

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

19th Annual Hospice *Lights of Life*

Remembering Your Loved Ones

You can help us spread awareness about Concord Regional VNA Hospice by honoring a loved one or a friend and inscribing their name in the 19th Annual Hospice *Lights of Life* Honor Roll.

Enter their name and donate online at www.crvna.org or complete the enclosed envelope and include your loved ones' names you want to add to the Honor Roll by December 1.

The Hospice *Lights of Life* Honor Roll is available for viewing at www.crvna.org and will be in the *Concord Monitor* on December 18.

During December, lights will shine in the windows of downtown Concord, Contoocook, Goffstown, Hillsborough, Hooksett, Northwood, Penacook, Pittsfield, Suncook Village, and Warner to celebrate lives past.



For more information, call
(603) 224-4093 or (800)
924-8620, ext. 5664.

Concord Regional VNA
better together

HOME CARE | EDUCATION | PERSONAL SERVICES | HOSPICE

Connecting Services to Help People Remain Independent

Summer is a great time for families to be outdoors and participate in activities together. One of our Personal Home Services licensed nursing assistants helped ensure one of our clients did not miss out on any family fun.

“Her son called and asked if I could join their family on a boat ride at Pleasant Lake in Deerfield,” said Yuliya, LNA. “Audrey wanted to do this for a long, long time. She enjoyed it a lot. She was in good spirits and remembers that moment.”

Yuliya and Audrey joined family members who traveled from as far as England and California for this special get together. “I like the fact that someone like Yuliya has a personal relationship with my mom,” said George, one of Audrey’s sons. She provides companionship for my mom besides taking care of her physical needs.”

“The staff has been very helpful,” George added. “She is 98 years old and does not want to go to a nursing home.”

The services help Audrey live alone, right where she wants to stay.

Continued on page 5

Concord Regional VNA Board of Trustees

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A Message From Mary

Making Needed Renovations

Concord Regional VNA and the community celebrated 20 years of the Hospice House earlier this year. Since 1994, our hospice team has provided around the clock care to more than 3,100 patients and families at the Hospice House. The Hospice House is a special facility where patients at the end of life can spend precious time together with their loved ones.

Just like any home, the Hospice House has ongoing repairs and maintenance that must be completed. By making these improvements, we hope to enhance the experience for patients and families by ensuring the environment continues to be safe and comfortable. The changes to the Concord Regional VNA Hospice House include:

- Renovating the kitchen
- Installing a newly designated family kitchen area
- Relocating the Medication Room
- Installing a new heating and cooling system
- Removing and installing a new roof
- Replacing lighting
- Replacing windows

To make these improvements, we temporarily closed the Hospice House on October 1. All patients were relocated to Concord Hospital's 5 South Unit where the Hospice House team is caring for them. Admissions to the Hospice House continue.

Visiting hours are still 24 hours a day, seven days a week. We ask visitors to park in hospital lot E, enter the 3rd Floor Visitors Entrance, and take Elevator C to the 5th Floor. After 8 p.m., visitors should enter Concord Hospital through the 1st Floor Emergency Department.



Mary DeVeau, President/CEO

We regret this inconvenience, but feel that this plan was the least disruptive to patients, families and loved ones, physicians, and the Hospice House team.

It was extremely important to us to keep the home-like atmosphere of the Hospice House intact. We carefully considered input from a variety of team members about the kitchen and the medication room and carefully considered what is in the patients' and the teams' best interests. Patients live in the facility and the team provides care every day.

We are asking local businesses and community members to join together again to support the Hospice House Renovation Project. To learn more about the Hospice House Renovation Project, please turn to page 6 and/or call (603) 224-4093.

As always, thank you for choosing Concord Regional VNA. Your trust in us has enabled Concord Regional VNA to be here today and tomorrow.

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. 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 2013 and in consonance with our mission, Concord Regional VNA provided more than \$3.5 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 Mary DeVeau photo by JoyMark Photography; Pg 3 Betsy Wotton photo by JoyMark Photography.

News at Concord Regional VNA

New Medical Director of Palliative and Hospice Care

Concord Regional VNA and Concord Hospital welcome **Stephen Rust, MD**, as the new Medical Director of Palliative and Hospice Care. He is working closely with both organizations on further developing a comprehensive Palliative Care Program and strengthening the existing Concord Regional VNA Hospice Program.

Dr. Rust is a native New Englander who received his medical training at Indiana University in Indianapolis, Ind. and completed his residency at Ball Memorial Hospital in Muncie, Ind. He received formal training in Palliative Care from the Harvard Medical School Center for Palliative Care in Cambridge, Mass.

Dr. Rust is board-certified in Internal Medicine, Geriatrics, and Hospice and Palliative Medicine. During the last six years, he has served as Director of Palliative Care at Providence Alaska Medical Center in Anchorage, AK. during which time he also developed a fellowship program in Palliative Care.



Stephen Rust, MD

Wotton Named Hospice Director of Nursing

Betsy Wotton, RN, CHPN, MSN, MBA, is the new Hospice Director of Nursing. She supervises our hospice nurses and supports enhancement of our delivery of hospice care, coordination of care, and development of quality improvement plans. Betsy has many years of home health and hospice experience in case management and directorship.



Betsy Wotton, RN, CHPN, MSN, MBA

New Volunteer Coordinator

Deborah Keefe, MSW, is the new Volunteer Coordinator. She provides coordination for all volunteer efforts for Concord Regional VNA. Deb recruits, screens, interviews, places, and supervises all volunteers. She prepares communications, maintains volunteer records and coordinates needs assessments for all volunteer programs.

Livingston Presents at NH Health Care Association Event

Betsy Livingston, LICSW, Community Liaison, presented "Veteran Issues at the End of Life" at the New Hampshire Health Care Association's Annual Convention & Trade Show.

Ipavec Named to Leadership Greater Concord Class of 2015

Valerie J. Ipavec, Philanthropy & Public Relations Coordinator, was named to the Leadership Greater Concord Class of 2015. The program sponsored by the Greater Concord Chamber of Commerce fosters civic awareness and prepares emerging leaders for future community involvement.

Grants Received

The Citizens Bank and Getz Charitable Trust awarded \$5,000 to the Concord Regional VNA Hospice House Renovation Project.

The Lincoln Financial Foundation awarded \$2,500 to the Better Choices, Better Health™ program.

Tigert Presents at Annual Caregivers Conference

Leanne M. Tigert, M.Div., D.Min., Spiritual Care Counselor, presented at the Annual Coalition of Caregivers Conference.

Community Health Worker Makes Immediate Impact

Weddings are just one of many family gatherings that take place. It is a time where families share special moments and re-connect with each other. For one father, his hope of making a long road trip to see his granddaughter get married in Rochester, New York seemed unlikely.

“In the beginning, he (David) wasn’t going to go on the trip,” said his wife Kay. “We hadn’t seen our son in three years (due to his work commitments) and hadn’t met our great granddaughter.”

David met Lindsey, Community Health Worker, at one of our Senior Health Clinics and Lindsey helped make the trip a reality. She coached him with his exercise program that helped David increase his endurance and feel comfortable making the more than six-hour trip to Rochester. Lindsey also provided fall prevention education with David and what to do if he falls in the future.

“I have a stationary bike but I didn’t know how long I should exercise,” David said. “I was looking for direction from her on how much time I should use it for. When we started, I could not do more than two minutes. We worked up to five minutes and now I am ready to go up to 10 minutes. I needed to build up strength to make this trip.”

Community Health Workers help adults with complex care needs make action plans toward lifestyle and behavior changes to meet their personal goals and improve their quality of life by reducing unnecessary hospitalizations.

Lindsey’s role includes:

- Providing extra attention to patients
- Assisting patients with improving their self-management skills
- Helping patients advocate for themselves
- Promoting behavior changes
- Encouraging participation and follow-up
- Instilling problem-solving skills
- Reinforcing chronic condition education

The program is being supported by a more than \$1.1 million gift from the Audrey Lindgren Trust that allows our agency to offer this service at no fee to adults and is part of our community benefits program.

“We are grateful for this thoughtful and generous gift from Ms. Lindgren,” said Mary DeVeau, President and CEO. “We believe this gift will help improve public health which I have learned was Ms. Lindgren’s true passion.”

For more information about the program and how it helps adults, call (603) 230-5681.



Lindsey, Community Health Worker, with David at his house.

Behavioral Health Program Launched

Concord Regional VNA has launched a Behavioral Health Program to improve care and the general health of our Home Care patients who have mental and behavioral health needs. The program is for:

- Current patients with anxiety or depression
- Homebound patients living with anxiety and/or depression
- Patients with chronic mental health and behavioral health diagnoses

Research shows that depression can be as high as 46% for home care patients. When they experience a medical event, have a new diagnoses or a fall, patients often become depressed and/or have high anxiety.

Ten of our Home Care nurses, occupational therapists, and social workers are now specially trained to assess and identify emotional and behavioral symptoms. If they identify symptoms, the case is reviewed and an appropriate care plan is determined. The goals are to improve patient outcomes, and decrease avoidable re-hospitalizations and emergency department use.

Our clinicians were trained in a 12-month program offered by the Home Care Association of New Hampshire. The program included on-site clinical training, a comprehensive operational manual, diagnosis-specific care guides, webinars, and monthly teleconferences. In addition, there will be additional ongoing training and orientation of new staff.

Connecting Services - Continued from page 1

What Personal Home Services Offers

Our Personal Home Services team works with you and your family to provide personal care, companionship, and homemaking services to help you do the things important to you.

Homemaking includes:

- Errands for necessities
- Housework
- Meal preparation

Personal Care & Companionship includes:

- Bathing
- Family caregiver relief
- Alzheimer's/dementia care

Personal Home Services are available in your home and in residential care communities.

Call (603) 224-4093 for information on which services may be helpful to you.

Seasonal Flu Clinics 2014 (for age 3 and over)

It's not too late to get your flu shot.

Clients who present an insurance ID card from Medicare B, Medicaid, Harvard Pilgrim, or Anthem do not have to pay a fee. The fee is \$30 per flu shot (cash or check is accepted). The published rate is \$45.

Day	Date	Time	Location	Address
Tue	Nov 18	2:30 - 4:30 pm	St. Paul's Church	21 Centre Street, Concord
Mon	Dec 1	1 - 3 pm	St. Paul's Church	21 Centre Street, Concord
Tue	Dec 16	2:30 - 4:30 pm	St. Paul's Church	21 Centre Street, Concord



CONCORD REGIONAL
VISITING NURSE
ASSOCIATION

Community Commitment

Support a Treasured Resource

Through the years hospice care has changed, however, one constant remains – the need for the Concord Regional VNA Hospice House. In 1994 the Hospice House was opened to patients who needed more care in order to have a peaceful and supportive end of life journey.

Our Hospice House has often been described by patients and their families as a place **where families can be families**. Patients who are cared for during their final weeks at the Hospice House find comfort and peace, as they are surrounded by family and friends and supported by a caring and professional staff.

Just like any home, Hospice House is in need of renovations. Two of the more noticeable changes will be a newly designated family kitchen area (pictured bottom left) and a redesigned kitchen (pictured bottom right) that will allow our team to develop an improved workflow so patients are cared for more efficiently.

We are completing the renovations so each patient can have the same experience as our first patient 20 years ago:

“She had a difficult time leaving her tiny mobile home, and it took some time for her to trust me that she was going to a good place. As the patient settled in, the room brightly lit by the warmth of the sun seeping in, and with the aroma of food cooking, she cried and said, ‘This is too beautiful for me.’”

- Joann, Hospice House Nurse

We owe much of our success to our donors who are truly our partners in caring. **You can join with us again to continue to provide a special place where families can spend precious time together.**

Please consider sending your gift of support so patients and their families continue to have a **beautiful place where families can be families**.



Upcoming Community Programs

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

“The Memory Loss Tapes” Free Screening

Wednesday, November 12, 5:30 -7:30 p.m.

Red River Theatres

11 South Main Street #L1, Concord

“The Memory Loss Tapes” is an emotionally revealing documentary that profiles seven people living with Alzheimer’s, each in an advancing state of dementia, from its earliest detectable changes through end of life. There is a post-documentary panel discussion. Registration is required and space is limited. To register, call (603) 224-4093, ext. 5815 or visit www.crvna.org. *Make this an evening out and go to Margarita’s Mexican Restaurant. Mention Concord Regional VNA and 15% of your purchase will be donated to our Hospice Program.*

“Dine Out for Hospice” at Uno’s

Thursday, November 20, 11 - 12:30 a.m.

15 Fort Eddy Road, Concord

Eat at Uno’s for lunch or dinner (dine in, take out, and delivery included) and up to 20% of your bill will be donated to Concord Regional VNA Hospice. Do not forget to tell your server that you are “Dining Out for Hospice.”

“The Grief Experience Through the Holidays”

Wednesday, December 10, 6 - 7:30 p.m.

Epsom Public Library

1606 Dover Road, Epsom

This program offers support for those facing the winter holidays while grieving the loss of a loved one. For more information, call (603) 224-4093, ext. 2828 or e-mail carmella.dow@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 Capital Area Memory Cafes

Come socialize and build relationships with others who have memory impairment, and their family members. 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. For more information, call (603) 224-4093, ext. 5815.

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 6 to 7:30 p.m. at True Brew Barista in Gibson’s Bookstore, 45 South Main Street in Concord. 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 each month from 10 a.m. to noon at the Heights Community Center, 14 Canterbury Road in Concord on a first-come, first-serve basis. For more information, call (603) 224-4093, ext. 5815.



Concord Regional VNA offers many bereavement support groups throughout the year.



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Hospice Lights of Life Community Remembrance Ceremonies

Please join us for Concord Regional VNA's 2014 Hospice *Lights of Life* Community Remembrance Ceremonies.

Monday, December 1, 2014

11 a.m.

Merrimack County Nursing Home
325 Daniel Webster Hwy., Boscawen

2 p.m.

MainStreet BookEnds of Warner
16 East Main Street, Warner

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**Tuesday, December 2, 2014**

**10:30 a.m.**

Suncook Senior Center,  
Epsom Bible Church  
398 Blackhall Road, Epsom

**12:15 p.m.**

Horseshoe Pond Place  
26 Commercial Street, Concord

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Wednesday, December 3, 2014

1 p.m.

Slusser Senior Center Luncheon
41 Houston Drive, Hopkinton

Thursday, December 4, 2014

11:30 a.m.

Pittsfield Senior Center
74 Main Street, Pittsfield

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**Friday, December 5, 2014**

**10:30 a.m.**

Hooksett Public Library  
31 Mount Saint Mary's Way,  
Hooksett

**6:30 p.m.**

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

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Thursday, December 11, 2014

12:30 p.m.

Greater Hillsborough Senior Services
36 Church Street, Hillsborough