



*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*

## Caring for People with Complex Care Needs

The rising number of people with chronic health conditions and complex care needs has increased the necessity for Concord Regional VNA to enhance our existing services and provide new programs to help people improve their quality of life and prevent avoidable hospitalizations. Below is an overview of some of our agency's services and programs.

### **"A Matter of Balance"**

"A Matter of Balance" is an evidence-based, eight-week program that is offered on an ongoing basis in our service area. The program uses recommendations from healthcare professionals, the experiences of program participants, and exercise to help older adults prevent falls and conquer their fear of falling. Falls can lead to moderate to severe injuries such as hip fractures and head traumas and are a leading cause of hospitalizations. In 2012, we facilitated 13 programs that were attended by 98 older adults.<sup>1</sup>

### **Better Choices, Better Health™**

Better Choices, Better Health™ is an evidence-based, six-week program that is offered on an ongoing basis in our service area. The program helps older adults find ways to better self-manage their chronic condition and improve their quality of life. Nearly one of every two adults live with at least one chronic condition and a quarter of them experience significant limitations completing daily activities. In 2012, we facilitated six programs that were attended by 36 older adults.



*Better Choices, Better Health™ facilitated by Jennifer Brechtel, Community Health Educator*

### **Hospice**

Concord Regional VNA Hospice is for patients of all ages who have a life-limiting condition. It is available in homes, in residential care facilities, and at the Hospice House. Our caring, compassionate staff concentrates on the physical, social, emotional, and spiritual aspects of someone's life and well-being. Services include pain and symptom control, assistance on dealing with the emotional and spiritual aspects of dying, speech and physical therapy when needed, and bereavement services. In 2012, we cared for 698 patients and their families.

### **Medication Management Program**

Our pharmacist works with our homecare nurses and rehabilitation therapists in caring for patients who have a chronic condition and multiple medication needs. Many of our homecare patients have a chronic condition such as diabetes, chronic obstructive pulmonary disease (COPD), and congestive heart failure (CHF), and take numerous medications. Since early 2012, the pharmacist has assisted our team with developing care plans, reviewing medication orders, improving patient education, and clinical monitoring.

### **Medication Review and Care Coordination Program**

The Medication Review and Care Coordination Program, in partnership with Dartmouth-Hitchcock Concord, is a service for patients with complex chronic conditions. By accessing each organization's electronic medical record, healthcare professionals can identify high-risk patients earlier and enroll them in the program while they are hospitalized. Once discharged, our Home Health Nursing Coordinator visits patients within 24 hours to review their medications to help improve their quality of life and to prevent an avoidable re-hospitalization. Patient status changes are entered electronically so all healthcare providers involved have the most recent information. In 2012, we cared for 204 patients.

### **Palliative Care Consults**

Palliative care is a service for patients and their families coping with a serious or life-threatening condition. Palliative Care Consult Visits are provided to patients during any phase of their condition after a physician referral is received. During the visit, our

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## 2013 CRVNA Board of Trustees

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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; Pg 3 Associated Grocers photo by Photography by Blake; Pg 6 Starr Manus photo by Neal Scott Photography; Pg 8 Anne L. Slusser photo by Neal Scott Photography.

## A Message From Mary

### Providing Community-Based Care

It is no secret that New Hampshire's population is aging. A study by the NH Center for Public Policy indicated that nearly half a million Granite Staters will be over the age of 65, representing almost one-third of the population, by 2030. With age typically comes healthcare challenges. The National Council on Aging reported that nearly 92 percent of adults have at least one chronic health condition and another 77 percent have at least two. Patients with chronic conditions also take numerous medications.

That is why we developed programs such as the Medication Management Program and the Medication Review and Care Coordination Program that are specifically tailored to meet the needs of older adults who have chronic conditions and take numerous medications.

The Medication Management Program was started with support from the New Hampshire Charitable Foundation. A one-year grant supported having a pharmacist assist our team with helping patients manage their medications. We recently expanded the hours that the pharmacist is available to continue working with our team.

The Medication Review and Care Coordination Program is a collaboration between Concord Regional VNA and Dartmouth-Hitchcock Concord. This program allows our Home Health Nursing Coordinator to confirm that patients at high-risk of re-hospitalizations are following medical advice and are taking the correct medications.

Through both care management programs, Concord Regional VNA has made significant



Mary B. DeVeau, *President/CEO*

progress on specific measurable patient outcomes including:

- Reducing re-hospitalizations from 27 percent to 25 percent
- Increasing patients' ability to take oral medications correctly from 38 percent to 51 percent
- Increasing patient satisfaction from 81 percent to 87 percent
- Improving patient education

Through community-based care programs, our agency has achieved positive outcomes but progress could not be attained without active participation of our patients and their families. Patients and their families are more comfortable at home in familiar settings and are better able to remember what they are taught. Advances in technology like telehealth have also made it possible for older adults to stay in the comfort, privacy, and security of their homes.

As always, if you have questions or suggestions about our community services and programs, 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.

# NEWS at Concord Regional VNA

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## Dr. Maureen McCanty Honored With Kay Sidway Award

Dr. Maureen McCanty was the recipient of the Kay Sidway Award from Concord Regional VNA during Passion for Caring on May 8 hosted by Company C in Concord. The host sponsor was Company C and the lead sponsor was The Prescription Center and Northeast Pharmacy Services.

The Kay Sidway Award honors individuals who have devoted themselves to the education, nurturing, and well-being of families. The award began in 1998 when it was presented to Kay Sidway for her endless love and commitment to the children of the Concord community. This marked the first Kay Sidway Award presentation since Kay's passing on October 4, 2012. There was a moving tribute to Kay before the award presentation.

For 30 years as a physician with Concord OB-GYN, Dr. McCanty cared for patients and their children. She also gives back to the community. Dr. McCanty joined the Concord Regional VNA Board of Trustees in 1996 and served as Chair for four years.

## Hopkinton High School Senior Awarded Annual Concord Regional VNA/Eugene and Anne Slusser Scholarship

Leo Schuster, a Hopkinton High School Senior, was awarded the Concord Regional VNA/Eugene and Anne Slusser Scholarship during the Passion for Caring event. The scholarship is presented to a Hopkinton High School senior who will attend college in pursuit of a degree in science, mathematics, and/or health related field. Leo is attending Michigan Technological University to pursue a degree in Chemical Engineering. Once he obtains his degree, Leo plans to enlist in the United States Air Force.



*From left, Charles J. Fanaras, Board Member, Leo Schuster, Hopkinton High School Senior, Sharon Schuster, and Mary B. DeVeau, President/CEO.*

## Associated Grocers Receives Donor Recognition Award

Associated Grocers received the Donor Recognition Award during the Passion for Caring event.

Since 2001, Associated Grocers have raised money to donate to many not-for-profit, community organizations such as Concord Regional VNA through Community Connection, a cooperative's employee-backed, charitable giving program. Community Connection gives back 100 percent of all contributions donated by AG New England and its employees.

In addition to the host and lead sponsors of the Passion for Caring event, sponsors included Anonymous, Concord Imaging Center, Concord Orthopaedics, PA, Dartmouth-Hitchcock Concord, Granite Ledges of Concord, The Rowley Agency, Inc., St. Paul's School, Anthem Blue Cross Blue Shield, Bridge & Byron, Inc., Canon Solutions America, Harvest Capital Management, Inc., Home Care Specialists, Inc., Martignetti Companies of NH, McKesson Medical Surgical, Merrimack County Savings Bank, New England Employee Benefits Company, Inc., New Hampshire Distributors, and X-Ray Professional Association.

## New Board Officers and Members Named

The Concord Regional VNA Board of Trustees named Kathleen Ames and Marianne Fleischman, MD, the new Chair and Vice Chair, respectively, during its 114th annual meeting. The new Chair and Vice Chair join Concord Regional VNA's Board of officers that includes Mark T. Broth, Esq., Treasurer, Andrew Eills, Esq., Secretary, Mary DeVeau, President and CEO, and Steven Lauwers, Esq., Representative At Large. Patricia Bourgault, Paul Greenan and Joel Maiola were named new Board members. The Board of Trustees serves as the governing body of Concord Regional VNA.

## Announcing New Community Health Services

**"Powerful Tools for Caregivers"** is a free evidence-based program to help caregivers take care of themselves while caring for a loved one. It gives caregivers the tools to help reduce stress, communicate effectively with friends, family, and healthcare providers, and reduce guilt, anger, and depression.

# Staff Happenings

## DeVeau Elected Chair of VNAA Board of Directors

**Mary B. DeVeau, RN, MSM, President/CEO**, was elected by the Visiting Nurse Associations of America's (VNAA) Board of Directors as its new Chair at VNAA's 31st Annual Meeting in Weston, Fla. She previously served as VNAA Board Vice-Chair.

## Management Team News

**Laurie Farmer, LICSW, ACHP-SW**, was named Vice President of Hospice. **Mauret Brinser** was named Vice President of Business Development. **Andrea Patrick-Baudet, RN, CHPN**, was named Hospice Director of Nursing. **Beth Slepian, PT**, was named Vice President of Education and Clinical Compliance.

## Employee Scholarship Award Recipients Announced

**Karen McClellan, PT**, was named the winner of the Eugene and Anne Slusser Scholarship. The scholarship honors the

dedicated and caring staff at Concord Regional VNA who provide exceptional care and support. The award enables an employee of the agency to promote their knowledge, quality of care, and advancement through education. **Erin Tefft, LNA**, was the winner 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.



*Karen McClellan, PT, winner of the Eugene and Anne Slusser Scholarship.*

## Three Employees Speak at VNAA Annual Meeting

**Maureen Hanlon, RN, BSN**, Medical Review Nurse, **Denise Martel, RN, MSN**, Clinical Education and Development Coordinator, and **Pam Sampadian, RN, BSN**, Home Care Director, spoke at the

Visiting Nurse Associations of America's (VNAA's) 31st Annual Meeting in April.

## Knowles Authors Journal Article

**Cynthia Knowles, MDiv BCC**, Hospice Spiritual Care Counselor, wrote an article "Relaxation Protocols at the End of Life: An Interdisciplinary Approach" for *Plainsviews*, an online professional journal for chaplains and other spiritual care providers.

# Employee Service Awards

The following employees were honored at the Annual Staff Appreciation Event on March 27.

### 15 Year Awards

Rhonda Dame  
Mary DeVeau  
Ruth Nadeau

### 10 Year Awards

Slavica Djulabic  
Elizabeth Elwell  
Debora Foss  
Deborah Horton  
Molly Jones-Jamison  
Carrie Johnson  
Gale Lussier  
Barbara MacAllister  
Bonnie McNutt  
Stacey Nolin  
Nancy McComas-Sharp  
Martha Stock  
Melissa Jackson-Reep

### 5 Year Awards

Sara Balassone  
Diane Bory  
Jennifer Brechtel  
Barbara Burr  
Christine Caccia

Debra Carney  
Barbara Collins  
Deborah Dunlap  
Erin Foulds  
Susan Huckins  
Cynthia Knowles

Melinda Langevin  
Jennifer Lasman  
Sue Higgins Levasseur  
Betsy Livingston  
Genevieve Lofaro  
Cindy Marois  
Leslie McMahon  
Kathleen Mitchell  
Patricia Morgan  
Jennifer Paquet  
Paula Pelletier  
Heidi von Sneidern Powell  
Judith Richardson  
Carissa Supry  
Corrine Wilkens



*From left, Mary B. DeVeau, President/CEO congratulates Judy Richardson, RN, Paraprofessional Manager.*

# Volunteering to Help Your Peers



Deb Wyman

## How long have you been a Concord Regional VNA volunteer and in what capacity?

I became a volunteer at the agency shortly after the Hospice House was built. I volunteered for three years, took some time off, and came back about three years ago. Currently, I visit hospice patients at Merrimack County Nursing Home and have facilitated grief and bereavement support groups in the past.

## How did you get involved with volunteering for “A Matter of Balance?”

I received information from Laurie Brooks (Concord Regional VNA Volunteer Coordinator) and decided to attend the informational session to learn more about the program. Recently, I co-facilitated “A Matter of Balance” in Hooksett.

## What did you find helpful about “A Matter of Balance?”

The program challenges people in a gentle, but firm way that questions things. It’s about offering recommendations, experiences, and exercising to help people discover solutions.

## Caring for People - Continued from page 1

board-certified palliative medicine physician makes an assessment. After the visit, the primary care or referring physician receives recommendations and determines if a change in the plan of care is needed. Patients continue to receive care from their own primary care physician.

### Pediatric Home Care

Pediatric Home Care is specialized care and treatment for newborns and kids who have unique medical needs and/or chronic illness. Our agency provides follow-up care after hospitalizations, therapy services, administration of medications and treatment, infusion therapy, education on how to use medical equipment, and assistance on how to access additional resources.

### Telehealth

Telehealth Monitoring is a service for patients with chronic conditions such as chronic obstructive pulmonary disease, diabetes, heart failure, or hypertension. Patients send important information to our telehealth nurse every day from the comfort of their home. Once the information is received, the nurse reviews it and follows

up with patients or their healthcare providers, as needed. This service benefits patients by providing additional support between home care visits, education about their condition, and increased independence and quality of life. In 2012, we provided telehealth monitoring to 257 patients.

### Personal Home Services

Personal Home Services is for anyone who needs assistance in their home, independent living community, assisted living community, and skilled nursing facility. With homemaking and/or respite care, people are able to remain independent in their home. Services are tailored to meet individual needs whether for just a few hours a week or 24 hours a day.

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

<sup>1</sup> A Matter of Balance: Managing Concerns About Falls/Volunteer Lay Leader Model © 2006. This program is based on “Fear of Falling: A Matter of Balance” Copyright © 1995 Trustees of Boston University: All rights reserved. Used and adapted by permission of Boston University.

## Volunteer Service Awards

The following volunteers were honored at the Annual Volunteer Appreciation Luncheon celebration on April 26.

### 15 Years of Service

Fran Boisvert  
Myrtle McKay  
Marnie Verville  
Anne Cangiano

### 10 Years of Service

Loretta Petrin  
Reine Abele

### 5 Years of Service

Herbert Hansen  
Marsha Turner

Learn more about Concord Regional VNA volunteer opportunities at [www.crvna.org](http://www.crvna.org), call (603) 224-4093, ext. 2826, or e-mail [laurie.brooks@crvna.org](mailto:laurie.brooks@crvna.org).

# Community Commitment

## Providing for the Future



Starr M. Manus  
Director, Development

Every day we are humbled by the generosity of those who support Concord Regional Visiting Nurse Association. The generosity and vision of our donors helps to ensure excellence in patient care. Good health and well-being

*"When you're in your nineties and looking back, it's not going to be how much money you made or how many awards you've won. It's really what did you stand for. Did you make a positive difference for people?" ~Elizabeth Dole*

is more than the absence of illness, Concord Regional VNA also develops and provides preventative health outreach and community programs. While annual support has sustained day-to-day operations of the agency, it is through a bequest that ordinary people have provided extraordinary support for the future.

Concord Regional VNA receives bequests from individuals because of their love of life and concern for others. Their memories are never extinguished and their gifts remind us that we, too, can make a difference in the

lives that follow. In 2012, bequests were received from the following:

- Priscilla P. Bohanan
- Shirley F. Whittemore
- Grace Savard
- Marguerite G. Edmunds
- Richard N. Edmunds

Incorporating charitable gifts into your financial and estate plan can make a positive difference and have tremendous benefits for the future. For more information call me at (603) 230-5664.

Help us keep the promises we make!

## Marnie Verville Receives Tony Lomartire Memorial Volunteer Award

Marnie's dedication to the Hospice Program began 15 years ago. She has supported the Hospice community by facilitating Adult Grief Support Groups, helping at memorial services, and the annual Hospice *Lights of Life* event. Marnie also enjoys preparing comfort food for our Hospice House patients on a regular basis. Her optimism, humor, and zest for life inspire the staff and fellow volunteers who have the opportunity to work with her.

Marnie has donated more than 2,000 volunteer hours since 1998 and is highly

valued as a member of our hospice team. The agency sincerely appreciates the continuity of her presence and her heartfelt dedication to bettering the lives of our patients and families.

This is the sixth year of the volunteer award. Tony Lomartire was a volunteer with Concord Regional VNA for 27 years until he passed away in 2007. A Hospice Remembrance Wall inscription in his memory reads "CRVNA Honors Tony Lomartire, a good man, a kind soul, a gentle spirit."



From left, Mary B. DeVeau, President/CEO, presents the Tony Lomartire Memorial Volunteer Award to Marnie Verville.

# 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)

## Educational Seminars

Concord Regional VNA provides many informative community educational offerings for people of all ages. There is no fee and registration is not required. Registration is required for the Lunch and Learn Series at Presidential Oaks. For more information, call (603) 224-4093 or (800) 924-8620, ext. 5815.

### Well for Life: Boosting Happiness Through Emotional Wellness

**Thu, Jun. 6, 5 p.m.**

**TLC Medical Day Care for Adults**

**211 Loudon Rd., Concord**

or

**Tue, Jun 18, 11:30 a.m.**

**United Church of Warner**

**43 East Main St., Warner**

Emotional wellness is the ability to understand ourselves and cope with the challenges life can bring. As we age the opportunity to encounter a major challenge increases. Leaving home, loss of a loved one, and/or the onset of various diseases can have a strong impact not only on our bodies, but on our minds as well. We will discuss different strategies to manage our emotional health in the face of change.

**Thu, Jun. 13, Noon**

**Lunch & Learn Series**

**Memory Loss & Aging – When Should I Be Concerned?**

**Presidential Oaks**

**200 Pleasant St., Concord**

All of us have probably experienced occasional episodes of forgetfulness, however, there are differences between typical age related forgetfulness and dementia-related illness. Find out if forgetfulness is a natural part of aging or something you can improve. Learn how to keep your brain and your memory in shape



*“Powerful Tools for Caregivers” is a free evidence-based program to help caregivers take care of themselves while caring for a loved one.*

## Senior Health Clinics

Nurses provide basic health services such as foot care and blood pressure screenings to supplement regular primary care provider office visits. 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 or (800) 924-8620, ext. 5815.

## A Father’s Day Discussion Group: Remembering Our Fathers

“A Father’s Day Discussion Group: Remembering Our Fathers” is Wednesday, June 12 from 6 to 8 p.m. at the Hospice House, Community Room, 240 Pleasant Street in Concord. Connect with others who are facing Father’s Day without their fathers and learn ways of coping with your loss. Pre-registration is recommended. To register, call (603) 224-4093 or (800) 924-8620, ext. 2828.

## Monthly Walk-In Wednesdays

Do you have a question 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 Rd. on a first-come, first-serve basis. For more information, call (603) 224-4093 or (800) 924-8620, ext. 5815.

## Monthly Capital Area Memory Café

Come socialize and build relationships with others who have memory impairment and their family members. 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 or (800) 924-8620, ext. 5681.

## Grief Support Sessions

### Drop-In Discussion Groups

Join us as we gather together to support and encourage one another and learn ways of coping with our losses. This free program is on July 24 and August 21 from 6 to 7:30 p.m. at the Concord Regional VNA Hospice House, Community Room, 240 Pleasant St. in Concord.

### Monthly Men’s Grief Discussion Groups

This drop-in discussion group helps men after a significant loss. This free program is on the second and fourth Thursday of every month from 9 to 10 a.m. at the Concord Regional VNA Hospice House, 240 Pleasant Street in Concord. For more information about bereavement groups, call (603) 224-4093 or (800) 924-8620, ext. 2828.



CONCORD REGIONAL  
VISITING NURSE  
ASSOCIATION  
THE SLUSSER CENTER

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**Concord Regional VNA is deeply saddened by the recent passing of one of our strongest advocates and community supporters. We extend our thoughts and prayers to the families and friends of Anne L. Slusser**



**Sign up for our e-newsletter and stay up-to-date on the news, program updates, and information about Concord Regional VNA. Visit [www.crvna.org](http://www.crvna.org) to register!**