



Your care, your home



Report To
Our Community
2023



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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

Cover images

Clockwise from Top: Kristin Jordan, RN, Hospice Director, and Janelle Giroux, LPN, Hospice, in Laconia; Meghan Lazott, RN, Home Care, and Cindy Duchemin, RN, Home Care, in Manchester; Sheryl McCullough, RN, Home Care, and Valerie Murray, OT, Home Care, in Wolfeboro; and Aimee Hackett, MSW, Hospice, and Duane Bailey, MDiv, Hospice Spiritual Care Counselor, in Concord

Photography

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The 2023 Report To Our Community includes updates from Fiscal Year 2023, which is October 1, 2022 to September 30, 2023.

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.

Adapting to an ever-changing health care landscape

Inspired by the district nursing movement that began in England in 1859, social reformer and Concord socialite Lillian Carpenter Streeter and Nelson McMurphy, MD combined forces to create an organization to address the health needs of Concord's most vulnerable residents - its poor and underserved. The organization was incorporated on Wednesday, October 18, 1899, as the Concord District Nursing Association.

Now, nearly 125 years on, Granite VNA has grown to be the largest not-for-profit home health and hospice agency in New Hampshire, providing health care and wellness programs and services to residents of 82 communities. Our agency has provided care and comfort through the influenza epidemic of 1918, the great flood of 1936, the hurricane of 1938, the Great Depression, two World Wars, the AIDS epidemic and COVID 19, while navigating a mind-boggling arc of societal, demographic and technological change.

Today, we are challenged by a complex and ever-changing health care landscape, particularly in a state with the second-oldest population in the nation. To meet the changing needs of our communities, we must constantly evaluate, evolve and adapt to new ways of delivering care and serving our patients.

In the early 19th century our nurses transitioned from visiting patients by bicycle and horse and buggy to traveling by automobile, allowing them to see more patients over a wider area. Today, technology allows us to extend our reach, communicate health information in real-time and assess vital medical information remotely through virtual patient visits and telemonitoring.

But for all the change over the past 124 years, what remains constant is the expectation that Granite VNA will be here to provide the best possible care to the patients we serve. Our commitment to providing high quality, compassionate, personalized health care, through all stages of life, to community members in their homes and at Hospice House never wavers.

We are proud of Granite VNA's history and legacy of service, and we look forward to a bright future.

Sincerely,



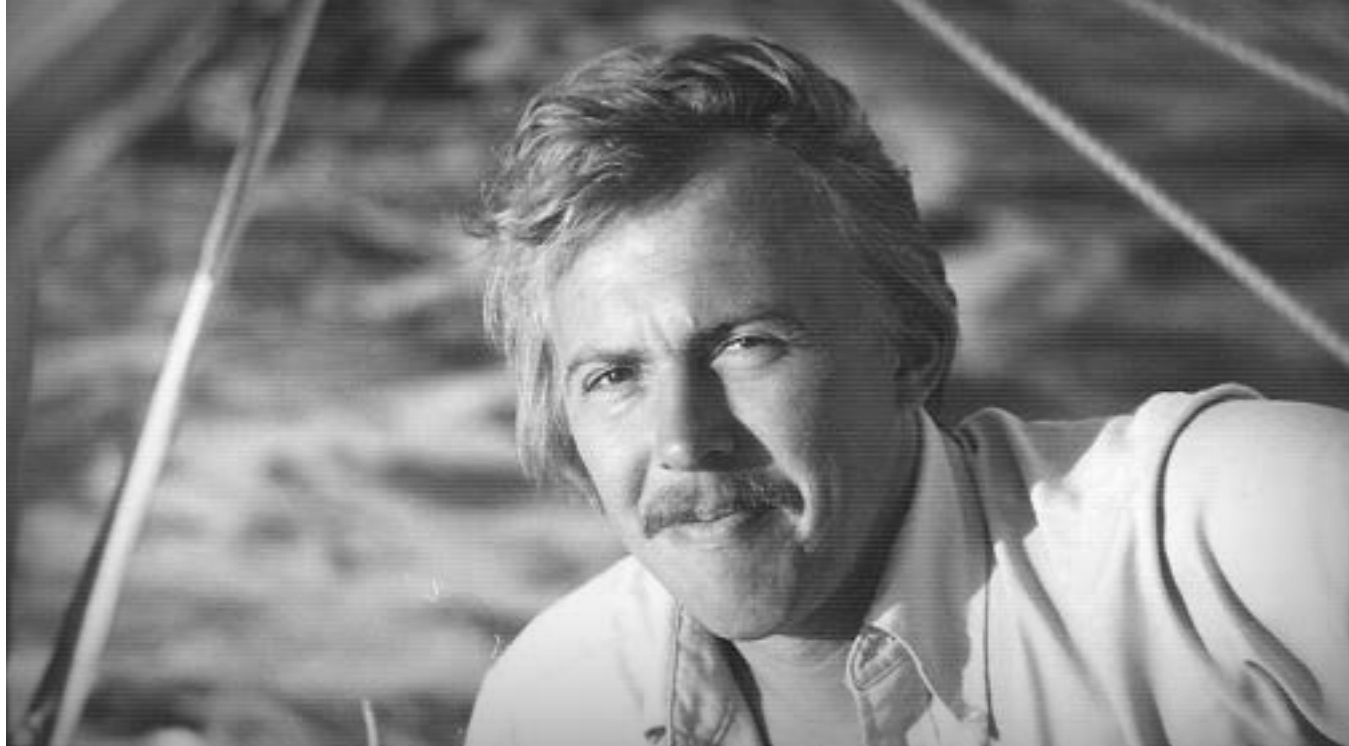
Beth Slepian

Beth J. Slepian, MBA, PT
President/CEO



Michael T. Griffin

Michael T. Griffin
Chair, Board of Trustees



Home Hospice: One Sailor's Journey

Tom cherished outdoor activities, especially sailing. He and his wife of 45 years, Ruth, traveled frequently from their home in Hopkinton to Maine to sail. But in spring 2021, Tom and Ruth received life-changing news.

"I noticed Tom was getting really thin," Ruth said. "He was having difficulty eating, wasn't eating much, and had lost a lot of weight. Our doctor sent us to Urgent Care for tests, which revealed swollen lymph nodes in his abdomen. We went to the hospital for more tests and after about a month of tests, scans, and biopsies, we learned that Tom had Stage IV esophageal cancer."

Tom's physician referred him to Granite VNA for home care services. His home care nurse Katie helped the couple manage the feeding tube and provided other care and

counsel. Home health care aides helped him with bathing and home care, and a physical therapist helped keep up his strength.

After chemotherapy did not work, Tom tried immunotherapy, but both therapies made him too weak to continue treatment. After six months on home care, Tom and Ruth and his care team, decided he would go on hospice.

"Tom was on hospice for about six months, but when there was no evidence of decline, he was discharged and went back on home care for about a year," Ruth said.

One morning in March 2023, things took a turn for the worse when Tom fell out of bed. Ruth could not lift him by herself and called her sister and brother-in-law for help. They got Tom back into bed, but he was experiencing excruciating back pain. His nurse called an

ambulance to take him to the hospital where additional tests revealed a large tumor in his back. Tom was immediately re-enrolled in hospice.

"Marilyn [Tom's hospice nurse] came on board and she was fabulous," Ruth said. "She would adjust his pain medications, and would consult with his doctors and do whatever was needed."

In addition to Marilyn, Granite VNA home health aides helped with Tom's care, which provided relief for Ruth, who was Tom's primary caregiver. Cherie, a spiritual care counselor, formed a special bond with Tom; they talked about sailing and how his sailing experiences connected with his life's journey, which was deeply meaningful to him. A social worker also visited, while hospice volunteers provided music therapy and Reiki, which brought great comfort to both Tom and Ruth.

"Tom and I wanted to do this by ourselves, but it soon became obvious that we could not," said Ruth. "As Tom neared his end, family members and friends would go in and out of his room, so I think everybody had a chance to be with him alone, which was nice."

Around 1 a.m. on May 28, 2023, Tom's sister and a friend were sitting with him and noticed a change in his breathing and awoke Ruth. Within minutes, Tom passed away peacefully in their loving presence.

Granite VNA hospice nurse Mark arrived at Tom and Ruth's home to examine Tom, make the pronouncement, and gather medications, and asked if he could say goodbye to Tom.

"I felt I could call 24/7 with questions. It was great to have nurses on call. I cannot imagine going through it without the help of hospice and the people involved."

– Ruth

"We hadn't met Mark, but he put his hand on Tom's chest and said goodbye," said Ruth, clearly touched.

Hospice care, family, and friends helped keep Tom at home through his end-of-life journey, where he and Ruth were most comfortable, and surrounded by photographs and mementos of their long life together.

"Marilyn often hugged me and reassured me that we were doing the right thing," Ruth said. "I felt I could call 24/7 with questions. It was great to have nurses on call. I cannot imagine going through it without the help of hospice and the people involved."

"It's obviously not just a job," she added. "Marilyn allowed us to go through this whole process with so much care and dignity. The staff and volunteers who visited made it possible for me to be there for Tom. He was comfortable with his team, which was important and helpful to both of us. We could not have done it without them."



Hospice House: Thirty Years of End-of-Life Care and Comfort

Granite VNA has provided home hospice care to patients in central New Hampshire since 1981, so it was only natural that we created the state's first Hospice House.

Hospice House is a warm and inviting place where thousands of patients have experienced a peaceful and dignified end to their life's journey. Thanks to the vision of then-president Geraldine Donahue and the Board of Trustees, the dedication of our entire team, and tremendous community support, Hospice House became the first-of-its-kind in New Hampshire when it opened in 1994.

"It was pretty clear that Geraldine was proud of Hospice House," said Michael Donahue, Geraldine's husband. "It was quite a long process from beginning to end."

Geraldine passed away peacefully at Hospice House in 2019.

Evolution of an Important Community Resource

Hospice House was conceived as a home where adults who lived alone could receive the care and support needed to "live out their lives in a comfortable, secure, and supportive home." From the beginning, Hospice House became well known to the community as a peaceful and supportive setting where compassionate staff and volunteers provided outstanding care.

In its first year, 68 individuals, ages 31 to 96, lived-out their remaining time at Hospice House.

"I started when Hospice House was a residence," said Elizabeth Conners, LPN, a hospice nurse who has been a member of the Granite VNA team for nearly 27 years. "Community nurses would visit patients at Hospice House as they would see patients in their own homes and LPNs helped provide care. The house was mostly staffed by volunteers who cooked and cleaned."



Four years later, in 1998, the Hospice House care model evolved to include full-time clinical and support staff who would provide nursing care, personal assistance and meals 24/7 to patients – and their families and loved ones. This model persists to this day, but also includes social workers, spiritual care and a dedicated team of award-winning volunteers.

In 2004, with support from community members, businesses and foundations, Granite VNA completed much-needed renovations and improvements to the House and created a beautiful memorial garden. The Susan McLane Memorial Garden continues to be a peaceful refuge for patients, families, team members and visitors to relax and reflect.

Creating Special Moments

Hospice House team members and volunteers routinely go above and beyond to help create special, meaningful moments for patients and loved ones to cherish.

Elizabeth recalls one patient who arrived at Hospice House with a “wish list” of things she wanted to experience before she died.

“She wanted to hear church bells, so we wheeled her to the back porch each morning to hear the Carmelite Monastery bells,” Elizabeth said. “She wanted to have a homemade whoopie pie, so we made a batch for her, and

she wanted to hold a kitten, so we arranged to have kittens brought in for her to cuddle.” She also wanted to experience the thrill of riding on a motorcycle! A challenge, but Elizabeth called a local motorcycle shop that soon sent an employee to take the patient for a ride. When they returned to Hospice House, she was beaming.

“Her smile was priceless,” recalled Elizabeth.

Unwavering Commitment

The end of one’s life can be an extremely difficult time for caregivers and other loved ones. From the moment a patient enters Hospice House, team members and volunteers strive to allow families to simply be families.

“Many families and friends of patients say they are grateful for the freedom to ‘just be’ with their loved one because we assume the responsibility of providing care, preparing meals, and managing medications and treatments,” said Elizabeth.

Hospice House volunteers provide patients companionship, pet therapy, music and more to comfort them and enrich their final days.

Hospice House has undergone many renovations and changes over the years, but our team’s commitment to providing a compassionate and supportive environment for patients and loved ones in their time of need remains constant.

In 2023, Hospice House provided end-of-life care and support to 421 patients ages 26 to 101 and their loved ones.



Helping New Mothers and Babies Get a Good Start

For new mothers, the days following the birth of a child are usually accompanied by joy and excitement. It is also common to be a bit anxious, wondering if the baby is gaining enough weight, questions about feeding and other care concerns.

Granite VNA partners with the Concord Hospital Regional Health System to provide “Baby’s First Homecoming.” Our pediatric nurses make in-home visits to new mothers and babies discharged from The Family Place at Concord Hospital to transition home.

During these home visits, our nurses provide support, education, and guidance to new mothers. They focus on common areas of concern such as feeding, child safety, health indicators of neonatal illness and they consult with the family’s pediatrician if issues arise. When appropriate, nurses will make additional visits should a medical need arise, such as care for jaundice.

“Dana was soft spoken, which was nice,” said new mom Shannon, following her visit with pediatric nurse Dana. “Colton had jaundice and we had a NICU visit while we were in the hospital, which was traumatizing. Having Dana visit us at home and offer a calming reassurance that Colton was going to be fine was extremely helpful.”

“She helped me with postpartum care and bringing my newborn, who needed some extra

attention home,” she added. “She was also good with my older son; she brought stickers and taught me how to involve my older son with our new baby.”

Granite VNA is proud to help mothers and their babies receive the care and support they need in the place that they are most comfortable – home. This care, support and education sets the stage for meeting the ongoing healthcare needs for healthy childhood development.

“Colton had jaundice and we had a NICU visit while we were in the hospital, which was traumatizing. Having Dana visit us at home and offer a calming reassurance that Colton was going to be fine was extremely helpful. She helped me with postpartum care and bringing my newborn, who needed some extra attention home.”

– Shannon, on her experience with “Baby’s First Homecoming”



Unique Program Prepares New Nurses for Home Care Careers

Caring for patients in home care is different than hospital-based care, and our Home Health Nurse Residency Program provides new nurse graduates a solid foundation to help them excel.

“I believe you make a bigger difference in people’s lives by providing care and support in their home setting,” said Samantha Lehouiller, RN. “In the hospital, you are treating a health problem, and in patients’ homes, you are treating a person who has a health problem.”

In 2018, Granite VNA joined with five other New Hampshire home health and hospice agencies to develop a Home Health Nurse Residency Program to promote home care careers and help encourage new nurse graduates to enter the field. Last year,

Granite VNA and other participating agencies enhanced each of their respective programs by taking a greater role in curriculum development and training processes. Our program currently includes one new nurse graduate participant – Beth Rachdorf, RN, who was an LNA with Granite VNA before pursuing her nursing degree.

“I was an LNA first and I really enjoyed it,” said Beth, who graduated from Lakes Region Community College in 2022. “I loved helping make someone’s day better, but felt I could help them at a higher level, so I returned to school to become an RN.”

The residency program is a year-long transitional program that serves as a bridge to support new graduate nurses and enhance

their professional development as they enter home care practice. The program includes hands-on clinical practice with a nurse preceptor as well as support and contact with one of our agency's nurse educators.

"Nursing school teaches you the basics and you learn from other nurses how to apply it in practice," said Samantha, who is Beth's preceptor. "In any nurse residency, whether in home care or acute-care, the important piece new nurses receive after nursing school is how to apply all that knowledge they've learned into actual practice."

During the first three months of the residency program, new nurse graduates orient to the agency and conduct patient co-visits with their preceptors. As time passes, participants typically become more independent and gradually assume more responsibilities. In Beth's case, since she had been an LNA with Granite VNA, she progressed to assuming more responsibilities and independence more rapidly than most.

"In the beginning, Samantha accompanied me to every patient visit," Beth said. "As time progressed, we would go together and I would take the lead and she would observe."

Beth is now in the eighth month of the residency program, and she and Samantha work closely, even when they are not visiting patients together. They communicate frequently and Beth consults with Samantha for guidance and support when questions or concerns arise.

"While we were conducting co-visits regularly, I would tell Samantha if I was confident or not

"I believe you make a bigger difference in people's lives by providing care and support in their home setting. In the hospital, you are treating a health problem, and in patients' homes, you are treating a person who has a health problem."

– Samantha Lehouiller, RN

confident with specific skills or she would say I'm confident in you doing this or you could use a little bit more practice," Beth said.

Deb Perkins, RN, BSN, Nurse Educator, who oversees the program said Samantha is a natural fit for this important role.

"Samantha is a professional, loves the learning process, and is an experienced nurse," she said. "Patients love her and clinicians look up to her."

For Beth, the program ends when she finishes her year-long residency, but the support does not.

"I think in home care it is important to have extended onboarding," Samantha added. "You are doing all of these visits independently and when you are a new nurse, there are a lot of questions since there are a lot of new things you are going to encounter."

For more information about the program, please call Human Resources at (603) 224-4093.

“We listen to individuals’ concerns to understand the challenges or barriers they’re facing, and we create a personalized plan to help them better manage their health and wellness day-to-day. This often includes providing education and connecting them with community resources.”

– Brooke, Health Educator



Community Wellness: Helping Older Adults Lead Healthy Lives

In early May, Alton resident Pam participated in Granite VNA's "A Matter of Balance" program at her local senior center and found it to be informative and helpful.

"The safety information, including tips on how to be aware of - and prepare for - potential fall risks and sharing thoughts and concerns with the group were very helpful," Pam said.

In fact, Pam found the program to be so helpful that she asked its facilitator, Granite VNA Community Health Educator, Brooke, to meet with her in her home to discuss her concerns and questions about aging in place. Pam said this extra, personal time with Brooke was invaluable.

Granite VNA's Community Health Educators, Brooke and Shaunna, offer community health and wellness programming, such as "A Matter of Balance," as well as one-on-one support and counseling where they meet with individuals in their homes and provide information and resources aimed at enhancing their overall health and quality of life.

Brooke and Shaunna work with older adults to understand and address their specific needs and challenges in maintaining an independent, healthy lifestyle and connect them with community resources to help them achieve their individual goals. For instance, they might create a schedule to remind an individual to exercise three times per week or teach someone how to make healthy food choices and monitor their sodium intake.

"[Our recommendations and plan] are really determined by the individual and what they are looking to accomplish," Brooke said. "If an older adult has just a few goals and achieves them quickly, I may only visit a couple times, but if they have several complex health issues, I will probably visit regularly for months."

Granite VNA's Community Health Educators help people prepare for the challenges that can accompany growing older. According to Brooke and Shaunna, the first step older adults can take toward improving their health and wellbeing is to meet with a health educator to discuss their concerns around aging, living independently, managing health concerns and other worries.

"We listen to individuals' concerns to understand the challenges or barriers they're facing, and we create a personalized plan to help them better manage their health and wellness day-to-day. This often includes providing education and connecting them with community resources," she said.

Granite VNA's Community Health Educators are funded through a generous gift from the Aubrey M. Lindgren Trust.

For more information about Granite VNA's Community Wellness Programs, visit www.granitevna.org.



It Takes a Team to Provide High-Quality Care

When physicians refer patients to Granite VNA for home care or hospice, it takes a team effort to provide services. In addition to our clinical staff, our many administrative professionals with different experience and backgrounds help ensure that every patient receives the best possible care.

“We rely heavily on our hardworking and talented clinical and administrative professionals for their expertise and commitment to excellence in helping us maintain our high standards while meeting the needs of all community members, including patients and their caregivers,” said Beth Slepian, MBA, PT, President and CEO.

If you have ever been a patient of Granite VNA or a caregiver of a patient, you have probably spoken with one of our administrative professionals on the phone, including our receptionist, Deb.

Reception

As a receptionist and administrative assistant, Deb is often the first person people speak with when they call our main phone line. Deb answers more than 100 calls a day from people

calling our agency for a variety of reasons. As the ‘voice of Granite VNA,’ Deb strives to treat every caller with dignity and respect and help them reach the appropriate team member expeditiously or answer their questions, when appropriate.

“Representatives from referring physician offices, laboratory services, and discharged hospital and rehabilitation patients are frequent callers,” Deb said. “I also field numerous calls from patients and caregivers inquiring about when a member of their clinical care team will arrive.”

Service Referrals

Our intake department handles all referrals for patient services and gathers documentation and information to support a smooth transition to home care or hospice. Intake representatives also answer questions from referring providers, patients, and caregivers to help them make informed decisions about initiating or continuing services.

A critical step when admitting patients for service is the initial clinical review completed by our intake clinicians. They collaborate with



clinical leadership teams to identify potential coordination challenges and develop plans for patients and clinical teams prior to admission.

If patients are hospitalized while receiving services from Granite VNA, our intake team tracks their progress to ensure a safe and timely return to our services once they are discharged home. Intake also works with care transition liaisons to track patient progress.

“Each morning, our intake department conducts a quality check process to ensure that our patients who have been discharged from inpatient hospital stays receive orders to resume services,” said Erica Lamy, MBA, SSMBB, Director of Operations. “Throughout the day, they receive notifications of patients who are admitted to the hospital and they update our care teams accordingly.”

“They collaborate with our liaisons who monitor our patients throughout their transition of care,” she added. “This ensures that patients have an appropriate plan for admission or resumption of services.”

Scheduling Patients

Schedulers begin their day by assisting clinicians in coordinating their daily patient schedules. Our schedulers receive all new

patient referral orders from intake, identify the team that will provide care for the new patients, and schedule initial visits to start services.

“The team schedules for all Home Care and Hospice community services,” said Jessalynn Geerdes, Scheduling Manager. “They coordinate patient services and start of care dates. If there are any changes, schedulers call patients to inform them of the change and offer solutions.”

Schedulers also field incoming calls from patients and caregivers. People call to find out when a member of their clinical team will arrive, or asking to speak with their clinician to change an upcoming visit. Schedulers also coordinate clinician time off and reassign patients when the need arises.

While many patients and caregivers are familiar with our clinical team members that they see and interact with on a regular basis, our entire team contributes to providing high-quality services and programs to our community members. With 450 team members serving 82 New Hampshire communities, every day we collectively work together to fulfill our mission to care for our community.



Volunteers: Dedicating time, expertise and energy makes a big difference

Granite VNA relies on volunteers to help us carry out our mission across 82 communities. Volunteers serve many roles, from providing companionship to patients receiving hospice and offering respite to caregivers, to co-facilitating community wellness programs, to performing numerous administrative tasks.

“We are fortunate to have a dedicated and committed group of volunteers,” said Volunteer Coordinator Lisa Challender, MBA, MSW. “We have many needs which allows volunteers to choose areas where they have expertise or desire to learn something new.”

Hospice

Of the roughly 150 Granite VNA volunteers, nearly 100 are dedicated to hospice. Hospice volunteers provide patients and families with compassionate support in whatever setting they call home. Many choose to serve in hospice as a result of personal experience with our hospice services.

“Volunteers provide an extra level of care and comfort that can make all the difference to hospice patients and families,” said Volunteer Coordinator Randy Macdonald, M.Ed., M.PA. “They listen, observe, and try to make a patient’s day a little bit better.”

Our *We Honor Veterans* program pairs veteran volunteers with hospice patients who are veterans. Connecting with a fellow veteran can be an especially powerful experience.

"We served a Korean War veteran who had been wounded in action and awarded the Purple Heart, which had gone missing," Macdonald said. "The family had the paperwork [to request a replacement medal], and one of our veteran volunteers did the leg work to obtain a new medal for the patient."

"The patient did not receive his Purple Heart before passing away, but we awarded it to him posthumously," he added. "The family shed tears of sorrow and loss that day, but also felt a fierce sense of pride knowing that their loved one had served his country and finally received acknowledgement for his sacrifice."

Hospice House volunteers have been integral to its fabric since the beginning.

"Hospice House volunteers serve as greeters and visit patients, and always try to project compassion and understanding," Challenger said. "They are intuitive and know when visitors want to be left alone or when they need a hand on their shoulder or a cup of coffee."

"Volunteering gives me a sense of purpose, the feeling that I am making a difference, and the joy of developing new relationships in a time of my life when my world could get smaller."

– Joanne

Community Wellness Programs

In 2012, Granite VNA expanded its community wellness programs to include "A Matter of Balance" and "Better Choices, Better Health" (now titled Live Well, Be Well), two nationally-recognized multi-week programs. Today, the agency also offers the "Aging Mastery Program®" and "Powerful Tools for Caregivers" programs.

"Volunteering gives me a sense of purpose, the feeling that I am making a difference, and the joy of developing new relationships in a time of my life when my world could get smaller," said Joanne, who has been volunteering with Granite VNA since 2019. "I volunteer in many different ways for Granite VNA because I feel a strong connection to the organization."

"Each time I volunteer, I feel I am benefitting the organization, as well as the individuals who may be touched by my efforts," she added. "Volunteering helps keep me healthy, active, and feeling useful."

More recently, Granite VNA has expanded community wellness programming throughout the Lakes Region.

"We could not offer the number of programs we do without volunteers," said Director of Community Health Jennifer Brechtel, CHES. "They are an important part of our success. We are so fortunate to have such skilled and thoughtful facilitators."

To learn more about volunteering with Granite VNA, visit www.granitevna.org.

Celebrating Achievements and Awards

New Trustees Join Granite VNA Board

Susan Houghton, Ph.D., Principal Scientist for Empowerment Solutions, and Christopher Parkinson were appointed to the Board of Trustees. Houghton worked in a leadership role in the home health arena

for the Medicare Quality Improvement Organization for Maine, New Hampshire, and Vermont. Houghton also served as the executive director of a public health agency in New Hampshire's Upper Valley. In 2019, Houghton launched Empowerment Solutions, a New Hampshire-based firm that offers strategic funding and technical consulting services for hospitals, behavioral health, and public health organizations. Parkinson began his career with Blue Cross and Blue Shield of New Hampshire, eventually rising to the role of chief financial officer. He later joined CsONE Benefit Solutions, a subsidiary of Northeast Delta Dental, and retired as its chief operating officer.



Telemonitoring Available to Patients Receiving Home Care

Granite VNA began offering telemonitoring for people who are receiving skilled nursing care and/or home therapy services for chronic conditions such as Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF), and hypertension. Participants are taught to operate the telemonitoring technology, including a tablet, pulse oximeter, blood pressure cuff, and scale. Program coordinator, Suzanne Olzak, RN, provides patients with education and guidance on the



technology, the importance of daily monitoring, diet, medication management and healthy habits through regular check-in calls. She also monitors patient vital signs data, automatically transmitted to her computer via Bluetooth technology, which allows her to give patients real-time feedback and to notify patients' physicians and home care team members if concerns arise. The program and equipment are provided at no cost to participants.



PATHS Expands to Belmont

Granite VNA's successful Positive Aging Through Home Supports, or PATHS, program expanded to include residents of Belmont's Heritage Terrace housing complex, in partnership with the Community Action Program. PATHS uses a team approach to support older adults in staying active and independent while managing chronic health conditions from home. Residents in the voluntary program receive an in-person assessment with a wellness nurse, a customized living plan and nutrition support from a community health educator,

and regular check-ins to ensure they are meeting and maintaining their goals. When necessary, older adults are also connected with appropriate social services. In addition to one-on-one attention, older adults can participate in group and online programs on topics such as aging, healthy lifestyles, advance care planning, grieving and bereavement, and caregiving. All programs are free and offered in a relaxed and fun environment. PATHS has been offered to residents of Friedman Court II in Concord, a CATCH Neighborhood Housing facility, since 2017.

Agency Voted Tops in "Cappies"

Readers of the *Concord Monitor* recognized Granite VNA as the best home health care provider in the Capital Region. The agency received the most votes in the news organization's annual "Cappies" awards.



Christine McDonald, RN, Honored with Ira Byock and Yvonne Corbeil Award

Christine McDonald, RN, Hospice Clinical Resource Nurse and Daytime Triage Nurse, was honored with the Home Care, Hospice & Palliative Care Alliance of New Hampshire's Ira Byock and Yvonne Corbeil Award for Innovation and Collaboration. The award recognizes those providing services who demonstrate innovation and collaboration to improve quality, expand access and increase efficiency in all areas of hospice care. McDonald has played an integral role in identifying how to efficiently and effectively communicate with patients and families who are newly referred to Hospice care.



Michael Newell, RN, Named Young Person of the Year by Stay Work Play

Stay Work Play, a nonprofit organization dedicated to encouraging young people to stay, work, and play in the Granite State, named home care nurse Michael Newell, RN, "Young Person of the Year" in its 14th Annual Rising Stars Awards. Newell, who joined Granite VNA in January 2020, participated in the agency's Home Health

Nurse Residency Program where he learned the nuances of home care nursing while working alongside seasoned nurse mentors and participating in workshops and other learning opportunities. After his first year of home care nursing, Newell became a residency program mentor and now guides, teaches, and supports new nurses.



Eric Vincello, RN, Honored with Agency's 2023 "Living Our Values Award"

Eric Vincello, RN, Hospice House, was honored with Granite VNA's 2023 Living Our Values award. Vincello joined Granite VNA in 2008, starting as a personal care service provider at Hospice House before pursuing a nursing career, first becoming a licensed nursing assistant (LNA). Each year, team members 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. One colleague noted that Vincello shows up to work every weekend with a smile on his face, and consistently goes above and beyond for his patients and coworkers. Another coworker said Vincello is "always respectful of patient and family rights and choices and safeguards their autonomy, providing education to promote knowledgeable patient-driven care."



Tammi Mozier Named NH Healthcare Hero

Tammi Mozier, MBA, PT, ATC, COS-C, Vice President of Education and Quality, was named a 2023 New Hampshire Healthcare Hero for the Concord Region. The Healthcare Hero program recognize healthcare workers on the frontlines of the pandemic and who go above and beyond in their roles and inspire others. Mozier provided leadership through a workforce shortage, merger, implementation of a new electronic medical record system, and through the pandemic. During the pandemic,

she led the agency's infection prevention efforts, which required her to closely monitor environments that were consistently changing to ensure the safety of our team members and hundreds of patients receiving services.

Agency Scholarships Support Professional and Educational Growth

Granite VNA RNs Jacqueline Melanson-Flanagan, Kimberlee Vigneault, and Valerie Caron (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. Team members who wish to be considered for the scholarships must apply and applications are evaluated by a selection committee based on specific criteria.

Hospice House Greeters Honored with Spirit of NH Award

Thirty-four Hospice House volunteers were honored by Volunteer NH with the 2023 Spirit of New Hampshire Award for volunteer service. In the past year alone, the Hospice House Greeters volunteered 977 hours of service, collectively. As greeters, they welcome families and visitors to Hospice House, but also support volunteer bereavement coordinators with administrative tasks, and do numerous other little things to help ensure that Hospice House is a welcoming and comfortable place for all.



Hopkinton High School Senior Awarded Slusser Scholarship

The 2023 Granite VNA/Eugene and Anne Slusser Scholarship was awarded to Abigail Stone in May. 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. Abigail began her freshman year at the University of Vermont in September, where she is studying environmental engineering.



Hawkes and Bonjorno honored as volunteers of the year

Volunteers Wendy Hawkes and Vince Bonjorno were honored with the Tony Lomartire Memorial Volunteer Award, which is given annually to Granite VNA volunteers who exemplify dependability, flexibility, cheerfulness and commitment to the agency. Volunteers are nominated by agency team members.

As a nonprofit agency, volunteers are essential to helping Granite VNA provide numerous services and programs across 82 communities. They perform a variety of functions, including administrative tasks, patient companionship and caregiver respite, bereavement support, telemonitoring, comfort and wellness through art and music, and many others.

Combined, Hawkes and Bonjorno have volunteered for 15 years and have supported the agency in numerous ways.



Your Support Makes a Difference

\$1,523,746

(including \$785,833 in bequests) in contributions, including:



\$52,224

for Passion for Caring with an additional \$22,325 in in-kind

\$20,175

for Hospice Home and Garden Tour

\$63,046

for Lights, Life and Memories

\$92,400

in corporate and foundation grants



Passion for Caring

The annual *Passion for Caring* fundraising event returned to Concord in April at the beautiful Barn at Bull Meadow. The popular annual event generated more than \$52,000 to support our agency's home, health and hospice care services in the 82 communities we serve.

More than 125 attendees enjoyed hors d'oeuvres and refreshments, while networking and bidding on the tremendous items and experiences in the silent auction. Popular auction items included Boston Red Sox tickets, a luxurious stay at The Hotel Concord, a zipline tour at Gunstock Mountain Resort, a narrated cruise aboard the M/S Mount Washington on Lake Winnepesaukee, a six-day/six-night African safari, and many others!

A featured part of *Passion for Caring* is the presentation of our agency's prestigious Kay Sidway Award, which honors an individual who is devoted to the education, nurturing and wellbeing of children and families in central New Hampshire.



This year's award was presented to Chris Emond, CEO of the Boys and Girls Club of Central NH, who was nominated by his colleagues for his exceptional efforts to ensure the availability of affordable childcare during and since the pandemic, while raising the bar for training, benefits and continuing education for childcare providers. He also expanded the Club's early childhood education offerings and extended school-age programming to rural communities throughout central NH.

Granite VNA extends special thanks to Cambridge Trust Company of New Hampshire for its key role *Passion for Caring's* success through its leadership sponsorship.



Hospice Home & Garden Tour

After a three-year hiatus, the Hospice Home & Garden Tour returned to the Lakes Region in July. Featuring four stunning homes in Wolfeboro and Tuftonboro, the tour was a resounding success, raising \$20,175 to support Hospice services.

More than 400 attendees spent a beautiful summer day touring the Lakes Region homes and properties, enjoying stunning lake and mountain views, along with each home's unique architecture and décor.

The 2023 Hospice Home & Garden Tour was dedicated to longtime hospice volunteer and former Home & Garden Tour committee chair, Shirley Richardson of Wolfeboro. Richardson was a devoted advocate for hospice and worked tirelessly to raise funds to benefit hospice services in the Lakes Region.

Lights, Life and Memories

The Lights, Life and Memories campaign raised nearly \$63,000 for our Hospice program, thanks to more than 150 business donors and 645 individual donors.

Lights, Life and Memories honors and remembers loved ones who have passed and recognizes the importance of hospice care.

Hundreds of community members participated in *Lights, Life and Memories* by placing the names of loved ones who have passed on the online honor roll and/or placing their names on handmade porcelain doves which were displayed on evergreen trees at community remembrance services in Alton, Concord, Meredith, Wakefield, and Wolfeboro.



The 2022 *Lights, Life & Memories* honor roll included the names of 1,679 people and 664 porcelain doves bearing loved ones' names adorned the five evergreen trees. More than 100 people combined attended the community remembrance services.

The Year in Numbers

We made **134,090** visits to **8,904** home care patients in their homes, facilities, and retirement communities

We made **27,447** visits to **1,143** patients on hospice in homes, assisted living communities, retirement communities, skilled nursing facilities, and at Granite VNA Hospice House

Our team members traveled **1,838,643** miles to provide services and programs to community members in need

3,400 visits at our foot care clinics throughout NH

884 community members participated in **94** group and online community wellness programs, such as “A Matter of Balance” and others

Our nurses administered **1,384** flu shots to adults and children

Our nurses made **939** “Baby’s First Homecoming” in-home visits to new mothers and their infants to help them safely transition home from Concord Hospital

Our team members and volunteers had **1,188** encounters with grieving individuals through bereavement support groups, personal visits, memorial services, and educational presentations

Our award-winning volunteers generously gave **6,373** hours of their time and talent to help us achieve our mission of providing quality health care and promoting wellness to people in their homes and communities through all stages of life.

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 2023, Granite VNA provided \$5.2 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.



82,902
\$5,220,902

Meeting Our Mission

Total Community Benefit number includes:

\$218,004

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.

\$120,700

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

\$137,590

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.

\$152,353

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.

\$2,036,658

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.

\$266,236

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.

\$1,375

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 well-being. 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.

\$1,310,000

Government-Sponsored Health Care

Granite VNA provides services to Medicaid-eligible beneficiaries.

Visit www.granitevna.org for the complete 2024 Community Benefits Report.

GRANITE VNA

Balance Sheet

SEPTEMBER 30, 2023

	2023	2022
Cash & Other Current Assets	\$21,105,594	\$14,215,334
Long Term Investments	\$26,307,308	\$31,672,672
Hospice House Lease Receivable	\$2,375,000	
Property and Equipment Net	\$5,292,567	\$5,720,642
Other Assets	\$104,962	\$102,150
Total Assets	\$55,185,431	\$51,710,798
Current Liabilities	\$4,385,013	\$4,125,371
Long Term Liabilities	\$104,962	\$102,150
Net Assets:		
Without Donor Restrictions	\$41,122,624	\$40,676,386
With Donor Restrictions	\$9,572,832	\$6,806,891
Total Liabilities and Net Assets	\$55,185,431	\$51,710,798

GRANITE VNA

Revenue

SEPTEMBER 30, 2023

	FY23	%
Medicare & Medicare Advantage	\$29,934,292	61.3%
Medicaid & MCO	\$1,472,685	3.0%
Other Revenue	\$11,457,785	23.5%
Commercial Insurance	\$4,264,663	8.7%
Private Pay	\$212,900	0.4%
Contributions	\$1,465,294	3.0%
Total	\$48,807,619	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, 2023

	FY23	%
Wages	\$32,593,720	66.5%
Benefits	\$8,106,423	16.5%
Contract Services	\$2,877,606	5.9%
Other expenses	\$5,422,866	11.1%
	\$49,000,615	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 2023 and in consonance with our Mission, Granite VNA provided \$5.2 million in community benefits to meet the needs of all individuals, regardless of a person's ability to pay.

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
Goffstown
Henniker
Hillsborough
Holderness
Hooksett
Hopkinton
Laconia
Lakeport
Lochmere
Loudon
Manchester
Melvin Village
Meredith
Middleton
Mirror Lake
Moultonborough

New Boston
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
Winnisquam
Wolfeboro
Wolfeboro Falls



Caring for New Hampshire Since 1899.

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