Concord Regional VNA and Central New Hampshire VNA & Hospice Announce Intention to Merge

Concord Regional VNA and Central New Hampshire VNA & Hospice announced that they have signed a non-binding letter of intent (LOI) to merge the two organizations to better serve the home and community-based health care needs of residents of the Greater Capital Region and Central NH.

The non-binding LOI is the first step in a process that involves further due diligence, negotiation of final terms, opportunities for public input, approval by each organization’s Board of Trustees and review by federal and state regulators. The unified agency would:

- Collaborating with Local, State, and National Response
  - Our agency follows State and Centers for Disease Control and Prevention (CDC) recommendations and makes needed changes to guidelines and processes to keep our patients, clients, families, and staff members safe and healthy. The newest developments include:
    - Screening all staff and volunteers entering Hospice House and 30 Pillsbury Street
    - Continuing to provide staff with personal protective equipment (PPE) and critical updates
    - Supplying masks for our patients and clients
    - Offering online community programming
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Our Community Rallies

Thank you to all of the individuals and businesses who have supported our Mission over the last few months with generous donations of personal protective equipment. This helps us keep staff and our patients and families safe and healthy. Our agency has been overwhelmed with your thoughtfulness and kindness during this difficult time. We truly appreciate our community members and the donations!

Our longest serving employee Linda Blackey, LNA, retired after serving the agency and community for more than 41 years.

Peter Powers of Hopkinton has been personally impacted by our services and donates to Concord Regional VNA.
Concord Regional VNA has been caring for patients in their homes for more than 120 years. Our agency’s rich history is in public health. We were on the front lines caring for others during the Spanish flu outbreak in the early 1900s, the AIDS epidemic in the 1980s, and we are still here for our community. As we care for you and your families in the midst of the COVID-19 pandemic, I want to assure you that our priority is always the safety, health, and well-being of our patients, our staff, and our community.

To follow local, state, and national guidance, we have put many new guidelines in place to enhance the care we provide. I am proud of and grateful for the dedication of our entire workforce to continue our Mission during this unprecedented time. Our direct care staff has done an outstanding job of understanding what is needed and adapting to provide the best possible care to our patients and their loved ones and our administrative staff is busy working behind the scenes to provide much-needed support.

This continues to be an uncomfortable and stressful time for all of us. As we begin to see the re-opening of our communities, remember to take care of yourself – enjoy the warmer weather and sunshine and connect with loved ones safely.

The progression of COVID-19 continues to evolve and if additional steps are needed, you can be assured that our agency will implement them. Thank you for your continued trust in us and we look forward to serving you and your families.

With warm appreciation,

Beth J. Slepian, President/CEO

Our newsletter is published as 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.
Achieving Community Benefit History
As a not-for-profit, Mission-driven agency, community benefit services and programs are central to our existence and an integral part of our operations. In fiscal year 2019 (Oct 2018-Sept 2019), we made agency history by totaling more than $5.1 million in community benefits. The total included:
- $1,801,889 for subsidized health services due to 24/7 operation of the Hospice House
- $209,000 for employees to support and strengthen our communities through volunteerism, educational opportunities, and board and committee participation
- $196,300 in charity care to individuals who are uninsured, underinsured, or otherwise unable to pay out-of-pocket fees for services
- $175,577 in educational opportunities for individuals of all ages to help them improve their quality of life and remain independent
- $109,046 for basic health services such as foot care and blood pressure screenings provided at Senior Health Clinics
- $166,761 in providing clinical settings for undergraduate training

New Board Member Named
David F. Green, MD, FACS, Concord Hospital Center for Urologic Care was named a new trustee. Thank you to outgoing trustees Mark T. Broth, Esq., Charles Fanaras, RPh, and Jessica Pollack, APRN. Charlie is continuing to serve on the Development Committee and Jessica is continuing to serve on the Quality Improvement and Patient Safety Committee. Mark is assisting the agency with merger details. The Board of Trustees serves as the governing body of the agency.

Volunteers Honored at Volunteer NH Awards Ceremony
Bereavement Volunteers and Community Wellness Program Volunteers were honored with 2019 Volunteer Service Awards in the Group Category at Volunteer NH’s Spirit of NH Awards Ceremony. Since 2013, Volunteer NH has honored outstanding contributions to volunteerism and promoted the transition of service in the state. Our overall group of volunteers and Hospice Certified Music Practitioners (CMPs) were honored during the 2018 ceremony.

Grateful for Mission Support
Concord Regional VNA was awarded $10,000 for its Transitional Care Nurse Program from the Cogswell Benevolent Trust. The support is for hiring a Transitional Care Nurse Program Coordinator for 20 hours per week and for training purposes. Our agency received $10,000 from Merrimack County Board of Commissioners for Senior Health Clinics and $7,500 from the Concord Hospital Trust – Healthy Beginnings Endowment to support “Baby’s First Homecoming” visits. We were also awarded $5,000 from the NH Charitable Foundation for personal protective equipment (PPE) and “in-home medical kits,” and $2,500 from the National Hospice Foundation for PPE. Additionally, thank you to Northeast Delta Dental for underwriting Better Choices, Better Health™, Merrimack County Savings Bank for underwriting Capital Area Memory Café, and Dignity Memorial for underwriting Dying to Talk Café.
Staff Happenings

Patrick-Baudet Promoted to Chief Clinical Officer

Andrea Patrick-Baudet, MBA, RN, CHPN, CHPCA, VP Clinical Operations, was promoted to Chief Clinical Officer. She manages daily operations and leadership of the Hospice program, including Hospice House, collaborates with partners at Concord Hospital in leading the Capital Region Health Care Palliative Care Program, and oversees Education, Paraprofessional Services, and Quality.

Totten Promoted to Chief Officer, Community Engagement

Keliane Totten, M.Ed., MCHES, VP Community Engagement, was promoted to Chief Officer, Community Engagement. As Chief Officer, Keliane plans, develops, coordinates, and oversees Community Benefits, Business Development, and Development. She also leads collaborative initiatives with partners involved in Community Health, Home Health, and Hospice.

Congratulations!

Congratulations to Cynthia Cooke, RN, BSN, COS-C, HCS-D, BCHH-C, our Clinical Coding/OASIS Nurse Specialist, who had her article “Be certain when choosing codes for Alzheimer’s disease” published in the March issue of Decision Health Diagnosis Coding Pro for Home Health. Since 2016, Cynthia has had six articles published in the professional publication.

Congratulations!

Congratulations to Melissa Reep, RN, CRNI, one of our homecare nurses with a Certified Registered Nurse Infusion (CRNI®) certification. She was named a member of the Standard Setting Study Committee that evaluates the exam to decide on an appropriate passing point (i.e. cut score).

Volunteer Coordinator Named a Mentor

Lisa Challender, MSW, Volunteer Coordinator, was named a peer mentor with National Hospice and Palliative Care Organization’s Volunteer Management Mentoring Program. As a mentor, Lisa helps guide and support a mentee towards achieving their individual leadership and organizational goals around volunteering.

Blackey Retires

Linda Blackey, LNA, who served the agency and the community for more than four decades retired. To put her longevity and dedication into perspective, she worked at Concord Regional VNA for more than a third of the agency’s 120 years of existence. Thank you Linda!
**Donor Profile: Peter Powers**

Concord Regional VNA is extremely fortunate to have outstanding community support that is integral to our Mission. Recently, one of our donors shared his story on why he gives to the agency.

“Connie received wonderful care during a very difficult time,” said Peter Powers of Hopkinton. “The staff are very dedicated. They really care and feel compassion for their patients and the visitors that come to Hospice House.”

Peter’s wife, Connie, was severely injured in an automobile accident in mid-December 2018. After receiving care at Concord Hospital, follow up treatment from a rehabilitation hospital and Concord Regional VNA home care services, Connie’s condition worsened and it was time to consider hospice.

“We made the hard decision to go to Hospice House,” Peter said. “We were familiar with Hospice House since we had visited several friends who passed away and Connie was a volunteer for many years. When we moved to New Hampshire and she retired from nursing, Connie wanted to help and do something she really loved. That’s why she volunteered at Hospice House.”

“It’s a very nice facility with caring staff,” he added. “She had wonderful care and passed away early on June 24, 2019.”

Less than three months later, Peter’s daughter Nancy also died.

“I lost two precious women in my life so that was really tough,” he said.

Peter said his close-knit family helped get him through this difficult time as well as our Bereavement Program offered to family and friends for up to 13 months following the death of a loved one.

“The follow-up was nice, and I received several letters,” Peter said. “I attended Hospice Lights of Life Community Memorial Service with Nancy’s husband. I also included Nancy on the Lights of Life Honor Roll even though she was not on your Hospice Program. I added Connie’s name to the Remembrance Wall at Hospice House.”

“I cannot say enough about the care, concern, and compassion and the follow-up,” he added. “It was very helpful in probably the worst year of my life.”

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**Merger with Central NH VNA & Hospice**

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- Improve access to high-quality home-based care for individuals and families in 82 communities served
- Respond to growing demand for specialty home-based clinical services, including intravenous therapy, wound care and pediatrics
- Enhance and expand community wellness programming
- Attract, retain and develop a highly-skilled workforce

“This LOI represents a high-level agreement about why a proposed merger of the two agencies would better meet the growing demand for home and community based healthcare, including nursing services, physical rehabilitation, occupational therapy, homemaking services, end-of-life care, and wellness programming. Merging would bolster the agencies’ future sustainability,” said Beth Slepian, President/CEO.

Who is Central NH VNA & Hospice

Formed through the merger of Community Health & Hospice in Laconia and the VNA & Hospice of Southern Carroll County in Wolfeboro, Central VNA provides in-home healthcare services to 47 Lakes Region communities, including home care, rehabilitation services, pediatric care, palliative care, and a comprehensive, team-based home hospice program.

For more information visit www.vnaforthefuturenh.com
Community Connection

Melissa Howard,
Director of Donor Relations

Our world has changed dramatically and our patients still need us. Your donations ensure that together we can remain strong and prepared to continue serving our neighbors. Let’s focus our energy on remaining united and supporting one another in this challenging time. Our community has donated medical supplies, hand made masks, and general donations of cash. Seeing our community come together clearly shows that while we cannot be together physically, we are all in this together and will be even stronger when this crisis passes.

Central New Hampshire VNA & Hospice
In the midst of this, Concord Regional VNA and Central New Hampshire VNA & Hospice have signed a non-binding letter of intent (LOI) stating our intentions to pursue a merger. There will be more to come, but rest assured that both agencies will honor the restrictions that donors may have placed on accepted donations. Funds previously raised will continue to support the missions of the agency from which they were raised.

Giving Matters
A longtime donor and friend shared why giving matters, “Perhaps you give because you believe in the dignified care of our loved ones when they are ailing, or because you know that the areas surrounding Concord are rural, and to have skilled nurses and therapists come to our homes is a huge asset to our communities. Or perhaps you yourself know how much Concord Regional VNA empowers and uplifts the caregivers as well...by giving today, you are a friend to everyone who seeks comfort from Concord Regional VNA.”

Thank you! You make a difference in the lives of our neighbors and community. www.crvna.org/donate.

All the best,

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 Independently owned and operated since 1950, The Prescription Center has been delivering exceptional service with a personal touch. This is the pharmacy where the health of you and your family comes first.

The Prescription Center is proud to sponsor the Passion for Caring Annual Fundraiser

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246 Pleasant St, Suite 100
Concord, NH 03301

Downtown Concord
125 North Main St, Suite 1
Concord, NH 03301

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209 Route 101
Bedford, NH 03110

www.prescription-center.com
Paul Bender and Shannon Oberther of Watts Water Technologies in Franklin donated and delivered N95 masks, surgical masks, and gloves. Accepting for the agency is Keliane Totten, Chief Officer, Community Engagement.

The Rotary Club of Concord, NH made an agency donation and also donated gift cards to local restaurants offering delivery services as well as for Market Basket! Their goal was to reach the homebound population in the greater Concord area in need of assistance with access to food during this challenging time. Pictured (from left) is Warren Emley, President, Lyman Cousins, and Beth Slepian, Agency President/CEO.

The Woman’s Club of Concord made home made masks. Former Concord Regional VNA team member Mary Reath presented the masks on behalf of the club to Beth Slepian, President/CEO.

Alene Candles, LLC of Milford donated 400 face shields. Pictured is Brad Colclasure, Chief Commercial Officer, delivering the face shields.

C-Care Company of Linthicum Heights, Maryland donated 100 3 oz. bottles of hand sanitizer. The company expanded their relief efforts outside of their home state.
Join the COVID-19 Fight

Help Concord Regional VNA respond to COVID-19

When you make a gift, you are supporting our clinical staff who continue to provide essential services to more than 1,300 patients. Being on the front lines of COVID-19 crisis requires additional resources. Give today to help our most vulnerable at risk patients in our community. Every donation will make a difference.

Donate Today at www.crvna.org/donate