

# FOOT-CARE CLINICS

Call 802-223-1878 for an appointment.  
 Cost is \$25 cash or check. Masks required.  
**More info at [www.cvhhh.org](http://www.cvhhh.org).**

## JANUARY 2022

3	Montpelier Senior Center	1:00 pm - 4:00 pm
4	Quarry Hill Apartments	8:00 am - 1:00 pm
6	Quarry Hill Apartments	1:00 pm - 4:30 pm
10	Mad River Meadows	8:30 am - 12:30 pm
12	Mad River Meadows	9:00 am - 12:00 pm
17	Waterbury Senior Center	9:00 am - 1:30 pm
19	Twin Valley Senior Center	8:30 am - 1:00 pm
20	1st Congregational Church, Berlin	8:00 am - 12:00 pm
27	Montpelier Senior Center	9:00 am - 1:00 pm

## FEBRUARY 2022

2	Twin Valley Senior Center	8:00 am - 12:00 pm
3	Northfield Senior Center	8:00 am - 12:00 pm
3	Montpelier Senior Center	12:00 pm - 3:00 pm
10	Northfield Senior Center	8:00 am - 12:00 pm
14	Montpelier Senior Center	1:00 pm - 4:00 pm
15	Quarry Hill Apartments	8:00 am - 1:00 pm
17	Quarry Hill Apartments	1:00 pm - 4:30 pm
21	Mad River Meadows	8:30 am - 12:30 pm
23	Mad River Meadows	9:00 am - 12:00 pm
28	Waterbury Senior Center	9:00 am - 1:00 pm

## MARCH 2022

2	Twin Valley Senior Center	8:30 am - 1:00 pm
3	1st Congregational Church, Berlin	8:00 am - 12:00 pm
10	Montpelier Senior Center	9:00 am - 1:00 pm
16	Twin Valley Senior Center	8:00 am - 12:00 pm
17	Northfield Senior Center	8:00 am - 12:30 pm
17	Montpelier Senior Center	12:00 pm - 3:00 pm
24	Northfield Senior Center	8:00 am - 12:00 pm
28	Montpelier Senior Center	1:00 pm - 4:00 pm
29	Quarry Hill Apartments	8:00 am - 1:00 pm

## GRIEF SUPPORT GROUP Spousal/Partner Loss



Next series begins  
 Wednesday, January  
 26, 2022, 10:00 am to  
 11:30 am, and focuses  
 on spousal/partner loss.

Groups are free and open to the public,  
 and meetings take place via Zoom or in  
 person in Barre. **For more information  
 and to register, contact Diana Moore at  
[dmoore@cvhhh.org](mailto:dmoore@cvhhh.org) or 802-224-2241.**

# DONATE TO CVHHH'S FALL APPEAL

## GIVE THE GIFT OF QUALITY HEALTH CARE AT HOME

**"I am proud of the positive impact that CVHHH makes in our community"**



Mary Kate Mohlman, Vice Chair of CVHHH's Board of Directors, first learned about CVHHH from a coffee mug. She was at home from college visiting her parents, and she saw a mug with three H's (for Home, Health, and Hospice) in their kitchen cabinet. Mary Kate knew her mother was on the Board of CVHHH but, beyond that, did not think much about what the three H's represented. She grabbed her coffee and went on with her morning. Years later, CVHHH cared for Mary Kate's grandfather at his home in Woodbury. She recalls the skill and compassion of the personal care attendants and how their support made it possible for her grandfather to be comfortable and cheerful in his own home instead of in a facility.

Today, Mary Kate knows well the meaning of the three H's in CVHHH. This is through her job as Vermont Director of Public Policy for Bi-State Primary Care Association and her role as Vice Chair of CVHHH's Board. "CVHHH's clinicians and visiting staff literally meet people where they are. They do this by bringing medical care, education, and support to people of all ages in the comfort and safety of home, and they take into consideration a person's needs and real-life circumstances."

When COVID-19 hit, CVHHH's staff continued to accept referrals, including for COVID-positive individuals, and to provide care to people in the safest way possible. Mary Kate acknowledges what an undertaking this was and recognizes that CVHHH's ability to meet the focused needs of Central Vermonters at home had a direct, positive impact on Vermont's success on a broader level fighting COVID-19. "We would not have had the success we had without CVHHH."

Every day, CVHHH is here to support the health and safety of the community. As Mary Kate notes, the impact of what we do is also felt on a much larger level, and our ability to continue to support the full range of needs of Central Vermonters as they arise is paramount. We need your support.

**Give today at [www.cvhhh.org](http://www.cvhhh.org).**

## HEARTSONGS ORNAMENTS

### HANDCRAFTED KEEPSAKES

These handcrafted porcelain ornaments are special keepsakes that you can purchase to celebrate family members, friends, and members of the community who have touched your life. The delicate ornaments make meaningful holiday gifts and can be personalized in honor of or in memory of a special person in your life. Proceeds benefit CVHHH's hospice program. Cost: \$20 plus shipping.

**For more information, and to purchase your ornaments, contact Kelly Finnegan at 802-224-2267 or [kfinnegan@cvhhh.org](mailto:kfinnegan@cvhhh.org).**





CENTRAL VERMONT HOME HEALTH & HOSPICE  
**HOUSECALLS**  
FALL 2021



**MEET OUR QUALITY  
SUPERSTARS**

**GRATEFUL GIVING  
PROGRAM**

A NEW WAY TO SAY THANK YOU

**CALLING VOLUNTEERS**

REGISTER FOR JANUARY  
HOSPICE VOLUNTEER TRAINING

**COMMUNITY SERVICES**

2022 CLINIC & SUPPORT  
GROUP SCHEDULES



**SANDY ROUSSE**  
**PRESIDENT & CEO**  
CENTRAL VERMONT HOME HEALTH & HOSPICE

## A MESSAGE FROM SANDY ROUSSE

Type 'healthcare workforce shortage' into any web browser, and you'll come up with hundreds of news and academic articles about the challenges healthcare providers nationwide face. In Vermont, the situation is more acute. According to one report I saw, ours is one of a few states, along with South Dakota and Nebraska, where available healthcare jobs outnumber available workers.

And yet, Vermont is a leader nationwide in fighting COVID-19. This is, of course, in large part due to the ability of front-line healthcare workers, including CVHHH's visiting clinicians and caregivers, to mitigate the spread of the virus while continuing to provide care in the safest way possible for the duration of the pandemic. I am proud of what we accomplished, but it has not come without putting our staff under significant pressure. I am encouraged to see the work that is underway to address workforce shortages on a statewide level, including from a coalition of healthcare associations across the continuum of care. I support this effort, but I am compelled to do more, to focus my efforts on what's happening in our community. I want to shine the light directly on CVHHH and our staff.

For those of you who have utilized CVHHH's services, after the birth of a child, for physical therapy or wound care after surgery, or for support with a family member enrolled in hospice, you know that our clinicians and caregivers are special. They are not only compassionate. They are highly skilled practitioners with specializations (e.g. advanced wound care and newborn nursing certifications and training to provide physical therapy to manage chronic lung disease) who bring decades of clinical experience right to your home. Think about why this matters or why this might matter to you some day.

Many studies show that when people are recovering from an illness or when they are thinking about the progression of aging, they want to be at home. On the federal level, Medicare recognizes this and is proposing to our Congressional representatives in Washington, D.C. that more nursing-home-level care should be provided where people want to be, at home. This is good news, but we must shore up our workforce capacity before we can expand home care services or extend access to home care.

I am aware of the breadth and complexity of the workforce shortage, and yet I feel a sense of responsibility to CVHHH staff and to this community to do what I can do to build our capacity. Over the next several months, you will be hearing more about the importance of statewide efforts to support recruitment and retention in the home healthcare and hospice industry.

In the meantime, I have a favor to ask. Please thank a home healthcare worker. They deserve the thanks, and they will appreciate it. Thank them for donning their personal protective equipment (PPE) and risking their health to protect the health and safety of this community. Thank you for your continued support of Central Vermont Home Health & Hospice. I am so proud to live in this community and to provide critical healthcare services to Central Vermonters at home every day.

**Best wishes for a happy, healthy new year!**

# REACHING FOR THE STARS



## CREATING A QUALITY VISION

Julia Dalphin, HACP, CVHHH's Chief Quality Officer, is reaching for the stars. Working side-by-side with members of her quality team, she is creating a vision for CVHHH's future. "I want to use data to drive patient outcomes and to ensure that CVHHH meets the highest standards of medical care." She admits that the work isn't fancy. "It's centered around the patient, and that is what matters."

Julia and her team gather and analyze data from several sources, patient and family surveys, hospitalization rates, electronic medical records, and patient clinical outcomes, which they use to identify trends and areas of opportunity. The data tells them how well CVHHH is meeting clients' needs and providing a consistent and positive experience of care. The data also tells them how well CVHHH is meeting goals set for the organization by Medicare, which rates agencies like CVHHH on a star-based system.

"The healthcare system is stressed, especially after the past 20 months with the coronavirus, and we will need to see more care provided safely at home," says Julia. "If I can help affect a better experience for staff and patients, that is what I want to be doing."

## MEET THE TEAM

Members of our Quality team bring decades of experience across clinical disciplines, from nursing and physical therapy to wound care, radiation technology, and the regulatory environment. They work collaboratively with visiting staff and caregivers to ensure that CVHHH is executing its mission. Members of the team are pictured on the cover (from left to right): Sara Sikora, RN, Nurse-Quality Manager; Alayna Martel, RN, Teleheath Manager; Julia Dalphin, HACP, Chief Quality Officer; Trisha Hunt, Data Analyst, RTT, MBA; Carrie Mancini, PT, WCC, Rehab Clinical Lead Coordinator.

## THE VISION: THREE PILLARS OF QUALITY

Julia Dalphin's quality vision is rooted in three pillars, which guide the work of the her team.



### TRAINING

Quality patient care starts with a comprehensive and supportive clinical training program that extends beyond the initial onboarding period. "The learning is ongoing," says Julia, who recently welcomed Lisa Rice, RN, from Central Vermont Medical Center, to CVHHH's quality team as Quality Nurse Educator.



### TELEHEALTH

Telehealth is an effective and cost-efficient complement to the care that CVHHH provides on the ground and in clients' homes. It allows us to keep in close touch with our clients and to provide meaningful check-ins and check-ups with Central Vermonters via video and phone visits.



### DATA

"Data tells a story," says Trisha Hunt, CVHHH's Data Analyst. "You can learn a lot by regularly reviewing data in real time and identifying trends, which help us understand what we're doing well and where we have opportunities for improvement and to make positive change."

# SUPPORT CVHHH



## Grateful Giving PROGRAM

*A meaningful way to say*  
**THANK YOU**

Our new giving program allows patients and their family members and friends to recognize the exceptional care provided by a CVHHH staff member or an entire CVHHH team. Grateful Giving lets you make a difference in the life of a clinician or caregiver who made a difference to you.

**To learn more, or to give, contact Kim Farnum, Director of Community Relations & Development, at [kfarnum@cvhhh.org](mailto:kfarnum@cvhhh.org) or 802-224-2234.**

## HOSPICE VOLUNTEER TRAINING STARTS SOON

### NEXT SESSION BEGINS IN JANUARY

Hospice volunteers provide important additional supports to patients and families receiving care from CVHHH's hospice team. Responsibilities can include respite care for caregivers, grocery shopping, companionship, and other errands. These are simple acts of compassion that make a difference in the lives of our patients and families. Healthcare experience is not required, just a desire to give back to the community. Training runs for six consecutive Thursdays, January 13 to February 17, 2022, 5:00 to 7:30 p.m. (in person in Barre or via Zoom).

Apply at [www.cvhhh.org/volunteer](http://www.cvhhh.org/volunteer) or contact Nicole Dupont, Hospice Volunteer Coordinator, at 802-224-2285 or [ndupont@cvhhh.org](mailto:ndupont@cvhhh.org).