

Central Vermont Home Health & Hospice Housecalls

The Generosity of Our Community

A Message from Sandy Rousse



Sandy Rousse,
CVHHH president and CEO

I am struck by the many ways that our community shows its support for CVHHH's mission and work. As a longtime Barre City resident, I found this not at all surprising. Central Vermonters have shown themselves time and again to be some of the most generous individuals that I've had the pleasure of calling my neighbors, friends, and colleagues.

Take, for example, the close to 100 volunteers who provide support to our hospice program, in our office, at flu and foot care clinics, during Town Funding, and at our two major fundraising events. There are also our generous donors and approved Town Funding requests from the towns we serve whose financial contributions helped us cover the over \$1,000,000 in care we provided to under- and un-insured individuals.

In this era of health reform, CVHHH's reliance on volunteers and charitable giving is critical. With your help, we're able to continue providing cost-effective, quality care at home. We do this by making investments in staff, who, through your generosity, can pursue advanced training in specialized areas like dementia and wound care, low vision, and pulmonary rehabilitation therapy at no cost. We've also made improvements in our point-of-care technology, including telemonitors, which makes it

possible for more central Vermonters to stay safely in their homes while learning to self-manage their disease and avoid unnecessary hospitalization.

I want to close by highlighting this year's spring campaign chair. I am honored to welcome award-winning writer Katherine Paterson, whose books are cherished by millions of children and adults around the world. In her letter to Friends of CVHHH, which you may read on our website, Katherine describes her experience with hospice for her husband John: "Hospice gave what has been called a 'good death.'" Katherine also touches on the importance of community: "You may not think you will ever call [on CVHHH] for help, but, even if you never do, your neighbors will. And, in Vermont, we help one another in times of need."

Katherine is right. Our staff work every day to provide the care our community needs. In return, I'd like to extend my thanks for your unwavering support.

Sincerely,

Sandy Rousse



Central Vermont
Home Health & Hospice
Your Home. Your Independence.

Member of
vna
of Vermont
Your Nonprofit
Home Health & Hospice Agencies

**Your Local Full Service
Visiting Nurse Association**

New Board Members Welcomed in April

Three new members were voted onto the CVHHH Board of Directors at the annual meeting in April. Marty Miller of East Montpelier and Jean Joslin of Waitsfield retired from the board each after serving two consecutive volunteer terms.



Maureen Hebert

Maureen, of Waterbury, is Associate Dean of Continuing Education & Workforce Development at Vermont Technical College. She has worked in higher education, focusing on workforce and professional development, for over 20 years. Before joining Vermont Tech, Maureen worked with the University of Vermont Division of Continuing Education as the Regional Director of the UVM Center in Montpelier.



Teresa Voci

Teresa lives in Randolph Center and currently serves as Director of Quality Improvement & Provider Relations at Blue Cross and Blue Shield of Vermont. Prior to this, she was Executive Director of Berlin Health and Rehabilitation and served in various management capacities at Gifford Medical Center.



Francis "Topper" McFaun

Topper is a long-time resident of Barre Town and is a Member of the House of Representatives in Montpelier. He is retired from a long career in State government and has served in many capacities in Barre Town, central Vermont and Statewide.

Rebecca McClung, MSN, RN, Named Chief Quality Officer



Rebecca McClung has been appointed Chief Quality Officer. Becky comes to us from New Smyrna Beach, FL where she was the Director of Nursing for Embark Home Healthcare. Prior to that she was the Regional Administrator for Doctors' Choice Home Health. Becky has been a home health nurse for over 20 years, progressing up the management ladder and gaining considerable experience in Quality Improvement and Compliance. Becky is a former member of the Board of Directors for the Home Care Association of Florida. She holds a MSN from Catholic University, Washington, DC. Becky joined us April 10, 2017. When asked why she chose to pursue the Chief Quality Officer position, Becky says that the job looked like a dream. "I'd been looking for a new challenge in my field and realized that this position had everything I like about home health—compliance, performance improvement, risk management—it would be a God-send."

Katherine Paterson: Honorary Spring Solicitation Chair



We are honored to welcome award-winning writer and Montpelier resident Katherine Paterson as chair of our annual spring solicitation. Many of you may recognize Katherine from her much-beloved books, including *Bridge to Terabithia* and *The Great Gilly Hopkins*. Many may also know Katherine from her 31 years as a resident of Barre and Montpelier.

Katherine first encountered CVHHH in the early 1990s when Ginny Fry, our Bereavement Coordinator at the time, asked Katherine to pen an introduction to a book she was writing. Later on, Katherine's husband, John, the pastor at First Presbyterian Church in Barre, required rehab support after knee replacement surgery. Then, when John was diagnosed with Multiple System Atrophy, a debilitating neurologic disorder, Katherine's, and her family's, relationship with CVHHH deepened. After what became his final trip to the hospital, Katherine and John decided to go home with hospice. "The doctors asked John to think about how he wanted to spend the remainder of his life," said Katherine when we spoke with her in April. "We chose hospice."

Though John was on hospice for only a short period of time, the experience made a lasting impact. "Hospice taught me that there is nothing to fear in death," said Katherine. "I can

"I want more people to understand that when you ask for help from CVHHH for hospice care, you are not giving up. You are choosing to add a richer, more blessed, end to your life."

describe the experience of John's death as marvelous. We had our caregiver with us, and each of my children spent time alone with their father to say goodbye. When John died, I was holding one of his hands, and my daughter, Mary, was holding the other. He died peacefully, quietly."

When Daniel L. Pudvah, our Director of Development, asked Katherine to serve as honorary campaign chair, she said yes. "Those last days of my husband's life became a real gift," she said. "I'm 84. I've got many friends who are losing their longtime spouses, and I am one of the few people who could be a part of their spouse's death. I said yes to Dan because I want more people to understand that when you ask for help from CVHHH for hospice care, you are not giving up. You are choosing to add a richer, more blessed, end to your life."

We are grateful to Katherine for sharing her story and for supporting our spring campaign. Katherine's letter to Friends of CVHHH was mailed in May. You may support our mission by making a secure donation through our website. Visit us at www.cvhhh.org/donate.

2017 Grants CVHHH has recently received grants from the following:

Rotary Club of Montpelier, for the
Telehealth Program: \$1,000

Kinney Drug Foundation, for
training equipment: \$1,000

National Life Group Community Foundation,
for Telehealth Program: \$7,500

Community Partner of the Year



Central Vermont Home Health & Hospice has named Allen Lumber Company as its Community Partner of the Year. The award, established several years ago, was announced at the recent Donor and Volunteer Recognition event at CVHHH.

Generally, organizations, businesses or individuals are considered each year for their contributions of support to CVHHH's mission and ultimately to the patients who are served. The Allen brothers agreed to serve as Honorary Chairs of our fall 2016 solicitation and noted that there has been a cordial relationship between the two organizations for over 100 years. Allen Lumber has outlets in Barre, Montpelier, Waitsfield and St. Johnsbury.

Jewelene Griffin, RN, Co-Chair of Committee to Increase Hospice Utilization and End of Life Support

Last September, our local Community Alliance of Health Excellence (CAHE) formed a sub-committee to improve understanding of and access to hospice services in central Vermont. Our Hospice and Palliative Care Director, Jewelene Griffin, RN, became actively involved in this initiative as a sub-committee co-chair, along with Teresa Fama, MD, of CVMC. The sub-committee has representation from a wide variety of healthcare programs with direct interest in quality end of life care. "The need for a better understanding of the importance of advanced care planning, recognition of the resources available to individuals, and the need for a greater sense of comfort in having open conversations about disease progression, life-limiting illnesses and identifying someone's goals and wishes, are primary drivers for this project," says Jewelene.

This spring, the hospice subcommittee sponsored and facilitated viewings of the documentary *Being Mortal* in Montpelier, Plainfield, and Stowe. The Frontline documentary features Dr. Atul Guwande, author of the book by the same name, and aims to educate audiences and encourage people to take concrete steps to identify and communicate their wishes for end of life care. "The dialogue following each showing was wonderful," says Jewelene. "Audience members shared their experiences with advance-care planning and discussed ways they could approach their doctors with questions on the subject. People who had just experienced hospice, or who were experiencing it, had many nice things to say about the benefits of hospice for their family."

"We know that we underutilize hospice in Vermont," says Jewelene. "We also know that physicians need support in understanding hospice eligibility requirements and that, both, doctors and their patients often do not know how to initiate a discussion of hospice or advance-care planning. The sub-committee is tackling these issues through targeted outreach to the community and to local physicians. By working together, we hope to help more individuals access the end-of-life care, including hospice, that is right for them." *Do you have questions about hospice at CVHHH? Visit us online at www.cvhhh.org/hospice or call Jewelene Griffin at 224-2240 for more information.*

Thankful for Town Funding

"This voter-approved support is critically important to our agency," states Daniel L. Pudvah, Director of Development. All the communities in our service area are generous in their support of CVHHH's funding requests. CVHHH is extremely grateful for this support. This funding combined with overall charitable giving from individuals, families, businesses, organization and grant funding help to close the gap between what Medicare and Medicaid pay for services and what it actually costs CVHHH to deliver these services. For more information, please read our Annual Report for 2016, included at the end of Housecalls.

Start the Conversation

We know it can be difficult to talk about advance-care planning. We are here to help.

Please contact Emily McKenna, CVHHH's Marketing Manager, at 224-2215 or emckenna@cvhhh.org to coordinate a free meeting near you. You may also visit www.cvhhh.org/stc for more information.



Join Us: Better Breathers Clubs

Better Breathers Clubs are free physical therapist-led support groups held monthly at our office in Barre. These meetings offer education, tools and support for individuals living with chronic lung disease or other respiratory disorders. Anyone is welcome. The next meetings are scheduled for June 22, July 20 and September 21. Please contact Patty Connor, Community Relations and Development Assistant at 224-2201 for more information.



CVHHH Spring and Fall Fundraising Events

21st Annual Hospice Memorial Golf Tournament

Wednesday, June 21st, 2017
Country Club of Barre
Barre, Vermont

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ESP LLC
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www.codychevrolet.com

To sponsor this event and/or to register online, please visit www.cvhhh.org/golf2017

Seasons of Life

Annual Fashion Show, Dinner & Live Auction

FRIDAY OCTOBER 13, 2017; 6:00 PM

CAPITOL PLAZA

GOVERNORS' BALLROOM, MONTPELIER



Seasons of Life has evolved from Colors of Autumn, and is one of central Vermont's most popular events. Held at The Capitol Plaza Hotel and Conference Center in Montpelier, there are models from the 23 communities we provide services to who will showcase couture from local vendors. In addition to having

a Celebrity Emcee, there will be a live auction, reception and dinner catered by New England Culinary Institute.

To sponsor this event and/or to register online, please visit www.cvhhh.org/SOL2017



For more information about either event, please contact Kim Farnum, Manager of Community Relations and Development, at 224-2234 or kfarnum@cvhvh.org.

Another Successful Green Mountain United Way Employee Campaign



Kim Farnum, left and Carrie Baker Stahler, right

"The employees at CVHHH are very supportive of our local GMUW chapter and the numerous programs they offer to our community," states Kim Farnum, Manager of Community Relations and Development, pictured above, with Carrie Baker Stahler of GMUW. Central Vermont Home Health & Hospice raised over \$3,000 during its employee campaign in February to support its priorities in education, financial stability, health and community caring. Some of the money raised will be used on programs such as Working Bridges, Tatum's Totes, Financial Literacy Classes, Children's Literacy Kit Program and the Financial Coaching Capacity Building Program.

Private Care Services: Flexible, Personalized Support at Home



Krystal Martell

We understand that you, or your family member, may need support managing everyday tasks at home. Our Private Care program may be the answer. We offer flexible, personally-designed supports for anyone who needs help with daily care or other tasks.

"Private Care makes it possible for members of our community to remain safely in their homes," says Angela McMann, PT, who oversees all Long Term Care programs. Based on a person's needs, this could include bed and bath assistance, light housekeeping, conversation and companionship, respite care, and, in some cases, nursing and case management.

Krystal Martell, LPN, Private Care Coordinator (above), adds: "Services can be provided up to 24-hours-a-day, seven days a week, as needed." Care can be provided in an assisted or independent living facility, or anywhere an individual calls home.

Individuals may request services by filling out a simple form on our website: www.cvhvh.org/privatecare, or by calling Krystal at 224-2238.

Foot Care Clinics for 2017

June

5th - Barre Senior Center	8:00 am - 12:00 pm
6th - North Barre Manor	1:00 pm - 5:00 pm
8th - Barre Senior Center	9:00 am - 1:00 pm
12th - Montpelier Senior Center	9:00 am - 1:00 pm
13th - The Gardens	1:00 pm - 5:00 pm
14th - Twin Valley Senior Center	8:00 am - 12:00 pm
15th - Evergreen Place	8:30 am - 12:00 pm
21st - Montpelier Senior Center	9:00 am - 12:00 pm
21st - Quarry Hill	1:00 pm - 4:00 pm
23rd - Northfield Senior Center	8:00 am - 12:00 pm
26th - Waterbury Senior Center	9:00 am - 1:00 pm
27th - The Gardens	8:00 am - 12:00 pm

July

5th - Twin Valley Senior Center	8:00 am - 12:00 pm
6th - Evergreen Place	8:30 am - 12:00 pm
10th - Barre Senior Center	8:00 am - 12:00 pm
10th - Montpelier Senior Center	1:00 pm - 4:00 pm
12th - Northfield Senior Center	8:00 am - 12:00 pm
18th - North Barre Manor	1:00 pm - 5:00 pm
20th - Barre Senior Center	9:00 am - 1:00 pm
24th - Montpelier Senior Center	9:00 am - 1:00 pm
25th - The Gardens	1:00 pm - 5:00 pm
26th - Twin Valley Senior Center	8:00 am - 12:00 pm
27th - Evergreen Place	8:30 am - 12:00 pm

August

2nd - Montpelier Senior Center	9:00 am - 12:00 pm
2nd - Quarry Hill	1:00 pm - 4:00 pm
4th - Northfield Senior Center	8:00 am - 12:00 pm
14th - Waterbury Senior Center	9:00 am - 1:00 pm
15th - The Gardens	8:00 am - 12:00 pm
16th - Twin Valley Senior Center	8:00 am - 12:00 pm
17th - Evergreen Place	8:30 am - 12:00 pm
17th - Tilden House	1:00 pm - 3:30 pm
21st - Barre Senior Center	8:00 am - 12:00 pm
21st - Montpelier Senior Center	1:00 pm - 4:00 pm
23rd - Northfield Senior Center	8:00 am - 12:00 pm
29th - North Barre Manor	1:00 pm - 5:00 pm
31st - Barre Senior Center	9:00 am - 1:00 pm

September

5th - The Gardens	1:00 pm - 5:00 pm
6th - Twin Valley Senior Center	8:00 am - 12:00 pm
7th - Evergreen Place	8:30 am - 12:00 pm
11th - Montpelier Senior Center	9:00 am - 1:00 pm
13th - Montpelier Senior Center	9:00 am - 12:00 pm
13th - Quarry Hill	1:00 pm - 4:00 pm

(September continued)

15th - Northfield Senior Center	8:00 am - 12:00 pm
25th - Waterbury Senior Center	9:00 am - 1:00 pm
26th - The Gardens	8:00 am - 12:00 pm
27th - Twin Valley Senior Center	8:00 am - 12:00 pm
28th - Evergreen Place	8:30 am - 12:00 pm

October

2nd - Barre Senior Center	8:00 am - 12:00 pm
2nd - Montpelier Senior Center	1:00 pm - 4:00 pm
4th - Northfield Senior Center	8:00 am - 12:00 pm
10th - North Barre Manor	1:00 pm - 5:00 pm
12th - Barre Senior Center	9:00 am - 1:00 pm
16th - Montpelier Senior Center	9:00 am - 1:00 pm
17th - The Gardens	1:00 pm - 5:00 pm
18th - Twin Valley Senior Center	8:00 am - 12:00 pm
19th - Evergreen Place	8:30 am - 12:00 pm
25th - Montpelier Senior Center	9:00 am - 12:00 pm
25th - Quarry Hill	1:00 pm - 4:00 pm
27th - Northfield Senior Center	8:00 am - 12:00 pm

For more information about Foot Care Clinics, visit us online at: www.cvhhh.org/footcare

Jodi Demell, LPN, Joins Long Term Care Team



Jodi joined CVHHH in April as Long Term Care Nurse Coordinator. She replaces Allison Jones, RN, who has accepted another role within the agency. In this important community role, Jodi will coordinate Foot Care and Flu Clinics in central Vermont and

participate in local health fairs. Jodi previously worked for over 20 years at one of the area primary care practices.



Central Vermont Home Health & Hospice

Your Home. Your Independence.

ANNUAL REPORT for year ending in December 31, 2016

VISITS

Home Health Care Visits

Skilled & High-Technology Nursing.....	21,458
Home Health & High-Technology Aide	12,541
Physical Therapy.....	9,961
Occupational Therapy	3,698
Speech Therapy.....	1,221
Medical Social Worker	1,030

Total Home Health Care Visits 49,909

Hospice Visits

Nursing.....	3,420
Home Health Aide.....	2,793
Therapy.....	115
Medical Social Worker	477
Bereavement.....	1,317
Homemaker.....	305

Total Hospice Visits 8,427

Long Term Care Visits

Nursing.....	6
Aide & Attendant	19,480
Homemaker.....	6,565

Total Long Term Care Visits 26,051

Maternal Child Health Visits

Healthy Babies	509
Pediatric Palliative	5
Better Beginnings	150

Total MCH Visits 664

Nurse-Family Partnership Visits

Total NFP Visits..... 706

Total Visits 85,757



REVENUE

Operating

Medicare	\$7,595,590
Medicaid	\$1,757,310
Private Insurance	\$1,274,593
Private Pay	\$518,629
Health Promotions	\$108,666
Grants/Contracts	\$599,314
Provision for Bad Debt	(\$13,423)

Total Operating Revenue \$11,840,679

Other Revenue and Gains (Losses)

Municipal appropriations and United Way	\$145,042
Investment Income	\$646,456
Change in Fair Value of Investments	(\$30,050)
Contributions, net	\$1,030,778

**Total Other Revenue and
Gains (Losses) \$1,792,226**

Total Revenue \$13,632,905

EXPENSES

Salaries & Benefits	\$9,690,950
Depreciation	\$176,323
Other Operating Expenses	\$2,955,534

Total Operating Expenses \$12,822,807

**Excess (Deficit) of Revenue
over Expenses and Increase
(Decrease) in Unrestricted
Net Assets \$810,098**



Central Vermont Home Health & Hospice

Your Home. Your Independence.

Central Vermont Home Health & Hospice is a full-service 501(c)(3) not-for-profit Visiting Nurse Association based in Barre serving 23 communities in Washington and Orange Counties, Vermont.

We are a mission-driven organization committed to providing high-quality, patient-centered home health and hospice care to all central Vermonters regardless of need. In addition, we provide maternal-child health care, public foot care and flu clinics, immunizations and nurse consultations for international travelers as well as long-term care and private care services.

Today's CVHHH embraces new technologies, spearheads innovative pilot programs and partners with local providers to offer real solutions to the evolving needs of our community. At the root of our work is the understanding that central Vermonters want to stay safely and comfortably at home for as long as they can. We provide the care that makes this possible.

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802-223-2861 (fax)
1-800-253-0191 (TDD Relay)
www.cvhhh.org

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