



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

Make your reservations for *Passion for Caring!*

Passion for Caring

Wednesday, May 4, 5:30-8 p.m.

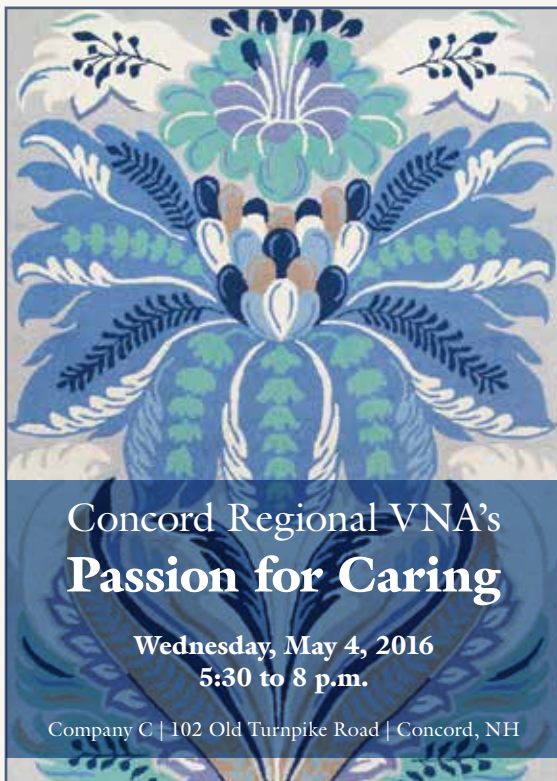
Company C, 102 Old Turnpike Road, Concord

The event includes a silent auction, hors d'oeuvres, refreshments, and entertainment by The Jazz Dogs. The Kay Sidway Award, Donor Recognition Award, and the Eugene and Anne Slusser/Concord Regional VNA Scholarship will be presented.

Proceeds benefit Concord Regional VNA Community Education & Support Programming.

In addition, Company C will graciously donate 20% of all sales this evening to Concord Regional VNA.

Make your reservations for \$50 per person at www.crvna.org or by calling (603) 224-4093, ext. 5664 by April 22. Hope to see you there!



Online Registration Instructions

- Visit www.crvna.org
- Click on the Passion for Caring tab at the top of your screen
- Tell us how many reservations you would like
- Provide your name and the names of your guests
- Enter your credit card information and submit
- You will receive an e-mail confirmation

Special thanks to Company C, the host sponsor of the event, and The Prescription Center/Northeast Pharmacy Services, the lead sponsor.

The Power of Community Education and Support Programming

To say Marge of Weare is a firm believer in our community education and support programming is an understatement.

“The first program we completed was ‘A Matter of Balance,’” she said. “It was mainly for my husband (Donald) who was diagnosed with Alzheimer’s disease. He was using a cane at the time. It provided some tools to help me at home with him.”

Program participants gain confidence and learn simple fall prevention strategies. One of the most beneficial aspects is that participants have opportunities to share experiences and seek solutions from others who have had similar challenges.

“One participant was hesitant to attend family gatherings because she was afraid of falling,” Marge said. “The group suggested that she attend the gatherings, sit in a common area, and have the grandchildren come to her.

Continued on page 5

Concord Regional VNA Board of Trustees

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Letter from the President



Beth J. Slepian, President/CEO

Thank you for your support and well wishes since being named President/CEO of this great organization.

When I arrived three years ago as Vice President of Education and Clinical Compliance, I was struck by how committed our Board of Trustees, staff, and volunteers were to our Mission. The hard work and impact that each Trustee, staff member, and volunteer has on the lives of our patients and families is remarkable and make this community a better place.

Concord Regional VNA has had a strong tradition of caring in our community for more than 116 years. We will always stay true to our Mission and remain committed to providing a comprehensive community benefits program to help people improve their quality of life.

Through careful planning, service improvement, retaining highly competent staff, and investment in new technology, we have enhanced our ability to fulfill our Mission.

Our organization strengthens our existing services and develops new programs to help people achieve better health outcomes while

staying out of the hospital and away from the emergency department. Patients want to stay independent in their homes. Our health professionals are dedicated to providing the care, support, and guidance needed for patients and clients to achieve that goal.

We will always look for ways to exceed expectations and improve our services and programs by asking patients, clients, and family members about their experience. Feedback is extremely critical and is reviewed by our managers and employees.

By maximizing the use of technology to our fullest capabilities, we provide high quality, timely care to our patients. Automation improves efficiency and communication amongst healthcare providers to better meet the needs of patients.

We continue to recruit and retain the most qualified employees. Managers encourage and support our employees with continuing educational opportunities so they reach their fullest potential. This provides additional knowledge and skills needed to meet the growing demand in caring for people who are challenged with chronic conditions and complex medical needs.

Like our staff members, I am dedicated to the delivery of care to patients and clients in their homes. It is truly a privilege to be invited into someone's home and enhance their life or end-of-life experience. Provision of care in the home is the best place for our patients and community. It is healthier, cost-effective, and where we all want to be as we age in place, recover, manage chronic illness, or at the end of life.

My three years with the organization have been extremely rewarding. I am excited to serve and advance the mission of Concord Regional VNA in my new role for years to come.

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.



Concord Regional VNA is a not-for-profit, community-based healthcare provider that serves people of all ages in more than 40 communities in central New Hampshire. We provide home care, hospice, personal home services, maternal and child services, pediatrics, and community health services. In fiscal year 2015 and in consonance with our mission, Concord Regional VNA provided more than \$3.6 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 Beth Slepian photo by JoyMark Photography; Pg 4 Denise Martel photo by JoyMark Photography; Pg 4 Keliene Totten photo by JoyMark Photography; Pg 4 Leanne Tigert photo by JoyMark Photography; Pg 4 Laurie Farmer photo by JoyMark Photography; Pg 4 Dr. Stephen Rust photo by @davewhitephoto.com.

News at Concord Regional VNA

Five-Star Top Rating

In late January, Concord Regional VNA achieved a five-star top rating based on patient satisfaction survey results on Home Health Compare at www.medicare.gov, the official U.S. Government site for Medicare. We exceeded the New Hampshire and national averages on the following topics:

- How often the home health team gave care in a professional way
- How well did the home health team communicate with patients
- How do patients rate the overall care from the home health agency
- Would patients recommend the home health agency to friends and family

Annual Report Online

Our 2015 Annual Report to Our Community is online at www.crvna.org. It includes a letter from Board Chair Marianne Fleischman, MD and President/CEO Beth J. Slepian that features the Medication Reconciliation and Transitional Care Nursing Program, Behavioral Health Program, and Palliative Care. It also includes highlights, information on community partners who were awarded, and community benefits.

Grants Received

The Concord Hospital Healthy Beginnings Endowment awarded \$10,500 to Baby's First Homecoming.

Program Underwriter

Thank you to Concord Orthopaedics, PA for underwriting "A Matter of Balance."



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Staff Happenings

Home Care Manager Featured on Panel Presentation

Denise Martel, RN, MSN, Home Care Manager, participated on a panel discussion “Safer Transitions through Patient and Family Engagement” with the NH Hospital Association, Concord Hospital and HealthSouth Rehabilitation Services representatives. The program is focused on improving engagement with patients and families during transitions of care.



Denise Martel

Management Team News

Michelle Chadwick, RN, BSN, is the new Director of Clinical Admissions and **Melissa Voutour**, MBA, is the new Director of Donor Relations.

Slepian Named New President/CEO

Beth J. Slepian, PT, was selected to succeed Mary DeVeau, RN, as Concord Regional VNA’s new President/CEO. The announcement followed an extensive six-month nationwide search and a careful review of many qualified candidates. Slepian has nearly 30 years of clinical and healthcare management experience including an extensive background in corporate compliance and quality improvement.

Slepian Presents at VNAA Annual Meeting

Beth J. Slepian, PT, President/CEO, and Karen Bommelje, RN, BSN, HCS-D, CHC, Senior Manager, Simione Healthcare Consults, LLC, presented “Prescription for Agency Health in Today’s ‘Under the Microscope’ Environment” at the Visiting Nurse Associations of America’s (VNAA’s) 34th Annual Meeting.

Hospice & Palliative Care Conference Speakers

Stephen Rust, MD, Executive Medical Director of Capital Region Palliative Care and Hospice, and **Laurie Farmer**, LICSW, ACHP-SW, VP of Hospice, presented at the Third Annual Hospice & Palliative Care Conference at Saint Anselm College.

Tigert Presents at Annual Caregivers Conference

Leanne M. Tigert, M.Div., D.Min. Hospice Care Services Manager, presented “Mindfulness Meditation as Stress Reduction for Caregivers” at the Annual Coalition of Caregivers Conference in Concord.



Leanne Tigert

Retirement

Kathleen Allen, Personal Care Service Provider, retired after nearly nine years of service to Concord Regional VNA and the community.

Team Members Participate in Aging Well in the Capital Area Series

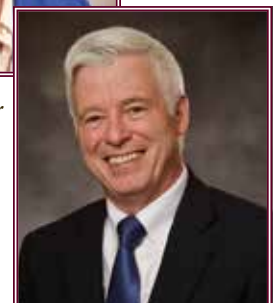
Keliane Totten, M.Ed., MCHES, VP of Community Engagement, **Leanne Tigert**, M.Div. D. Min., Hospice Care Services Manager, **Laurie Farmer**, LICSW, ACHP-SW, VP of Hospice, and **Stephen Rust**, MD, Executive Medical Director of Capital Region Palliative Care and Hospice, participated in the “Aging Well in the Capital Area” series open to the public. The series was presented by Concord Hospital, AARP, and Concord Regional VNA.



Keliane Totten



Laurie Farmer



Stephen Rust

Employee Service Awards

The following employees are being honored for years of service at the Annual Staff Appreciation Event on April 21.

25 Year Award

Diane Mobbs



Diane Mobbs

20 Year Awards

Debra Hayes
Patricia Messier
Deb Mullen

15 Year Awards

Laurie Farmer
Arleen Nudd
Frances Ricker

10 Year Awards

Cynthia Bergeron
Julie Conn
Danielle Gelinis
Liesl Hasenfuss
Elizabeth Jones
Mary March
Susan Robinson
Lynn Theuner

5 Year Awards

Vicki-Lynn Cushing
Brandie Fragale
Zoe French
Maureen Hanlon
Stacey Mahoney
Andy Morse
Vicki Ovady
Nancy Poulin
Stacey Raisty
Davis Richmond
Cynthia Slaven
Robin Tallent
Kimberlee Vigneault
Jamie Warriner
Jennifer Welcome
Jeremy White

Community Education - Continued from page 1

This way, she would not miss any family gatherings and the grandchildren could have their own special time with their grandparent.”

“I think we became cheerleaders for each other,” she added.

“Powerful Tools for Caregivers”

Months after completing “A Matter of Balance,” Marge enrolled in “Powerful Tools for Caregivers.” This program gives caregivers the tools they need to help reduce stress, improve confidence, establish life balance, communicate needs, and make difficult decisions.

“One of the things I learned in ‘Powerful Tools for Caregivers’ is how to redirect conversations when someone loses their memory and gets angry,” she said.

Many caregivers who participated in this program also formed a separate support group that meets twice a month. “Powerful Tools for Caregivers” has had far reaching benefits,” Marge said. “This is a tough job. You cannot do it alone and that’s how the support group started.”

Capital Area Memory Café

Today, Marge and Donald are monthly participants at the Capital Area Memory Café, a safe environment where memory-impaired individuals and their family members who are facing the same types of challenges come together.

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Beyond the Book

A Series on Age Related Topics



A discussion on caring for persons living with Alzheimer’s

Facilitator: Melissa Grenier, LCSW
Programs Coordinator, NH-Alzheimer’s Association
Based on the book: *The 36-Hour Day*
by Nancy L. Mace & Peter V. Rabins

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN246201100010C with the University of Massachusetts, Worcester

Pillsbury Free Library
18 East Main Street
Warner
Tuesday, April 19
10:30 a.m.

Pembroke Town Library
313 Pembroke Street
Pembroke
Thursday, April 21
4 p.m.

To register call (603) 224-4093, ext. 5815
or visit www.crvna.org.

Space is limited!

The first 25 registered participants will receive a complimentary copy of the book *The 36-Hour Day*.

Community Commitment

Your support plays a key role in meeting Concord Regional VNA's Mission to improve the health of the people and communities it serves by managing illness and promoting wellness through all stages of life. Our organization provides the communities we serve with care, guidance, education, and preventive health services by using funds that we receive from donors like you.

With your assistance last year, we provided more than \$3.6 million in programs and services to help those in need including:

- 155 people who were unable to pay for care received financial assistance
- 33 people who received financial assistance for care provided at Concord Regional VNA Hospice House
- 819 "Baby's First Homecoming" in-home nursing visits for new mothers and their infants to safely transition home
- 140 adults who completed our "A Matter of Balance" programs and our Better Choices, Better Health™ programs

Since 1899, Concord Regional VNA has been entrenched in the region as a not-for-profit healthcare organization. Our founders identified community support as a critical component toward the success of the organization.

Thank you for your trust and faith in us and we are extremely grateful for your generosity.

Please consider joining us again in strengthening our community's health by sending your gift of support.

Community Education - Continued from page 5

Family members can speak with health professionals and learn more about local resources while their loved ones engage in activities.

The Memory Café is a collaboration of Concord Hospital, Concord Regional VNA, Dartmouth-Hitchcock Concord, and Granite Ledges of Concord.

"I heard about it in the newspaper," Marge said. "It is growing and filling a huge need in Concord and the surrounding areas. I'm increasingly amazed and supportive of all the programs Concord Regional VNA has to offer. I get something out of all of them."

All of these programs are offered at no fee and are part of our overall community benefits program. For more information, call (603) 224-4093 or (800) 924-8620, ext. 5815.



Marge and Donald create a gingerbread house during the holiday social at the Capital Area Memory Cafe



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Upcoming Community Programs

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

“A Matter of Balance”

Tuesdays, May 3 - June 21, 9 - 11 a.m.

Richard Brown House
142 South Village Road, Loudon

Thursdays, May 5 - June 23, 2 - 4 p.m.

Boscawen Town Hall
116 North Main Street, Boscawen

This program helps adults view falls and the fear of falling as controllable, change the environment to reduce fall risk factors, and exercise to increase strength and balance.* Thank you to our generous underwriter Concord Orthopaedics. There is no fee to attend. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

Watch Our “A Matter of Balance” Video at www.crvna.org



* 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.

Remembering Our Mothers

Wednesday, May 4, 5:30 - 7 p.m.

Concord Regional VNA Hospice House
240 Pleasant Street, Concord

As Mother’s Day approaches, join us to support and encourage one another. Connect with others who are facing Mother’s Day without their mothers and learn ways of coping with your loss. We encourage you to bring along a photo of your mother, as we set aside time to honor the memories of the Mothers we have lost. There is no fee to attend. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

“Powerful Tools for Caregivers”

Wednesdays, May 11 - June 15, 3 - 4:30 p.m.

Wesley United Methodist Church
79 Clinton Street, Concord

This program empowers family caregivers of older adults to take better care of themselves. Learn tools to help reduce stress, improve caregiving confidence, establish balance in your life, communicate your needs, make tough decisions, and locate helpful resources. Thank you to our generous underwriter Helms & Company. There is no fee to attend. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

Remembering Our Fathers

Wednesday, June 1, 5:30 - 7 p.m.

Concord Regional VNA Hospice House
240 Pleasant Street, Concord

As Father’s Day approaches, join us to support and encourage one another. Connect with others who are facing Father’s Day without their fathers and learn ways of coping with your loss. We encourage you to bring along a photo of your father, as we set aside time to honor the memories of the Fathers we have lost. There is no fee to attend. Pre-registration is required. 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. Pre-registration is not required. 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 Heights Community Center, 14 Canterbury Road in Concord on a first-come, first-serve basis. Pre-registration is not required. For more information, call (603) 224-4093, ext. 5815.



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“Nine to Ninety” Screening

**Thursday, April 14, 2016
5 to 7 p.m.**

**Red River Theatres
11 South Main Street
Concord, NH**

“Nine to Ninety” is not your average love story. But it is a story for our times. Phyllis and Joe Sabatini have been together 65 years. At ages 89 and 90, they live at home with their daughter Sarah and nine-year-old granddaughter Jacqueline. But as the family struggles to make ends meet and the grandparents’ health problems escalate, they are forced to make a difficult decision that will surprise viewers.

The choice leads them all to consider: *What does it take to live, love, and die with dignity and grace in the modern age?*

Registration is required and space is limited. Make your reservations at <http://conta.cc/1MCbNL2>.

A collaborative project of AARP New Hampshire, Belknap-Merrimack CAP, Concord Regional VNA, Dartmouth Centers for Health and Aging, Foundation for Healthy Communities, Grafton County Senior Citizens’ Council, Home Care Association of NH, Honoring Care Decisions, NH Department of Health and Human Services, NH Hospice and Palliative Care Organization, Partners for Community Wellness, Tri-State Learning Collaborative, UNH Center on Aging and Community Living, Upper Valley Community Nursing Project, NH Charitable Foundation, and Endowment for Health.

