

Central Vermont Home Health & Hospice Housecalls

The Fabric of Central Vermont

This fall, I was happy to spend some time out of the office sharing information about the complexity of care that we provide at CVHHH. In September, I sat for a quick spot on WDEV Radio to talk about the 18th Annual Seasons of Life Fashion Show, which took place on October 13 (*see pages four and five for more about the show*). In October, I joined VNAs of Vermont Executive Director Jill Olson on *Open Mike with Mike Smith* for an extended conversation about the role of home health and hospice in the health reform movement. Also in October, I was asked to participate in a panel on OneCare Vermont, an accountable care organization, to discuss the ways that providers are working together to better serve Vermonters and to improve our physical, mental, and emotional health. In preparing for these meetings, I thought a lot about CVHHH's role in the broader care continuum. I kept coming back to community and to how deeply embedded our organization is in central Vermont.

Almost every day, I am happily surprised to learn of a new connection between our organization and someone in the community. Many of our staff, myself included, live in one of the 23 towns we serve. Their children go to school here. They grew up here, and their parents still live nearby. In addition, we have served a number of individuals who have worked for us in the past. These connections run deep.

Our staff drive to the far reaches of Washington, and parts of Orange, County—over 700,000 miles every year—making over 85,000 visits to people in their homes. What this says to me is that, through one of our programs, someone from CVHHH is touching the life of a central Vermonter every single day. We not only provide care in the community, we live in the community. I often get calls at work from friends, my friends' friends, and from neighbors, asking for advice on available care options. This is a great opportunity for me to get to know one of my fellow central Vermonters and to help guide a person to the care that they or a loved one needs. If CVHHH is not the right fit, I am eager to help connect people to the appropriate resources.

Earlier this year, one of our Home Health Nurses told me that her patients are comforted when they realize that she was born and raised in the area. Often, she said, she ends up caring for people whose children she grew up with.

Please enjoy this issue of Housecalls. Inside, you will find a touching story about how Hospice helped a former employee and her family in Montpelier. You can also read about three CVHHH clinicians, and central Vermonters, who have been promoted to internal leadership roles. There's a recap of the 18th Annual Seasons of Life event and an introduction to Mary Azarian, of Calais, who is the Honorary Chair of our Annual Fund Fall solicitation. As Mary says in her letter, almost everyone in this area is touched in some way by CVHHH. We are so proud to be a part of the fabric of this community and we thank you for your continued support of our work.

On behalf of the senior managers, board, and staff, have a happy and healthy holiday season.

Sincerely,
Sandy Rousse

A Message from Sandy Rousse



Sandy Rousse, CPA
CVHHH President and CEO



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

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

**Your Local Full Service
Visiting Nurse Association**

CVHHH Clinicians Promoted to Internal Leadership Roles



Carrie Mancini, PT, WCC, Rehab Clinical Lead Coordinator

Carrie Mancini has assumed the role of Rehab Clinical Lead Coordinator. In this role, Carrie works with CVHHH staff and with our partner providers in the community to connect central Vermonters with the physical, speech, and occupational therapy that they need. *“My goal is to identify our patients’ therapy needs early on and to connect them with a therapist as quickly as possible. The sooner we get a person rehabilitated, the better their quality of life, the quicker they will return to their community, and the less likely they are to go back into the hospital.”* Carrie has worked at CVHHH as a visiting Physical Therapist and Wound Care Certified clinician for 15 years. She lives in Plainfield with her husband and two daughters.



Krystal Martell, LPN, Long Term Care Manager

Krystal Martell has assumed the role of Long Term Care Manager. Krystal joined CVHHH a year ago as the Private Care Coordinator and was promoted to Long Term Care Manager this summer. In this new role, Krystal oversees everyday functions of the Long Term Care Department, including the Private Care program. *“It is important to provide consistent, high quality supportive care services, including personal care, respite, and homemaking, so that our clients can remain in their homes and maintain a strong quality of life.”* Krystal lives in Barre with her daughter.



Karla Wilmott, RN, Clinical Quality Nurse

Karla Wilmott, who has worked at CVHHH for the past 15 years as a home health nurse, has assumed a new role: Clinical Quality Nurse. In this position, Karla has transitioned from visiting with patients to overseeing the training, or preceptor, program for all clinicians, working with clinicians on CVHHH quality initiatives. Before joining CVHHH, Karla worked for 17 years as an Emergency Department Nurse at UVMHN-Central Vermont Medical Center. Of her new role, Karla says: *“I was drawn to nursing by a woman, my mentor, Mary Welch, who taught me how to transfer what I was feeling in my heart into my work. My goal is to revive the artfulness of nursing at CVHHH by increasing the knowledge base for all of the nursing staff. This will help improve the quality and experience of care that we deliver to our patients.”* Karla lives in Barre City with her husband and has two sons.

A Good Death with Hospice

In honor of National Hospice and Palliative Care Month this November, we are sharing a story from David and Linda Abbott of Montpelier. Linda, a Masters-prepared Registered Nurse who once worked for CVHHH, was diagnosed with Alzheimer's Disease in 2012. She died earlier this year while receiving Hospice Care from CVHHH. We spoke with David, now retired after a career in higher education administration, about his, and Linda's, experience with Hospice. Here is their story:



"I met Linda in 1961 on a trip to Montreal. A friend and I were driving through North Hero when I saw Linda waiting to cross Route 2 carrying a basket of laundry. She was working that summer as a chambermaid at what is now the North Hero House. When I saw her, I knew that we had to meet. On my return from Montreal, my friend and I stayed overnight at the North Hero House, and, as soon as I talked with Linda, I knew that she was the one. Last June, after 52 years of marriage, Linda died from complications of Alzheimer's. She died in my arms, at home, pain and drug free, while our daughter, Sarah, held her hand.



I have heard that Alzheimer's, in some cases, makes you more of who you are. This was true of Linda. Ultimately, the disease conquered her body, but never her spirit. Throughout her battle with the disease, Linda remained positive and loving, encouraging me by example to remain the same.

Start the Conversation

In life, we plan for the milestones—college, marriage, retirement. And, yet, too often we neglect to plan for the end of life. We offer free workshops in our community to help central Vermonters understand the full range of end-of-life care options, including Hospice.

We also provide step-by-step guidance on taking the important step of filling out an Advance Directive and communicating wishes to family members and loved ones.

For more information, visit www.cvhhh.org/stc. You may also contact Emily McKenna at emckenna@cvhhh.org or 224-2215.



Linda utilized the full array of CVHHH services, including Hospice. Over time, she benefitted from the care of a nurse, a physical therapist, an occupational therapist, a speech therapist, and a social worker. Each service appointment was scheduled seamlessly as the need arose. As Linda's primary care partner, I am particularly grateful for the support of her Personal Care Attendants, Carol and Beth. They provided backup for me when I needed respite. They were unfailingly kind, patient and competent, quickly earning my trust as they assumed responsibility for caring for Linda and my home in my absence.

CVHHH made it possible for me to keep my promise to Linda that she would remain in her home, well-tended, with me as her primary care partner throughout the course of her decline. If there is such a thing as a good death, then Linda had it."

To learn more about Hospice Care at home, you can visit our website www.cvhhh.org/hospice.

Seasons of Life Hits a Record High in Net Proceeds

The 18th Annual Seasons of Life Fashion Show, Dinner & Live Auction was held at the Capitol Plaza Hotel on Friday, October 13th. Governor Phil Scott mingled with guests during the cocktail hour and opened the show with appreciative remarks on the impact CVHHH has on the community, especially in protecting the most vulnerable Vermonters. Emcees Melissa Sheketoff and Alexandra Montgomery, WCAX Morning News Anchors, kept the show lively and thriving from the beginning to the very end while announcing two modeling sets, auctioning off fourteen live auction packages and announcing over sixty Wine Pull winners. Guests also enjoyed a silent auction and an India Hicks Trunk Show. Sandy Rouse, President and CEO, said "This year's show exceeded all expectations." Kim Farnum, Manager of Community Relations and Development was pleased to surpass this year's goal of \$40,000 in net proceeds by approximately \$20,000. "We would like to thank all of our sponsors and guests who made it possible to accomplish this; we couldn't be more grateful," said Farnum.

Special Thanks to Top Seasons of Life Sponsors

Venue Sponsors



John Gardner
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Runway Sponsor



Spotlight Sponsors



Carmen Beck
In Honor of Paul Beck

Haute Couture Sponsors



Check out CVHHH's Facebook page for a photo slideshow from this year's event. If you are interested in volunteering for Seasons of Life, please contact Kim Farnum, Manager of Community Relations & Development, at kfarnum@cvhhh.org or 224-2234.



Seasons of Life

Thank You to All Guests,
Fashion Providers and Models!



Community Visit Program Yields Positive Feedback from Central Vermonters

Cheri Goldstein, MSOL, Clinical Placement Coordinator for Norwich University's School of Nursing, and Johanna Rawson, MA, LADC, Program Manager of Care Management for UVMHN-CVMC, participated in CVHHH's August Community Visit Program. Cheri and Johanna accompanied CVHHH clinical staff on home visits. After visits, Goldstein remarked, "The work you do is so important in helping to keep individuals in their homes. It is amazing!" Rawson, who accompanied one of our hospice nurses, Carol Sackett, shared: "I anticipated feeling sadness today, but this was not the case at all."

One goal of this program is to help members of our community better understand the breadth and depth of CVHHH services and the complexity of the care that we provide to central Vermonters at home.

We host Community Visits for members of the community regularly throughout the year.

CVHHH Receives Community Spirit Award from GMUW



"This award is given to an organization that has put the "FUN" in fundraising," said Carrie Stahler, Director of Funding & Program Development at the Green Mountain United Way. "The folks at CVHHH really know how to make a campaign exciting for their employees offering them the opportunity to give while making it a team-oriented event. Congratulations to the Community Relations and Development Team: Kim Farnum, Manager of Community Relations and Development, Daniel L. Pudvah, Director of Development, and Patty Connor, Community Relations and Development Assistant for all your effort and hard work."

CVHHH Prepares for Town Meetings

Every March, many Vermonters participate in Town Meeting Day when residents cast a vote for their proposed town budgets. This fall, as is the tradition, CVHHH sent Town Funding requests to each of the 23 communities we serve.

CVHHH relies on town funds to cover the cost of providing care to individuals without insurance or for whom insurance does not cover the total cost of care. As you may have read in Sandy's letter (see page one), our staff made 85,000 visits in 2016, driving over 700,000 miles to reach patients at home. At any given time, we have 750 individuals on service. By bringing hospital-level care to people at home, in combination with education and one-on-one support, CVHHH is able to keep the cost of care down. We also reduce the likelihood that a person will end up back in the emergency department or require readmission to the hospital. More important, people can stay connected to their community. They can heal in a place where they are most comfortable and maintain their independence.

To learn more about Town Funding or the Community Visit program, please call CVHHH at 223-1878 and ask to speak with a member of our Community Relations and Development team.

Foot Care Clinics for 2017 & 2018

November

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|----------------------------------|--------------------|
| 27th - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 28th - The Gardens | 8:00 am - 12:00 pm |
| 29th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 30th - Evergreen Place | 8:30 am - 12:00 pm |

December

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| 6th - Montpelier Senior Center | 9:00 am - 12:00 pm |
| 8th - Northfield Senior Center | 8:00 am - 12:00 pm |
| 18th - Barre Senior Center | 8:00 am - 12:00 pm |
| 18th - Waterbury Senior Center | 9:00 am - 1:00 pm |
| 19th - The Gardens | 8:00 am - 12:00 pm |
| 20th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 21st - Evergreen Place | 8:30 am - 12:00 pm |
| 27th - Northfield Senior Center | 8:00 am - 12:00 pm |

January

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| 2nd - North Barre Manor | 1:00 pm - 5:00 pm |
| 4th - Barre Senior Center | 9:00 am - 1:00 pm |
| 9th - The Gardens | 12:00 pm - 4:00 pm |
| 10th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 11th - Evergreen Place | 8:30 am - 12:00 pm |
| 17th - Montpelier Senior Center | 9:00 am - 12:00 pm |
| 17th - Quarry Hill | 1:00 pm - 4:00 pm |
| 19th - Northfield Senior Center | 8:00 am - 12:00 pm |
| 29th - Waterbury Senior Center | 9:00 am - 1:00 pm |
| 30th - The Gardens | 8:00 am - 12:00 pm |
| 31st - Twin Valley Senior Center | 8:00 am - 12:00 pm |

February

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|----------------------------------|--------------------|
| 1st - Evergreen Place | 8:30 am - 12:00 pm |
| 5th - Barre Senior Center | 8:00 am - 12:00 pm |
| 5th - Montpelier Senior Center | 1:00 pm - 4:00 pm |
| 7th - Northfield Senior Center | 8:00 am - 12:00 pm |
| 13th - North Barre Manor | 1:00 pm - 5:00 pm |
| 15th - Barre Senior Center | 9:00 am - 1:00 pm |
| 19th - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 20th - The Gardens | 12:00 pm - 4:00 pm |
| 21st - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 22nd - Evergreen Place | 8:30 am - 12:00 pm |
| 28th - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 28th - Quarry Hill | 1:00 pm - 4:00 pm |

March

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|----------------------------------|--------------------|
| 2nd - Northfield Senior Center | 8:00 am - 12:00 pm |
| 12th - Waterbury Senior Center | 9:00 am - 1:00 pm |
| 13th - The Gardens | 8:00 am - 12:00 pm |
| 14th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 15th - Evergreen Place | 8:30 am - 12:00 pm |
| 19th - Barre Senior Center | 8:00 am - 12:00 pm |
| 19th - Montpelier Senior Center | 1:00 pm - 4:00 pm |
| 21st - Northfield Senior Center | 8:00 am - 12:00 pm |
| 27th - North Barre Manor | 1:00 pm - 5:00 pm |
| 29th - Barre Senior Center | 9:00 am - 1:00 pm |

April

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|----------------------------------|--------------------|
| 2nd - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 3th - The Gardens | 12:00 pm - 4:00 pm |
| 4th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 5th - Evergreen Place | 8:30 am - 12:00 pm |
| 11th - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 11th - Quarry Hill | 1:00 pm - 4:00 pm |
| 13th - Northfield Senior Center | 8:00 am - 12:00 pm |
| 23th - Waterbury Senior Center | 9:00 am - 1:00 pm |
| 24th - The Gardens | 8:00 am - 12:00 pm |
| 25th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 26th - Evergreen Place | 8:30 am - 12:00 pm |
| 30th - Barre Senior Center | 8:00 am - 12:00 pm |
| 30th - Montpelier Senior Center | 1:00 pm - 4:00 pm |

May

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|----------------------------------|--------------------|
| 2nd - Northfield Senior Center | 8:00 am - 12:00 pm |
| 8th - North Barre Manor | 1:00 pm - 5:00 pm |
| 10th - Barre Senior Center | 9:00 am - 1:00 pm |
| 14th - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 15th - The Gardens | 12:00 pm - 4:00 pm |
| 16th - Twin Valley Senior Center | 8:00 am - 12:00 pm |
| 17th - Evergreen Place | 8:30 am - 12:00 pm |
| 23rd - Montpelier Senior Center | 9:00 am - 1:00 pm |
| 23rd - Quarry Hill | 1:00 pm - 4:00 pm |
| 25th - Northfield Senior Center | 8:00 am - 12:00 pm |

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

Fall Solicitation for CVHHH's Annual Fund



We are thrilled to welcome local artist, print maker Mary Azarian, of Calais, as the Honorary Chair of our Fall Solicitation. Readers may recognize Mary's name from her many years-long relationship with CVHHH. She designed the beautiful floral and birch tree artwork for our annual, fall fashion show and often donates pieces of art for fundraising events.

Mary first encountered Central Vermont Home Health & Hospice over 20 years ago, when her mother, who had recently moved to Vermont, needed care at home after breaking her knee and, then, her hip. Ultimately, Mary's mother received the support of our Hospice team after having a stroke. Mary's mother was brought home, where she died surrounded by family and friends.

When we spoke with Mary about her experiences with CVHHH she echoed some of the sentiments that our CEO, Sandy Rouse, shared in her letter to the community (see page one). Mary said, simply, that almost everyone is touched in some way by CVHHH and is always appreciative. CVHHH has a long history and deep roots in the central Vermont community. We encourage you to read Mary's letter to Friends of CVHHH; it can be found at www.cvhhh.org/housecalls and consider making a contribution to this organization which has touched the lives of so many of our neighbors, friends, and family.

Over \$15,000 Granted to CVHHH from Local Organizations

We are grateful for the support of the following organizations who contributed grant funding to CVHHH this summer and early fall. These funds are used to support clinical staff training and to upgrade the technology that patients use in their homes to improve management of chronic diseases, like diabetes, and avoid unnecessary hospitalizations.



\$5,000 from the National Life Group Community Foundation for the Telehealth Program

\$1,000 from the Kinney Drug Foundation for a clinical training simulator

\$1,700 from the Mad River Rotary Club to purchase a digital telemonitor

\$3,000 from the Marvin L. and Norma J. Hathaway Foundation for the annual fund

\$5,000 from the Vermont Mutual Community Fund for a clinical training simulator and the Telehealth Program