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Vision

A community where wellness and well-being is achieved through compassionate care to those in need.

Mission

We enhance dignity and independence for people by delivering quality health care and promoting wellness in homes and communities through all stages of life.

Values

Respect
Compassion
Competence
Culture of Excellence
Leadership
Stewardship

Photography

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The 2022 Report To Our Community includes updates from Fiscal Year 2022, which is October 1, 2021 to September 30, 2022.

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, sex (pregnancy, sexual orientation, or gender identity), national origin, religion, disability, age, genetic information, marital status, source of payment, or the absence of advance directives.

New Era, New Culture, Same Deep Commitment

While many challenges brought about by the pandemic have lingered, 2022 was one of progress for Granite VNA. As we approach the two-year anniversary of the merger of Concord Regional VNA and Central New Hampshire VNA & Hospice, we have made great strides in creating a shared culture and identity as Granite VNA.

With three offices and a staff of 425, it can be difficult for us to gather in one place at one time, yet thanks to the efforts of team members from all areas of our agency, this year we enjoyed several opportunities to connect and celebrate as a team. We cruised Lake Winnepesaukee aboard the historic M/S Mount Washington in July and we cheered-on the NH Fisher Cats baseball team together at Northeast Delta Dental Stadium, where our very own Cindy Duchemin, RN, even threw out the first pitch – a strike! Our team enjoyed barbecues in Laconia and Wolfeboro, ice cream socials, and some of us had the pleasure of surprising our team members in the field with snacks and conversation at pop-up appreciation events throughout our service area.

We also came together to do good and give back to the communities we serve and had fun together in the process. Our team members participated in the Rock n' Race and Race to the Ledges 5Ks in Concord to benefit the Payson Center for Cancer Care and Granite Ledges, respectively; we collected donations of non-perishables for local food pantries; and we helped the New Hampshire Food Bank distribute food at a drive-thru mobile pantry in Laconia to those in need of food assistance.

For the first time in two years, we had the pleasure of gathering in-person for important agency events, such as *Passion for Caring*, our annual fundraiser and silent auction.

Our new electronic medical record (EMR) was a significant step toward complete integration when it officially went live on April 1. In addition to streamlining communication and improving efficiency within our agency, our new EMR integrates with Concord Hospital's system, allowing for more seamless transitions when patients are referred to us for home health care or hospice services.

Workforce Progress

One of the most persistent challenges to healthcare organizations today is the workforce shortage, but we have made – and continue to make – great progress in this area. A fresh recruitment strategy has helped to bolster our direct care workforce, and we have welcomed new seasoned professionals and celebrated the promotions of several long-time team members to leadership roles.

With a rapidly aging population, the demand for home healthcare services in New Hampshire will continue to rise. We remain steadfast in our commitment to our mission, and we strive to become an employer of choice to create an agency that is prepared to meet the health and wellness needs of the communities we serve long into the future.

We are grateful for our outstanding team, for our engaged Board of Trustees, for our dedicated volunteers, and for our 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



Managing Chronic Illness at Home

Nobody should be left to manage a chronic illness on their own. Fortunately for Francis—who was recently featured in Granite VNA’s advertisement for National Home Care, Hospice, and Palliative Care Month—he can count on his home care nurse, Kayla Moorehead, RN.

“Francis has been a patient of Granite VNA on and off for more than six years,” said Kayla. “I’ve been with the agency for six years and he was one of my first patients.”

Kayla visits Francis at his home in Northwood, helping him manage multiple chronic conditions including congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and diabetes.

During visits, Kayla checks his weight and blood sugar levels, and listens to his lungs. “I know him well and I know when [his lungs] are worse than usual,” she said.

"As clinicians, visiting people in their homes allows us to develop relationships with our patients and to understand them and their needs."

Home care is about more than checking vital signs, however. It's about empowering those with chronic illness to live their best lives. That's why teaching patients and their care partners the skills they need to remain independent is so important.

"I have taught Francis how to read food labels and to understand the nutritional information and how it relates to his health, as well as how to shop for nutritious foods," Kayla said. "Our medical social worker and community health educator reinforce the guidance I provide, and he really listens. I am so proud of how Francis follows through with our suggestions – it truly makes a difference in his health and wellbeing."

"Kayla gives me the encouragement to keep working at it," Francis said.

In addition to nursing visits, Francis also receives physical therapy services from Granite VNA. "I have problems with my legs due to my diabetes," he said. "During warmer weather, Russ (Payne, PT) gets me outside and helps get me moving. He gives me exercises to do on my own as well."



Home Care, Hospice & Palliative Care Month

We appreciate our amazing staff and volunteers for their dedication and great work in providing extraordinary care and support to patients and their families.

(603) 224-4093 | (800) 924-8620
Offices in Concord, Laconia & Wolfeboro
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Caring for New Hampshire Since 1899

"As clinicians, visiting people in their homes allows us to develop relationships with our patients and to understand them and their needs," Kayla said. And that personal connection has meaningful results.

"Our team works together with Francis to help him manage his health," she added. "Our goal is to keep him out of the hospital, and I believe we have prevented him from being hospitalized several times each year since he's been a patient of Granite VNA."



A New Generation of Home Care Nurses

There is no one path to becoming a nurse. As the healthcare workforce experiences a tremendous shift—with a generation of nurses retiring and an unprecedented need for clinicians—nurses are coming to practice from all backgrounds, at all stages of life.

Take Granite VNA home care nurse Chelsea Canon, RN, for example. She did not realize her calling to be a nurse until after having a baby. “The positive experiences I had with the nurses in the maternity unit just clicked for me,” she said. “I wanted to do what they did for me for other people.”

Michael Newell, RN, however, always knew he wanted to work in healthcare. “I obtained an internship in which I got to follow doctors, nurses, therapists, radiology technicians among others around Monadnock Community Hospital in Peterborough,” he said. “I shadowed a lot of different people, but I liked nursing best.” He joined Granite VNA fresh out of college and started with the agency the same day as Chelsea.

Two Nurses, Two Paths to Home Care Nursing

Chelsea made a few stops along her career path before arriving at Granite VNA. She started as a licensed nursing assistant (LNA) at Lakes Region General Hospital while attending Lakes Region Community College. After earning her Associate Degree in Nursing,

she worked at Encompass Health Rehabilitation Hospital of Concord (formerly HealthSouth).

"I had the opportunity to work with many 'old school' nurses as an LNA and I learned a lot from them," she said. "They shared so much real-world knowledge and experience that you just can't get in nursing school – it was invaluable to me and to my education."

In 2017, she moved to Epsom Healthcare Center where she eventually became manager for the unit that cares for patients with Alzheimer's disease and dementia. It was there that she learned about Granite VNA. "I worked with nurses from Granite VNA who saw patients on our unit, and their work sparked my interest in home care," Chelsea said. "And the rest is history."

"Chelsea's expertise, compassion and flexibility allow for excellent patient care and outcomes," said Team 1 Home Care Director Denise Martel, RN, MSN. "I can always count on Chelsea to teach others and to care for patients who have complex care needs."

Michael's path to his role as a home care nurse was more direct. "I shadowed a Granite VNA nurse during my senior year of college at the University of New Hampshire," Michael said. "I liked it so much that I applied to the agency's Home Health Care Nurse Residency Program."

The year-long transition to practice program, which started in 2018, serves as a bridge to support new graduate nurses and enhance their professional development as they enter home care practice.

"The overall experience was great, and the class time was very useful," he said. "I got to connect with other new grads in the program, and we were able to debrief about cases we worked on and bounce ideas off each other."

Just over a year later Michael is serving as a preceptor for a new nurse graduate in the same program. He has also shared his passion for home care nursing, and the lessons he's learned as a home care nurse by serving as a preceptor for nursing students from Saint Anselm College and Rivier University.

While home health care has traditionally been the domain of older, more experienced nurses, younger nurses such as Chelsea and Michael are entering the home care field in greater numbers.

"Younger nurses have energy and excitement as well as an interest in taking on challenging cases," said Team 4 Home Care Director Cindy Bergeron, RN, BSN. "Michael is always first to agree to teach new nurses and students and teaches them everything."

Their paths may have been different, but Chelsea and Michael have found their calling working in home care. "It's a different way of caring for people," said Chelsea. "I love seeing patients in their homes and having the opportunity to develop relationships with them. For me, home care provides a much deeper and rewarding experience as a nurse."



Meet Pharmacist Ann Marie Bisson, RPh – A Behind-the-Scenes Asset for Patients and Care Teams

Many Granite VNA patients are living with chronic illnesses and must take numerous medications daily to support their health and quality of life. Fortunately, Ann Marie Bisson, RPh, Granite VNA's consultant pharmacist, is on their team. Though patients may never meet her in person, Ann Marie's behind-the-scenes expertise helps to ensure their safety, medical outcomes and to reduce their chance of re-hospitalization.

Ann Marie keeps a close eye on patients' medication regimens and provides critical guidance to their care teams. She reviews patient charts and medication profiles for accuracy, medication-to-medication interactions, medication-allergy interactions, and she looks for instances where medications may affect a person's balance or carry other potentially dangerous side effects. And she is available as an expert resource to our clinicians.

"A nurse may contact me about a patient who is experiencing dizziness, for instance," said Ann Marie. "I'm able to review the patient's medication profile to assess for side effects and interactions, offer monitoring guidelines and appropriate recommendations to adjust a dose or change a medication to improve their symptom management." Based on her findings, Ann Marie can advise the care team clinicians.

As pharmacist, Ann Marie regularly reviews patient charts and care teams' visit notes and recommends ways to help patients more easily and effectively manage their medications. For some patients, this may mean simplifying their regimen, for those who have difficulty swallowing it could mean suggesting crushable or liquid alternatives or special compounds to make it easier for them to ingest their medications. She also may recommend tools such as an alarmed medi-planner to remind a patient to take her meds or pre-packaged medications for those who may be prone to accidentally taking more than the prescribed dose.

In addition to sharing findings and recommendations with patients' clinicians, she notifies patients' case managers and the agency's home care director as well, to ensure patient safety and continuity of care.

"I enjoy being part of a team where everyone brings something to the table to provide optimal patient care," she added. "Our goal is to keep patients at home and to avoid hospital readmissions. Proper medication management – patients taking the right medications at the right dose at the right time of day – is a critical component of achieving that goal."

"I enjoy being part of a team where everyone brings something to the table to provide optimal patient care."

Ann Marie also works with Shaz Anwar, DO, hospice medical director, helping with issues that may arise regarding prescription processing, medication availability, or providing medications for patients in hospice care.

Ann Marie isn't always behind the scenes, however. Partnering with our community health services team, she presents wellness

programs such as medication and falls risk education, she provides immunizations for people aged 50 and older at our community flu clinics, and she teaches medication management as part of our Aging Mastery Program®.



Behavioral Health Program Specializes in Short-Term Supportive Counseling & Helps Patients on the Road to Recovery

Coping with anxiety and depression is challenging and it can complicate and prolong – or even prevent – one’s physical recovery. Granite VNA’s behavioral health program helps patients who are struggling to heal physically by helping them to heal emotionally.

Introduced in 2017, the behavioral health program offers patients who are experiencing anxiety and/or depression support from a multi-disciplinary team of clinicians. Led by a social worker – or behavioral health

coordinator – the team also includes a patient’s nurse and occupational therapist, and together the team works to provide the patient with appropriate care to help them heal. Behavioral health coordinator Celeste Decker, MSW, is supported by Deb Nasheim, MSW, (pictured), who helps on a per diem (as needed) basis.

“I’ve seen many patients get stronger after we have helped them work through some of their emotional challenges,” said Celeste. “We are all working together to help them get better.”

The program offers patients short-term supportive counseling and teaches them coping strategies to help manage depression and anxiety. For those who may need longer-term support, the team connects them with appropriate resources through partners such as Riverbend Community Mental Health, the Mental Health Center of Greater Manchester, and others.

Emotional Wellness Takes Time – Listening and Respect are Important

The COVID-19 pandemic was difficult for everyone, but for older adults and others who rely on home care and other services in their daily lives, the pandemic exacerbated social isolation and loneliness, as well as other issues that older adults commonly face. Minimal or no personal contact with family members and friends and the loss of family and friends who succumbed to the virus, the loss of independence caused sadness, grief and suffering for many.

“People are trying to get back to normal, but life is so dramatically different even now,” said Celeste. “People have experienced loss in many forms, and there is a lot of anxiety around that. Is it safe to go out? Am I safe from COVID, safe from falling? COVID created a lot of challenges for the people we see.”

Celeste and Deb emphasize that regaining emotional wellness takes time. Many of the home care patients they work with have significant mental health challenges. Celeste says their team strives to show respect, to acknowledge and affirm what they are experiencing, and to listen. She says ‘listening’ is one of the most important elements of their role.

When she meets with patients, Celeste listens for clues about what they consider important or comforting. If faith is important, she incorporates prayer into their therapy. If someone enjoys crafting or coloring, she encourages them to resume those activities. She tries to help them resume doing things they find enjoyable, satisfying, or even distracting. One thing she encourages all patients to do is to breathe – to take deep relaxing breaths when they’re feeling unsettled.

“I often talk with people about creating an emotional wellness toolbox,” Celeste added. “Envision an old-fashioned recipe box – I give people index cards where they can jot down tips and reminders to help them cope. This ‘toolbox’ helps people regain control and begin healing.”

If you or someone you know is in emotional distress or suicidal crisis, dial 988 to reach the National Suicide & Crisis Lifeline or call New Hampshire Rapid Response at (833) 710-6477.



Ensuring Healthy Diets & Good Nutrition Through Education and Support

“Many do not realize the prevalence of malnutrition in our society,” says staff nutritionist Lois Fahey, RD, LD, CNSC. “In my former roles working in hospitals for decades, I diagnosed malnutrition, and tried to start patients on their journey to improved health, but I always worried about the continuity of care after discharge.”

Since joining Granite VNA just over a year ago, Lois has made nearly 400 home visits to patients who need dietary support. Prior to this, Granite VNA relied on a contract nutritionist who consulted with nurses by

phone, but Lois has quickly become an integral part of our patient care team.

“A physician recently referred to the nurse and me as ‘boots on the ground’ because of our close monitoring of his medically complex patient,” she said.

Lois regularly cares for patients who have specific needs such as intravenous (IV) nutrition or tube feeds, conditions such as congestive heart failure (CHF) that require specific diets, and patients who have difficulty understanding or following a prescribed nutrition plan.

Changing one's diet can be a real challenge for various reasons but having the support of a nutritionist who visits in-person helps patients to adapt. Lois works collaboratively with patients to assess their usual diet and the foods and beverages they keep on-hand and teaches them how to understand nutrition labels and to choose healthy foods that are appropriate for them.

In some cases, the change is straight-forward. A patient may need to follow a low sodium diet, in which case, Lois will typically visit in-person once or twice, and then follow up regularly by phone to monitor the patient's progress. In other instances, she may need to check-in more frequently.

"In one case, I knew I was making progress when I visited a patient and noticed canned foods lined up on the counter," Lois said. "I asked him why the cans were there, and he said he was giving them away because they were not low sodium. Sometimes it takes a while before people understand, but this was a win!"

Lois also helps to reduce barriers to eating that impact patients' nutrition and health. For instance, some patients may have trouble

"In my former roles working in hospitals for decades, I diagnosed malnutrition, and tried to start patients on their journey to improved health, but I always worried about the continuity of care after discharge."

swallowing or their appetite may be suppressed due to illness, in which case Lois may recommend high protein, high calorie liquid nutrition. For those who struggle with food insecurity, Lois will help them enroll in Meals-on-Wheels. Some people simply 'lose their way' in terms of their diet – people who have depression, or who may be dealing with grief, illness or isolation can lose interest in eating. Lois helps by quickly establishing rapport with patients and providing ongoing support and encouragement.

In addition to providing direct patient care, Lois works with our community health services team to provide community wellness programming as part of our Aging Mastery Program®, where she educates participants on how good nutrition through healthy eating impacts us as we age, including preventing falls. Lois also collaborates with our community health educators who help patients make action plans toward lifestyle and behavior changes to meet their personal wellness goals and improve their quality of life.



Five Years Down the PATHS

Since launching in partnership with CATCH Neighborhood Housing in 2017, Granite VNA's Positive Aging Through Home Supports—or PATHS—program has proven to be a life saver. Take Joanne, for example, who's been a PATHS client from the start. Her wellness nurse noticed lesions on her arm and forehead and encouraged her to see a dermatologist. "Turns out, it was squamous cell carcinoma – cancer," Joanne says. "That nurse saved my life!"

"We are fortunate to be able to offer the PATHS program and to be in the community supporting individuals in their wellness journey. It is beyond rewarding to know the team is making a difference in our clients' social, emotional, and physical health."

The PATHS program uses a team approach to support older adults in staying active and independent while managing their chronic conditions.

“Our program is offered at no charge to residents of Friedman Court II in Concord and uses a team approach to help them remain safe and healthy in their homes,” says Director of Community Health Jennifer Brechtel, CHES. “With a resident’s consent, the program offers in-person assessments with a wellness nurse, a customized living plan, and support to participants to help them reach their goals.”

The PATHS team includes a community health educator—a position funded in 2014 with a generous gift from the Audrey M. Lindgren Trust—as well as a wellness nurse, the resident service coordinator, and community social service and medical organizations. Some examples of how PATHS supports residents include:

- Creating an individualized plan that starts with small, realistic goals;
- Identifying ways to be successful in following recommended nutritional goals such as establishing and following a low-sodium diet;
- Reviewing recommendations from a resident’s doctor and helping to put them into action;
- Connecting them to community resources that may help them achieve their goals.

“The PATHS team is always there to be your sounding board regarding your health issues and your relationship with your medical care providers,” says Tabor, another PATHS client (pictured). “They have a wealth of information that provides great assistance in helping me to make my own healthcare decisions.”

“We are fortunate to be able to offer the PATHS program and to be in the community supporting individuals in their wellness journey,” Jennifer said. “It is beyond rewarding to know the team is making a difference in our clients’ social, emotional, and physical health.”

Providing high quality wellness programming such as PATHS is central to Granite VNA’s community mission. We offer one-on-one, group, and online programs on topics such as aging, healthy lifestyles, advance care planning, grieving and bereavement, and care giving. All programs are free of charge and offered in a relaxed and fun environment.

For more information about Granite VNA’s community wellness programs, visit www.granitevna.org.



Comprehensive Care for Hospice Families

Blaine was a proud Army veteran of the Vietnam War and a longtime night supervisor for Ross Express in Boscawen. For decades, he drove to VA Medical Center in White River Junction, Vermont for medical care.

"He went to the VA by himself for a long time," recalls his wife, Janice. "In one instance, the clinician told him to stop taking one medication and increase the dosage of another medication. He had hearing issues and would misinterpret what the clinician would tell him, and he ended up in the ER a couple of times. I told him not to go to the doctor alone anymore."

When he was diagnosed with esophageal cancer in the summer of 2021, "He completed radiation at Concord Hospital that really helped him for about six months," Janice says.

"He was good up to the end," she continues. "He was still getting around with a walker, but the cancer spread," and by November he was admitted to hospice.

Providing hospice care to a loved one is challenging, and it can be easy to lose confidence in your ability to make your loved one as comfortable as possible. Granite VNA's hospice team—including hospice nurses and

social worker—teaches family members how to care for loved ones during this time and supports them throughout the hospice journey.

“Every time anything came up, I asked a lot of questions,” says Janice. “Stefanie (Rompala, RN), Mark (Neil, RN), and Angela (Rollins, RN) are very experienced and they were very good at explaining everything to me.”

“They let me know exactly what I needed to do and how to do it,” she adds. “They could tell when Blaine’s medications weren’t working and were able to increase dosages when needed. To me, it was a tough situation, but they helped it go more smoothly.”

Since Blaine’s passing, Janice continues to be thankful for the help she received from Granite VNA’s hospice team. She shared that gratitude at the 2022 *Lights, Life and Memories* Community Remembrance Ceremony in Concord.

“It doesn’t seem enough to just say thank you for all the kindness, understanding, patience, listening, guidance, and explanations that were given to us,” Janice said during her presentation.

“It takes a special type of person to step up and do this kind of work. The support from each and every one [of the Granite VNA team] was endless. So, with a grateful heart, I would like to say thanks to (social worker) Polly Mills, Stefanie, Mark, and Angela for making me believe I could handle anything and do a good job.”

“It doesn’t seem enough to just say thank you for all the kindness, understanding, patience, listening, guidance, and explanations that were given to us.”



Partners for a Strong Start

The first year of a child's life is marked with developmental milestones. Some babies, especially those born prematurely, need a little help along the way. That's where Granite VNA's Pediatrics and Maternal Child Health team comes in.

Take Sawyer, for example. Sawyer was born December 30, 2021, three months premature. He spent the first several weeks of his life being transferred between hospitals across the region. When he finally went home, he and his mother, Jessica, needed support. Our team has been visiting the family once a week since.

For babies born prematurely, milestones are evaluated a bit differently. The age at which a preemie is expected to reach certain milestones is based on their adjusted age, which is based on the baby's due date.

"Sawyer is doing really well and he's meeting his adjusted milestones," says Lois Hamilton, RN.

Lois visits each Wednesday to check Sawyer's weight and vitals, and discuss nutrition, safety, and injury prevention with Jessica. She's also had to administer injections to prevent long-term, serious complications from RSV. Since his birth, Sawyer has caught both RSV—common among infants born prematurely—and COVID-19.

In addition to Lois, home care physical therapist Brittany Cumba teaches Jessica and her daughters exercises that they can do with Sawyer. The team has also helped connect Jessica with community resources.

"I have no license or car so getting to doctor appointments has been challenging," Jessica says. "Lois has been able to refer me to transportation resources, so we do not miss any appointments."

Over the next several months, Sawyer will wear a specially fitted helmet to correct the shape of his skull. He'll also keep working with Lois, who will continue to monitor him closely to ensure he meets growth and milestone expectations.

As Sawyer grows, his mother is ever more grateful that Granite VNA provides services and support for every stage of life.

"Sawyer has had a rough start and Lois has been extremely helpful," says Jessica.

Recruiting, Retaining, Building the Future

It's no secret that workforce challenges are plaguing the healthcare industry. Fortunately, fiscal year 2022 saw great strides for Granite VNA in overcoming those challenges.

Under the leadership of Chief Human Resource Officer Sarah DeFalco, Granite VNA addressed important retention factors such as market adjustments in pay, leadership development, and team building.

The results were immediate with annualized turnover dropping to 31% for the second half of the year. In fact, between July and September, annualized turnover plummeted to 24%. Our September 2022 Engagement Survey resulted in an impressive 72% response rate with 90% of respondents providing positive feedback, showing that the changes we are implementing are having a profound impact on the experience team members have at the agency.



The HR team also made significant hiring gains in FY 22. The addition of Brita Murch, director of human resources, in June gave the talent acquisition team a helpful boost to fully implement Granite VNA's recruitment strategy. By the end of the fiscal year, staffing levels climbed to an impressive 90%.

While the market remains highly competitive and challenges persist, the recruitment strategies put in place in fiscal year 2022 are helping Granite VNA make significant strides toward becoming an employer of choice in New Hampshire.



Volunteer/Donor Profile: Barbara Lobdell of Wolfeboro

Hospice Home & Garden Tour returns in July.

Whether volunteering for Granite VNA, Great Waters Music Festival, Kingswood Youth Center or other local organizations, Barbara Lobdell is always on the go and always eager to help.

Barbara began volunteering with Central New Hampshire VNA & Hospice (now Granite VNA) roughly 28 years ago. Over the years, Barbara has given her time and energy to countless important initiatives including the *Tree of Memories* (now *Lights, Life and*

Memories) campaign and the *Passion for Caring* cocktail event. She is an active member of the Development Committee, and she is an integral member of the planning committee for the 2023 *Hospice Home & Garden Tour*.

"I believe in the organizations I volunteer for, and I believe in their causes," said Barbara. "I had a very positive experience with Granite VNA when my husband was ill. His clinicians were outstanding. They were always very helpful and very caring."

"We've had a good turnout over the years and a wonderful group of volunteers who do everything from directing traffic at the various homes to being docents or guides within the homes."

The Lakes Region population explodes in the summer months, and like many residents, Barbara used to spend winter months in Florida, but now resides in Wolfeboro year-round. She recognizes that fewer people in the months between September and May means fewer volunteers. Luckily for Granite VNA, Barbara believes in stepping-up to help whenever she can.

Over Barbara's many years as volunteer she estimates she has dedicated 'hundreds of hours' to the annual *Hospice Home & Garden Tour*, which returns to Wolfeboro on Wednesday, July 19, 2023, after a three-year hiatus. The popular event draws hundreds of people to the Lakes Region to tour beautiful homes and gardens and to support Granite VNA.

"We've had a good turnout over the years and a wonderful group of volunteers who do everything from directing traffic at the various homes to being docents or guides within the homes," Barbara said. "There are many beautiful homes in Wolfeboro. Some are on the water and some are situated throughout town."

She says the committee tries to include a home directly on Lake Winnepesaukee on the tour each year, but it doesn't always happen.

Barbara has traditionally handled publicity for the tour, taking photos of the homes and gardens, interviewing homeowners and writing and submitting articles to the local papers to promote the event.

Barbara is not only a tireless volunteer, but her commitment to serving extends to all aspects of her life. During her career as educator, she retired on three separate occasions after twice returning to help her school navigate transitional periods.

Granite VNA is extremely fortunate and grateful to have volunteers and donors like Barbara, who are helpful, caring and dedicated to helping us to fulfill our mission to serve residents throughout 82 New Hampshire communities.

Celebrating Achievements and Awards

Slepian Honored with 2022 Business Excellence Award

President and CEO Beth Slepian was recognized for her leadership with the 2022 Business Excellence Award in the Healthcare category for large organizations from NH Business Review. The annual Business Excellence awards recognize the imagination, industriousness, innovation and achievements of New Hampshire businesspeople.



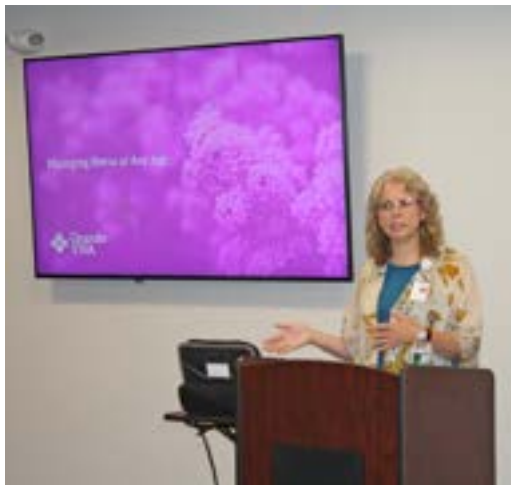
Volunteers Recognized for Service to New Hampshire

Our volunteers were named the recipient of the Outstanding Award in the group category by Volunteer NH. The service awards recognize individuals and groups who provide volunteer services that strengthen communities and improve the lives of state residents. Granite VNA has more than 150 community members who serve in various volunteer areas including as Board and Board Committee members, Hospice, Community Health, as well as in administrative roles.

New Trustees Welcomed

Steven Whitley, Esquire, of Drummond Woodsum, and Natalya Pearl, Certified Financial Planner (CFP) and Certified Trust and Fiduciary Advisor (CTFA), of Bangor Savings Bank, were appointed to the Board of Trustees. Whitley holds a Juris Doctor degree from Vermont Law School in South Royalton, Vermont and joined the Drummond Woodsum law firm in 2019. Pearl joined Bangor Savings Bank in 2020 and serves as vice president and senior relationship manager. The Board of Trustees is the governing body of Granite VNA.





Wellness Program Expands

Our community health services team continued to expand wellness programs throughout the Lakes Region this year. The team added comprehensive foot care services and seasonal flu clinics. They also implemented nationally recognized, evidence-based programs focused on reducing falls, increasing one's ability to manage ongoing health conditions and providing family caregivers tools and encouragement to care for themselves in their caregiver journey.

New Leadership Development Class Underway

Kristen Hayes, paraprofessional administrative services manager, Kris Nesheim, occupational therapist, Home Care; Abby Ofrias, recruitment and talent manager; Brittany Cumba, physical therapist, Home Care; and Alexa Rennie, RN, Hospice House Manager (not pictured), were named to our newest Leadership Development Class. In January 2022 the group began a three-year program focused on developing and enhancing leadership skills, ensuring strong organizational leadership today and in the future.



Rautenberg Honored with Kay Sidway Award

Family Support Specialist Helen Rautenberg, received the Kay Sidway Award at the annual *Passion for Caring* fundraiser event. The annual award is presented to an individual who shares an endless love and commitment to the community they serve. As family support specialist with the Healthy Families America program, Helen supported and educated parents of young children, strengthening their parenting skills and giving their kids the best start in life. Helen has recently retired. The award was first presented in 1998 to long-time Concord-area educator Kay Sidway to honor her extraordinary dedication to the children of Concord.



Agency Scholarships Support Continuing Education and Professional Growth

RNs Megan Taylor and Elizabeth Diminico, and LNA Beth Rachdorf (not pictured), were awarded employee scholarships to help further their clinical skills and credentials. The scholarships are awarded annually with the help of endowed funds designated by agency donors. Employees who wish to be considered for the scholarships must apply and applications are evaluated by a selection committee based on specific criteria.

Hopkinton High School Senior Awarded Scholarship

The Granite VNA/Eugene and Anne Slusser Scholarship was awarded to Elizabeth Rose Sintros. The scholarship is awarded annually to a Hopkinton High School senior who will pursue a degree in science, mathematics, and/or a health-related field. Elizabeth is pursuing a nursing degree.

Communications Team Recognized for Excellence

Granite VNA and Montagne Powers, our Manchester-based public relations partner, were awarded a Gold Lamplighter Award in the Marketing: Image/Branding category by the New England Society for Healthcare Communications (NESHCo) at its annual awards dinner and gala in Portland, Maine. The award recognized our work to develop and launch the Granite VNA brand in 2021.

Giving Back to our Communities



Community Benefits

Since 1899, Granite VNA has grown to be the largest home, health and hospice agency in New Hampshire, and our commitment to meeting the health needs of all members of the 82 communities we now serve remains steadfast. Our agency provides 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 financial support 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 2022, Granite VNA provided more than \$5 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.



The background image shows a community center building with a gabled roof and a covered porch. In the foreground, there is a wooden pergola structure over a brick patio. Under the pergola, there are several wooden chairs and a small round table. The scene is surrounded by greenery and trees. The entire image has a purple overlay.

Community Benefits

\$5,052,487

Meeting Our Mission

\$186,237

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 listed under "Other Operations" include the following:

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

Our Nutritionist assesses, plans, and provides services to home care patients who are at risk of malnutrition and/or in need of the services of a registered dietitian. The nutritionist also partners with Community Health Services to support educational programming and the work of our community health educators.

Immunization Clinics provide routine immunizations at a reduced fee or non-fee basis to community members who are uninsured, underinsured, or who otherwise do not have access to these needed critical services. In addition, seasonal flu immunization clinics are held throughout the agency's service area each fall.

\$89,300

Charity Care

Granite VNA provides charity care to patients who are deemed unable to pay based on formal financial assistance policies established by our agency.

\$139,948

Community Health Services

Granite VNA team members provide many educational programs, including the Aging Mastery Program®, A Matter of Balance and Live Well, Be Well to improve overall community health. These educational programs are held in various local sites such as senior centers, churches, civic clubs, schools, other not-for-profit human service and social service agencies, and online. All programs are offered free-of-charge.

\$207,225

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.

\$2,289,605

Subsidized Health Services

Hospice House is a 10-room residence in Concord open to all people who are at the end stage of life, regardless of their ability to pay for the room and board fee. The Hospice House provides high quality care, guidance, and support to patients and their families during the most difficult time in a person's life to help them live as fully as possible while preserving their dignity and ability to choose.

\$222,611

Community Building Activities

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

\$4,614

Financial Contributions

Granite VNA works collaboratively with other community health, human service, and social service agencies throughout the state. Our team members serve on community boards and participate in community activities that support and contribute to the improvement of the communities' health and wellbeing. Our leadership team participates in community-wide projects, and the agency contributes financially to numerous not-for-profit events through sponsorships and/or contributions to events held by other organizations.

\$991,000

Government-Sponsored Health Care

Granite VNA provides services to Medicaid-eligible beneficiaries.

Visit www.granitevna.org for the complete 2022 Community Benefits Report.

Celebrating Our Supporters

\$720,305

in contributions including:

\$42,285

for Passion for Caring
with an additional
\$12,214 in in-kind
gifts

\$65,159

for *Lights, Life and
Memories*

\$79,500

in corporate and
foundation grants

In April 2021, Concord Regional VNA and Central NH VNA and Hospice joined to become Granite VNA. We combined our Hospice traditions – *Lights of Life* and *Tree of Memories* – to honor and remember those in our communities who have died. As part of the campaign, 151 businesses throughout our service area displayed a purple light in their windows in November and December 2021. In December, we published 1,844 names to the *Lights, Life and Memories* Honor Roll on our website, placed 600 porcelain doves with the names of loved ones on evergreen trees in Concord, Meredith, Wakefield, and Wolfeboro, and hosted a virtual remembrance service which featured music, readings, and reflection.

By the Numbers

143,785 visits to 8,556 home care patients in homes, facilities, and retirement communities

36,959 visits to 947 hospice patients in homes, assisted living communities, retirement communities, skilled nursing facilities, and at Granite VNA Hospice House

Team members traveled 1,677,897 miles to deliver services and programs to community members in need

4,770 services during 2,951 visits to Foot Care Clinics

573 community members participated in 80 group and online community wellness programs

1,543 flu shots were administered by our nurses to adults and children

1,006 “Baby’s First Homecoming” in-home nursing visits for new mothers and their infants to safely transition home from Concord Hospital

1,132 encounters for bereaved individuals during support groups, visits, memorial services, and educational presentations

5,579 hours that our volunteers generously gave of their time and talent

62.5 average age of Granite VNA patients

36 patients aged 100 years or older we had the honor and privilege to serve this year.

GRANITE VNA

Balance Sheet

SEPTEMBER 30, 2022

	2022	2021
Cash & Other Current Assets	\$14,215,334	\$16,665,095
Long Term Investments	\$31,672,672	\$44,603,095
Property and Equipment Net	\$5,720,642	\$6,077,151
Other Assets	\$102,150	\$156,082
Total Assets	\$51,710,798	\$67,501,423
Current Liabilities	\$4,125,371	\$7,361,695
Long Term Liabilities	\$102,150	\$156,082
Net Assets:		
Without Donor Restrictions	\$40,676,386	\$52,037,115
With Donor Restrictions	\$6,806,891	\$7,946,531
Total Liabilities and Net Assets	\$51,710,798	\$67,501,423

GRANITE VNA

Revenue

SEPTEMBER 30, 2022

	FY22	%
Medicare & Medicare Advantage	\$29,006,707	72.9%
Medicaid & MCO	\$1,621,499	4.1%
Other Revenue	\$4,086,241	10.3%
Commercial Insurance	\$3,826,286	9.6%
Private Pay	\$509,059	1.3%
Contributions	\$741,070	1.9%
Total	\$39,790,862	100.0%

* Contract, interest earned, net assets released and realized gains included

** Includes all funding except unrealized gains on investments

GRANITE VNA

Expenses

SEPTEMBER 30, 2022

	FY22	%
Wages	\$28,894,723	63.27%
Benefits	\$7,933,834	17.37%
Contract Services	\$3,453,324	7.56%
Other Expenses	\$5,387,297	11.80%
	\$45,669,178	100.00%

Communities We Serve

Granite VNA is a not-for-profit, community-based healthcare provider that serves people of all ages in more than 82 communities in central New Hampshire. We provide home care, hospice, palliative care (as part of Capital Region Palliative Care), and wellness programming. In fiscal year 2022 and in consonance with our Mission, Granite VNA provided more than \$5 million in community benefits to meet the needs of all individuals, regardless of a person's ability to pay.

Allenstown	Center Ossipee	Gilmanton Iron Works	New Boston	Tamworth
Alton	Center Sandwich	Goffstown	Newbury	Tilton
Alton Bay	Center Tuftonboro	Henniker	New Durham	Tuftonboro
Andover	Chichester	Hillsborough	New Hampton	Union
Antrim	Chocorua	Holderness	Northfield	Wakefield
Ashland	Concord	Hooksett	Northwood	Warner
Barnstead	Contoocook	Hopkinton	Ossipee	Washington
Bedford	Deerfield	Laconia	Pembroke	Weare
Belmont	Deering	Lakeport	Penacook	Webster
Boscawen	Dunbarton	Lochmere	Pittsfield	West Ossipee
Bow	East Wakefield	Loudon	Salisbury	Windsor
Bradford	Effingham	Manchester	Sanbornton	Winnisquam
Bristol	Epsom	Melvin Village	Sanbornville	Wolfeboro
Brookfield	Franklin	Meredith	Sandwich	Wolfeboro Falls
Canterbury	Freedom	Middleton	South Tamworth	
Center Barnstead	Gilford	Mirror Lake	Suncook	
Center Harbor	Gilmanton	Moultonborough	Sutton	



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

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