



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

President/CEO to Step Down

Concord Regional VNA President/CEO Mary B. DeVeau, RN, MSM, will step down from her position in December 2015 after nearly two decades. A Search Committee has partnered with Phillips, DiPisa & Associates to find and name a successor in late fall.

“We are saddened by Mary’s decision but are very supportive,” said Marianne Fleischman, MD, Board Chair and member of the Search Committee. “Led by Mary’s exceptional leadership skills and abilities, Concord Regional VNA has remained highly committed to its mission and the community it serves. We thank Mary for her many contributions and wish her well in her new journey.”

“It is with mixed emotions that I plan to leave Concord Regional VNA in December,” Mary said. “It has been a privilege for me to help ensure that all the communities that we serve, its patients, families, and partners have received the highest level of care. To share in the long and successful tradition of this great organization with the Board, staff, volunteers, and our community partners has been an honor.”

Mary was appointed as President/CEO on October 1, 1997. Since then, many home healthcare not-for-profit providers have failed and gone out of business due to decreasing Medicare reimbursements. Under Mary’s leadership, Concord Regional VNA has become the largest home health and hospice provider in the state through careful planning, investment in new technology, service improvement, and by rewarding and retaining highly competent staff. Today, nearly 400 employees deliver home care, hospice, personal home services, and education to 7,500 people a year in 39 communities and beyond.

As a tireless advocate for not-for-profit home health organizations, Mary regularly interacts with decision-makers in Washington D.C., as well as at the state and local level. She is a frequent national, regional, and local speaker on a wide range of issues including medication reconciliation, reducing avoidable re-hospitalizations, and ensuring adequate reimbursement for services. The Visiting Nurse Associations of America, a national association that supports, promotes, and advocates for community-based, not-for-profit home health and hospice providers recognized her management and leadership strength and recruited her to their Board of Directors in 2009. Four years later, Mary became Board Chair and served in that role for two years.

Continued on page 6

20 Years of Hospice *Lights of Life*

Are you looking for a special, meaningful way to remember a family member or friend this holiday season?

Simply make a donation in your loved ones’ name to Concord Regional VNA Hospice *Lights of Life* and they will be added to the *Lights of Life* Honor Roll. The Honor Roll is available for viewing at www.crvna.org beginning October 16 and in the Concord Monitor on December 15.

Please consider attending one or more of our annual Community Remembrance Ceremonies. The schedule of ceremonies is listed on the back cover of this newsletter.

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A Message From Mary

It has been an honor and privilege to have served as the President and Chief Executive Officer of Concord Regional Visiting Nurse Association for the past 18 years. In December I will be stepping down from my position to take more time to enjoy a different pace and hopefully some new adventures.

There have been so many great events, new projects, and services along with some difficult challenges that have taken place over my tenure. As part of our exceptional administrative and management team, I have worked with an outstanding group of professional and caring individuals who carry our Mission into the community. I have admired our clinicians who travel in all types of weather conditions to care for our community members. To hear the stories and read the letters that we receive have made me extremely proud. When I came to the agency, I remember a Board member asking me about my vision for a Visiting Nurse Association. I recall answering this question "We are people taking care of people. If you teach and support your staff, you will deliver high quality and compassionate care." This is what makes Concord Regional VNA the largest and greatest visiting nurse association in the state.

This organization's rich history of caring for the community was set forth by the founders in 1899 and that commitment is carried out each day by our staff. It has been my duty to ensure that the staff we hire embraced our Mission, to offer comprehensive educational programs to support ongoing learning, to explore new technology and innovation to meet the changing needs of our patients and communities, and to offer our staff competitive wages and benefits.

In addition to our staff, I have been extremely fortunate to work with a dedicated group of volunteers who have given their talent to serve the organization and our community. Our volunteers care for our hospice patients and their loved ones, support our administra-



Mary B. DeVeau, *President/CEO*

tive functions, our community programs, and serve as the governing body of the organization. The commitment and assistance provided by our volunteers is a gift. I have learned so much from their generosity and dedication to Concord Regional VNA.

As an organization there have been challenges, but none have been so great to have caused Concord Regional VNA to stray from our Mission. In 1999 we celebrated our 100th anniversary and I spent time reading all of our annual reports. I found it interesting that this organization has embraced challenges that have similarities over the decades. Many of the challenges are due to changes in the environment, actions by the government, and in delivery of health care. Every challenge that has arisen has only strengthened this great organization due to the Board and staff's commitment and hard work.

As I prepare to leave it is with a very heavy heart. I have worked with a great team that I will miss. I hope that I have been able to carry our founders' vision forward so that Concord Regional VNA will continue to grow and provide the highest quality of care to those we are here to serve. It has truly been an honor and privilege to have been part of this great organization.



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 2014 and in consonance with our mission, Concord Regional VNA provided nearly \$3.4 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 4 Management Team photos by JoyMark Photography.

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 VNA, 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.

News at Concord Regional VNA

Penacook Village Fund

Established in 2001, the Penacook Village Fund supports Concord Regional VNA's efforts in connecting older adults with local and state resources to help them live independently in their own homes. Our agency offers the program to residents of Penacook and Boscawen who are:

- 65 years or older
- Living independently
- Not currently on Medicaid

Please note that due to the donor's wishes, we can only provide these services to Penacook and Boscawen residents.

A Social Worker is available to meet in person or by phone with Penacook and Boscawen residents to provide connections to:

- Housing
- Transportation
- Respite help through grant support
- Caregiver resources

This service is offered at no fee to Penacook and Boscawen residents and is part of our community benefits program. For more information, please call (603) 224-4093 or (800) 924-8620, ext. 5815.

Grants Received

Thank you to the University of Massachusetts/National Network of Libraries of Medicine for \$7,041. This grant money was used to help support the promotion of our Beyond the Book Series project.

In addition, the NH Department of Health & Human Services awarded \$30,000 to the Capital Area Public Health Network who subcontracted with Concord Regional VNA. Our agency worked with a local advertising agency to develop and implement marketing and communication targeting older adults about falls prevention and increasing information about regional data on falls best practices and prevention strategies.

Program Underwriters

Thank you to Dartmouth-Hitchcock Concord for underwriting Better Choices, Better Health™, Helms and Company, Inc. for underwriting "Powerful Tools for Caregivers," and Phaneuf Funeral Homes and Cremation Society of NH for underwriting the "Dying to Talk Café."



Is proud to support the Concord Regional Visiting Nurse Association's Hospice Lights of Life

Granite Investment Advisors is a locally owned, independent investment advisory firm. We manage investments for individuals, non-profits, institutions, and corporations.

We pride ourselves on remaining active in our local community and supporting causes we feel strongly about.

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Staff Happenings

ADVANCE for Nurses Magazine Recognizes our Transitional Care Nurses

Congratulations to our Home Care Transitional Care Nurses for being named Best Nursing Team runner-up in the May issue of *ADVANCE for Nurses* magazine. Judges ranked essay applications of more than 100 nationwide teams on adaptability, expertise, outreach, and initiative. Our transitional care nurses were the only home care team named in the top 15.

Our transitional care nurses visit patients who:

- Are at risk for re-hospitalizations or are considered complex by medical diagnosis
- Have multiple medications or medication issues
- Lack home support systems or call the physician's office frequently

The goal of the program is to enhance the care experience for patients, improve population health, and reduce the overall cost of health care. It is well documented that medication mismanagement is a leading cause of hospitalizations and re-hospitalizations within the first week after discharge.



Home Care Transitional Care Nurses

Management Team News

Amanda Gallagher, RN, is the new Director of Clinical Admissions and **Donna Imgrund, RN**, is the new Director of Education. **Erica Lamy** is the new Director of Patient Care Services, **Cynthia Bergeron, RN**, is the new Paraprofessional Clinical Manager, and **Jeremy White, RN**, is the new Hospice House Manager.



Amanda Gallagher



Donna Imgrund



Erica Lamy



Jeremy White

Falls Prevention Program Speakers

Keliane Totten, M.Ed., MCHES, VP Community Engagement, and **Lori Connors, PharmD**, Pharmacist, presented at Dartmouth-Hitchcock Medical Center's "Falls Prevention: Keeping Older Adults Moving" continuing education program. Keliane presented "Community Based Programs for Falls Risk Reduction" with Dawana Pidgeon, PT, Dartmouth-Hitchcock Medical Center, and JoAnn Miles, MPH, Injury Prevention Coordinator at NH Department of Health & Human Services. Lori presented "Pharmacy's Unique Approach to Medication Management for Reducing Falls Risk."

Home Care Coder Publishes Article

Cynthia Cooke, RN, BSN, COS-C, HCS-D, BCHH-C, Clinical Coding/OASIS RN Specialist, wrote an article "Breaking isn't so bad in ICD-10: How to code fractures" published in the April issue of *Diagnosis Coding Pro for Home Health* by Decision Health.

Volunteer Coordinator Participates on Volunteerism Panel

Deborah Keefe, MSW, Volunteer Coordinator, participated on a panel discussion at the Governor's Conference on Volunteerism. The panel discussion focused on "Harnessing the Power of Seniors."

Home Care: It's About Being Home

Falls are one of the leading causes of hospitalizations and Concord Regional VNA Home Care can help you get back on your feet. One recently discharged Home Care patient found out firsthand.

Edward took a nasty tumble at his home in April and turned to our agency for assistance. "I was a mess physically," he said. "I couldn't walk at that point and the VNA stepped in."

He suffered many wounds due to his fall. Our team provided hands-on care and taught him how to properly care for himself to remain independent. "I never sensed any hesitation on their part," he said. "They made it simple and dignified."

Edward is familiar with our agency's services and has used them in the past. "Staff members are skilled, they know what they're doing, and they treat you absolutely the best," Edward added. "They've always been there when I needed somebody."

In addition to assistance in recovering from an injury, Concord Regional VNA Home Care services include:

- Help with managing a chronic illness
- Support to improve healing and recovery following surgery
- Home safety and falls risk assessment
- Advanced illness programs to address the needs of all ages
 - Complex Care Program
 - Behavioral Health Program
 - Palliative Care Consults
- Management of medications and reconciliation

Home Care is available in homes, assisted living facilities, and retirement communities.

Hospice *Lights of Life* - Continued from page 1

Your support helps spread awareness about Concord Regional VNA Hospice and is a thoughtful way to memorialize loved ones. Our agency also thanks all of our corporate sponsors including "Memory Light" Granite Investment Advisors.

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

A Wedding at the Hospice House

Concord Regional VNA Hospice House has played host to many weddings but this wedding may have been the quickest planned ceremony.

"My father had been in and out of the hospital," said Brian. "He wasn't sleeping. He wasn't eating. He had a mini stroke."

Brian and his fiancé were concerned that his father would not be able to witness their already planned August 29th wedding in Sanbornton. With help from staff and volunteers, the couple put together a memorable wedding at the Hospice House.

Family attended and there were flowers, rings, and even a wedding cake made out of cinnamon rolls by Lisa Mallet, the Hospice House Cook (*at right*). Leanne Tigert, M.Div., D.Min., Hospice Care Services Manager, an ordained minister officiated the ceremony.

"Everything went very well," Brian said. "At least he got to see it."



"Our Hospice team satisfies many patient and family requests at the Hospice House that are unattainable in other facilities," said Laurie Farmer, LICSW, ACHP-SW, Vice President of Hospice. "In addition to weddings, the team has also assisted with pet visits and family gatherings. It is just one of the many reasons I am proud to work here."

Hospice is available in homes, assisted living communities, retirement communities, skilled nursing facilities, and Concord Regional VNA Hospice House.

Community Commitment

Do you support Concord Regional VNA because you or a loved one had our services? Do you support our agency because you have a different personal connection or you may want to help ensure services are here for future generations? Whichever your reason, **we ask for your continued commitment in helping us care for our most vulnerable citizens and meeting our community's health needs.**

We proudly recognize that as a not-for-profit home health-care provider, we have always stayed true to our Mission of focusing on meeting health needs since Concord Regional VNA was incorporated in 1899. From the beginning, our founders recognized that many people living in Concord could not afford state-of-the-art health care at hospitals or at home administered by a well-trained private nurse.

A strong home health care system has been one of the driving forces behind maintaining a healthy community for more than a century. Our agency has helped new mothers transition home, people recover after an accident or injury, older adults manage their chronic illness, and have guided friends and family through the hospice experience.

We are grateful to you for playing a key role in helping us strengthen our community's health. **Thank you for your kind consideration of our 2015 Year End Appeal.**



Three Pleasant View Center (PVC) residents (Florence, Edward, and William) joined two other residents in completing their volunteer training so they can provide hospice vigil to PVC residents.

Front row (l-r) Volunteers Florence, Judy, Margaret, Edward, and William. Back row (l-r) Barbara of Pleasant View Center, and Laurie, Deborah, and Diane of Concord Regional VNA.

VNA President/CEO - Continued from page 1

Currently, Mary serves on the boards of the Home Care Association of New Hampshire and the Foundation for Healthy Communities. She is also the President of the VNA Health System of Northern New England and a Corporator for the Bank of New Hampshire. Previously, Mary served as Chair of the:

- Greater Concord Chamber of Commerce Board of Directors
- Community Provider Network of Central New Hampshire Board of Directors
- Concord Boys and Girls Club Board of Directors
- Merrimack County ServiceLink Board of Directors

She also served on:

- Concord Area Trust for Community Housing Board of Directors
- John H. Whitaker Place Board of Directors
- New England Life Care Board of Directors
- The Friends Program Board of Trustees

Mary has been formally recognized for her work on many occasions. In 2010, Mary was an Outstanding Women in Business Award winner from New Hampshire Business Review. Each year, the publication honors six women who excel in their professional lives and serve as leaders and role models. In 2009, she received the Home Care Service Award from the Home Care Association of New Hampshire. She was honored for her passion to develop and strengthen community relationships to foster collaborative initiatives with a goal of improving and securing home health services in the state.

In 2006, Mary was recognized by the Volunteer NH! Spirit of New Hampshire Awards program in acknowledgement of exemplary contributions to volunteerism and the betterment of life in the state. In 2005, under Mary's leadership, Concord Regional VNA was named a winner of The Corporate Fund's Walter J. Dunfee Award for Excellence in Nonprofit Management.

Upcoming Community Programs

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

Beyond the Book – *Being Mortal*

Tuesday, October 27, 1:30 - 2:30 p.m.
Pillsbury Free Library, 18 East Main Street, Warner

Thursday, October 29, 10 - 11 a.m.
Pembroke Town Library, 313 Pembroke Street, Pembroke

Join us for a conversation about living to the last moment with dignity and joy. The first 25 registered participants will receive a copy of the book *Being Mortal* by Dr. Atul Gawande. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

“Helping Hands, Healing Hearts”

Saturday, November 7, 9 a.m. - 1:30 p.m.
Heights Community Center
14 Canterbury Road, Concord

This program is for children ages 5-18 and their families adjusting after the loss of a loved one. It includes activities for all ages, healing through music, movement, and play, making a commemorative “take home” craft, and support and resources for the entire family. Lunch and snacks provided. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

FRONTLINE’s *Being Mortal* Screening

Thursday, November 12, 5:30 p.m.
Red River Theatres
11 South Main Street, Concord

Being Mortal by Dr. Atul Gawande, a surgeon and writer, examines medicine’s limitations and failures in his own practice as well as others’ for people with life-threatening illnesses. He discusses the importance of having meaningful conversations and to ensure to never sacrifice what matters most to you to live a good life – all the

way to the very end. There is a post-documentary panel discussion. Registration is required and space is limited. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815. *Make this an evening out and go to Uno’s. Mention Concord Regional VNA and up to 20% of your purchase will be donated to our Hospice Program.*

“Dine Out for Hospice” at Uno’s

Friday, November 13
Wednesday, November 25

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”

Tuesday, November 17, 5:30 - 7 p.m.
Bow Mills United Methodist Church
505 Church Street, Bow

Wednesday, December 2, 10:30 a.m. - Noon
Epsom Public Library
1606 Dover Road, Epsom

This program is for adults who are adjusting to life after loss while also facing the stress of the holiday season. 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.

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. 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. Thank you to our generous underwriter Phaneuf Funeral Homes and Cremation Society of NH. For more information, call (603) 224-4093, ext. 5815.



Do you have questions about in-home support, end-of-life care, community health services, or your advance directives? Walk-In Wednesdays are an opportunity to get your questions answered. This free program is offered on a first-come, first-serve basis 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.



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Hospice *Lights of Life* Community Remembrance Ceremonies

Please join us for Concord Regional VNA's 2015 Hospice *Lights of Life* Community Remembrance Ceremonies.

Monday, November 30, 2015
11 a.m.

MainStreet BookEnds of Warner
16 East Main Street, Warner

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**Tuesday, December 1, 2015**  
**10:30 a.m.**

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

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Wednesday, December 2, 2015
12:30 p.m.

Slusser Senior Center Luncheon
41 Houston Drive, Hopkinton

Thursday, December 3, 2015
11:30 a.m.

Pittsfield Senior Center
74 Main Street, Pittsfield

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**Friday, December 4, 2015**  
**10:30 a.m.**

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

**4:30 p.m.**

Horseshoe Pond Place  
26 Commercial Street, Concord

**Monday, December 7, 2015**  
**11 a.m.**

Merrimack County Nursing Home  
325 Daniel Webster Highway,  
Boscawen

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Tuesday, December 8, 2015
11 a.m.

Pleasant View Retirement
227 Pleasant Street, Concord

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**Thursday, December 10, 2015**  
**12:30 p.m.**

Greater Hillsborough Senior Services  
36 Church Street, Hillsborough