

Central Vermont Home Health & Hospice Housecalls

The Role of Home Health in Our Community

A Message from Sandy Rouse



Sandy Rouse,
CVHHH president and CEO

There is significant focus on health reform in Vermont – the goals, the models of service delivery, the lessons learned, and the challenges. For a number of years, and with the other VNAs in Vermont, Central Vermont Home Health & Hospice has been actively engaged in working toward health reform, which, when you get at its core, means something quite simple: utilizing provider services and solutions to keep people healthy.

When I think about CVHHH's specific role in supporting reform, I think about the impact of our work in promoting independence. By bringing hospital-level care in combination with innovative, point-of-care technology, medication-and disease-management, and a spectrum of rehabilitative therapies to thousands of central Vermonters, we are able to help more individuals stay safely and comfortably at home. On the ground, this looks like our physical therapists improving range of motion with a person recovering from joint replacement surgery while the person sits in his favorite chair. It means diet and nutrition education and reading food and packaging labels with an individual living with chronic diabetes right in his or her kitchen. It's walking through someone's morning routine in order to figure out the optimal spot for a telemonitor (see page 5 for more about our telemonitor program).

Our care has a direct, financial impact on the health care system by reducing hospital readmissions, emergency department use, and the need to be in a nursing home. More importantly, our work empowers central Vermonters to take an active role in managing their health. Of course, this role

– promoting independence within our community – is not new for CVHHH. It's something we've been doing for a long time. Health reform provides the opportunity for us to do it better.

Outside of the home, CVHHH is committed to working collectively with our local provider partners—University of Vermont Health Network-Central Vermont Medical Center (UVMHN-CVMC), Washington County Mental Health Services (WCMHS), the Vermont Blueprint for Health, Central Vermont Council on Aging (CVCOA), and many others. Through collaboration and communication, we will be able to better care for the whole health of central Vermonters – not just treating individuals when they are sick. In practice, this looks like teaming up with UVMHN-CVMC, WCMHS, and Blueprint staff on the Diabetic Telemonitor program, or participating in UVMHN Reducing Heart Failure Readmissions project. It means drafting and sharing standard teaching tools and best practices that ensure a stronger continuum of care and reducing duplication.

All of our efforts, working one-on-one with individuals at home, and as a network of community-based providers, are aimed at helping Vermonters maintain something that is so important to them – their independence. Burr and Betsy Morse, the Honorary Chairs for our Annual Spring Solicitation, truly embody this independent Vermont spirit. You can read about the history of the Morse family in central Vermont on page 3. To read Burr and Betsy's letter to the community, or to make a secure contribution to our spring campaign, please visit us online: www.cvhhh.org/springcampaign.

Wishing you a happy, healthy summer season.

Sandy Rouse



**Central Vermont
Home Health & Hospice**
A Century of Caring and Quality

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Home Health & Hospice Agencies

**Your Local Full Service
Visiting Nurse Association**

John Gardner of Gardner Insurance Services Named Community Partner of the Year



From left to right: John Gardner, Sandy Rouse, President & CEO, Megan Cicio, Board Chair

John Gardner of Gardner Insurance Services in Berlin, was named CVHHH's Community Partner of the Year at its annual volunteer recognition event on April 28. Gardner was selected because of his community involvement and good citizenship. John served with the U.S. Navy in Vietnam from 1966-1970 and was on the first U.S. ship to take enemy fire in the Demilitarized Zone in Vietnam. He has demonstrated over many years what it means to become significantly involved in causes that are important to him and which benefit many others. To read more about this annual event, see the facing page.

John was a long-time board member of Project Independence in Barre and was active in helping that organization evolve into a valuable community asset. Likewise, he served on the Board of Green Mountain United Way for many years, and helped with its transition in the way it delivers services in central Vermont and the Northeast Kingdom, based on a community needs assessment.

"Fortunately for CVHHH, John has helped us for some 16 years and going, most notably as an active member of the Fashion Show committee," said Daniel L. Pudvah, Director of Development, at the Volunteer Recognition event in April. Gardner's Spotlight sponsorship of the Fashion Show for so many years has brought many other sponsors along and has produced much support for the mission, staff, volunteers and patients of CVHHH. In his acceptance remarks, John offered, "The greatest gift you can give someone is your time, because when you give your time, you are giving a portion of your life that you will never get back." Congratulations to John Gardner and Gardner Insurance Services.

New Board Members Welcomed in April



Central Vermont Home Health & Hospice held its annual meeting on April 28. Two veteran Board members and officers were each

re-elected for a 3-year term, following a mandated 12-month leave of absence: Robert Cody of Montpelier and Mary Neville Hood of Middlesex. Current Board members who were eligible for another term were elected: Ed Flanagan, Montpelier; Alison White, Barre Town; and David Zahn, Woodbury.

Members who completed their terms and are leaving the Board are Gary Clark, Treasurer, of Barre Town and Sean Starr, Vice Chair, of Worcester.



You're Cordially Invited to Attend: Annual Spring Time of Remembrance

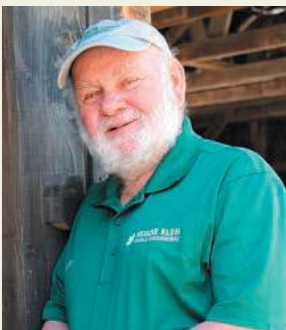
Wednesday, May 25, 5:30 – 7:00 pm

All families of CVHHH Hospice & Palliative Care patients and members of the community are invited to share snacks and social time, music and readings. We will name those we wish to remember and end with Taps on trumpet and songs with Carolyn's Angel Band.

Please join us for this special event! For more information, or to arrange a ride, call Silke Musik at 802-223-1878.



Burr & Betsy Morse: Honorary Chairs of Spring Appeal



Burr and Betsy Morse of East Montpelier, well-known in our region for many reasons, most notably for Morse Farm, and in territories beyond, have agreed to serve as honorary chairs of Central Vermont Home Health and Hospice's 2016 Spring Appeal.

The first Morse is recorded in Cabot around 1789 and became a justice of the peace. He earned some renown for "marrying his son to a tree when he practiced for his first wedding as a new justice," according to Burr. Betsy's family has roots in the Mount Holly environs, but was reared in Montpelier. She works for Washington County Mental Health Services. When her father was diagnosed and suffering with cancer, she fondly remembers the wonderful care they received from CVHHH. Because of this she and her mother both enrolled in Hospice Volunteer Training at CVHHH.

The musical talents of their family are given quick credit to Betsy, "who made the boys practice assiduously," said Burr, "probably because I would not have been as insistent on their practicing."

As noted in their letter to Friends of CVHHH, they cite the importance of evolving sugaring and diversifying products with new technologies in the same way that CVHHH has kept up with important changes in technology in providing its services to central Vermonters. The Morse's 150-acre family operation has specialized in sugar-making, and added cross-country skiing, Christmas trees, general farming, and a grass-fed beef line managed by one of their

sons, Tom. A recent visit to the farm to discuss the Spring Appeal revealed an attractive re-design of their store layout with a well-stocked supply of items. Near the end of the visit, Burr recalled that when his mother died, he wrote a letter to CVHHH expressing the family's appreciation for the wonderful services his mother and the family received. He willingly read the letter at that year's Hospice Memorial Service of Remembrance service.

When you see Burr and Betsy in the community or at the farm, be sure to thank them for their support and encouragement of this year's Spring Appeal, and consider a donation in support of our Spring Appeal at www.cvhhh.org/springcampaign.

Volunteer Appreciation Reception

CVHHH Recognizes Its Volunteers

On the evening of April 28th, CVHHH held its annual Volunteer Appreciation Reception celebrating all of the amazing volunteers who generously give their time and energy in support of the organization. These individuals are passionate about what they do for the agency and enjoy being a part of providing high quality patient centered care in the safety and comfort of one's home. If you are interested in volunteering at CVHHH and would like more information, please visit our website at www.cvhhh.org/volunteer

You may also contact Kim Farnum, 802-224-2234 or Patty Connor, 802-224-2201.



20th Annual Hospice Memorial Golf Tournament

Wednesday, June 15, 2016
Country Club of Barre
Barre, Vermont

TOURNAMENT SPONSOR



The Hospice Memorial Golf Tournament celebrates a landmark--20 years--in 2016. Started in 1996 by friends and family of central Vermonter Scott Freeman, the tournament has grown over the years into a celebratory day-long event that helps our organization raise much-needed funds for and awareness of hospice.

To learn more about hospice care at CVHHH, please visit us online: www.cvhhh.org/hospice For more information about sponsorship opportunities or playing in the golf tournament this year, please contact Kim Farnum, Community Relations & Development Manager at 802-224-2234.



ESP, LLC TEAM (from left to right)
Christopher Huchro, William Hinman, Tyler Hinman, Starr Barnum V

Save The Date

Seasons of Life

ANNUAL FASHION SHOW,
DINNER & LIVE AUCTION

FRIDAY OCTOBER 21, 2016; 6:00 PM

Seasons of Life has evolved from Colors of Autumn, and is one of central Vermont's most popular events. Held at National Life 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 decadent dinner catered by New England Culinary Institute.

SPOTLIGHT SPONSORS

Cody Chevrolet-Cadillac
Gardner Insurance Services, Inc.

For periodic updates, check out our website:
www.cvhhh.org/seasonsoflife

There are many opportunities for sponsorships and hosting tables. Please contact Kim Farnum, Community Relations & Development Manager, at 802-224-2234 or email her at kfarnum@cvhhh.org.

Committee Chair Profiles



Lauren Finney grew up in New York City and moved to Burlington, VT after graduating from Skidmore College in 2007. While working for an outdoor gear company in Williston, Lauren earned her MBA from Champlain College and joined National Life Group's sales team in Montpelier in

2012. She currently works for Sentinel Investments – part of National Life Group. She began serving on the committee for the CVHHH Seasons of Life Fashion Show & Live Auction last year and accepted the role as Committee Chair this year. Lauren lives in Burlington, VT and enjoys skiing, kayaking, reading, and cooking.



Rachael Richards is an 18 year employee of Cabot Creamery Cooperative. Over that time, Rachael has served in several analytical positions within the Sales, Supply Chain, and the Information Technology departments. Currently, Rachael is a Senior Business Analyst within I.T. with a heavy focus on the dairy liquid portion of the business. Rachael joined the CVHHH Hospice Memorial

Golf Tournament Committee last year. It was such a great experience, incorporating a sport her family is very passionate about in raising money for a great cause, she was happy to assume the position of Committee Chair this year.

Rachael lives in East Montpelier with her husband Pete, and two sons Bryson and Riley. Rachael loves being active with her family – watching her son's golf tournaments and soccer games, running with her dog, Finley, and being outside as much as possible.

Telemonitors: Proven Tools to Help Manage High-Risk Central Vermonters

We are proud to share our telemonitor data from 2015, which shows that telemonitors in the home are proven tools to help central Vermonters.



Using a co-case management model, we decreased unnecessary hospitalizations and emergency department visits for some of our most fragile patients.

- Of 166 patients with a diagnosis of Congestive Heart Failure, only 3.6% were hospitalized for a CHF exacerbation
- Of 126 patients with Chronic Obstructive Pulmonary Disease, only 7.9% were hospitalized for COPD exacerbation

(The CMS national all-cause rate of hospitalization is 16%. Data represents 60-day hospitalization rates for Medicare patients.)

“It is gratifying that our most fragile patients when on telemonitoring can avoid the stresses and costs associated with hospitalization,” says Connie Colman, RN, MEd., CVHHH’s Director of Quality Management.

For almost a year, CVHHH has been working closely with CVMC on the UVM Health Network Heart Failure Reduction Readmission Project. This project was designed to reduce hospitalization by improving transitions of care, incorporating telemonitoring and common teaching materials from hospital to home, and following specific protocols and standards of care across providers, especially when an individual is discharged from the hospital and returns home.

Join Us: Better Breathers Clubs

Better Breathers Clubs are free physical therapy-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 meeting is June 16. Contact Patty Connor at 802-224-2201 for more information.



Wellness Award



Caitlin Thompson, LPN with Governor Peter Shumlin and Commissioner Harry Chen at the Worksite Wellness Conference in Burlington. This

is CVHHH’s 3rd year receiving recognition for excelling in promoting worksite wellness.

GMUW Employee Campaign



Central Vermont Home Health and Hospice raised over \$3,000 during its employee campaign in February to support one of its health care partners: Green Mountain United Way.

Grateful for Town Funding

The annual exercise of obtaining town funding continues to show strong support from voters in the 23 communities of its service area. CVHHH provides a variety of services to residents including home health and hospice care. On the first Tuesday in March, 22 of the 23 communities considering funding requests supported all of them.

Barre Town held its Town Meeting in May and the voters there approved CVHHH’s request also, bringing the total of all communities to \$142,350. “This voter-approved support is critically important to our agency,” states Daniel L. Pudvah, Director of Development. This funding combined with overall charitable giving from individuals, families, businesses, organizations and grant funding help to close the gap between what Medicare and Medicaid pay for their beneficiaries’ services and what it actually costs CVHHH to deliver these services.

Central Vermont communities have been complimentary about the reports provided to them by CVHHH which include the numbers of residents served, the types of services offered and overall financial performance. CVHHH is extremely grateful for this public support.

For more information, please read our Annual Report for 2015, included at the end of Housecalls.

Foot Care Clinic for June, July and August

June

1st - Twin Valley Senior Center	8:30am - 12:00pm
2nd - Evergreen Place	8:30am - 12:00pm
8th - Montpelier Senior Center	9:00am - 12:00pm
8th - Quarry Hill Apartments	1:00pm - 4:00pm
10th - Northfield Senior Center	8:00am - 12:00pm
20th - Waterbury Senior Center	9:00am - 12:30pm
21st - The Gardens	8:00am - 12:00pm
22nd - Twin Valley Senior Center	8:30am - 12:00pm
23rd - Evergreen Place	8:30am - 12:00pm
23rd - Tilden House	1:00pm - 4:00pm
27th - Barre Senior Center	8:00am - 12:00pm
27th - Montpelier Senior Center	1:00pm - 4:00pm
29th - Northfield Senior Center	8:00am - 12:00pm

July

5th - North Barre Manor	1:00pm - 5:00pm
7th - Barre Senior Center	9:00am - 1:00pm
11th - Montpelier Senior Center	9:00am - 1:00pm
12th - The Gardens	1:00pm - 5:00pm
13th - Twin Valley Senior Center	8:30am - 12:00pm
14th - Evergreen Place	8:30am - 12:00pm
20th - Montpelier Senior Center	9:00am - 12:00pm
20th - Quarry Hill Apartments	1:00pm - 4:00pm
22nd - Northfield Senior Center	8:00am - 12:00pm

August

1st - Waterbury Senior Center	9:00am - 12:30pm
2nd - The Gardens	8:00am - 12:00pm
3rd - Twin Valley Senior Center	8:30am - 12:00pm
4th - Evergreen Place	8:30am - 12:00pm
4th - Tilden House	1:00pm - 4:00pm
8th - Barre Senior Center	8:00am - 12:00pm
8th - Montpelier Senior Center	1:00pm - 4:00pm
10th - Northfield Senior Center	8:00am - 12:00pm
15th - Waterbury Senior Center	12:30pm - 3:30pm
16th - North Barre Manor	1:00pm - 5:00pm
18th - Barre Senior Center	9:00am - 1:00pm
22nd - Montpelier Senior Center	9:00am - 1:00pm
23rd - The Gardens	1:00pm - 5:00pm
24th - Twin Valley Senior Center	8:30am - 12:00pm
25th - Evergreen Place	8:30am - 12:00pm
31st - Montpelier Senior Center	9:00am - 12:00pm

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

Start the Conversation

It can be difficult to talk about end-of-life plans... We are here to help. We offer free Start the Conversation meetings in the community – with your church group, knitting circle or other social/civic clubs.

Please contact Emily McKenna, CVHHH Marketing Manager, at 802-224-2215, or at emckenna@cvhhh.org, to coordinate a meeting. You may also visit www.cvhhh.org/stc for more info.





Central Vermont Home Health & Hospice

A Century of Caring and Quality

ANNUAL REPORT for year ending December 31, 2015

Statistical Report

VISITS

Home Health Care Visits

Skilled & High-Technology Nursing.....	21,976
Home Health Aide.....	13,721
Physical Therapy.....	10,607
Occupational Therapy.....	3,438
Speech Therapy.....	1,077
Medical Social Worker.....	1,144
Total Home Health Care Visits	51,963

Hospice Visits

Nursing.....	2,468
Home Health Aide.....	1,568
Therapy.....	124
Medical Social Worker.....	336
Bereavement.....	1,279
Homemaker.....	193
Total Hospice Visits	5,968

Long Term Care Visits

Nursing.....	7
Aide & Attendant.....	20,104
Homemaker.....	8,496
Total Long Term Care Visits	28,607

Maternal Child Health Visits

Healthy Babies.....	569
Pediatric Palliative Care.....	3
Better Beginnings.....	109
Total MCH Visits	681

Nurse-Family Partnership Visits

Total Nursing Visits	896
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TOTAL VISITS: 88,115

Community Health Services

Foot Care Treatments.....	2,125
International Traveler Health Participants.....	62
Flu Vaccinations.....	1,414



Financial Report

REVENUE

OPERATING

Medicare	\$6,959,037
Medicaid	\$2,032,109
Private Insurance	\$1,148,337
Private Pay	\$481,731
Health Promotions	\$100,737
Grants/Contracts	\$604,893
Provision for Bad Debt	\$(100,780)
Total Operating Revenue	\$11,226,064

NON-OPERATING

Town Funding	\$154,972
Investment Income	\$471,727
Recognized Loss in Fair Value of Investments	\$(578,312)
Donations	\$277,070
Total Non-Operating Revenue	\$325,457

TOTAL REVENUE \$11,551,521

EXPENSES

Salaries & Benefits	\$10,075,173
Depreciation	\$173,636
Other Operating Expenses	\$1,931,983
TOTAL EXPENSES	\$12,180,792
Excess of Revenue Over Expenses	\$(629,271)

In 2015, our nurses, therapists, aides and social workers provided \$700,243 in charitable care for which we were not reimbursed by Medicare, Medicaid, any third party private insurance, or patient/family payment.

Last year, CVHHH was underpaid \$667,661 for Medicaid services provided.



**Central Vermont
Home Health & Hospice**
A Century of Caring and Quality

Comprehensive and Compassionate Care Where You Want It

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.

600 Granger Rd., Barre, VT 05641
802-223-1878 (phone)
802-223-2861 (fax)
1-800-253-0191 (TDD Relay)
www.cvhhh.org

We are a member of the



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Housecalls is published twice yearly by CVHHH's Community Relations & Development and Marketing Departments.

Daniel L. Pudvah
Director of Development
Kimberly Farnum
Community Relations & Development Manager
Emily McKenna
Marketing Manager
Patty Connor
Community Relations & Development Assistant
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