

# *Report to Our Community 2006*

**Concord Regional Visiting Nurse Association**  
*We're Here to Help*



*Serving the Community Since 1899*



## *Our Mission*

Concord Regional Visiting Nurse Association provides comprehensive care in the community and the home, supporting health and well-being while encouraging independence.

## *Our Values*

### ***Caring***

We address individual and community needs through our concerned involvement and response. Effective caring is a relationship that reaches and maintains health and well being. It is based on empathy, respect, sensitivity, compassion, dignity and trust.

### ***Community***

We seek to function as a group of people with a shared understanding of our mission. We are sensitive to and appreciate the unique characteristics of the people and area we serve.

### ***Dignity***

We believe that every person has value. Therefore, we foster a climate of respect, self-worth, and self-determination for ourselves and others.

### ***Leadership***

We believe leadership is inspirational and translates the agency's vision into its culture while striving for the highest standards of health care. We pioneer successful responses to the changing market.

### ***Quality***

While quality is defined in many ways by our constituency, we strive for the best possible outcomes delivered in the most effective way. We attempt to exceed the standards of care through a process of continuous evaluation and improvement.

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*FY 2006*

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***On Our Cover:***

The employees of Concord Regional  
Visiting Nurse Association (April 2006)



***Please Note:***

In the past, Concord Regional Visiting Nurse Association listed the names of all donors to the agency in our annual report. With the advent of concerns about privacy and the widespread use of names for unrelated mailing lists, we have decided to discontinue the printing of donor names. We sincerely appreciate and value all contributions to Concord Regional Visiting Nurse Association. Please know that your gift makes a difference.



*Excellence in Management*

## *Welcome To Our World (It's Yours!)*

Dear Friends,

One of the ironies of home care is that making more visits to a client doesn't necessarily equate to higher quality of care. A continual challenge of Concord Regional VNA management and clinicians is to "visit more efficiently" for both the good of the client and the viability of the organization.

Home care is something most people want and have a reason to need when they are recovering from surgery, when they have a chronic condition, and when they are at the end of life. As the number of senior citizens in the population increases, so does the need for this vital service. Not only does care in the home provide comfort to a person, it reduces the burden of costs on institutions. It is the most efficient—and comforting—model of care. But it takes constant balancing and review of the best way to provide care, using delivery systems and staffing needs.

An example of redesigning how home care can continue to provide cost-effective quality care includes the forays into technology that a visiting nurse agency must make in order to survive. Telehealth is an example of technology being put to use at Concord Regional VNA and it is one way in which our clinicians "visit more efficiently." Patients on telehealth participate in their own care by answering disease-specific questions in their home; readings are transmitted to Concord Regional VNA via a telehealth monitor connected to an ordinary phone line.

Telehealth monitoring helps to reduce exacerbation of symptoms. For instance, an exacerbation of congestive heart failure symptoms can be caused by patients' behavior, including what they eat or their level of exercise. By helping individual patients understand their body's reaction to certain behaviors, we help motivate them to make healthier lifestyle choices. This change hopefully can reduce the number of emergency room visits and hospitalizations.

Standardization of care is another way to be more efficient—and ensure better outcomes for our clients. Our clinicians are taught how to provide home care, which interventions work for which diseases, how to determine which additional clinicians need to be called in, and how to make efficient use of resources. Making sure that our clinicians follow a prescribed protocol ensures that clinical standards of practices are not missed while providing care.

Concord Regional VNA will be developing and implementing a standardized care plan approach to improve the quality of home care for seniors with heart disease, pulmonary disease and diabetes. The standardization of evidence-based clinical practices will be the key component of the program, which will include electronic medical records and telehealth monitors for our patients. The evidence-based clinical standards will be employed by the clinicians visiting our patients and focus care at the right stage of recuperation or disease stage.

Our strategies for the next year include:

- Aligning our clinical standards of care with our telehealth disease management programs
- Expanding telehealth as a tool to better monitor patients and improve client outcomes of care
- Strengthening our clinical education programs, clinical competencies and skills for both professional staff and paraprofessional staff
- Maintaining emergency preparedness

Being prepared, and staying current and forward-thinking, are the benchmarks of Concord Regional VNA's success. We will continue to practice those behaviors in order to best serve our community.



Mary B. DeVeau  
*President/CEO*



Leslie K. Melby  
*Chair, Board of Trustees*

## *Key Statistics for FY 2006*

### ***Organizational***

Miles traveled by caregivers – 902,254

Staff education hours – 6,619 hours

### ***Home Care***

Telehealth services (in-home monitors connected via telephone lines to CRVNA)

130 clients since inception of telehealth in November 2005



*Kelly Boardman, RN, Telehealth Nurse, works with a home care client who uses a “Health Buddy” monitor.*

### ***Hospice***

Patients cared for in nursing homes – 166

Bereavement support to nursing home staff – 56 staff

Hospice volunteer hours – 5,921 in community and at CRVNA Hospice House

Clients cared for at CRVNA Hospice House – 267

### ***Community Health Services***

Senior Health Clinics

Encounters – 2,263

Towns – 13

Clinics – 29 each month

Baby’s First Homecoming

848 visits to newborns/moms

Parent Friend Program

56 families served

99 children served

1,000 parent goals reached

*For the full scope of CRVNA services, please visit [www.crvna.org](http://www.crvna.org)*

## *The Benefits We Provided To Our Community*

Concord Regional Visiting Nurse Association does not deny needed skilled services because any individual is uninsured, underinsured or unable to pay deductible charges required by a third-party payor. Concord Regional VNA provides many free and fee-scaled programs and services in the 30 communities that we serve. These Community Health Services and Hospice Services are of great value, both tangibly and intangibly, for the residents of our communities.

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, Concord Regional VNA is able to meet the cost of providing services to the residents of our communities. Our community benefits in fiscal year 2006 represented more than \$1 million and included the following. Please see our web site [www.crvna.org](http://www.crvna.org) for a complete Community Benefit Report and Plan.

Charity Care	\$463,926
CRVNA Parent Friend Program	\$165,419
Baby's First Homecoming	\$ 19,678
Senior Health Clinics	\$ 53,883
The Downtown Clinic	\$ 9,705
CRVNA Hospice House	\$558,554
Bereavement Support Groups	\$ 3,911
Immunization Clinics	\$ 25,230
Head Lice Program	\$ 1,216
Volunteer Training	\$ 17,956
Volunteer Hours	\$138,513
Clinical Educational Experiences for Students	\$115,000
Community Education	<u>\$ 12,759</u>
<b>Total Monetary Value of CRVNA Community Benefits</b>	<b>\$1,585,750</b>

### ***Charity Care***

Concord Regional Visiting Nurse Association did 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 85 individuals. The skilled care that these individuals received included nursing, therapy, and social work services. In addition, 1,203 individuals received services that are not funded by any payor source.

***CRVNA Parent Friend Program***

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 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. The Parent Friend Program served 56 families with 99 children. More than 1,000 goals were achieved by the parents, such as developing budgeting skills, obtaining better housing, smoking cessation, completing a GED program, enrolling children in Head Start, obtaining a driver's license, and securing child support.



*This mom and toddler are helped by a home visitor's support and encouragement in the CRVNA Parent Friend Program.*

***"Baby's First Homecoming"***

Home visits were made to 848 mothers and their newborns through "Baby's First Homecoming" visits. This represented 58% of the 1,465 mothers who delivered at Concord Hospital.

***Senior Health Clinics***

CRVNA Senior Health Clinics provided 2,263 reduced-fee visits for more than 550 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. CRVNA also staffed monthly blood pressure clinics for the public.

***The Downtown Health Clinic***

The CRVNA Downtown Health 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 Clinic strives to reach the needs of the homeless population. The walk-in clinic is staffed by a CRVNA nurse and (once a month) a volunteer physician who provide care for people of all ages. Referrals are made to CRVNA programs, appropriate health care providers, Outreach Services at St. Paul's Church, and social service agencies. The clinic provided 345 encounters to people ranging in age from young children to the elderly. Referrals were made to the Capital Region Family Health Center, Concord Hospital, CRVNA services, and area physicians.

### ***CRVNA Hospice House***

The CRVNA 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. It 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 24-hour nursing care in private rooms. CRVNA provided 2,748 days of care in the Hospice House; the actual number of patients served by the Hospice House was 267, up from 183 in the previous year.



*The family of Susan McLane joins Rev. David Jones at the dedication of the Susan McLane Garden of the CRVNA Hospice House.*

### ***Bereavement Support Groups***

Concord Regional Visiting Nurse Association served 49 people by facilitating several support groups.

### ***Immunization Clinics***

Approximately 103 area adults and children received (non-flu) immunizations through CRVNA Immunization Clinics. The fiscal year 2006 (Fall 2005) flu season demonstrated again the dependence of our communities on the organized, accessible and cost-effective CRVNA flu immunization clinics. Hundreds of area residents were disappointed to find that CRVNA was unable to hold timely flu clinics due to delays in receipt of flu vaccine in the Fall of 2005. Typically, CRVNA administers approximately 5,000 flu shots annually.

### ***Preventive Dental Clinic for Children***

The Dental Clinic for Children is a collaborative effort with Concord Hospital's Capital Region Family Health Center, New Hampshire Technical Institute, and area dentists and hygienists. The program is 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. The Dental Clinics provided 66 preventive dental care visits for 20 children.

### ***Head Lice Program***

CRVNA's "Heads Up" head lice education and prevention program received referrals from schools and other organizations. Head lice clinics were held at the Concord Boys & Girls Club, at which 159 children and staff were screened for head lice. An additional 30 children were treated at home and in group homes. 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***

Forty individuals received extensive training to serve as Hospice Volunteers.

***Volunteer Hours***

Volunteers in Hospice Services, Community Health Services, Home Care, and volunteer Trustees on the Board gave more than 7,915 hours of service.



*CRVNA staff & family take part in the “Rock ‘n Race” to benefit the Payson Center for Cancer Care*

***Clinical Education Experiences***

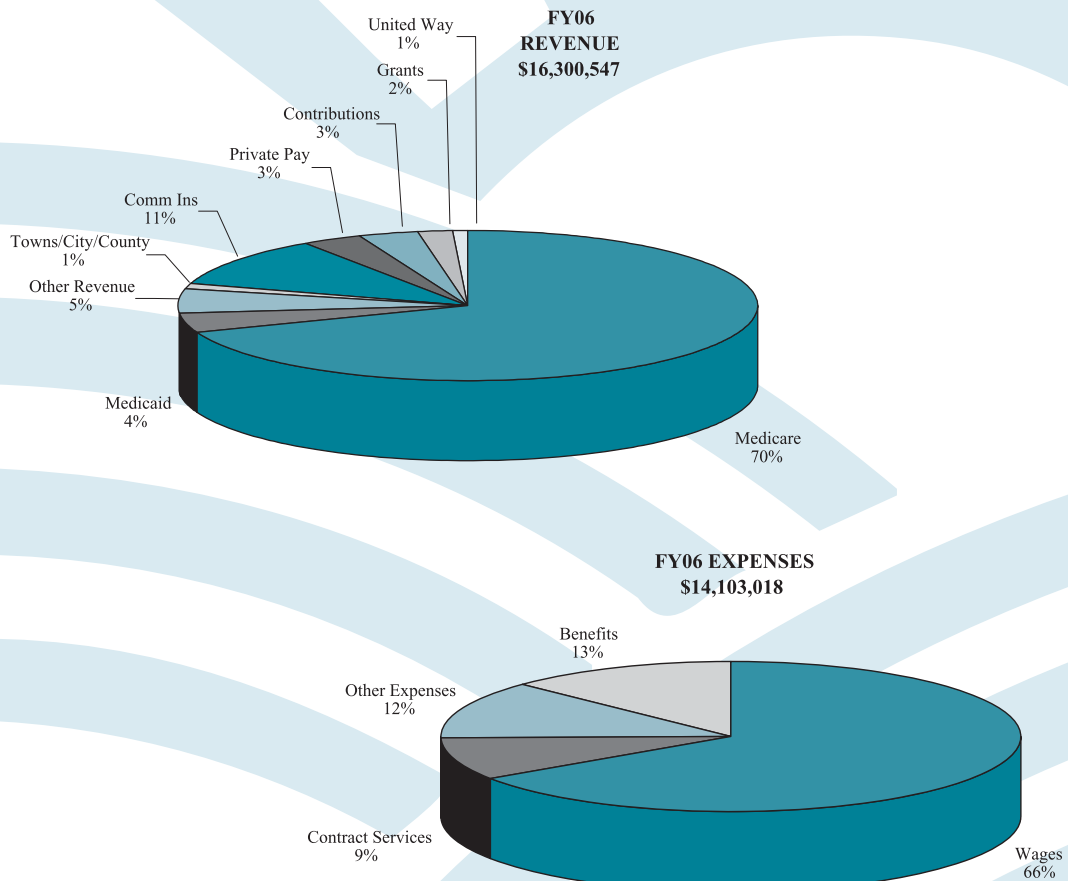
Clinical education experiences for students are provided by CRVNA for students enrolled at the University of New Hampshire, Saint Anselm College, and New Hampshire Technical Institute, as well as Medical Residents in the NH-Dartmouth Family Practice Residency Program in Concord. CRVNA provided 1,922 hours of clinical training experiences for nursing/rehabilitation students, approximately 500 hours of clinical education experiences for Medical Residents, and approximately 400 hours of clinical education experiences for social work students.

***Community Education***

CRVNA provided more than 63 educational sessions and health fairs (representing more than 300 hours) at businesses, churches, civic clubs, schools, fraternal organizations, and senior centers in Concord and adjacent towns.

CONCORD REGIONAL VISITING NURSE ASSOCIATION  
BALANCE SHEET  
September 30, 2006

	2006	2005
Cash & Other Current Assets	\$5,453,509	\$4,863,469
Long Term Investments	\$8,905,957	\$6,537,136
Property and Equipment Net	\$794,382	\$649,480
<b>Total Assets</b>	<b>\$15,153,848</b>	<b>\$12,050,085</b>
Current Liabilities	\$1,927,821	\$1,414,239
Long Term Liabilities	\$0	\$0
Net assets:		
Unrestricted	\$9,927,651	\$7,631,452
Temporarily restricted	\$432,110	\$501,181
Permanently restricted	\$2,866,266	\$2,503,213
<b>Total Liabilities and net assets</b>	<b>\$15,153,848</b>	<b>\$12,050,085</b>



*2006 Hospice Lights of Life Committee*

*2006 Parent Friend Celebration Committee*

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Edward Bauer  
Ruth Cherry  
Lyn Coffin  
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*A United Way Agency*

*Bequests have sustained the mission of  
Concord Regional Visiting Nurse Association since 1899.  
Please consider a provision in your estate plans to leave a living legacy.*

If you no longer wish to receive this publication, please call  
the CRVNA Development and Public Affairs Office at 603-224-4093.



**CONCORD REGIONAL  
VISITING NURSE  
ASSOCIATION**  
P. O. Box 1797  
Concord, NH 03302

[www.crvna.org](http://www.crvna.org)

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