

Concord Regional Visiting Nurse Association

Summary of

Community Benefits Report for Fiscal Year 2003

For a complete copy of the CRVNA Community Benefits Report and Plan, call the New Hampshire Attorney General's office.

Concord Regional Visiting Nurse Association was organized by community volunteers in 1899 to serve the residents of Concord. Its mission is to provide comprehensive care in the community and the home, supporting health and well-being while encouraging independence.

The geographic area served by the agency has steadily grown since 1899 as improvements in transportation made it possible for staff to travel greater distances to provide services. By 1974 the agency was providing services to residents of 10 communities and the name of the agency was changed to Concord Regional Visiting Nurse Association. Since that time the number of communities served and the demand for services have increased. With people living longer there is a greater number of frail elders with chronic health problems struggling to remain independent in their own homes. Family structure has changed steadily over the past 50 years and many elders are without family supports to help them deal with their aging related needs. More people are calling upon community resources to provide support and care.

Concord Regional Visiting Nurse Association serves the majority of the communities of Merrimack County and parts of Hillsborough County. The growth of the service area has been the direct response to changing needs in communities in central New Hampshire, particularly as the communities have increased in population. As a not-for-profit, community-based organization, CRVNA 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, sex, marital status, sexual orientation, source of payment, or the presence or absence of advance directives. Referrals are taken from physicians, hospitals, and nursing homes. In addition, CRVNA is available to fire and police departments, as well as concerned citizens, to make home visits for purposes of assessing the status, safety, and well being of any elderly person about whom there may be concerns.

Concord Regional Visiting Nurse Association took part in the 2003 Capital Region Health Needs Assessment, conducted in the spring and summer of 2003. Other participating organizations included: Concord Hospital, Community Provider Network of Central NH, Dartmouth-Hitchcock Concord, and Riverbend Community Mental Health.

Concord Regional Visiting Nurse Association also conducts ongoing surveys of clients to assess how well specific CRVNA programs are meeting the needs in the community. This process continues and the information is used for planning program additions, expansions and changes.

Concord Regional Visiting Nurse Association provides many free and fee-scaled program and services in the 30 communities that we serve. These Community Health and Hospice Services are of great value, both tangibly and intangibly, for the residents of our communities. Presented below is a dollar valuation of those benefits in fiscal year 2003, for which we continuously seek and receive funding from government and private funding sources.

SUMMARY OF FY2003 COMMUNITY BENEFITS & VALUE OF SERVICES

Charity Care \$235,269

Concord Regional Visiting Nurse Association does not deny needed skilled services because any individual was uninsured, underinsured, or unable to pay deductible charges required by third-party payment. The Association provided charity care to 117 individuals during FY 2003. The skilled care that these individuals received included nursing, therapy, and social work services. The charity care figure does not reflect the free services provided through Community Health Services.

Parent Friend \$95,000

The CRVNA Parent Friend Program provides support and mentoring for parents who are struggling with the demands of providing care and a nurturing home environment for their infants and children. There is no fee to participate in the Parent Friend Program. Home Visitors are trained to work one-on-one with parents

in their homes. Weekly home visits are planned to include instruction in the physical care of infants and children, child development, nutrition, smoking cessation, household management, budgeting, and goal setting. Parents are referred to CRVNA by physicians, social service agencies, schools, and CRVNA's "Baby's First Homecoming" nurses and are generally served for one year. Parent Friend mentoring encourages positive parenting choices that result in stronger healthier families, breaking the costly cycle of poor parenting.

The Parent Friend Program served 58 families with a total of 111 children during FY 2003. Referrals came from CRVNA staff, the Capital Region Family Health Center, Riverbend Parent Child Centers, Concord Hospital's Center For Health Promotion, Lutheran Services, Partners in Health, and Camp Sebago. Thirty-nine of the parents were single, 19 were married. The average weekly home visit was for 2.5 hours. Smoking was an issue with many of the parents. More than 1,000 goals were achieved by the parents. CRVNA met regularly during the year with Child and Family Services to review referrals and avoid duplication of services. Comments were gathered from Parent Friend Program participants for their opinions of the support that they received and they were very positive.

Senior Health Clinics \$56,657

Senior Health Clinics promote health and independence among seniors of all ages through preventive health care services offered in convenient, accessible community locations. Services provided in these clinics include foot care, blood pressure monitoring, ear wax removal, injections, medication management support, immunizations, and other basic preventive support. The clinic nurse serves as a resource for matters related to their health, medications, and health insurance. Senior Health Clinic services are available at no cost to seniors who are at least 65 years of age and at modest fees for younger seniors. Senior Health Clinics are offered at multiple Concord locations and in the surrounding communities, including senior housing sites, community centers, churches, and the CRVNA offices.

CRVNA Senior Health Clinics provided 2,247 no-charge visits for 562 seniors at monthly clinics in various locations. Services included screenings, foot care, ear wax removal, injections, blood pressure monitoring, medication education and nutrition counseling. Senior Health Clinic participants were surveyed once during the year.

The Downtown Clinic \$28,941

The Downtown Clinic is a free clinic located in the Outreach Center of St. Paul's Church in Concord to provide a convenient and compassionate place of care for all who are in need of help. The weekly walk-in clinic is staffed by a CRVNA nurse and a volunteer physician who provide care for people of all ages. When needed, laboratory tests and x-rays are provided at no charge. Prescription assistance is available when medications are indicated. Referrals are made to CRVNA programs, appropriate health care providers, Outreach Services at St. Paul's Church, and social service agencies.

In 2003, the clinic provided 352 visits (a 40% increase over the previous year) to approximately 100 people, ranging in age from young children to the elderly. Services included examinations, prescription assistance, and assisting people in finding a permanent medical home. Referrals were made to the Capital Region Family Health Center, Concord Hospital, CRVNA services, and area physicians.

Hospice House \$608,941

The CRVNA Hospice House provides a safe, compassionate, and caring home for terminally ill individuals who can no longer be cared for in their homes. The Hospice House provides private rooms with personal care, meals and 24-hour assistance as needed. Residents of the Hospice House receive medical and nursing care through CRVNA Hospice Services. The fee for the Hospice House is \$125 per day and is not covered by Medicare or most insurance. No one is ever denied admission to the Hospice House because of inability to pay the daily fee for room and board. Each person who seeks admission to the Hospice House is advised of the daily fee and where needed, is evaluated for his or her ability to pay.

The Hospice House is a 10-room residence that is open to all who are at the end stage of life, regardless of ability to pay the daily fee. The number of days of care that can be provided during a year is limited due to its size. During FY2003 Concord Regional Visiting Nurse Association provided 3,398 days of care in the

Hospice House, an increase of 78% over the previous year. The actual number of patients served by the House in FY 2003 was 184. Of those served by the Hospice House, 128 (70%) required financial assistance with the daily fee. The fee reductions for these people totaled \$152,118 for their combined Hospice House days. The Hospice House is evaluated by families of the individuals who have been cared for there and the responses have been overwhelmingly positive. Any constructive or negative criticism is considered in making improvements to the service provided.

Immunization Clinics **\$1,182**

Immunization Clinics provide prevention from communicable disease for infants, children, and adults of all ages. Convenient walk-in immunization clinics are held three times each month at CRVNA. The agency provides the complete series of immunizations for children from birth through five years of age, as recommended by the American Academy of Pediatrics, and follows children through the five years to encourage compliance. Fees for immunizations are modest and vary according to the specific immunization. The \$5 fee for children is reduced or waived in situations of hardship. During the late fall, daily clinics offer all segments of the community the opportunity to be immunized against flu and pneumonia. On-site clinics are offered to businesses when employers wish to provide preventive health care in the workplace. Approximately 7,600 area adults and children received immunizations through CRVNA Immunization Clinics in FY 2003, and of that number, 7,400 were flu shots.

Restorative Dental Care for Children **\$3,361**

Working with area dentists and supporting parents, CRVNA secured restorative care for 25 to date of the 129 children with decayed teeth. These children are identified at the Dental Clinics for Children, which are a collaborative effort with Concord Hospital's Capital Region Family Health Center, New Hampshire Technical Institute, and area dentists and hygienists. The preventive dental clinics are for children age 3 through 11 whose family income is below 185% of federal poverty guidelines. These are families that cannot afford the costs charged for these services at a private dental practice and families that cannot access a dentist who will accept Medicaid.

Baby's First Homecoming **\$37,582**

Baby's First Homecoming is a service offered by Concord Hospital to all mothers who give birth at Concord Hospital. CRVNA nurses make home visits following discharge from the hospital to monitor the well being of mothers and their babies and to provide education on breast feeding and infant care. During FY 2003, home visits were made to 820 mothers and their newborns through "Baby's First Homecoming" visits. These maternal/child health visits were made to 60% of the 1,372 mothers who delivered at Concord Hospital. Postpartum depression, a serious post delivery complication, was identified in 10 mothers and reported to the attending physicians.

Clinical Educational Experiences for Students **\$77,901**

Clinical education experiences for nursing and rehabilitation students are provided by CRVNA for students enrolled at the University of New Hampshire, Saint Anselm College, and New Hampshire Technical Institute, as well as medical Residents in the NH-Dartmouth Family Practice Residency Program in Concord. CRVNA provided 3,179 hours of clinical training experiences for nursing/rehabilitation students and 208 hours of clinical education experiences for medical Residents in FY2003.

Bereavement Support Groups **\$1,536**

These groups provide loss and grief support to anyone in the community needing assistance in coping with the loss of a loved one. Concord Regional Visiting Nurse Association served approximately 20 through five support groups held during FY 2003.

Head Lice Program **\$2,967**

CRVNA's "Heads Up" head lice education and prevention program received 25 referrals from schools and other organizations in FY2003. Three head lice clinics were held at the Concord Boys and Girls Club, in which 240 children were screened for head lice. Additional children were treated at group homes. Several families were referred to CRVNA by school nurses when children were barred from school attendance because of chronic infestation with head lice. CRVNA provided intensive parent education, house cleaning, laundry, and treatment to eradicate the problem in order to get the children back in school.

Volunteer Training **\$24,000**

This is offered to anyone in the community who wishes to learn how to serve clients through the programs of CRVNA. Twenty-seven individuals received extensive training to serve as Hospice Volunteers.

Volunteer Hours **\$45,808**

Volunteers in Hospice Services, Community Health Services, Home Care and Volunteer Trustees on the Board. More than 1,500 volunteer hours of service were recorded in FY 2003.

Community Education **\$4,600**

CRVNA provided more than 194 hours of educational sessions and health fairs at businesses, churches, civic clubs, schools, fraternal organizations, and senior centers in Concord and 12 adjacent towns during FY 2003.

TOTAL \$1,223,745

Because of the generous support of funders, including individuals, businesses, foundations and government sources, we are able to meet the cost of providing services to the residents of our communities.