



2016 ANNUAL REPORT



CONCORD REGIONAL
VISITING NURSE
ASSOCIATION

www.crvna.org

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(800) 924-8620

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A LETTER FROM THE PRESIDENT & CHAIR





Beth J. Slepian
President/CEO

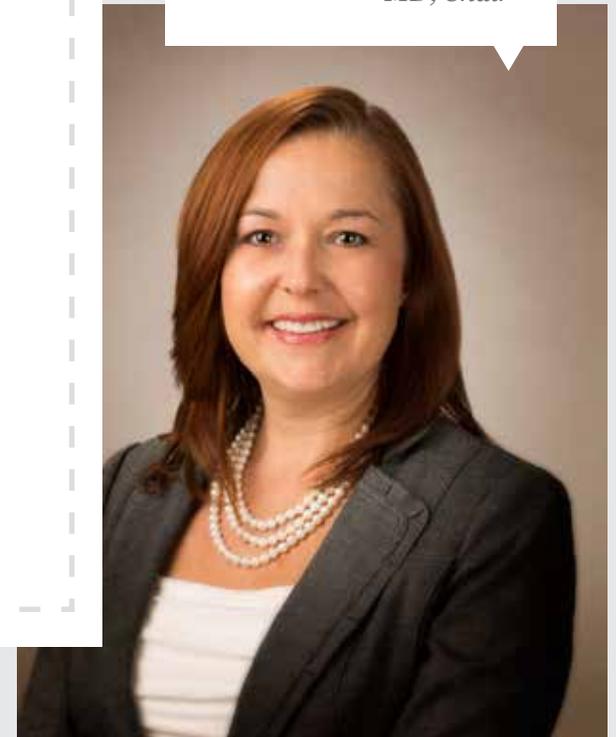
In 1899, the need for community-based care was identified and private and public support was a critical component toward starting Concord Regional VNA. Strong community support was important and still is today as it leads to many special moments.

Support comes in many forms. We receive many heartwarming, thoughtful cards with donations from grateful patients and families who are thankful for the expert care provided by our staff members. These gifts enable us to enhance the patient care that we provide. Donations also help us develop new services such as our Community Health Educator Program that provides patients who have complex care needs with additional individualized help.

Our agency is privileged to have a dedicated and committed staff that goes above and beyond in helping patients achieve their goals. In addition to caring for patients, many employees give back to the agency through our annual employee giving campaign to help ensure our meaningful work continues. We also receive grant funding from trusts and foundations to assist us in offering needed services and programs for patients.

In-kind gifts, such as personal items for Hospice House patients, provide some comfort and care for patients and families during a time that is difficult.

Marianne Fleischman
MD, Chair



Businesses

In the spring, local businesses sponsor and donate items to our silent auction for our annual *Passion for Caring* event. The generosity of our business leaders, including our event host, is truly overwhelming.

In the fall, local businesses sponsor and display lights in their downtown windows during *Hospice Lights of Life*. Through this campaign, the community assists us in spreading awareness of the importance of hospice.

Businesses, senior centers, libraries, retirement communities, and churches also help by graciously allowing us to hold our community education programs and *Hospice Lights of Life* Community Remembrance Ceremonies in their venues.

Volunteering

Volunteers play an essential role in the daily operations of our agency. More than 100 volunteers provide companionship, offer pet therapy, music therapy, therapeutic arts, and give reiki, massage, or therapeutic touch to hospice patients. They also assist staff with office work and connect with patients who are veterans through our *We Honor Veterans* program.

Our Board of Trustees, our agency's governing body, are also volunteers. They are responsible for many tasks including ensuring effective organizational planning and adequate resources, managing resources effectively, and determining and monitoring services and programs.

As a not-for-profit, community-based agency, we rely on supporters who are our partners in caring. Your commitment to our agency's Mission has led to making many special moments a reality including some instances highlighted in the accompanying Annual Report.

Our patients want to remain independent in their homes, improve their quality of life, and live life to the fullest. With your assistance, we continue to serve our patients and provide the best possible care.

Thank you for supporting Concord Regional VNA.



FULFILLING OUR MISSION



Home Care

Bertha of Henniker receives services from Kathy, one of our home care nurses. Our home care team of nurses, physical therapists, occupational therapists, speech therapists, and social workers help patients manage chronic illness and medications, improve healing and recovery following surgery, and assist in recovery from an illness or injury. We teach patients and caregivers the skills they need to remain independent in their own home.



Hospice

Jessica of Hooksett receives a visit from Lola, a certified therapy dog, at the Hospice House. Lola is one of four pet therapy dogs in our Volunteer Program. In addition to pet therapy, we offer music therapy and therapeutic arts. Volunteers are an integral part of our hospice care team that includes nurses, spiritual counselors, medical social workers, and physicians.



Partners in Caring

Susan (left), Social Services Director at Presidential Oaks, a retirement community in Concord, discusses upcoming discharged patients who will benefit from home care and hospice services with Jennifer, one of our eight community liaisons. Our liaisons work collaboratively with hospitals and community facilities and meet with patients and families to ensure there is a smooth transition to our services.



Community Health Educator Program

Natalie, our Community Health Educator, discusses establishing and maintaining a low sodium diet with Dorothy of Concord. Through in-home visits and telephone calls, Natalie provides additional help and support for patients who have complex care needs. She motivates them to set personal goals toward improving their daily life.



Senior Health Clinics

Barbara, one of our Senior Health Clinic nurses, provides foot care every six weeks to Jack of Hooksett. Nurses offer foot care, blood pressure screenings, medication education, and B-12 injections at monthly Senior Health Clinics throughout Merrimack County and beyond.

COMMUNITY BENEFITS

Concord Regional VNA does not deny needed skilled services because an individual is uninsured, underinsured or unable to pay deductible charges required by a third-party payor. Our agency provides many free and fee-scaled programs and services in the 40 communities that we serve. Community health services and hospice care services are of great value, both tangibly and intangibly, for the residents of our communities.

www.crvna.org
(603) 224-4093 or (800) 924-8620

Community Benefits Report

Concord Regional VNA continuously seeks and receives funding for these services from government and private funding sources. Because of the generous support of individuals, businesses, foundations and government sources, our agency meets the costs of providing services to the residents of our communities. In fiscal year 2016, our agency provided more than \$3.8 million in community benefits and included the following, as defined by the Community Benefits Reporting Guide of the Office of the NH Attorney General, Division of Charitable Trusts. Visit www.crvna.org for our complete Community Benefits Report.

\$70,886

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 medical students.

\$3,940

Financial Contributions

Concord Regional VNA works closely with other health, human service, and social service agencies. The agency's staff participates on community boards, and in community activities that support improvement in the communities' health and well-being. The agency's management team participates on community-wide projects. The agency financially contributes to numerous not-for-profit events through sponsorships and/or contribution to events being held by others.

\$208,593

Community Building Activities

Leadership development is an investment that the agency has a long history of providing to the community. Concord Regional VNA staff provides volunteer training, education, and participates on boards and/or committees.

\$1,170,000

Government-Sponsored Health Care

Concord Regional VNA provides services to Medicaid-eligible beneficiaries.

\$129,224

Community Health Services

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

\$812,572

Community Benefit Operations

Concord Regional VNA provides programs and services to communities served based on needs identified in community health needs assessments and health services.

\$1,014,035

Subsidized Health Services

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

\$274,560

Charity Care

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



Community Benefit Operations

Concord Regional VNA provides programs and services to communities served based on needs identified in community health needs assessments and health services. Programs under “Other Operations” include the following:



Baby's First Homecoming

Nursing in-home visits for new mothers and their infants to help them safely transition from hospital to home.



Senior Health Clinics

Preventive health services such as foot care and blood pressure screenings for adults.



Immunization Clinics

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



Phlebotomy Services

For homebound individuals to ensure that treatment and medication management is not causing a patient untoward effects.

BY THE NUMBERS

For 117 years, Concord Regional VNA has been committed to meeting the health needs of our patients and families. Today as the largest home health and hospice provider in the state, we offer home care, hospice, palliative (as part of Capital Region Palliative Care and Hospice), personal home services, maternal and child health services, pediatrics, and community health services to more than 40 communities in New Hampshire.





Visits to **5,424** home care patients in homes, facilities, and retirement communities.



Visits to **833** hospice patients in homes, assisted living communities, retirement communities, skilled nursing facilities, and at Concord Regional VNA Hospice House.



Hours of in-home personal care, companionship, and homemaking services to **259** clients in homes, assisted living communities, retirement communities, and skilled nursing facilities.



Services during **3,287** visits to Senior Health Clinics.



Miles to deliver care to community members in need.



Wellness presentations



Adults completed our “A Matter of Balance,”
Better Choices, Better Health™, and
“Powerful Tools for Caregivers” programs



Flu shots were administered by our nurses
to adults and children



In-home nursing visits for new mothers and
their infants to safely transition home from
Concord Hospital



Encounters for bereaved individuals during support groups, visits, memorials services, and educational presentations



Community members met or partially achieved **200** self-management goals through our community health educator program



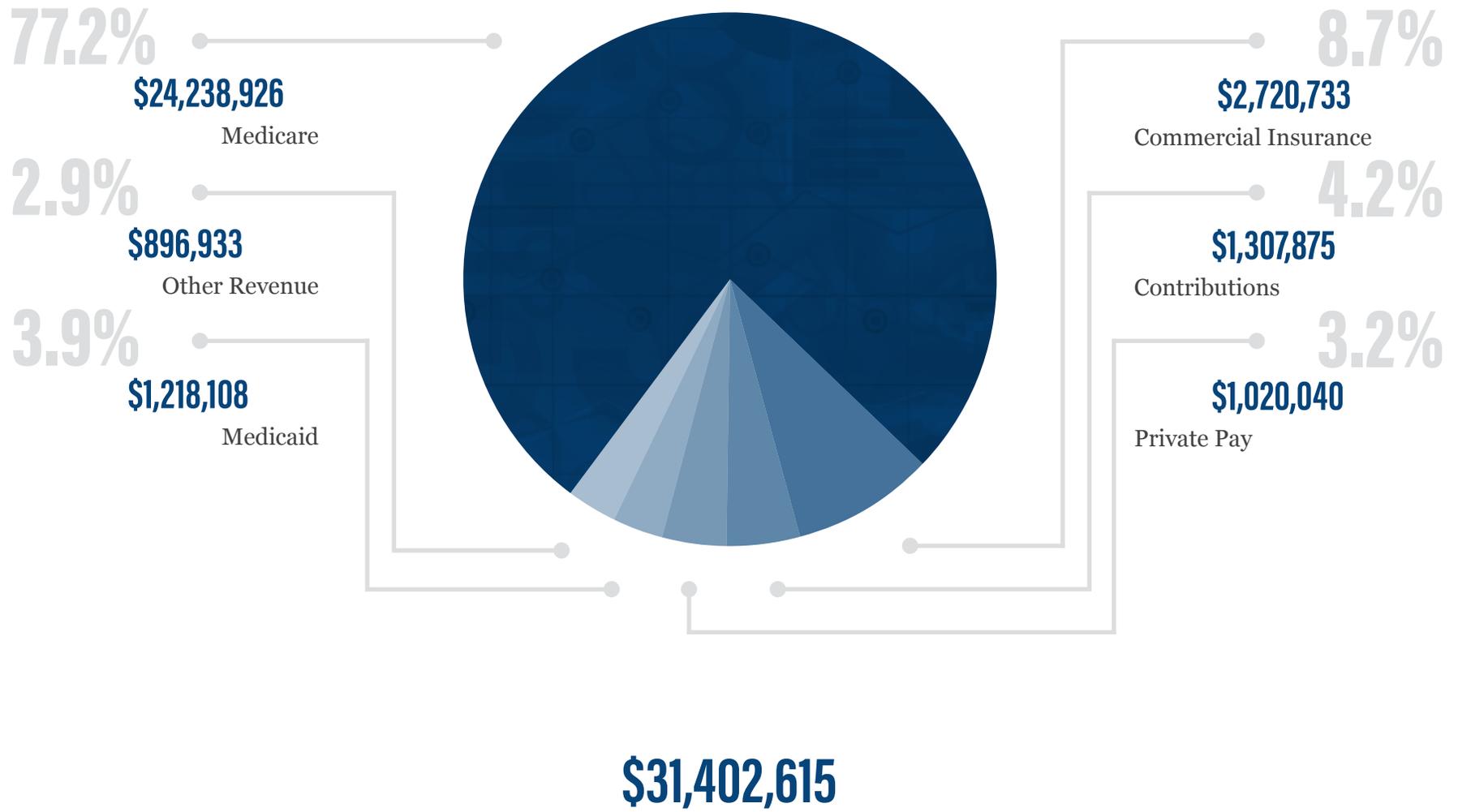
Hours that our volunteers generously gave of their time and talent

A blue-tinted background image showing a group of business professionals in a meeting, looking at documents and laptops. The scene is dimly lit, with the focus on the people and their interaction with the documents.

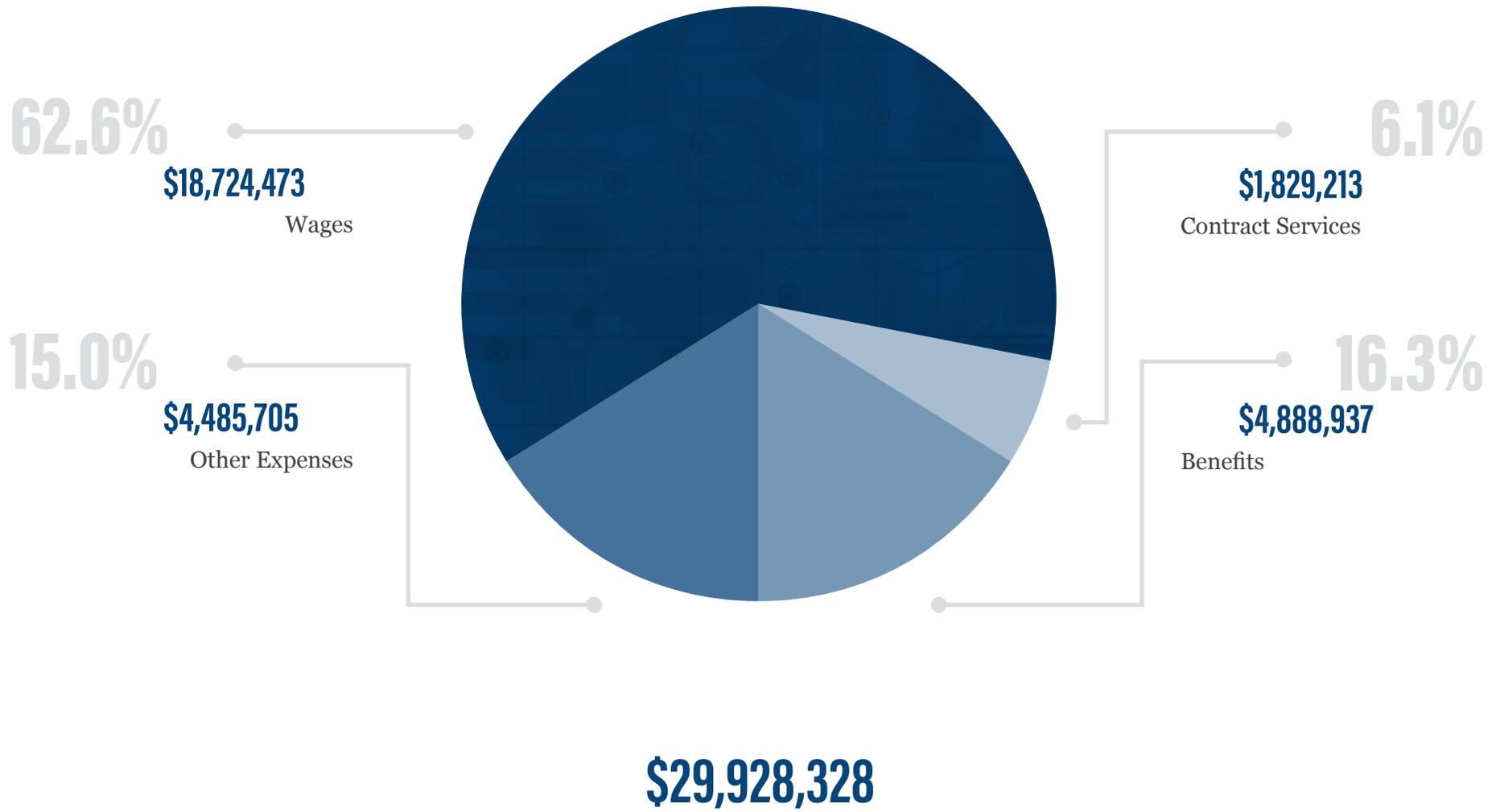
FINANCIAL REPORT

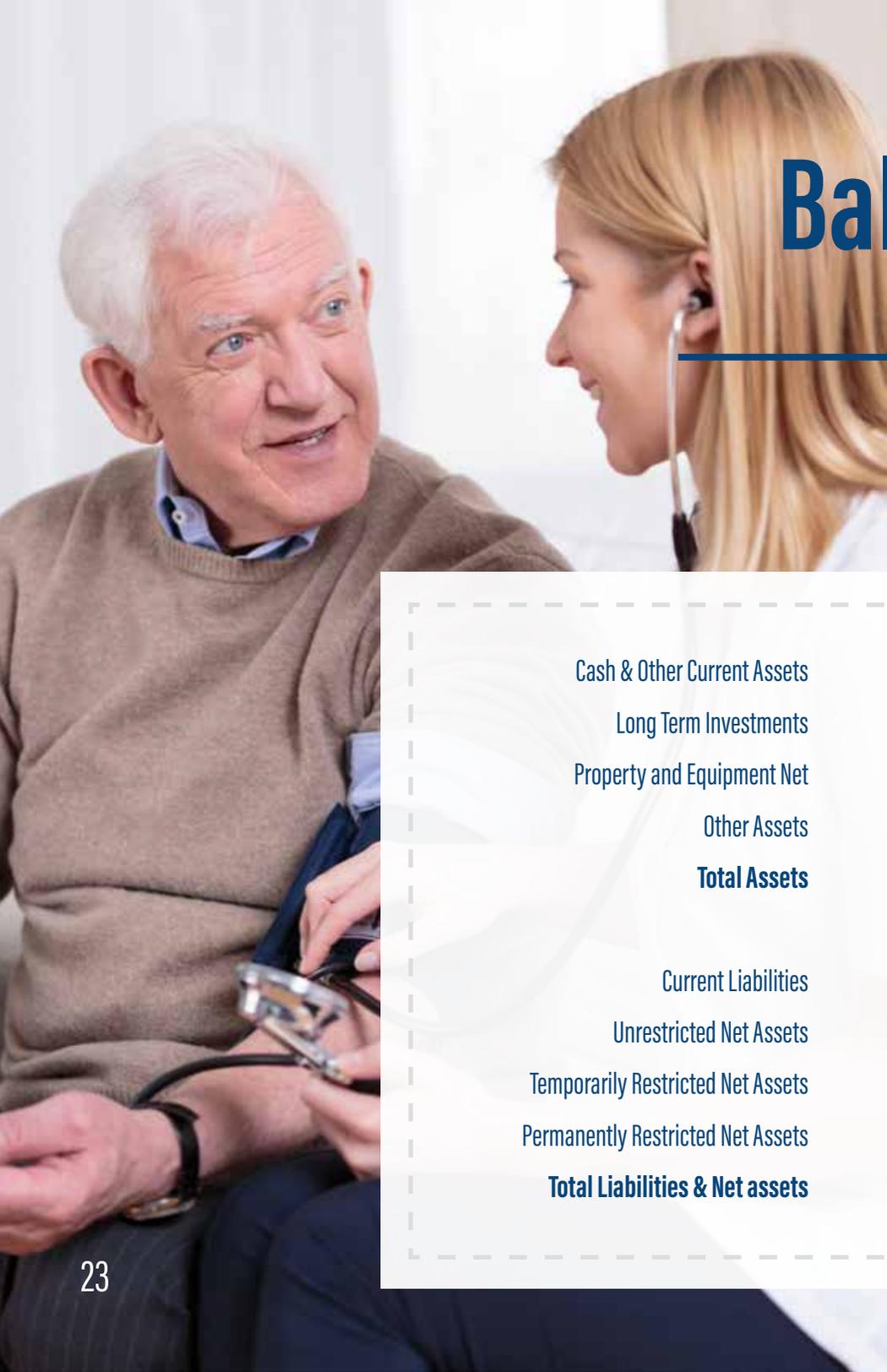


2016 Financial Revenue



2016 Financial Expenses





Balance Sheet

2016

2015

Cash & Other Current Assets	\$11,340,936	\$10,216,792
Long Term Investments	\$17,899,615	\$19,521,591
Property and Equipment Net	\$4,518,287	\$1,787,093
Other Assets	\$78,651	\$72,349
Total Assets	\$33,837,489	\$31,597,825
Current Liabilities	\$3,803,670	\$3,543,295
Unrestricted Net Assets	\$24,032,927	\$21,566,638
Temporarily Restricted Net Assets	\$1,412,543	\$1,898,111
Permanently Restricted Net Assets	\$4,588,349	\$4,589,781
Total Liabilities & Net assets	\$33,837,489	\$31,597,825



Fundraising

Highlights of Your Support

We rely on the generosity of friends, donors, and supporters to help us strengthen the health of our community. There were nearly 2,700 people who made 5,600 gifts to Concord Regional VNA including:

- **\$484,000** in contributions were donated to Concord Regional VNA
- The annual *Passion for Caring* event raised **\$48,000** and **\$13,000** in in-kind good and services
- The annual *Hospice Lights of Life* raised more than **\$76,100** in support of hospice



NEWS AT CONCORD REGIONAL VNA



Aging Mastery Program

First in NH to Offer Aging Mastery Program®

Concord Regional VNA became the first organization in New Hampshire to offer the Aging Mastery Program® from the National Council on Aging. The 10-week program engages older adults in a fun and innovative way that empowers them to embrace their longevity and address their physical, financial, and emotional wellness. This program is taught by our community health educators and is free to participants. “We are excited to offer this outstanding program that has helped so many older adults nationwide,” said Keliane Totten, M.Ed., MCHES, Vice President of Community Engagement and a Community Health Educator. “It is one of many wellness offerings in our community benefits program designed to improve health and increase access to health care.”



An Informative Evening

Film Screening of *Still Dreaming* in Concord

About 50 community members filled Red River Theatres in Concord for a screening of *Still Dreaming*, a film that shows us the importance of exploring, growing, and expressing ourselves at every age. Set at the Lillian Booth Actors Home just outside New York City, retired actors, dancers, and musicians perform a unique take on Shakespeare's "A Midsummer Night's Dream." In the film, residents engage in what they love to do, no matter their age or circumstances, to give them purpose, community, happiness, and better health. Marge Burke, local author, and Deb Wyman, volunteer coach for "A Matter of Balance," participated in the post-documentary discussion.

Sense of Purpose

Resident Hospice Volunteer Program

Our agency expanded the Resident Hospice Volunteer Program to include Harris Hill Center, a skilled nursing facility in Concord. There are five volunteers at Harris Hill Center and five at Pleasant View Center, another skilled nursing facility in Concord. Resident hospice volunteers receive similar training as hospice community volunteers. They provide vigils, companionship, and support for patients and families. “This program has been a great success at Pleasant View Center and Harris Hill Center,” said Leanne Tigert, M.Div., D.Min., Hospice Care Services Manager. “We are grateful for our ongoing partnerships that have made a tremendous difference for hospice patients and their families.”

Meaningful Communication

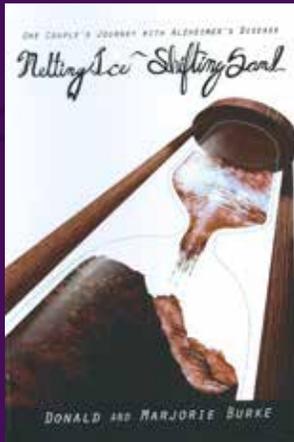
Communicating in a More Easily Understood Manner

Understanding medical terms can be difficult. Hospice team members embarked on a project to use language that patients, families, and caregivers can more easily communicate back to them to improve understanding of care plans. Since the project started, it has not only enhanced patient, family, and caregiver understanding, but has also increased the awareness of the care plans and how everybody can work together to achieve its goals.

Scope of Practice

Enhancing Wound Care/Medication Administration

Health professionals in our Home Care and Hospice programs received additional training and information on wound care and medication administration. Licensed nursing assistants were trained on types of wounds, basic wound care, wound care products, and had to complete hands-on competency assessment. LNAs and paraprofessionals also received hands-on training on the proper administration, handling, and documentation of medication administration. In addition, all nurses attended a session to learn about the State of NH Board of Nursing specifications on delegation of wound care and medication administration.



Beyond the Book

Meet the Local Author

Local author Marge Burke was featured at our *Beyond the Book* series events in Concord and Warner. Marge discussed her and her husband's new book *Melting Ice – Shifting Sand* that creates a deeply honest and moving account of their struggle with Alzheimer's disease. She is a familiar face to us as her and Donald are monthly participants at the Capital Area Memory Café, a safe environment where memory-impaired individuals and their family members who are facing the same types of challenges come together. Marge also previously completed “A Matter of Balance” and “Powerful Tools for Caregivers,” two of our evidence-based programs. During the series, we also featured the books *Being Mortal*, *Second Wind*, and *The 36-Hour Day*.

New Board Member Named

Welcome To The Team

The Concord Regional VNA Board of Trustees named Andrea Stevenson, RN, Assistant to the Head of the Middle School at The Derryfield School, a new trustee. The Board of Trustees serves as the governing body of Concord Regional VNA.



OUTSTANDING COMMUNITY PARTNERS





Tony Lomartire Memorial Volunteer Award

Joseph Drinon Receives Tony Lomartire Memorial Volunteer Award

Joseph Drinon, a Veteran Volunteer in our *We Honor Veterans* program, received the Tony Lomartire Memorial Volunteer Award at this year's Annual Volunteer Luncheon. Joe visits veteran patients receiving hospice care in their homes, facilities, and at Hospice House. He is passionate about his role and the role that Veteran Volunteers can serve in offering veterans the best possible hospice care. Joe connects with patients about shared military experiences, helps recruit new Veteran Volunteers, and provides training. This year marked the ninth year of the Tony Lomartire Memorial Volunteer Award. Tony was a volunteer with Concord Regional VNA for 27 years until he passed away in 2007.



WE HONOR VETERANS



Kay Sidway Award

Dr. Nancy VanVranken Honored With Kay Sidway Award

Dr. Nancy VanVranken, a pediatrician with Dartmouth-Hitchcock Concord, was the recipient of the Kay Sidway Award during our *Passion for Caring* event hosted by Company C in Concord. The award honors individuals who have devoted themselves to the education, nurturing, and well-being of families. The award began in 1998 when it was presented to Kay Sidway for her endless love and commitment to children of the Concord community. Dr. VanVranken has been in practice in the Concord area for about 35 years. She has devoted a large part of her professional and personal energies to the care of children with special healthcare needs. Dr. VanVranken also works to help develop and coordinate specialized programs of care. She has participated in educating staff at Concord schools and has provided support for many children with special needs.



Donor Recognition Award

Concord Orthopaedics, PA Receives Donor Recognition Award

Concord Orthopaedics, PA received the Donor Recognition Award during our *Passion for Caring* event. The practice strongly believes in our Mission and in helping others in the community. Concord Orthopaedics is a longtime agency supporter and is the generous underwriter of “A Matter of Balance,” one of our many community education programs. They also sponsor many community activities, initiatives, local charities, and sports teams.

SCHOLARSHIP AWARD RECIPIENTS





Eugene & Anne Slusser Scholarship

Hopkinton High School Senior Awarded Concord Regional VNA/Eugene and Anne Slusser Scholarship

Owen Kanter, a Hopkinton High School Senior, was awarded the Concord Regional VNA/Eugene and Anne Slusser Scholarship during our *Passion for Caring* event hosted by Company C in Concord. The scholarship is presented to a Hopkinton High School senior who will attend college in pursuit of a degree in science, mathematics, and/or health related field. Owen is attending the University of New Hampshire to study Wildlife and Conservation Biology.



Two Employees Awarded Scholarships

Eric Vincello & Christina Cardwell

Eric Vincello, RN, was named the recipient of the Eugene and Anne Slusser Scholarship at the Annual Staff Appreciation event. The scholarship honors the dedicated and caring staff at Concord Regional VNA who provides exceptional care and support. The award enables an employee of the agency to advance their knowledge, quality of care, and advancement through education. Christina Cardwell, RN, was named the recipient of the Jacob W. Bishop Scholarship. The scholarship awards financial support to Concord Regional VNA nursing or paraprofessional staff enrolled in an accredited nursing program.



Nondiscrimination Statement

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