



Make Your Reservations for *Passion for Caring*

Since 2009, Concord Regional VNA has held its signature annual fundraising event *Passion for Caring* at Company C in Concord. This year's event is Wednesday, May 3rd at 5:30 p.m. and all proceeds benefit Community Education & Support Programming. Participants experience a fun night out mingling with friends and colleagues. They enjoy cocktail and beer samplings, hors d'oeuvres, entertainment, and a silent auction.

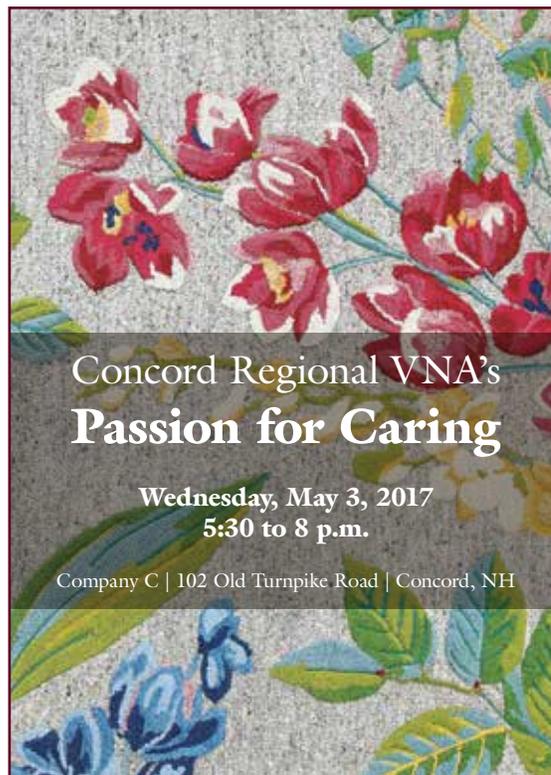
The event includes a silent auction, hors d'oeuvres, refreshments, and entertainment by The Jazz Dogs. The Kay Sidway Award, Donor Recognition Award, and the Eugene and Anne Slusser/Concord Regional VNA Scholarship will be presented.

In addition, Company C will graciously donate 20% of all sales this evening to Concord Regional VNA.

Make your reservations at www.crvna.org or by calling (603) 230-5664.

- Online Registration Instructions
- Visit www.crvna.org
- Click on the *Passion for Caring* tab at the top of your screen
- Tell us how many reservations you would like
- Provide your name and the names of your guests
- Enter your credit card information and submit
- You will receive an e-mail confirmation

Special thanks to Company C, the host sponsor of the event, and The Prescription Center/Northeast Pharmacy Services, the leadership sponsor.



Launching Your *Heart, Your Home* Program

Heart failure affects millions of Americans and is a leading cause of costly hospital admissions, especially for people age 65 and older. After a hospital admission for heart failure, nearly 25% are readmitted within 30 days, and by six months, this proportion increases to 50% (The Permanente Journal, Summer 2014, Volume 18, No. 3).

Concord Regional VNA cares for many patients with heart failure and we are taking steps to enhance the care we provide by launching *Your Heart, Your Home*. The goals of this specialized program are to improve quality of life and decrease hospital admissions. We have developed a cohesive care path for our multidisciplinary team to ensure we are providing consistent and critical education for patients with heart failure.

As part of the *Your Heart, Your Home* program, our nurses use an i-Stat machine, a handheld device for diagnostic testing. Test re-

Continued on page 7

Concord Regional VNA Board of Trustees

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BETH'S BULLETIN



Beth J. Slepian, President/CEO

Twenty years ago, Concord Regional VNA used few computers, had 182 employees, and served 2,717 homecare patients and 260 hospice patients.

Today, our agency has hundreds of devices including 163 laptop computers, 132 desktop computers, and 323 cell phones as well as many applications (apps) we use on a daily basis. We have nearly 400 employees and served 5,424 home care patients and 833 hospice patients and families last year.

To help stay ahead of the growing demand for community services and programs and improve our efficiencies, our agency maximizes its use of technology to help us provide the best possible care for our patients and their families.

Each employee uses technology in their job daily and below are some examples.

MobileCare

Through the use of iPhone® smart phones, our licensed nursing assistants, homemakers, and personal care service providers access an app to instantly view electronic medical records including diagnosis, demographics, emergency contact information, details about environmental concerns, and DNR information while delivering care. With the app, they can also view schedules and directions to locate patient homes. Having electronic medical records, scheduling, and directions easily accessible enables our employees to provide timely care, improve communication, accommodate new visits more efficiently, and reduce calls to scheduling.

Direct Messaging

To streamline the referral process, we implemented direct messaging to improve communication and care coordination. After implementing direct messaging, the referral process is more efficient and cost-effective. Our agency obtains more comprehensive information about a patient and information is better organized and easier to find. This improves efficiency as it takes employees less time to follow-up on each referral for admission.

Continued on page 7



Concord Regional VNA is a not-for-profit, community-based healthcare provider that serves people of all ages in more than 41 communities in central New Hampshire. We provide home care, hospice, palliative care (as part of Capital Region Palliative Care and Hospice), personal home services, and wellness programming. In fiscal year 2016 and in consonance with our mission, Concord Regional VNA provided more than \$3.8 million in community benefits to meet the needs of all individuals, regardless of a person's ability to pay.

PHOTOGRAPHY:

Unless specified, photos are by Concord Regional VNA.
Pg 2 Beth Slepian photo by JoyMark Photography; Pg 4 Donna Peters photo by JoyMark Photography; Pg 5 Melissa Voutour photo by JoyMark Photography.

Our newsletter is published a service for our community members and friends. If you wish to have your name removed from our mailing list, please write us at Concord Regional VNA, The Slusser Center, 30 Pillsbury Street, Concord, NH 03301, call (603) 224-4093, or e-mail crvnainfo@crvna.org. Please include your name and address exactly as they appear on this mailing with your request to be removed from our mailing list.

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.

NEWS AT CONCORD REGIONAL VNA

Annual Report

The 2016 Annual Report to Our Community is online at www.crvna.org. It includes a letter from former Board Chair Marianne Fleischman, MD and President/CEO Beth J. Slepian that focuses on community support. It also includes highlights from the past year and community benefits.



Home Care Nurse Kathy Butcher and Bertha of Henniker.

New Board Members Named

The Board of Trustees named Daniel L. Andrus, Concord Fire Chief, Michael T. Griffin, Cross Insurance, and Brian D. Duffy, Esq., Northeast Delta Dental, as new trustees. The Board of Trustees serves as the governing body of Concord Regional VNA.

Grants Received

The Concord Hospital Community Services Fund awarded \$25,000 to the Community Health Educator Program and the Concord Hospital Healthy Beginnings Endowment awarded \$10,000 to Baby's First Homecoming.

Program Underwriter

Thank you to Concord Orthopaedics, PA for generously underwriting "A Matter of Balance," Dartmouth-Hitchcock Concord for underwriting Better Choices, Better Health™, and Merrimack County Savings Bank for underwriting Capital Area Memory Café. Support for the Aging Mastery Program® beginning in April is generously provided by AARP New Hampshire.

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STAFF HAPPENINGS

Two Employees Awarded Scholarships

Brian Perry, 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. **Kelly Hodgdon**, 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.

Management Team

Donna Peters, DNP, RN, COS-C, joined the management team as a Home Care Director.



Donna Peters

Retirement

Desneige Mounsey, Executive Assistant, retired after more than 30 years of service to Concord Regional VNA and the community.

Employee Service Awards

The following employees were honored for years of service at the Annual Staff Appreciation Event on April 5.

25 Year Award

Sharon Dockham
Judith Race
Julia Webb

20 Year Award

Elizabeth Conners
Davida Skoog

15 Year Award

Yuliya Bettoney
Susan Dabuliewicz
Celeste Duval
Jayne Golde
Amy Guillou
Anne-Mary Marsh
Karen McClellan
Debra Nacel
Tamara Nelson
Patricia O'Loughlin
Deeann Riehl
Suzette Saari
Vung Thomte
Eric Vincello
Donna Young

10 Year Award

Kristy Ayi
Michelle Barnes
Rhonda Gagne
Randy Harris
Kristen Hayes
Elsa James
Tracy Mansfield
Keliane Totten
Tammy Verboncoeur

5 Year Award

Sarah Capozzi
Jodie Clavett
Cynthia Cooke
Jamy Cutter
Alicia Dymont
Jeffrey Gagne
Goma Gurung
Bruce Hale
Jeffrey Lamy
Denise Livingstone
Jennifer Lowrey
Erika MacNevin
Melissa O'Leary
Heather Osborn
Ashley Ponce
Cindy Rolfe
Caryn Sheehan
Kaitlyn Stimpson
Susan Sudak
Tinya Sylvester
Marybeth Zinni

COMMUNITY CONNECTION



Melissa Voutour, Director of Donor Relations

Spring has finally sprung! After a long New England winter, it feels great to celebrate the return of Spring. This also means the return of our annual *Passion for Caring* event. **I'm personally inviting you to join us on Wednesday, May 3 at Company C in Concord.** This is a wonderful opportunity to mingle with friends and colleagues, enjoy cocktails and hors d'oeuvres, listen to live music, and bid on our fabulous silent auction items. The night also features the

presentation of the Kay Sidway Award, the Donor Recognition Award, and the Eugene and Anne Slusser/Concord Regional VNA Scholarship award to a Hopkinton High School Senior. All proceeds from this event benefit Concord Regional VNA's Community Education & Support Programming. By supporting this event, you are supporting our Mission. Make your reservations at www.crvna.org or call (603) 230-5664.

We are grateful to everyone who has given to Concord Regional VNA this year. The generosity is exceptional, but the need still remains. Your support of any amount will directly help our community. You have the ability to designate your donation to Hospice House, Hospice Program, Home Care, Community Health, or to support greatest needs of our agency. Donations can be made online at www.crvna.org.

Thank you for your generosity and support. Happy Spring!



Shop our *exclusive* rugs, furniture, bedding, pillows, fabric & home accents.

Complimentary Design Consultation is available in store or in your home.

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companyc.com

Leaving a Lasting Legacy

Bequests have sustained the Mission of Concord Regional VNA since 1899. Please consider a provision in your estate plans to leave a living legacy.

You may designate a specific dollar amount for Concord Regional VNA in your will or donate a certain percentage of your estate. As with any planned gift, you may choose to benefit a specific program or service or allow your gift to be used on an unrestricted basis. Unrestricted gifts allow the agency to apply your gift wherever it is most needed when received. For more information, contact Melissa Voutour, Director of Donor Relations, call (603) 731-7757 or e-mail her at melissa.voutour@crvna.org



UPCOMING COMMUNITY PROGRAMS

For a complete list of programs, visit www.crvna.org or call (603) 224-4093 or (800) 924-8620, ext. 5815.

Aging Mastery Program®

Tuesdays, April 18 - June 20,
2 - 3:30 p.m.
GoodLife Programs & Activities
254 North State Street, Concord

This program is designed to engage older adults in a fun, innovative way that empowers them to embrace their longevity and address their physical, financial, and emotional wellness. There is no fee to attend. Support is generously provided by AARP New Hampshire. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

Annual Memorial Service

Tuesday, April 18, 7 p.m.
Temple Beth Jacob
67 Broadway, Concord

Join us to remember those we have lost through the reading of names, music, candle-lighting, and reflection. Pre-registration is not required. For more information, call (603) 224-4093, ext. 2828.

Remembering Our Mothers

Tuesday, May 9, 5:30 - 7 p.m.
Concord Regional VNA
Hospice House
240 Pleasant Street, Concord

As Mother's Day approaches, join us to support and encourage one another. Connect with others who are facing Mother's Day without their mothers and learn ways of coping with your loss. We encourage you to bring a photo of your mother, as we set aside time to honor the memories of the mothers we have lost. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

"A Matter of Balance"

Thursdays, May 11 - June 29,
10 a.m. - Noon
St. Mary's Parish
36 Church Street, Hillsborough

Many older adults experience the fear of falling and restrict their activities. "A Matter of Balance" emphasizes practical strategies to reduce this fear and increase activity levels. Learn to view falls and the fear of falling as controllable, set realistic goals to increase activity, change the environment to reduce fall risk factors, and exercise to increase strength and balance. There is no fee to attend. Underwriting is generously provided by Concord Orthopaedics, PA. To register, visit www.crvna.org or call (603) 22-4093, ext. 5815.

Life After Loss: Adult Grief Discussion Group

Tuesdays, June 6-August 1,
5:30-7 p.m.
Wesley United Methodist Church
79 Clinton Street, Concord

Eight-week discussion groups are led by trained group facilitators who provide grief support and education for adults coping with a recent loss. There is no fee to attend. To register visit www.crvna.org or call (603) 224-4093, ext. 2828.

Remembering Our Fathers

Tuesday, June 13, 5:30 - 7 p.m.
Concord Regional VNA
Hospice House
240 Pleasant Street, Concord

As Father's Day approaches, join us to support and encourage one another. Connect with others who are facing Father's Day without their fathers and learn ways of coping with your loss. We encourage you to bring a photo of your father, as we set aside time to honor the memories of the fathers we have lost. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

Monthly Senior Health Clinics

Nurses provide basic health services such as foot care, blood pressure screenings and much more. Clinics are in Boscawen, Bow, Concord, Contoocook, Epsom, Henniker, Hillsboro, Hooksett, Loudon, Pembroke, Penacook, Pittsfield, Suncook, and Weare. There is a suggested donation of \$10, however, this fee is not required. Appointments are required and are made by calling (603) 224-4093, ext. 5815.

Continued on page 7



Senior Health Clinic Nurse Barbara Girard and Jack of Hooksett.

Monthly Capital Area Memory Cafes

Come socialize and build relationships with others who have memory impairments. This free program is on the third Wednesday of each month from 2 to 4 p.m. at Granite Ledges of Concord, 151 Langley Parkway. Pre-registration is not required. Underwriting is generously provided by Merrimack County Savings Bank. For more information, call (603) 224-4093, ext. 5815.

Monthly Walk-In Wednesdays

Come receive answers to your in-home support, caregiver resources, advance directives, and community health questions from our medical social worker/notary public. This free program is on the fourth Wednesday of each month from 10 a.m. to Noon at Heights Community Center, 14 Canterbury Road in Concord. For more information, call (603) 224-4093, ext. 5815.

Continued from Page 1

sults are produced within minutes so nurses can determine the proper dose of Lasix and administer the IV medication in a patient's home. This medication helps relieve a patient of excessive fluid accumulation due to heart failure.

The *Your Heart, Your Home* program enables a patient to receive treatment in their home instead of the hospital. The i-Stat machine allows nurses to make patient care decisions quickly and eliminates the waiting period for results since patients would not have to travel to the medical lab for the purposes of heart failure interventions.

Monthly Dying to Talk Cafes

Join us for conversations on matters about living and dying. Each café is facilitated by Concord Regional VNA Hospice Program staff. This free program is on the fourth Wednesday of each month from 5:30 to 6:30 p.m. at True Brew Cafe in Gibson's Bookstore, 45 South Main Street in Concord. Pre-registration is not required. For more information, call (603) 224-4093, ext. 5815.

Monthly Newly Bereaved Discussion Groups

These sessions provide grief education and support for those who have experienced the recent loss of a loved one. This free program is on the first Tuesday of each month from 6 to 7:30 p.m. at Hospice House, 240 Pleasant Street in Concord. For more information, call (603) 224-4093, ext. 2828.

Continued from Page 2

Wireless Communication

Employees at the Hospice House carry lightweight communication devices and use them to communicate more easily, quickly, and effectively. With this technology, employees can seek assistance without leaving a patient's bedside by pressing a button. The technology recognizes the employee's voice and carries out their commands decreasing the need for telephones and pagers. This improves continuity of care and lessens noise, unnecessary delays, and interruptions.

Monthly Men's Grief Discussion Groups

These sessions are designed to help men who are adjusting after the loss of a spouse or significant other. This free program is on the second and fourth Thursdays of each month from 9 to 10 a.m. at Wesley United Methodist Church, 79 Clinton Street in Concord. For more information, call (603) 224-4093, ext. 2828.

Concord Regional VNA is committed to information technology integration in delivering patient care to our community members. By investing in technology, our agency is also investing in its employees. Our agency supports employees and their passion for service excellence by making sure they have the tools they need. Thank you for your trust in us and we look forward to continuing to care for you and your family's home health and hospice needs in the future.



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COMMUNITY GAME NIGHT

Play A Game With No Wrong Answers ...

Come experience an innovative game called *"Hello"* that makes conversations about living and dying and what matters most to you easy and even fun!

Wednesday, April 26

5:30 - 6:30 PM

No pressure, play with friends atmosphere

True Brew Barista

3 Bicentennial Square, Concord

-OR-

Game host and structured play

True Brew Cafe

45 South Main Street, Concord

If you can answer these questions, you can play this game!

What activities make you lose track of time?

If you had three months to live, what would you give yourself permission to do?

What is the last meal you would want to eat and who would you like to join you?