

Central Vermont Home Health & Hospice

Housecalls

Program Profile:
Home Care

Moving Central Vermonters to Greater Independence

That's the goal of Home Care!

CVHHH always keeps “return to independence” as the primary goal when planning and providing our home-based care. Some programs, Hospice for instance, may not focus on independence in the usual sense of the word. However, Hospice does strive to help families normalize life when life isn't normal.

Home Care is a Medicare/Medicaid certified program that allows people who are sick or injured to be at home during their recovery. It is designed for the person who is expected to get better; our goal is to bring them to the point of self-sufficiency and discharge them when they are ready.

CVHHH staff promote independence by working closely with each client and his/her physician to develop an individualized plan of care. Every CVHHH client has a Registered Nurse or Physical Therapist who serves as his/her Case Manager. Case Managers assess many variables such as health status, home environment, social supports, response to medications,

Continued on page 5



Client Profile:

John Nelson-Miles

Central Vermont Home Health and Hospice Threw Me A Life Jacket

Imagine being healthy and active, with a full life...always on the go. And then in an instant, it all changes. You're bedridden.

That's exactly what happened in June 2010 to 41 year old John Nelson-Miles of Barre Town. John was tragically injured when two cars collided, and one of them spun out of control and careened into his motorcycle. He was in a Trauma Center for two weeks, and doctors were afraid John would lose his left leg.

Fortunately they were able to save his leg. When John was being discharged from the hospital, it was to either go to a nursing home, a rehab center, or home to Home Health. At 41, with a job, a family, and half his life still ahead of him, John couldn't imagine going anywhere but home. But, by his own admission, he couldn't imagine how he was going to manage at home.

In stepped Central Vermont Home Health and Hospice.

Continued on page 7

Please Support CVHHH

Please consider the many ways anyone of any income level can support CVHHH. These include: an outright gift, gifts of stocks and other securities, gifts of retirement plan assets or life insurance, charitable gift annuities or trusts, or a charitable bequest. You may utilize your IRA, highly appreciated securities or other assets to maximize tax advantages in making a planned gift. CVHHH encourages you to consult your legal and financial advisors concerning charitable gift programs and your personal financial and estate plans. As a charitable non-profit 501(c)3 organization, contributions to CVHHH are fully tax-deductible according to U.S. laws.

CVHHH will be celebrating 100 years of service in 2011!

Get this publication and more at www.cvhhh.org.

Central Vermont Home Health and Hospice is a full service not-for-profit Visiting Nurse Association committed to providing high quality, medically-necessary home health and hospice care to all Central Vermonters regardless of their ability to pay. In addition, the agency promotes the general welfare of the citizens of Central Vermont with health promotion and long term care services.

CVHHH Service Area

Barre	Northfield
Barre Town	Orange
Berlin	Plainfield
Cabot	Roxbury
Calais	Waitsfield
Duxbury	Warren
East Montpelier	Washington
Fayston	Waterbury
Marshfield	Williamstown
Middlesex	Woodbury
Montpelier	Worcester
Moretown	

CVHHH Programs

- Home Care
- Hospice and Palliative Care
- Maternal Child Health
- Long Term Care
- Health Promotion
- Private Duty ContinueCare

Central Vermont Home Health & Hospice

Housecalls

Housecalls is a bi-annual newsletter for the friends and supporters of **Central Vermont Home Health and Hospice**
600 Granger Road, Barre, VT 05641
802-223-1878 (voice)
802-223-2861 (fax)
1-800-253-0191 (TDD Relay)
www.cvhhh.org



CVHHH Housecalls

Writer, Editor, Photographer: Barbara Butler
 Design and Production:
 The Laughing Bear Associates
 Printing: L. Brown & Sons Printing

2010 Volunteer Board of Directors

Charles H. Martel, Jr., *Chair*
 Ann Rangaviz, *Vice Chair*
 Gloria K. Rice, *Treasurer*
 Peg Meyer, *Secretary*
 Chris Abrams Karen Keene
 Laura Arnesen Charlotte MacLeay
 Megan L. Cicio Anci Slovak
 Gary H. Clark Sean Starr
 Robert C. Cody II Marilyn White
 Mary Neville Hood

Senior Management

Judy Peterson, RN, BSN
President and CEO
 Sandy Rouse, CPA
Chief Operating Officer
 Connie Colman, RN, MEd
Quality Improvement Director
 Sharon Bisson, RN
Home Care Clinical Director
 Debbie Sanguinetti, RN, CHPN
Hospice & Palliative Care Director
 Nancy Butryman, RN
Long Term Care Director
 Stephen P. Savoy
Human Resources Director



Donor Profile:

Paul and Carmen Beck

A Second Career in Philanthropy

Paul and Carmen Beck of Barre have been loyal supporters of Central Vermont Home Health and Hospice for more than 20 years. “CVHHH is one of the premiere organizations in Central Vermont,” Paul says. “It is vital to the community’s well being. How could we not support it?”

In addition to supporting CVHHH financially through charitable donations, Paul has given many years of volunteer service to the agency. He served on the CVHHH Board of Directors from 1990-1995, and on its \$2.5 million Capital Campaign Leadership Committee from 2000 to 2004.

“I retired in 1985,” says Paul. “Since then, I have felt I owed it to my community to keep active through a second career of volunteerism and philanthropy.”

Carmen explains, “My mother lived with us for 10 years through the 1980s and 90s, and she received Home Health during that time. It was extremely important for her to remain at home with family. We simply couldn’t have done that without CVHHH!”

Paul remembers his many years on the CVHHH Finance Committee. He says he was always very impressed with the organization’s work, solid leadership, strong ethics, and effective management. “Each year the Board sets goals for agency staff to meet,” he explains. “We always tried to make the goals reasonable, but a stretch. I remember a number of years when agency staff would pull it out of the hat, meeting all four stretch goals. Sometimes they surprised the Board, and even themselves! In doing so, they always demonstrated their dedication and commitment to the work at hand.”

Paul and Carmen have likewise demonstrated their dedication and commitment to CVHHH’s work through their financial support. In addition to their annual gift, each year they support the agency’s two major fundraising events (the Colors of Autumn Fashion Show and the Hospice Memorial Golf Tournament). In addition, they give numerous memorial gifts each year to celebrate the lives of those served by Hospice.

Another way Paul finds it easy to support CVHHH is by having designated a gift to the agency in his will. As Paul says, he won’t be taking it with him. And he trusts CVHHH to use this last and final gift to improve the quality of life in Central Vermont!

\$50,000 MATCHING GRANT GOAL MET!

With thanks to many businesses and individuals, CVHHH met its \$50,000 Matching Grant goal to underwrite Telemonitors and Laptop Technology! By the end of the extended grant period (August 31, 2010), we had raised \$53,753.83. And, our Matching Grant Donor, **Don Provasi**, has generously offered to match the additional funds. Don and CVHHH thank those who supported this effort! Your donation will go far in helping CVHHH provide comprehensive, high-quality Home Health throughout Central Vermont, using state of the art technology. **Thank you Central Vermont community and Don!**



Don Provasi
Matching Grant Donor



Staff Profile:

Melanie Moore, PT

Taking Patients From *I Can't to I Can*

“CVHHH’s comprehensive services are about working with each patient as a whole person,” says Physical Therapist Melanie Moore. “We all work together as a team. That team includes all CVHHH staff members from various disciplines such as nursing, rehabilitative therapies, wound and diabetes specialists, social workers, and others. It also includes

hospital discharge planners, nursing homes, physicians, and patients themselves.”

One example Melanie shares is when CVHHH has a patient who is a wheelchair user. While the Occupational Therapist is helping the patient learn how to bathe and dress himself or prepare a meal . . . the Physical Therapist is watching closely for signs of pressure ulcers, is teaching him how to safely move in and out of his chair, and is making sure he has an exit strategy to get out of his home safely in the event of an emergency.

In addition to traditional physical therapy, in the past year Melanie has taken the lead on CVHHH’s newest disease management specialty, its “Better Breathing Program”. With extensive experience working with Cystic Fibrosis patients, Melanie was a natural choice to work with Home Health patients who have respiratory illness.

“I love taking patients from a place where they say ‘I can’t’, to ‘I can’”, says Melanie. “My greatest reward in working with CVHHH is assisting patients to problem-solve through their illness or injury, and helping them believe in themselves again.”

A Barre native from a large family, Melanie received her Physical Therapy Degree from UVM. She has vast experience in many areas of PT, including aquatics, acute and sub-acute care, sports medicine, pain management and geriatrics. She has three sons, and enjoys gardening, the arts, dancing, and many outdoor activities.

BETTER BREATHING PROGRAM

CVHHH’s Better Breathing Program is for patients who have breathing difficulties that affect their daily activities. The goal is for patients to integrate breathing exercises and energy-conserving techniques into a daily regimen that sustains optimal breathing over time and reduces troubling symptoms. Participants have improved their breathing and functional status, have benefited from education in proper inhaler use, have gained both confidence and independence in their daily routines, and have experienced a lessening in associated anxiety. For more information on CVHHH’s Better Breathing Program, call 223-1878 or go to www.cvhhh.org.



Working With Each Patient As A Whole Person

Staff Profile:

Deb White, RN WCC

“Working in Home Health is a lot like working at a MASH Unit,” says Deb White, RN WCC. Like a MASH Unit, CVHHH is designed to get experienced health care personnel “closer to the front”, so the sick and wounded can be treated sooner and with greater success.

Through CVHHH’s 99 years of service, Home Health has become more and more the health care of choice. With health care costs skyrocketing, Home Health is the most cost effective. It is also the most convenient and most acceptable emotionally, psychologically and socially.

“We’re seeing Home Health patients who are sicker and whose health conditions are more unstable than in the past,” Deb explains. “It takes a great deal of knowledge, expertise and time to provide comprehensive Case Management to deal with all the clinical and psychosocial issues of today’s sicker clientele.”

“With the increase of advanced chronic diseases, incorporating integrated services all working together takes timely documentation and interdepartmental communication. We need to quickly assess each

patient’s health condition, as well as their home circumstances,” Deb says. “Home Health nurses, therapists, aides and social workers supplement the doctors’ care. We see the home environment and understand first hand the patient’s family support network, or lack thereof.”



“CVHHH constantly takes into consideration the patient’s whole self — their health condition, their home safety, and their emotional state,” explains Deb.

A graduate of Columbia University, Deb’s past clinical experience has included working as a Case Manager for Wagner Rehabilitation New England (VT/NH), and at Central Vermont Medical Center. With an extensive background working in the Burn/Shock/Trauma Unit at FAHC, Deb has recently become a Certified Wound Care Nurse.

Deb grew up in Burlington, one of four sisters. She and her husband and children now live on a large organic farm in Waitsfield that provides top quality meats and produce through the Vermont Fresh Network CSA (Community Supported Agriculture).

Program Profile: Home Care

Continued from page 1

insurance coverage, and psychosocial issues, to name only a few.

Each CVHHH Case Manager monitors patients’ day-to-day progress, evaluates changes in any of the variables, and re-adjusts the plan of care as needed. The Case Manager coordinates with physicians, so that patients live safely and comfortably in their own homes, avoiding medical crises that can result in emergency room visits or hospitalizations.

Overall, the goal of CVHHH’s Home Care Program is to bring patients to their highest level of independence. In addition to monitoring patient care and helping ensure physical and emotional needs are met, CVHHH clinicians continually provide patients and their families with education and instruction

about how to manage their care, what they should look for and why, and how they can resume caring for themselves within the limits of their condition.

One of the ways quality is measured in Home Care is to look at the percentage of patients who are hospitalized while under the services of the Home Care agency. The lower the percentage rate, the better. CVHHH’s patient hospitalization rate is 15%, significantly lower than the national Home Care hospitalization rate of 29%. This places CVHHH in the top 3% of all Home Care agencies nationally, as related to the prevention of patient hospitalizations. That is great news for the people we serve!

It’s all about maximizing self reliance in the unique home environment of each patient — and it’s the reason why CVHHH is your choice for Home Health Care! When our patients and their families no longer need us, we know we’ve done our job!



Board Profile:

Mary Neville Hood

Helping Take CVHHH Into Its Next 100 Years

“Serving on the Board of Central Vermont Home Health and Hospice has given me a deep appreciation of the importance of Home Health,” says Mary Neville Hood. “But having recently been a direct recipient of its services has really opened my eyes.”

Mary’s first experience with CVHHH was seven years ago. Her mother-in-law, Eleanor, who lived with Mary and her husband, was dying. Eleanor wanted more than anything to remain at home. She received Hospice care for almost three months, and Mary says “there isn’t any way we could have managed to keep her at home without those angels of mercy. Eleanor received excellent care. The Hospice staff was there for Peter and me, as much as for his mother.”

In 2007, Mary became an integral member of CVHHH’s Community Relations and Development Committee, and joined the Board of Directors two years later. “It has been a phenomenal experience to serve on the CVHHH Board,” says Mary. “I have learned so much about the organization, and have seen how intricately devoted the staff and administrators are. It is a selfless organization. Everyone associated with it wants the best for the people we serve.”

Mary says one of the bright spots of Board meetings is when various staff members come and give a presentation on a program or service they are involved in. “They provide such great information

and a broader understanding of the riches CVHHH offers to our community.”

“But nothing can open your eyes to the value of Home Health like becoming a Home Health patient yourself!” says Mary — which is exactly what happened after she had a total knee replacement this summer. “When I was discharged from the hospital at 4:30 on a Friday afternoon, I was told I would be admitted to Home Health. I figured I might hear from them sometime early the next week. My husband and I were amazed when the Home Health Nurse called first thing Saturday morning and said she was on her way! She spent a good hour and a half checking my knee, my vital signs and my medications. She went through a thorough home safety check list and carefully explained what I should expect from my Home Health services. By that afternoon, a Home Health Physical Therapist came to see me. And I couldn’t believe it, but she was back on Sunday morning . . . getting me out of bed!”

“And so it went for the next three weeks,” says Mary. “At the end of every visit, the Nurse or Therapist would say ‘you have our number, call if you need anything’. And on every visit, they were very responsive to all of our questions, and so patient with us. I cannot express how reassuring it was to have Central Vermont Home Health and Hospice there!”

“It’s been fascinating to see how the agency has evolved over the past century . . . mainly led by women who have given of themselves to care for our community members.

In addition to serving on the CVHHH Board of Directors, Mary has done extensive research on the agency’s history, as CVHHH enters its 100th year of service in 2011. “It’s been fascinating to see how the agency has evolved over the past century . . . mainly led by women who have given of themselves to care for our community members. My research has shown me how far Home Health has come in the past 100 years. And my service on the Board has given me a deep appreciation for the critical role Home Health plays in the whole complex health care system.”

Mary, a retired Librarian, and her husband Peter live in Middlesex, VT. They have two married sons who live in the Denver, Colorado area.

Client Profile: John Nelson-Miles

Continued from page 1



“It was amazing!” says John. “When I arrived home, CVHHH had a hospital bed set up in my living room, and everything was ready for my arrival. The Home Health Nurse came to see me the very next morning, and the Physical Therapist was there right

after her. The Home Health staff immediately started to alleviate my fears about being able to manage at home. And that was just day one!”

It has now been 18 weeks since John’s horrifying accident. Through it all, he has received CVHHH’s home-based nursing, physical and occupational therapy, and specialized wound care. He still has a long recovery ahead of him. But Central Vermont Home Health and Hospice has been right by his side, and will continue to be, for as long as he needs us.

“I’ve had to let go of who I was prior to my accident,” says John. “Something like this doesn’t just alter *your* life, it affects your entire family. I used to take care of them . . . now they’ve had to help take care of me.”

“I remember the first time the Physical Therapist came to see me. She said, ‘John, you need to face

the fact that you are bedridden, at least for the time being. In the event of a fire, have you figured out how you’re going to get out of the house?’”

“I’ve been most impressed with the amazing knowledge base of CVHHH staff,” John continues. “Their nurses and therapists are tough when they need to be, but all the while compassionate. They have been teaching me what they are doing, and why, and how to learn to do it for myself.”

John credits the Home Health Social Worker who has helped him identify services he never knew existed. This has included community resources, as well as helping John understand and navigate the benefits provided by his own health insurance plan.

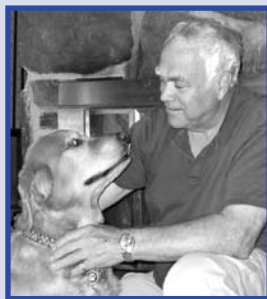
In addition to extensive nursing and therapy care, CVHHH has helped John deal with the wide-ranging emotional hardships caused by his injuries. He was a young, vital, active man, responsible for his family. He had a fulltime job as an Instructional Assistant for the Montpelier School District, and a thriving free lance DJ business. Then, his life — as he knew it — was completely changed.

John has improved significantly in the past 18 weeks, and CVHHH continues to bring him back to independence. “CVHHH is here not only for patients such as myself, but for our family members too,” says John. “It’s like someone threw me a life jacket. CVHHH is a silent hero in our community!”

BEREAVEMENT SUPPORT

One year ago Jay Trombley’s wife, Valerie, died in CVHHH’s Hospice care.

“My first wife died 32 years ago, leaving me with four young children. There was no such thing as Bereavement Support back then. I needed to give all the care and attention I could to our children. But my grief was huge, and I didn’t have much of anything to give. I could barely cope. And then, after 26 beautiful years with Valerie, I was once again devastated by her loss. But this time, CVHHH’s Bereavement Counselors provided me



with a safe, caring and accepting environment to deal with my grief. It’s so hard to start your life over when you lose someone you love. It’s like your battery has died and you simply can’t get your engine started. Some weeks, I didn’t know how I could keep going; other weeks I didn’t want to. But Bereavement Support helped me get through a few days; and then a few more days, and then a few more. CVHHH’s Bereavement Counselors helped me find ways within myself to be strong. Now, I can look back and see how far I’ve come. I can see that I’ve learned to function again. I can see the progress I’ve made. I can tell I’m no longer ‘just existing’, but I’m learning to live again.”

For information on CVHHH’s Bereavement Support, call 223-1878 or go to www.cvhhh.org.



Central Vermont Home Health and Hospice
600 Granger Road
Barre, VT 05641
www.cvhhh.org

CVHHH will be celebrating 100 years of service in 2011!

Flu Season Is On Its Way!

According to the Centers for Disease Control and Prevention, as many as one in five Americans get Seasonal Influenza (flu) every year. Don't fall into this statistic this year. Take advantage of CVHHH's Influenza Prevention Program and get your Flu Shot from one of our conveniently located Flu Clinics throughout Central Vermont.

Many people believe the Seasonal Flu is nothing more than a bad cold. In fact, influenza is a serious respiratory disease that can have even more serious complications. Being vaccinated against the flu isn't just something we do to protect ourselves; it's something we can do to protect our families, our friends and our co-workers.

You may remember the 2009-10 Flu Season was unique in that people not only needed to be vaccinated against the Seasonal Flu, but the H1N1 virus as well. That will not be an issue this year. The seasonal vaccine protects you against three (3) different viruses (trivalent). And, you may have heard in the news



about another strain of flu (H3N2) which has been detected in a number of states this summer (not Vermont). This year's trivalent includes protection against Seasonal Flu, the H1N1 virus, and the H3N2 virus. One flu shot covers it all!

CVHHH, and other Vermont Visiting Nurse Associations, is once again working with the Vermont Department of Health to hold public Flu and Pneumonia Clinics throughout the state in easily accessible locations with ample parking. Please come to one of the CVHHH Flu Clinics listed at www.cvhhh.org.

Being vaccinated against the flu isn't just something we do to protect ourselves; it's something we can do to protect our families, our friends and our co-workers.