event virtually with an online auction. The event incurred \$3,126 in expenses and generated a net income of \$42,574.

Granite VNA celebrated the 25th anniversary of Hospice Lights of Life, an annual campaign and celebration to raise awareness of hospice care. As part of the campaign, 144 area business sponsors displayed 1,306 white lights in their windows throughout the month of December. Also in December, Granite VNA held a virtual community memorial service and published the names of 2,531 people who have died in the Lights of Life Honor Roll which appeared in the December 17, 2020 edition of the Concord Monitor and on the agency's website.

Annual Home and Garden Tour

The annual Home & Garden Tour held each summer in Wolfeboro was postponed.

The Prescription Center Recognized for Longtime Support

The Prescription Center received the Granite VNA Donor Recognition Award. The Prescription Center supported Granite VNA and its mission for more than 20 years, including as Passion for Caring Leadership Sponsor and Lights of Life annual sponsor. The Prescription Center has also supported important milestones for the agency, such as the Hospice House 10th Anniversary and the agency's 110th Anniversary campaign.

Granite VNA's Donor Recognition Award, established in 2008, formally honors supporters who give financially and of their time to help provide essential community services and programs. See photo at bottom of next page.



Organizational cultural integration leads to the provision of high quality, coordinated care to our communities and also ensures sustainability. Cambridge Trust of NH presented Granite VNA with a grant to support the ongoing cultural integration of Concord Regional VNA and Central NH VNA & Hospice, which merged in April 2021.

From left, Brian A. Bickford, Senior Vice President and Portfolio Manager, Cambridge Trust of NH; Beth Slepian, President/CEO, Granite VNA; and Susan Martore-Baker, President, Cambridge Trust of NH.

Bangor Savings Bank awarded Granite VNA a grant which will make it possible for staff members to participate in the National Alliance on Mental Illness (NAMI) New Hampshire Connect Program Suicide Prevention Training for Healthcare Providers. The program will enhance staff's ability to manage patient mental health crises.

From left, Mark Paluzzi, Senior Vice President and Wealth
Management of NH Market Leader, Bangor Savings Bank; Natalya
Pearl, Vice President and Wealth Management of NH Senior
Relationship Manager, Bangor Savings Bank; Rebecca Britenriker,
Branch Manager, Bangor Savings Bank; Beth Slepian, President/CEO,
Granite VNA; Holly Hiltz-Harrington, Vice President, Branch Manager,
Bangor Savings Bank; and Patrick Ellis, Merchant Services Sales
Officer, Bangor Savings Bank





Beth Slepian, President/CEO (second from left) is joined by (L-R) Michael Fanaras, Pharm.D., RPh., John Charles Fanaras, Pharm.D., RPh., and Charles J. Fanaras, RPh., President and owner, The Prescription Center.

Giving Back to Our Community

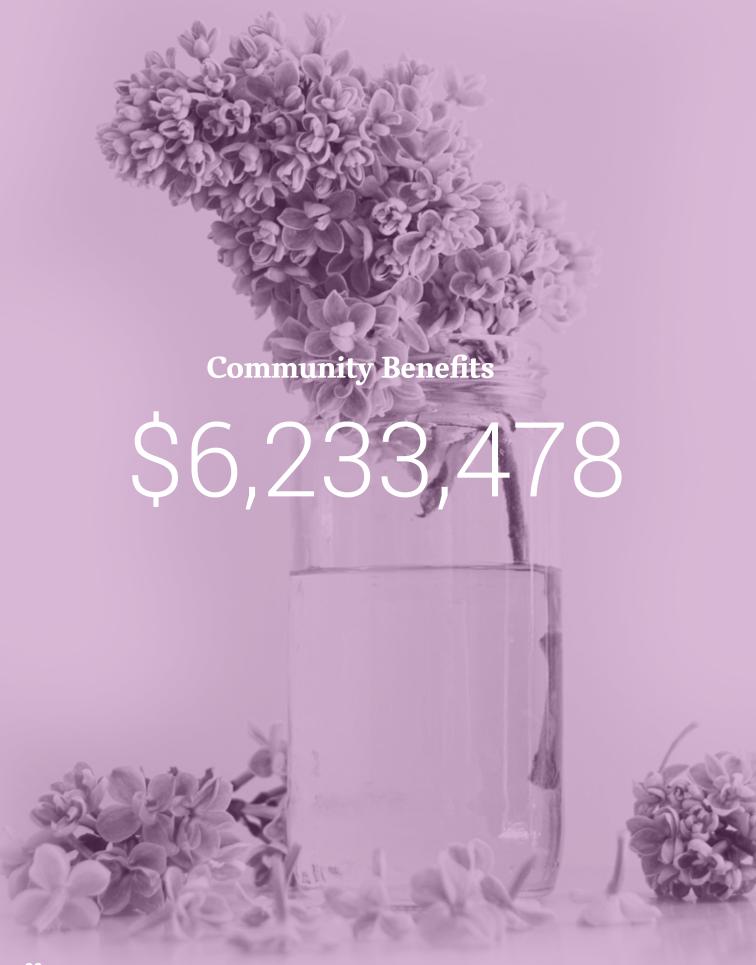
Since 1899, Granite VNA has grown to be the largest home, health and hospice agency in New Hampshire, yet our commitment to meeting the health needs of all members of the 82 communities we now serve remains steadfast. Our agency does not deny critical skilled services to individuals who are uninsured, underinsured, or unable to pay deductible charges. Each year, we provide many free and fee-scaled health care, hospice and wellness programs and services to our community members.

Granite VNA continuously seeks and receives funding for these critical services and programs from government and private funding sources. We are grateful for the generosity of the many individuals, businesses and charitable foundations who make it possible to meet the costs of providing services to our region's most vulnerable residents.

In Fiscal Year 2021, Granite VNA provided more than \$6.2 million in community benefits as defined by the Community Benefits Reporting Guide of the Office of the New Hampshire Attorney General, Division of Charitable Trusts.







Total Community Benefit number includes:

\$205,249

Community Benefit Operations

Granite VNA provides programs and services to communities in our service area based on needs identified in community health needs assessments and health services. Programs under "Other Operations" include the following:

Foot Care Clinics are preventive health services such as foot care and blood pressure screenings for adults.

Immunization Clinics are for community members who are uninsured, underinsured, or who have no access to these needed services so they can receive routine immunizations on a reduced fee or non-fee basis. In addition, seasonal flu clinics are held throughout the agency's service area.

Phlebotomy Services are for homebound individuals to ensure that treatment and medication management is not causing patients untoward effects.

\$166,000

Charity Care

The agency provides charity care to patients deemed unable to pay based on formal financial assistance policies established by our agency.

\$133,746

Community Health Services

Granite VNA staff provide many educational programs including Aging Mastery Program®, "A Matter of Balance" and Better Choices, Better Health™ to improve overall community health. The educational programs are held at sites such as senior centers, churches, civic clubs, schools, and other not-for-profit human and social service agencies, and virtually.

\$22,289

Health Professions Education

The agency collaborates with many colleges, universities, health career training programs, and local secondary schools to offer students a clinical setting for training in nursing, physical therapy, occupational therapy, social work, and medicine.

\$2,865,682

Subsidized Health Services

Granite VNA Hospice House is a 10-room residence open to all who are at the end stage of life, regardless of their ability to pay the room and board fees. Hospice House provides a home for those who need compassionate skilled care at the end of life.

\$102,575

Community Building Activities

Granite VNA has a long history of investing in leadership development throughout the communities we serve. Granite VNA staff members provide volunteer training, education, and participate on boards and/or committees.

\$750

Financial Contributions

Granite VNA works collaboratively with other community health, human service, and social service agencies. Agency staff members volunteer on community boards and participate in community activities that support and contribute to the improvement of the communities' health and well-being. The agency's management team participates on community-wide projects. The agency contributes financially to numerous not-for-profit events through sponsorships and/or contributions to events held by others.

\$183,000

Government-Sponsored Health Care

Granite VNA provides services to Medicaid-eligible beneficiaries.

Visit www.granitevna.org for the complete 2021 Community Benefits Report.



	2021	2020
Cash & Other Current Assets	\$17,704,780	\$20,580,708
Long Term Investments	\$44,603,095	\$26,966,723
Property and Equipment Net	\$6,077,151	\$3,847,993
Other Assets	\$156,082	\$117,054
Total Assets	\$68,541,108	\$51,512,478
Current Liabilities	\$8,401,379	\$18,279,388
Long Term Liabilities	\$156,082	\$117,054
Net assets:		
Without Donor Restrictions	\$52,037,116	\$26,131,815
With Donor Restrictions	\$7,946,531	\$6,984,221
Total Liabilities and net assets	\$68,541,108	\$51,512,478



Total	\$49,336,608	100.0%
Contributions	\$548,963	1.1%
Private Pay	\$573,173	1.2%
Commercial Insurance	\$3,069,808	6.2%
Other Revenue	\$12,037,074	24.4%
Medicaid & MCO	\$1,823,618	3.7%
Medicare & Medicare Advantage	\$31,283,971	63.4%
	FY21	%

^{*} Contract, interest earned, net assets released and realized gains included ** Includes all funding except unrealized gains on investments



	\$42,293,931	100.00%
Benefits	\$7,657,121	18.10%
Other Expenses	\$6,017,200	14.23%
Contract Services	\$3,018,239	7.14%
Wages	\$25,601,371	60.53%
	FY21	%



Formerly Concord Regional VNA and Central NH VNA and Hospice Serving New Hampshire Since 1899

Communities We Serve

Allenstown Alton Alton Bay Andover Antrim Ashland Barnstead Bedford Belmont Boscawen Bow Bradford Bristol Brookfield Canterbury Center Barnstead

Center Harbor

Center Ossipee Center Sandwich Center Tuftonboro Chichester Chocorua Concord Contoocook Deerfield Deering Dunbarton East Wakefield Effingham Epsom Franklin Freedom Gilford Gilmanton

Gilmanton Iron Works New Boston Goffstown Henniker Hillsborough Holderness Hooksett Hopkinton Laconia Lakeport Lochmere Loudon Manchester Melvin Village Meredith Middleton Mirror Lake Moultonborough

Newbury New Durham New Hampton Northfield Northwood Ossipee Pembroke Penacook Pittsfield Salisbury Sanbornton Sanbornville Sandwich South Tamworth Suncook

Sutton

Tamworth Tilton Tuftonboro Union Wakefield Warner Washington Weare Webster West Ossipee Windsor Winnisguam Wolfeboro Wolfeboro Falls

30 Pillsbury Street, Concord, NH 03301 Offices in Laconia & Wolfeboro

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