



CONCORD REGIONAL  
VISITING NURSE  
ASSOCIATION  
THE SLUSSER CENTER

FALL 2013  
NEWSLETTER

30 Pillsbury Street, Concord, New Hampshire 03301  
(603) 224-4093 · (800) 924-8620 · [www.crvna.org](http://www.crvna.org)

*The mission of Concord Regional Visiting Nurse Association is to improve the health of the people and communities it serves by managing illness and promoting wellness through all stages of life*

## Hospice *Lights of Life* – Shine a Light for All to See

Hospice *Lights of Life* helps honor our loved ones and raise awareness about the compassionate care that hospice provides for patients and their families.

Now through December 1, honor a loved one or friend by inscribing their name in the Concord Regional VNA Hospice *Lights of Life* Honor Roll. Those honored only need to hold a special place in your heart and do not need to have been a part of the Concord Regional VNA Hospice Program. Names and donations may be mailed using the newsletter remittance envelope or made online at [www.crvna.org/donate.html](http://www.crvna.org/donate.html).

The *Lights of Life* Honor Roll is available at [www.crvna.org](http://www.crvna.org) and will also be in the *Concord Monitor* on December 19.

Many thanks to our generous Corporate Sponsors and Community Remembrance Ceremony Hosts. Also, special thanks to our Community Partners in downtown Concord, Contoocook, Goffstown, Hillsborough, Penacook, Pittsfield, Suncook Village, and Warner whose windows will shine more than 2,000 electric candles in December.

For more than three decades, our agency has cared for and supported thousands of patients with life-limiting illnesses in their homes, nursing facilities, and at Concord Regional VNA Hospice House. We guide patients and their families through the time of uncertainty to help them find comfort, dignity, and peace.



## Hospice Program Named a *We Honor Veterans* Partner Provider

Concord Regional VNA Hospice is now a *We Honor Veterans* Partner Level One Provider. This program of the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs focuses on respectful inquiry, compassionate listening, and grateful acknowledgement. “We continually research methods to help us improve the care of all of our hospice patients, including veterans,” said Laurie Farmer, LICSW, ACHP-SW, Vice President of Hospice. “The *We Honor Veterans* program helps our staff and volunteers gain a greater understanding of how to care for the unique needs of veterans and their families. We are already working toward achieving *We Honor Veterans* Partner Level Two status.”



WE HONOR VETERANS

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## 2013 CRVNA Board of Trustees

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## A Message From Mary

Concord Regional VNA provides the communities we serve with care, education, and preventative health services by using funds that we receive from the community.

As a not-for-profit, community-based organization, Concord Regional VNA reinvests money to enhance patient care by strengthening existing programs and services and developing new programs and services like our Medication Reconciliation Program to improve outcomes for patients with ongoing health conditions and to reduce avoidable re-hospitalizations.

We provide additional staff training so our clinicians can learn advanced skills on how to treat patients with complex care needs and purchase new technology to improve care and coordination of services. Our agency makes facility improvements to the Concord Regional VNA Hospice House such as renovating existing space to better accommodate patients and their families.

Concord Regional VNA provides funding for community benefit programs including charity care for people who are unable to pay out-of-pocket fees for services and financial assistance for people who are uninsured, underinsured, or otherwise unable to pay for out-of-pocket room and board fees at the Hospice House. Our agency also offers students clinical settings so future healthcare professionals are trained to care for tomorrow's patients.

Our agency offers community health education so people of all ages can learn how to prevent falls, manage their ongoing health conditions, complete their advance directives, learn how to better take care of themselves while caring for a loved one, and maintain healthy habits.



*Mary B. DeVeau, President/CEO*

Concord Regional VNA has always been entrenched in the community as a not-for-profit healthcare organization. Our agency has provided care for thousands of patients and clients through life-changing nationwide events such as the epidemic of influenza in 1918, the flood of 1936, the Great Depression, and two World Wars.

Our agency takes great pride and has been honored to serve you since 1899. If you would like to receive services from your local not-for-profit home health and hospice agency, ask for Concord Regional VNA by name. We work with you and your physician to obtain a referral to help you maintain or regain your quality of life, stay independent, remain in your home, and live life to the fullest.

Thank you for choosing Concord Regional VNA. As always, if you have questions or suggestions, please call (603) 224-4093 or (800) 924-8620.

Our newsletter is published as a service for our community members and friends. If you wish to have your name removed from the Concord Regional VNA mailing list, please write us at Concord Regional Visiting Nurse Association, The Slusser Center, 30 Pillsbury Street, Concord, NH 03301, call (603) 224-4093, or email [crvnainfo@crvna.org](mailto: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 Visiting Nurse Association is a not-for-profit, community-based healthcare provider that serves people of all ages in central New Hampshire. We provide home care, hospice, personal home services, maternal and child services, pediatrics, and community health services. In fiscal year 2012 and in consonance with our mission, Concord Regional VNA provided more than \$3 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 CRVNA. Pg 2 Mary DeVeau photo by Joy Mark Photography & Video.

# Staff Happenings

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## Nurse Chosen for National Nurse Recognition Program

**Senada Alic**, RN, Home Health Nursing Care Coordinator, was chosen by the National Association for Home Care & Hospice (NAHC) and the Home Healthcare Nurses Association (HHNA) to represent New Hampshire as one of the top 50 home care and hospice nurses in the 2013 Nurse Recognition Program. Senada was also awarded the Maryellen LaRoche Nursing Scholarship from the Home Care Association of New Hampshire (HCANH). The scholarship supports individuals employed in home healthcare working towards an associate, bachelor, or advanced nursing degree.

## New Personal Home Services Client Relations Specialist

**Rebecca Pirkey**, MSW, is the new Personal Home Services Client Relations Specialist. She is responsible for customer admissions/discharges, service changes, customer communications, and overall customer service.

## Nurses Receive Hospice and Palliative Care Certification

**Kelley Swanson**, RN, and **Kaitlyn Stimpson**, RN, recently obtained certification through the National Board for Certification of Hospice and Palliative Care Nurses.

## Farmer Named to Commission to Study, Promote Palliative Care

**Laurie Farmer**, LICSW, ACHP-SW, Vice President of Hospice, was named to the State Commission to study and promote palliative care and associated quality of life initiatives.

## Helfenstein, Manus Retire

**Priscilla Helfenstein**, LNA, and **Starr Manus**, Director of Development, retired from Concord Regional VNA. Priscilla retired after 29 years of service and Starr worked at the agency for nearly five years.

## DeVeau Authors Journal Article

**Mary DeVeau**, RN, MSM, President/CEO, wrote an article published in the October issue of *Home Healthcare Nurse*, the journal for homecare and hospice professionals. The article focuses on our involvement with the Concord/Elliot Accountable Care Organization.

## Totten Named to Leadership NH Class of 2014

**Keliane Totten**, M.Ed., MCHES, Community Benefits Director, was named to the Leadership New Hampshire (LNH) Class of 2014. She is one of only 39 Associates who began a 10-month educational program last month that will expand their perspective of the challenges that the state faces. Congratulations to **Mauret Brinser**, VP of Business Development, who graduated from the program earlier this year.

## Medication Reconciliation Program to Be Offered to Patients of Concord/Elliot Accountable Care Organization

This year, our agency's Medication Reconciliation Program will be offered to discharged hospital patients with ongoing health conditions who have a primary care provider within the Concord/Elliot Accountable Care Organization. The program has been available to discharged hospital patients of Dartmouth-Hitchcock Concord primary care providers since February 2012. Since that time, the program has helped improve outcomes and safety for patients who have ongoing health conditions and reduce avoidable re-hospitalizations. This program has provided Dartmouth-Hitchcock Concord patients with support needed upon hospital discharge and through access to technology, improved coordination and communications among the entire healthcare team.

## Hospice Allows a Son to Be a Son

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Our Hospice team allowed Doug of Concord to reconnect with his mother and share special moments together that they otherwise may not have had a chance to do.

“I have two other brothers, but I’m the one who lived closest to my mother,” he said. “When I used to visit her, I would ask if she took her medications and if she had something to eat. Once hospice care started, I did not have to do that anymore. We had time to sit and talk and even play cribbage. Hospice allowed me to step back and enjoy the visit.”

“I could not be there all the time,” Doug added. “The staff really stood out and was committed to making sure someone was there for her. I tried to help my mother maintain her independence as long as possible. If I understood the breadth of services better, I would have tried to bring hospice in sooner to take the caregiver’s pressure off.”

Most recently, Doug’s wife Dedi became a believer in the value of hospice services. Her mother received hospice care from our team at Merrimack County Nursing Home.

“It is one thing to see the Hospice team caring for someone, but it is another thing to experience it firsthand,” Doug said.

Concord Regional VNA Hospice is provided in a person’s home, a nursing facility, and at our Hospice House. For more information about Concord Regional VNA Hospice, call (603) 224-4093, ext. 5878.



*Concord Regional VNA Hospice House*

## Care for Patients and Support for Caregivers

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Barbara of Bow knows how difficult it is to be a caregiver. She was her husband’s primary caregiver at home for five years before he moved to Concord Regional VNA Hospice House and passed away last year.

“While he was sick, I could never have taken care of him at home without Concord Regional Visiting Nurse Association,” Barbara said who was married to her husband Al for more than 56 years. “It was demanding. It was seven days a week. He did not watch TV. He could not feed himself.”

“When it reaches a difficult stage-when someone is not as mobile, not transferrable, and not communicative, that’s when hospice is wonderful,” she said. “They provide quality care right to the end.”

Hospice Services focus on pain and symptom control, dealing with the emotional and spiritual aspects of dying, education for family on how to care for their loved one, speech and physical therapy, when needed, bereavement support, and information on additional community resources.

“While I was caring for him at home, hospice staff helped me get him out of bed and provided support for the care that I was providing him,” Barbara said. “It was also well coordinated with the private care (Concord Regional VNA Personal Home Services) that I was paying for. They were always there to guide me and listen to me if I had questions.”

## A Family Learns to Adjust

Thanks to Concord Regional VNA's Helping Hands, Healing Hearts Grief Program, one family is adjusting after losing a husband and a father.

"I would highly recommend Helping Hands, Healing Hearts," said Emily of Hooksett. "It's a program that I would have paid a mint for. I am hoping to return to another session and have my son and I continue with our progress. There are not enough thanks to offer for the gifts given to us that day."

Helping Hands, Healing Hearts is a grief program for children ages 5-18 and their families who are adjusting after the loss of a loved one. Facilitators use age appropriate activities that allow children to easily express their grief and remember their loved ones in a positive way.

"We each came away with something different," Emily said. "My son realized that he is not the only child to have lost a parent or someone close to them. He learned that he does not have to be afraid and that it is ok to allow new people into his life. He learned that he does not have to be afraid of other people in his life leaving."

"I also needed advice on how to help my son through hard days," she added. "I could say 'I understand and try to sympathize,' but I really didn't understand what he was going through."

Upon arriving at the program, Emily's son felt comfortable talking with facilitators and made connections with the other children.

"I liked that the facilitators reported back to me things that my son said he had felt that I knew nothing about," she said. "They gave me insight into how my son felt and said it was ok to be honest with him about how his father died."

Emily and her son have made many changes since attending the program this past March.

"He puts special items in his memory box he made during Helping Hands, Healing Hearts," she said. "He has allowed more friends into his life and is seeing that we are ok and our life is even better than it ever was."

*The next Helping Hands, Healing Hearts is Saturday, November 2 from 9 a.m. to 1:30 p.m. at the Concord Boys and Girls Club. For more information or to register, call (603) 224-4093 or (800) 924-8620, ext. 2828 or e-mail Carmella.Dow@crvna.org.*



*Bereavement Services are available through one-on-one visits, group settings, and additional resources.*

## Concord Regional Visiting Nurse Association

*Your Community-Based Healthcare Provider*

Ask for Concord Regional VNA Hospice when you or someone you love needs end-of-life care. We guide you through this unfamiliar journey and help you find comfort, dignity, and peace.

Since 1899, we are the agency you know and trust.



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



# Community Commitment

Can't find the perfect gift for someone? Donating to Concord Regional Visiting Nurse Association on someone's behalf is always a thoughtful and welcomed gift.

We make gift giving special by sending a personalized card to the person indicated, letting them know you have made a donation in their honor to help sustain the mission of Concord Regional Visiting Nurse Association.

A tribute gift to Concord Regional Visiting Nurse Association is an excellent way to use any special occasion to support your community. Celebrate any of life's special moments such as:

- Thank a caregiver
- In lieu of holiday or birthday gifts
- Celebrate a marriage or anniversary (Brides and grooms may

choose to forego the traditional wedding favor and make a donation to celebrate the occasion)

- Mother's Day or Father's Day
- Express your love on Valentine's Day
- Celebrate a birth or adoption
- Congratulate someone on his or her retirement

How to make a gift:

- Online: Use a credit card to donate securely online at [www.crvna.org/donate.html](http://www.crvna.org/donate.html)
- Mail-In: Please print, complete, and return the mail-in envelope enclosed in the newsletter
- Call Us: We are available at (603) 224-4093, Monday through Friday, from 8 a.m. to 4 p.m.

Ask your employer if they have a matching gift program. Many employers sponsor matching gift programs and will match charitable contributions made by their employees, retirees and/or spouses.

Concord Regional Visiting Nurse Association is a nonprofit, 501(c) (3) organization. Your gift is 100% tax deductible and the funds help your neighbors and friends in the 35 communities Concord Regional VNA serves. To protect the privacy of our supporters, we do not sell, rent or share our donors' personal information.

Do you have a question about celebration and tribute gifts? Please call the Development Department at (603) 224-4093, ext. 5807 or send us an email to [crvnainfo@crvna.org](mailto:crvnainfo@crvna.org).



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## Seasonal Flu Clinics 2013 (for age 3 and over)

Nurses administer flu shots to people and answer their flu-related questions. The fee is \$25 per flu shot (cash or check is accepted). Clients who present an insurance ID card from Medicare B, Medicaid, Harvard Pilgrim, or Anthem NHN, NHP, YGG, EHH, R, or Federal do not have to pay a fee. Clinics are dependent on availability of the vaccine and are subject to change. For a complete schedule, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 5815.

Day	Date	Time	Location	Address
Thu	Oct 24	10 am - Noon	Centennial Senior Center	254 No. Main St., Concord
Thu	Oct 24	2 - 4 pm	Canterbury Hall	353 Baptist Rd., Canterbury
Sat	Oct 26	10 am - 1 pm	Ctr. Woods School Health Fair	14 Center Rd., Weare
Sun	Oct 27	11:30 am - 12:30 pm	Deering Community Church	763 Deering Rd., Deering
Tue	Oct 29	12:30 - 2 pm	Boscawen Town Hall	12 High St., Boscawen
Fri	Nov 1	11 am - 1 pm	Concord Parks & Recreation	14 Canterbury Rd., Concord
Mon	Nov 4	1 - 3 pm	St. Paul's Church	21 Centre St., Concord
Tue	Nov 5	9 - 11 am	Dunbarton Congregational Church	6 Stark Highway No., Dunbarton
Thu	Nov 7	10 am - Noon	Colonial Village Pharmacy	54 Park Ave., Contoocook
Sun	Nov 10	11:15 am - 12:15 pm	United Church of Warner	45 East Main St., Warner
Tue	Nov 19	2:30 - 4:30 pm	St. Paul's Church	21 Centre St., Concord
Mon	Dec 2	1 - 3 pm	St. Paul's Church	21 Centre St., Concord
Tue	Dec 17	2:30 - 4:30 pm	St. Paul's Church	21 Centre St., Concord



# Upcoming Community Programs

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

## "A Matter of Balance"

Thursdays, Oct 24 - Dec 12, 10 a.m. - Noon  
Family Tree Health Care ~ Warner  
2 East Main Street, Warner

"A Matter of Balance" is a nationwide, evidence-based program that uses recommendations from healthcare professionals, experiences of participants, and exercise to help adults prevent falls and conquer their fear of falling. There is no fee to attend this program. To register, call (603) 224-4093, ext. 5815 or visit [www.crvna.org](http://www.crvna.org).

## Better Choices, Better Health™

Tuesdays, Nov 11 - Dec 17, 1 - 3:30 p.m.  
Slusser Senior Center  
41 Houston Drive, Contoocook

Better Choices, Better Health™ is a nationwide, evidence-based program that helps adults learn how to better manage their chronic health condition or help their loved one better manage their chronic health condition. There is no fee to attend this program. This program is made possible with the support of the Lincoln Financial Foundation. To register, call (603) 224-4093, ext. 5815 or visit [www.crvna.org](http://www.crvna.org).

## 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.

## Monthly Dying to Talk Cafés

Join us for facilitated 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 every month from 6 to 7:30 p.m. at True Brew Barista in Gibson's Bookstore, 45 South Main Street in Concord (Please note the cafés are being held November 20 and December 18 due to the holidays). For more information, call (603) 224-4093, ext. 5815.

## Monthly Walk-In Wednesdays

Do you have questions about in-home support, end-of-life care, community health services, or your advance directives? Here is your opportunity to get your questions answered. This free program is on the fourth Wednesday of every month from 10 a.m. to noon at Concord Recreation Senior Program, 14 Canterbury Road in Concord on a first-come, first-serve basis. For more information, call (603) 224-4093, ext. 5815.

## Monthly Capital Area Memory Cafés

Come socialize and build relationships with others who have memory impairment. This free program is on the third Wednesday of every month from 2 to 4 p.m. at Granite Ledges of Concord, 151 Langley Parkway. For more information, call (603) 224-4093, ext. 5815.

## The Grief Experience Through The Holidays

Tue, Nov 11, 2 - 3:30 p.m.  
Greater Hillsborough Senior Services  
St. Mary's Church  
36 Church Street, Hillsborough

Wed, Nov 13 & Dec 4, 6:30 - 8 p.m.  
Concord Regional VNA Hospice House  
240 Pleasant Street, Concord

Wed, Dec 11, 6:30 - 8 p.m.  
Epsom Public Library  
1606 Dover Road, Epsom

Join adults who are grieving the death of a family member or friend. Share stories, learn tools for coping and receive support. There is no fee to attend this program. For more information, call (603) 224-4093, ext. 2828 or e-mail [Carmella.Dow@crvna.org](mailto:Carmella.Dow@crvna.org).

## Consider the Conversation™ Showing

Wed, Nov 13, 5:30 p.m.  
Red River Theatres  
11 South Main Street, Concord

Consider the Conversation™ opens the floodgates of thought and conversation on many issues that we will all face at the end of life. This documentary examines multiple perspectives on end-of-life care and includes information and experiences gathered from interviews nationwide.

There will be a post-documentary discussion. There is no fee to attend this program and registration is recommended due to limited space. To register, call (603) 224-4093, ext. 5815 or visit [www.crvna.org](http://www.crvna.org).



*Dave Beaman, PT, leads a discussion about reducing home fall hazards during "A Matter of Balance" program.*



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Washington • Weare • Webster • Windsor



## **Hospice Lights of Life Community Remembrance Ceremonies**

Please join us for Concord Regional Visiting Nurse Association's 2013 Hospice *Lights of Life* Community Remembrance Ceremonies.

**Mon, Dec 2, 2 p.m.**

MainStreet BookEnds of Warner  
The Gallery  
16 East Main Street, Warner

**Tue, Dec 3, Noon**

Suncook Senior Center  
Parish Hall  
10 School Street, Suncook

**Wed, Dec 4, 12:30 p.m.**

Slusser Senior Center  
41 Houston Drive, Contoocook

**Thu, Dec 5, 11:30 a.m.**

Pittsfield Area Senior Center  
74 Main Street, Pittsfield

**Fri, Dec 6, 6:30 p.m.**

Merrimack County Savings Bank  
89 North Main Street, Concord  
*Note: Space is limited*  
Doors open at 6:15 p.m.

**Mon, Dec 9, 11 a.m.**

Merrimack County Nursing Home  
The Theatre  
325 Daniel Webster Highway,  
Boscawen

**Thu, Dec 12, 12:30 p.m.**

Greater Hillsboro Senior Services  
St. Mary's Church  
36 Church Street, Lower Level  
Hillsboro

**Fri, Dec 13, 10:30 a.m.**

Hooksett-ites  
Hooksett Public Library,  
Lower Level  
31 Mount Saint Mary's Way,  
Hooksett