



VNA & Hospice News

Volume 1, Issue 2

Fall, 2009

Admissions

Phone:

1-800-575-5162

TDD:

1-800-735-2964

Business Office

1-888-300-8853

Donation

Address

PO Box 976

White River Jct,

VT 05001

Web

www.vnavnh.org

Questions & Answers

Q: I'm having orthopedic surgery soon. Can I receive physical therapy at home?

A: Yes, in most cases. Our staff will work with your doctor and the hospital to establish eligibility and then arrange for your care. Call the Admissions number (above) for information.

Q: I'm a hospice volunteer who would prefer not to do bedside care. Is there some way I can still help?

A: Absolutely! There are many volunteer jobs that benefit patients and staff, but that can be done in the office or at your own home. Call the Business Office number (above) for information.

2009 Annual Meeting

The VNA & Hospice celebrated 102 years of service to the community at our June 10th Annual Meeting., joined by our Overseers, Board, staff and community members. We are pleased to welcome the Overseers and Board members who joined our group of community volunteers. Twenty-six Overseers accepted new five-year terms, and thirty people became new Overseers.

We are pleased to welcome Dave Munro of Hartford, VT, back to the VNA & Hospice Board of Trustees. Dave has been a friend and volunteer for the VNA & Hospice for many years, serving multiple terms on the Board of Trustees and the Assembly of Overseers. He is also invaluable as a town funding volunteer.

VNAH President and CEO Jeanne McLaughlin gave an informative presentation titled "A Proud History, A Promising Future," in which she discussed the Agency's long history of community service, as well as our future challenges and opportunities.

VP of Development and Community Relations Gaye LaCasce spoke about volunteerism, commenting that our volunteers are the best emissaries in the communities we serve. There are some new and exciting volunteer



Dr. Stephen J. Bartels shares his insight into the connection between mental health and physical health.

opportunities—see the full list on the next page.

Our keynote speaker this year was Dr. Stephen J. Bartels, MD, Professor of Psychiatry and Community & Family Medicine at Dartmouth Medical School. He is Director of Dartmouth's Centers for Health and Aging, through which he oversees the Center for Aging Research, the Northern New England Geriatric Education Center, and the Dartmouth-Hitchcock Center for Senior Health. Dr. Bartels gave an engaging presentation about the integration of mental health with physical care.

Thank you, citizens of the towns we serve!

This spring, towns and cities voted to appropriate a total of \$687,624 to support the VNA & Hospice. In addition, citizen review teams of three United Way agencies awarded the VNA & Hospice a total of \$37,784. These funds, from the citizens of the communities we serve, reflect their appreciation of the services we provide.

Annual Volunteer Recognition



Photo by Eileen Moran

The Evergreen Singers give an inspirational performance at the Volunteer Recognition event.

This has been a busy year for our volunteers. Hospice volunteers have made hundreds of visits. Our town funding volunteers helped us through a particularly tough year with many towns feeling the pinch of a poor economy. The Board of Trustees have been working with VNA

leadership to strategically prepare to meet challenges. Overseers have participated in discussions about health care reform and represented the VNA in the community. The 2009 VNA volunteer recognition event at the Montshire Museum in Norwich, VT, was the perfect

venue to say thank you. Jeanne McLaughlin, President & CEO, spoke about the social value of volunteering and expressed her deepest appreciation for contributions by VNA & Hospice volunteers. Gaye LaCasce spoke about new and exciting volunteer opportunities. Volunteer coordinators Carla Kangas and Judy Adams also expressed gratitude, on behalf of the patients, families and staff. A highlight of the event was an inspiring performance by the Evergreen Singers, a local group who sing songs of comfort to people who are ill or nearing the end of life.

Help Needed

- Office volunteers for West Lebanon and Springfield
- Retired (but still licensed) nurses to help with flu clinics
- Volunteers to help with flu clinic paperwork and to collect petition signatures
- Volunteers to facilitate bereavement support groups

Volunteers Needed for New Programs

Good Day

Would your day be brighter if you called someone else to wish them a "Good Day"? This new customer service program offers telephone reassurance and a friendly voice to connect with home care patients when they are admitted to our care as well as when they are discharged at the end of home care service. Training and support are provided.

Telemed

This monitoring system, in the patient's home, is a valuable tool used to inform the VNA clinical caregivers regarding the patient's daily condition. Ordered by the patient's doctor, this system monitors blood pressure, weight, oxygen level and heart rate. When activated, this information is relayed to our



office to alert us to changes in the patient's condition, in advance of a scheduled visit by the nurse. We need volunteers to do basic installations of these simple systems in the patient's home.

Lap Robes

Do you knit or crochet? Would you enjoy creating lap robes for our patients? Patients enjoy

these cozy and soft additions to their daily.

"Thank you" activities

Our generous donors can't be thanked often enough. Help us show even more appreciation by volunteering to make thank you calls or writing notes to donors of gifts of every type.

CEO Corner—Jeanne McLaughlin



The ability of home care and hospice organizations to continue to provide services to all populations regardless of reimbursement are being eroded by cuts in Medicaid and Medicare reimbursement. Municipal and charitable support are also uncertain in this unstable economy forecast. By the end of 2011, it is predicted that most organizations will have operating deficits if nothing changes. Not only are the voices of clients, families, providers and advocates needed at our

however, the proposed cuts will undermine this goal. Home care organizations will have to balance their mission of providing services with fiscal viability. Without access to home care services, people will end up in the emergency rooms, hospitals, and facilities.

The state of Vermont has reduced its reimbursements by 2%, and for the first time in Vermont's history, a for-profit home care organization will be competing with the 11 Vermont VNAs. This will further strain our limited resources as we work to retain

our valuable staff and keep costs down. To meet these challenges, the Visiting Nurse Association & Hospice of Vermont & New Hampshire is currently reviewing all of its processes and practices to look for

opportunities to standardize and centralize operations. In the early 2000's, the VNA began using telemonitors to monitor weight, blood pressure, temperature and other vital

statistics, as an adjunct to visits. All of our professional staff – nurses, physical therapists, occupational

therapists, speech therapists, medical social workers - are equipped with state of the art laptop computers that provide "real time"

interdisciplinary visit documentation, lab values, medications and other important data that a clinician uses to ensure each person receives care that is pertinent, individualized and coordinated with their primary physician. Our paraprofessional staff – home health aides, personal care attendants and homemakers – use an automated service called "telephony" that transmits information via telephone and allows them to easily clock in and out of the home and to document care provided. These tools and others allow our staff to maximize their busy days and provide the absolute best care and customer service.

I invite all of you to contact me with questions and/or ideas to ensure that we maintain the commitment to providing the best quality of care in every community. Please contact me at jmclaughlin@vnavnh.org or 603-298-2856.

Save the Date

Grief Support

Mondays, 5:30-6:30 PM at VNA & Hospice Offices at 38 Pleasant St., Springfield, VT
Come as often as you want!

Hospice Volunteer Trainings:

Thursdays, 6-8:30 pm at **66 Benning Street, West Lebanon, NH**
September 24 - October 29
Register with Judy Adams: jadams@vnavnh.org or 603-298-2816
Thursdays 6-9 pm at **Springfield Health and Rehab, Springfield, VT**
October 1—29
Register with Carla Kangas: ckangas@vnavnh.org or 802-885-2503

Open House: Springfield Health and Rehabilitation Center

105 Chester Road, Springfield, VT
September 24, 2009
5:30 to 7 pm
Special presentation by Heidi Smith, VNA Community Liaison
Myth Busters: The Truth About Hospice

Stay current with VNA & Hospice events by visiting <http://www.vnavnh.org>

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state capitals, but in Washington as well. The current administration has asserted that their goal is to provide all Americans with equal access to health care;

Seasonal Flu Clinics are coming...

Clinics for the seasonal flu shot will be held from late September through October. Watch our website www.vnavnh.org and your local newspapers for community clinic dates and locations. These clinics will be for the seasonal flu shot only.

This year we will be providing walk-in flu shot service. Visit our Springfield office (38 Pleasant Street) on the following Mondays from 1-3pm: 9/28, 10/5, 10/12 and 10/19. Visit the West Lebanon office (66 Benning Street) on the following Tuesdays from 1-3pm: 9/29, 10/6, 10/13, and 10/20.

Interested in helping out at one of our flu clinics? We are looking for volunteers to be greeters and administrative assistants at our many community clinics. Contact Jan Stryker at jstryker@vnavnh.org or 603-298-2827 for more information.



We Get Letters...

To the VNAH:

"My experience was excellent! I received physical therapy service following a bilateral knee replacement. My P.T. was professional, competent, caring and a thorough caregiver. Her work greatly enhanced my recovery."

To the VNAH:

"You have been with us for the long haul. We can't thank you enough for your steady guidance, while being respectful of our needs while Mom was ill. We feel so fortunate to have known you."

More Events and Updates

Empowered Aging: We're In It Together —

Featuring Dennis McCullough, MD, author of **My Mother, Your Mother: Embracing "Slow Medicine" - The Compassionate Approach to Caring For Your Aging Loved Ones**

Tuesday, October 20, 4:30 PM
Woodstock High School
Route 4 West, Woodstock, VT

Presented in collaboration with Health Information Referral Services, the Woodstock Friends, and many local Woodstock organizations and businesses. See the full poster on our website—www.vnavnh.org.

H1N1 (Swine Flu) Update

The Public Health Departments of NH and VT are coordinating H1N1 flu vaccines - who should receive the vaccine, when and where it will be given. When the states determine what is needed, the VNA & Hospice will assist with the distribution of the H1N1 flu vaccine. In the meantime, the most important things to know are:

- High risk groups currently identified include pregnant women, healthcare workers and people 6 months to 24 years of age
- H1N1 vaccine is separate from the vaccine for regular seasonal flu
- Good hygiene is imperative

The VNAH will share specific H1N1 information as it becomes available. For more details, visit the Center for Disease Control website at www.cdc.gov.

Supporting the VNA & Hospice

"Will" Power!

Each year, we are honored to receive financial support from people who designate part of their estate to support our work. Naming the VNA & Hospice in your will helps create a lasting legacy... a gift that lasts. Consider a bequest, to help the agency for years to come.

Honor or Memorial Gifts

A memorial gift or donation in honor of a special person or occasion is a thoughtful gesture. Perhaps you had a wonderful VNAH nurse, aide or therapist - a gift in his or her honor is a great way to say thank you! Call 888-300-8853 for more information.

