

Lake Sunapee Region
VNA & Hospice
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MISSION STATEMENT

Lake Sunapee Region VNA & Hospice provides health care and hospice services for individuals and families in homes and community settings, fostering continuity of care across settings and enabling people to stay in their homes as long as possible.



November is "National Hospice & Palliative Care Month"

Contact Cathy Raymond for information about LSRVNA events at 603-526-4077 or craymond@lakesunapeevna.org

Hospice Medical Director Receives Board Certification

Dr. Kristi Saunders, Hospice Medical Director, has passed the new Board certification specifically for Hospice Medical Directors by the American Academy of Hospice and Palliative Medicine. To achieve certification physicians pass a rigorous exam designed for those with at least two years of experience as a hospice medical director. Dr. Saunders, also Board Certified in Hospice and Palliative Care through the American Board of Internal Medicine, is a strong advocate for quality of life and increasing awareness about the choices we have for health care at every age. She has taken the lead on the establishment of the Lake Sunapee Region VNA & Hospice Home Palliative Care Program, dedicated to comfort care and symptom management for home care patients facing serious or chronic illness.



LSRVNA at Home

THE NEWSLETTER OF THE
LAKE SUNAPEE REGION VNA & HOSPICE

AUTUMN 2015

HARVEST PARTY "A Bountiful Success"



With perfect weather and an even more perfect location, the 2015 "Harvest Party" on September 16th at the hilltop home of Nick and Ruth Signore was a very special evening. With 12 restaurants/caterers donating a wide array of delicious hors-d'oeuvres, Flying Goose Brew Pub providing an interesting selection of local craft

beer and the Mink Hills Band adding to the country ambiance, 170 guests soaked up a spectacular late summer evening in support of the vital services of Lake Sunapee Region VNA & Hospice. Whether bidding on Silent Auction items, relaxing with family and friends, or just enjoying the magnificent view the party was fun and



memorable. We thank each and every contributor, guest, sponsor and volunteer for making our annual summer fund raiser a bountiful success.

YOUR HOME
YOUR LIFE
YOUR VNA



HEAVENLY HILLTOP



Spectacular views were a highlight of the event!

When Ruth and Nick Signore began looking for a home in the New London area, little did they know they'd end up at the site of the former King Ridge Ski Area lodge ... a place Nick himself came to ski! When they learned that the property was available they just couldn't pass it up ... not only because of its exceptional beauty but also for the memories it holds.



The Signore home evokes fond memories for many community members.

Even after significant expansion and renovation, the magnificent home intentionally retains elements of the original ski lodge ... and is a home that Nick and Ruth love to share with others. "The reason we chose to host the event at the lodge is simple - we truly enjoy supporting LSRVNA & Hospice. It's a wonderful organization" shared Nick.



Lake Sunapee Region VNA & Hospice Board of Trustees

- Sheldon Boege, Chair
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Dr. Kristi Saunders, Hospice Medical Director



A Message To Our Community

When we have conversations about the healthcare we receive, or Medicare, or virtually any other health insurance, the conversations tend to voice frustrations, or concern, and, most commonly, confusion. The healthcare system which we all navigate (whether we know it or not) is extraordinarily complex and ever changing. However, incorporated into many of the changes is a clear focus, as set by Medicare, to continually improve the quality of care that we and all healthcare systems provide.

consistently substandard. This is a good thing. It creates a system where healthcare providers are continually looking to improve.

Fortunately, Lake Sunapee Region VNA & Hospice has been operating with this system in mind for some time – employing a model where we continually re-evaluate our services in order to improve care. Medicare and the State of New Hampshire are required to evaluate us as a homecare provider on a periodic basis. We have surveyors that arrive at our doorstep, unannounced, and scour our documentation to ensure we are providing high quality care. They go on home visits with our staff to monitor the care we provide and they look to see if we have employed systems of monitoring and evaluation to continually improve our services. In July we had our unannounced survey. By definition, surveyors are tasked with identifying areas that need improvement within the agency’s processes.... often referred to as deficiencies. I am very happy to announce that when the State surveyors departed this July, they notified us that not only did we have no deficiencies – they commended us on the quality of care that we provide in our communities. I am so proud of our staff for the work they do that resulted in such an outstanding evaluation by the State - and so grateful to the community that supports the mission of Lake Sunapee VNA.

“Survey Says” ... NO deficiencies [checkmark icon]

With Gratitude,
Jim Culhane, President & CEO

PHILANTHROPY

ANNUAL GIVING: The power of one!

When you are told that every gift, of any size, adds up there are facts to back this up! Americans gave an estimated \$358 billion to charity in 2014, surpassing the peak last seen before the Great Recession according to the 60th anniversary edition of Giving USA released in June 2015. All four key sources that comprise total giving - individuals, corporations, foundations and bequests - upped their 2014 donations to America’s 1-million-plus charities with gifts from individuals having the greatest impact. We thank all of you who are part of that number!

2014 Charitable Giving by Source:

- Individuals: \$258 billion = 72% of total giving
Foundations: \$54 billion = 15% of total giving
Bequests: \$28 billion = 8% of total giving
Corporations: \$18 billion = 5% of total giving



Joanne Hughes (lower right) and her family at the award presentation

INAUGURAL VOLUNTEER AWARD

On September 16th, the inaugural Lake Sunapee Region VNA & Hospice “Joanne Hughes Volunteer Excellence Award” was presented to a most deserving candidate: Joanne Hughes!

Before moving to New Hampshire, Joanne was involved with an upscale re-sale shop in New Jersey that raised funds for a local non-profit there. After relocating to New Hampshire, Joanne was interested in establishing a similar venture in the New London area. Her serendipitous meeting of Michele Holton led Joanne to Lake Sunapee Region VNA & Hospice ... and the rest is history. The Renaissance Shoppe opened in 2004 and has raised more than \$1 million to support the vital services of your local VNA! Open Tuesday through Saturday, 10:00 am – 4:00 pm, the volunteer-run shop features high quality household and collectible items that have been donated and are then sold at excellent prices. As for Joanne, she does everything from recruiting and managing volunteers, to picking up donated items to promoting new and unique items in the Shoppe on her weekly WNTK radio segment. The hours and energy she has and continues to dedicate are enormous. It is with our heartfelt gratitude that we congratulate Joanne on this honor!

STAFF NEWS



John Monroe-Cassel

John Monroe-Cassel, MDiv, MAT, Spiritual Care Counselor, provides pastoral and spiritual care to clients, families, facility staff as well as the staff and volunteers of Lake Sunapee Region VNA & Hospice. John is an ordained clergyperson who has worked in NY, NH, MA and NM with experience on radio, television, film, churches, six hospices and in a smattering of podcasts across the Web to provide basically one thing: information about love as a spiritual discipline. His primary objective is to help facilitate giving and receiving a compassionate presence, which he believes is so marvelously done through the agency’s hospice work. “I am blessed with a great team!”



Joyce Neilsen

Joyce Neilsen RN, BSN has over 20 years of experience as a Registered Nurse with a background in a variety of healthcare settings ranging from maternal/child health, ambulatory, emergency and medical-surgical. Additionally, she recently received her certification in Wound Care. Joyce’s primary role as Homecare Manager is to support the entire homecare staff in whatever way helps deliver exceptional, appropriate and individualized care to patients. “In homecare I have found my passion. The homecare setting has afforded me the opportunity to utilize all of my nursing skills and learn quite a few new ones. I love serving the community where I was raised and live – and being part of a dynamic team dedicated to providing high quality home health”.



Edward Kanu

Edward Kanu, MSW, MA brings prior experience from his role at Concord Hospital as an Integrated Care Manager and at Orion House in Newport working with youth in the juvenile system. Edward has experience with counseling in PTSD, trauma, anger management, mindfulness and coping skills. In his role as Social Worker at Lake Sunapee Region VNA & Hospice, Edward supports both home care and hospice patients by connecting them to other vital resources that can help address their social needs as assessed by the agency’s care team.

