

Lake Sunapee Region
VNA & Hospice
PO Box 2209
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LSRVNA car window decals are now available.
Stop by our office to get one and show your pride in
YOUR VNA!

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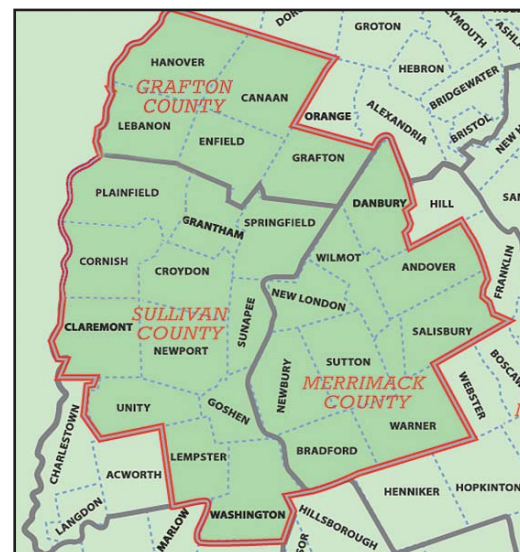
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Meeting the home health needs of the Lake Sunapee and Upper Valley regions.



Lake Sunapee Region
VNA & Hospice
1-800-310-4077 • (603) 526-4077
www.lakesunapeevna.org

• Medicare Certified • New Hampshire Licensed • A United Way Agency



SKILLED CARE: An array of medical services delivered by RNs, nursing assistants, therapists and staff in specialty areas for patients of all ages recovering from accident or illness or managing a chronic condition.

CAREGIVING AT HOME: Assisting with activities of daily living to help individuals remain safely in their homes - meal preparation, light housekeeping, laundry, errands, bathing, dressing and more.

HOSPICE: An exceptional team of nurses, aides, therapists, spiritual care providers, social workers and volunteers help patients and their families make every moment matter as they cope with complex physical and emotional issues at end of life.



LSRVNA at Home

THE NEWSLETTER OF THE
LAKE SUNAPEE REGION VNA & HOSPICE

VOL 5 • NO 1
SUMMER/FALL 2013

"REACH FOR THE STARS" ...JOIN US TO CELEBRATE OUR SHINING STARS!

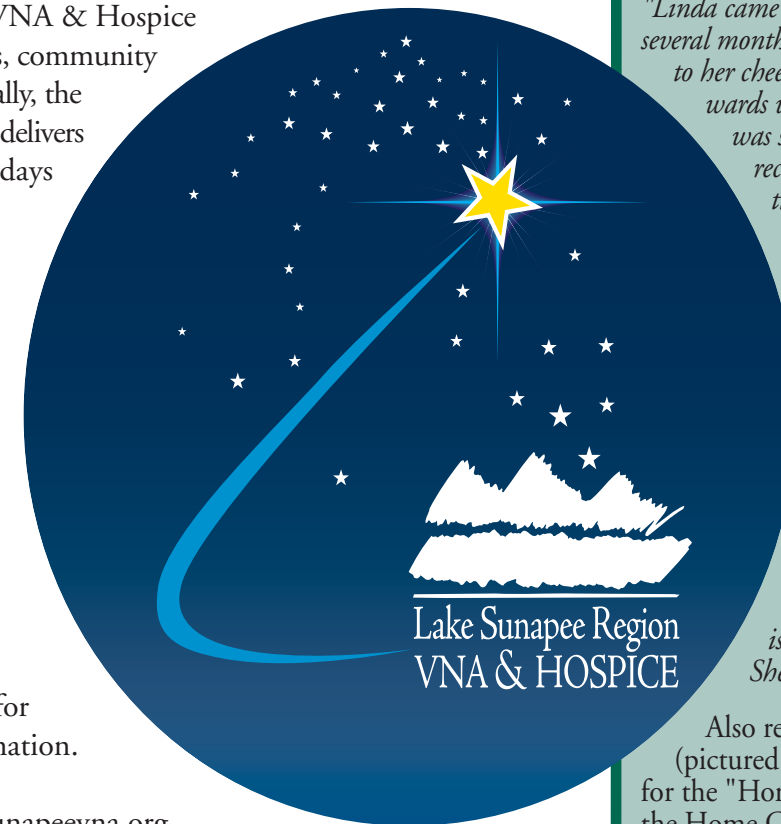
Wednesday, August 14, 2013, 5:00 - 7:30 p.m.
\$75 per person
Under the Tent at Colby-Sawyer College,
Adjacent to Mercer Field

- ★ Cocktails ★
- ★ "Chefs Delights" ★
- ★ Hors-d'oeuvres ★
- ★ Staff Recognition ★
- ★ Musical Entertainment ★
- ★ Fund-A-Need ★

Enjoy a fun, informal evening with colleagues, family and friends to celebrate the bright stars that make Lake Sunapee Region VNA & Hospice shine ... volunteers, community friends and, especially, the dedicated staff that delivers "stellar" care 365 days a year!

Proceeds help to sustain vital home care, hospice and community services for thousands of residents across 1,900 square miles in Grafton, Merrimack and Sullivan counties.

Contact
Cathy Raymond for
tickets and information.
(603) 526-4077
craymond@lakesunapeevna.org



NEW HAMPSHIRE'S "HOSPICE LNA OF THE YEAR AWARD" GIVEN TO ONE OF OUR SHINING STARS!

Linda Mitchell, LNA (pictured left above) a member of the Lake Sunapee Region VNA & Hospice team for 15 years, received the prestigious "Hospice LNA of the Year - New Hampshire" from NHPCO (National Hospice and Palliative Care Organization) this year. She was honored in Concord on the State House lawn on June 6. Two of Linda's clients say it all:

"Linda came into our home to care for my husband for several months before his death. I always looked forward to her cheerful hello and matter of fact attitude towards what was a difficult situation. One day it was so nice outside that we decided to use the reclining wheelchair and take him out into the yard, where we washed his hair and gave him a haircut. We had a lot of laughs as Linda teased him about his beard and made the whole adventure seem fun!"

"I adore Linda! I have no doubt that my 100 year-old grandmother would not be able to live in her own home without Linda. Linda sees her needs and finds a way to meet them. For example, Linda knows that my grandmother likes to keep her nails neat and filed. But, at age 99, there are mobility issues. So Linda always makes sure there is a nail file within my grandmother's reach. She is wonderful."

Also recognized was Evelyn Hodgedon LNA (pictured with Linda), one of this year's nominees for the "Home Care LNA of the Year" presented by the Home Care Association of New Hampshire.



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VNA & Hospice
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*Hospice Medical
Director*

Dr. John W. Kirk,
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President's Message

Not all VNAs are the Same?

There persists a misconception that any home care provider with "VNA" in its title is somehow connected with all other "VNA" organizations. In fact, the words "visiting nurse association" merely signify that an agency is a not-for-profit home health provider. The vast majority of VNAs operate completely independently of other VNAs. My goal today is to make everyone aware that not all VNAs are the same. This is an important consideration because when it comes to choosing a home health provider, patients have a choice. And I want and hope that if you live in our service area, you will choose Lake Sunapee Region VNA & Hospice!



Some of you who read this may think to yourself, "Of course he wants me to choose LSRVNA; that's who he works for." But, my friends, there is more to the story. Yes, I want people to choose LSRVNA because I work for LSRVNA. But that's only half the equation. I also want people to choose LSRVNA because I believe - I truly believe - that LSRVNA offers exceptional care.

My opinion is backed up by patient satisfaction survey results compiled by independent contractors. These standardized surveys, mandated by Medicare, are designed to measure how current and previous patients perceive home care agencies. I'm happy to report that the percentage of current and previous patients who would recommend LSRVNA to others consistently ranks above state and national averages.

There is only one Lake Sunapee Region VNA & Hospice and it is located at 107 Newport Road, New London, in the beautiful Halsey Building. Feel free to stop by any time to say hello. Remember, it's your home, it's your life and it's your choice. I hope you continue to choose to designate LSRVNA as your VNA!

Scott Fabry RN, *President and CEO*

PHILANTHROPY

"I give, devise and bequeath"

Bequests to charities like Lake Sunapee Region VNA & Hospice allow you to leave an enduring legacy – in many cases a larger one than you could have created during your life. This vehicle also allows you to retain assets during your lifetime and may reduce the tax value of your estate. Bequests can take many forms including:

- ✿ Designating a specific dollar amount, percentage of your estate or piece of property.
- ✿ Designating all or a portion of your remaining assets to named beneficiaries after all debts, taxes, expenses and other beneficiaries have been paid.
- ✿ Designating all or a portion of your estate to one or more beneficiary in the instance that the person you name as first choice does not survive you.

Always consult with your attorney or financial advisor on important gift planning decisions. For more information please contact our Development Office.

"Excellence in Adult Immunization" Award

Lake Sunapee Region VNA & Hospice was given the 2013 New Hampshire Immunization Program (NHIP) Excellence in Adult Immunization Award by the NH Department of Health and Human Services.

The award recognizes dedication to providing free vaccines to eligible underinsured or uninsured adults in New Hampshire. Several local child care providers were identified and offered Tdap as well as seasonal flu vaccines to staff at these facilities, ensuring that both the staff and children served remain healthy.



Newly trained Hospice Volunteers gather at a special reception in June in their honor!

BE A VOLUNTEER!

Hospice volunteers are an integral part of our comprehensive Hospice and Bereavement program. They support hospice patients and families by:

- engaging in favorite activities
- organizing photos or paperwork
- providing respite for caregivers
- and more ...

There is a 12-week training required to become a Hospice volunteer. The commitment is significant ... the rewards even greater!

Other Volunteer Opportunities:

- Office Support
- Parent Child Group
- Immunization Clinics
- Renaissance Shoppe
- HomMed / Lifeline Installers
- Good Day Respite Program

Please contact Debra Dumond for details.
603-526-4077 or ddumond@lakesunapeevna.org

Staff News.....

WELCOME HOSPICE TEAM MEMBERS!

Kristi Saunders MD joins the Hospice Team as its Medical Director. Prior to this, she was Attending Physician at Genesis Healthcare in Lebanon, NH. Saunders received her B.A. from St. Louis University and her M.S. in Microbiology from the University of California at Irvine, where she also attended medical school. Saunders is Board Certified in Obstetrics and Gynecology. Having experienced the death of her own father, Saunders developed a passion for hospice care to, in her words, "help people have a more beautiful death". She became Certified in Hospice and Palliative Care through the American Board of Internal Medicine last October. She believes strongly in team sharing and what each of her colleagues brings to patients, families and each other.



Susan Phillips-Young, RN-BC, CHPN received her Associate Degree in Nursing from NHTI in Concord, NH. She is Certified in Gerontological nursing and in Hospice and Palliative Care. She brings more than ten years of hospice experience. With her background in end-of-life care, her primary role is as

case manager. Phillips-Young serves as a clinical resource for the Hospice Team as well as an advocate for the unique needs of patients and families. She assists with evaluating Hospice clients and advising clinicians regarding diagnoses, documentation, symptom management and more. As a Certified LNA teacher, she provides in-service training for area healthcare and residential facilities. Phillips-Young lives with her husband of 35 years in their home on the Contoocook River.

April Bartley, RN, CCM, CHPN joins our professional team as Director of the Hospice Program. She has been working in the home health profession in New Hampshire and Vermont for more than a decade. She received her nursing degree from River Valley College and holds certifications in Hospice and Palliative Care and in Geriatric Care Management. April is nearing the completion of her B.S. in Health Care Management from Granite State College. She is a New Hampshire native and lives in Unity with her husband on their small farm.

