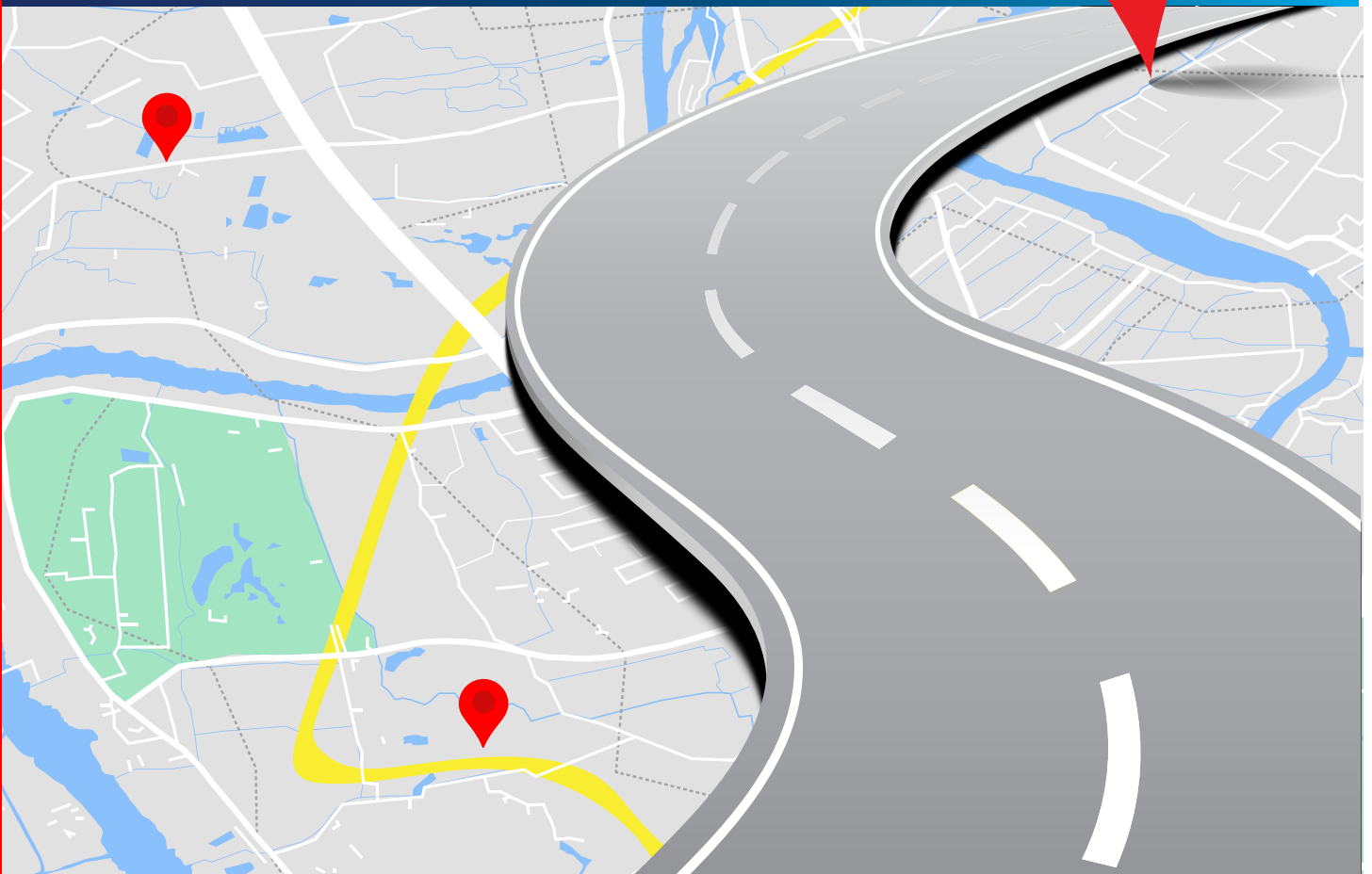


2023 ANNUAL REPORT



THRIVING ... and driving our future



2023 Facts of Interest

Home Care Skilled Visits: **24,032**

Hospice Visits: **5,904**

Hours of Personal Care: **22,557**

Foot Clinic Visits: **2,680**

Miles Driven to Provide Care: **394,259**

Unduplicated Clients: **2,025**

Towns Served: **31**

Staff: **125**

Volunteers: **85**

THRIVING... and driving our future

Message to the Community



Jim Culhane, President & CEO

Now that 2023 has come to a close, we can look back and take stock of the progress and successes we continued to have in a post-covid health care world. The obstacles we have encountered in the last few years have required us to rely on the significant strengths we have as a non-profit mission-oriented organization. These include our relationships with the people we serve; our culture, which helps to enhance employee satisfaction and retention and translates into high quality services for our clients; and most importantly, our staff, the core of who we are and what we do.

In 2023, we focused on a significant strategic planning process to ground ourselves in our mission and chart a path forward to meet the needs of our community. This strategic plan is intended to ensure that we sustain the long-term vitality and viability of the organization. At the same time, we were able to re-establish certain services that had been impacted by covid-related constraints. These included a return of the Good Day Respite program in New London; increasing the number of Foot Care Clinics we provide throughout the area; and, after a brief contraction of our service area due to staffing challenges, we returned to areas where it had been difficult for residents to receive timely care.

While we can recount the many successes of this past year, we are attuned to ongoing issues in the health care world. Finding high quality staff such as nurses and home health aides, among others, continues to prove difficult. We are proud to have found success by promoting our culture of staff support and engagement, but the reality is that all health care organizations are struggling to find the right people because there is an ongoing shortage of qualified health care professionals. Supporting our staff while developing innovative and competitive compensation programs has proven beneficial and impactful as we navigate these complex challenges. While we remain committed to supporting our team in every way we can, such programs increase the cost of delivering services in an environment where reimbursement is under pressure.

We continue to adjust to the changing regulatory landscape as well as Medicare's movement to privatize by transitioning to Medicare Advantage plans as an alternative to Medicare. Providers of health care continue to be faced with reimbursement below what it costs to provide services and compounded by significant administrative burdens while working with many of these Medicare Advantage plans, negatively impacting the provision of health care. Despite these obstacles, focusing on our mission of servicing the needs of our communities continues to be our guidepost moving forward.

With many challenges, we are pleased to say that we are driving our future from a position of strength. This strength is based on the hard work and dedication of our staff, the generosity and support of the communities we serve, and the fact that we know the services we provide achieve our mission to offer high quality health care services that allow people to stay in their homes as long as possible. Thank you for caring!



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Board of Trustees & Leadership Team

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*Senior Home Care Clinical
Manager*

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Chief Clinical Officer

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Human Resources Director

Anna Hinman,
Quality Assurance Manager

Monique Malanga,
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Jeana Newbern,
*Marketing & Community
Outreach Manager*

Melinda Palmer,
Revenue Cycle Director

Catherine Raymond,
Development Officer

Nicole Soojian,
Home Care Clinical Manager

Katie Wells,
*Community Health Services
Manager*

2023 Financial Overview

Revenue



| | |
|--------------------------------------|-----------|
| Medicare | 5,979,217 |
| Medicaid | 227,539 |
| Other 3rd Party Insurance | 1,625,813 |
| Private Pay | 561,688 |
| Net Assets Released from Restriction | 39,198 |
| Other Operating Revenue | 66,799 |
| Contributions (net) | 606,272 |
| Covid-19 Relief Funding | 632,520 |
| Municipal Appropriations | 94,092 |
| Investment Income | 147,939 |

| | |
|----------------------|------------------|
| Total Revenue | 9,981,077 |
|----------------------|------------------|

Expenses

| | |
|----------------------------------|-----------|
| Salaries & Benefits | 7,816,580 |
| Supplies & Operating Expenses | 1,408,342 |
| Professional & Contract Services | 720,122 |
| Depreciation | 88,451 |

| | |
|-----------------------|-------------------|
| Total Expenses | 10,033,495 |
|-----------------------|-------------------|

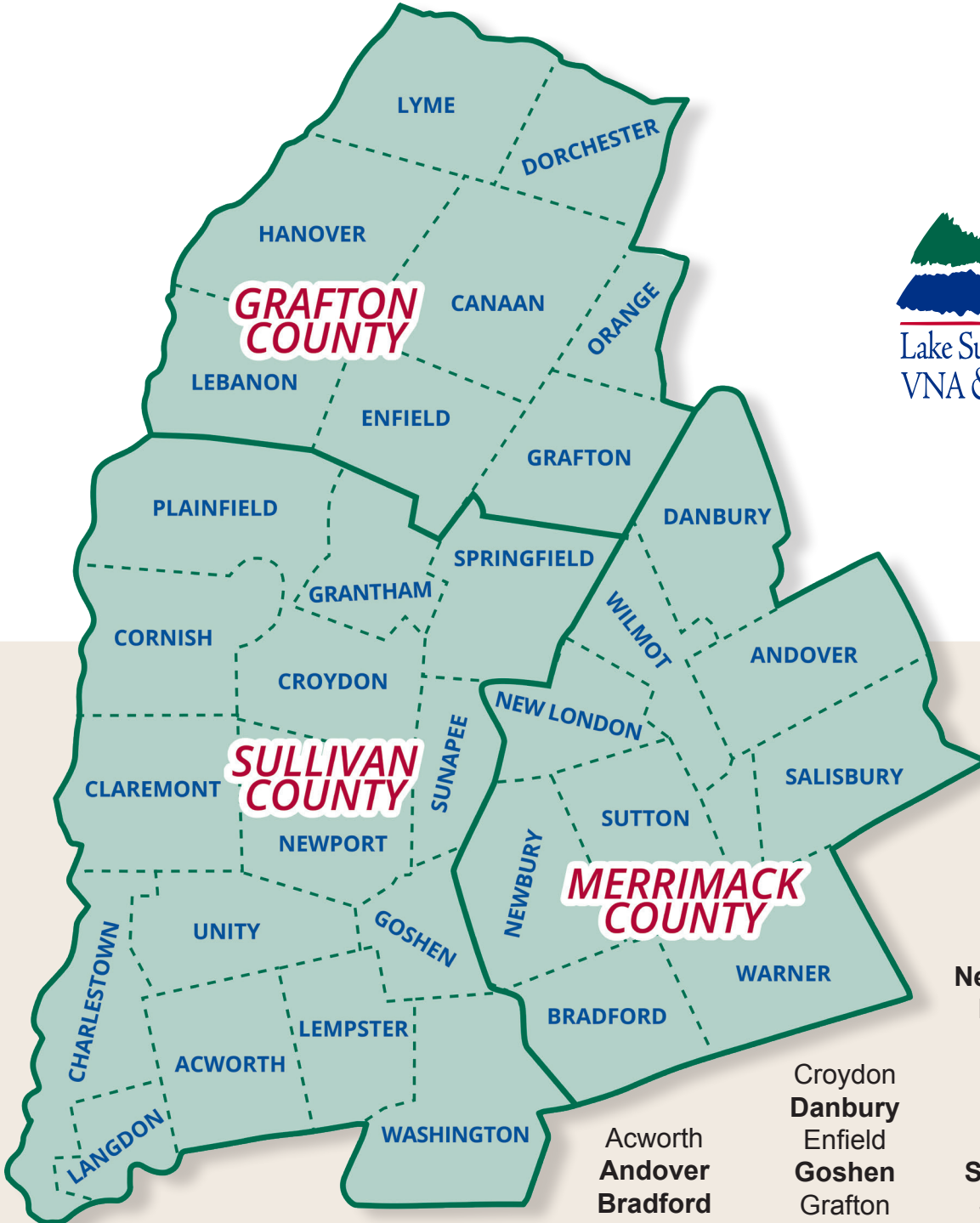
| | |
|--------------------------|-----------------|
| Net Gain / (Loss) | (52,418) |
|--------------------------|-----------------|

| | |
|---|---------|
| Change in Fair Value of Investments | 523,644 |
| Net (after Change in Fair Value of Investments) | 471,226 |

Towns Served in 2023



Lake Sunapee Region
VNA & HOSPICE



- New London**
 - Newbury**
 - Newport
 - Orange
 - Plainfield
 - Salisbury
 - Springfield**
 - Sunapee**
 - Sutton**
 - Unity**
 - Warner**
 - Washington
 - Wilmot**
- Croydon
 - Danbury**
 - Enfield
 - Goshen**
 - Grafton
 - Grantham**
 - Hanover
 - Lebanon
 - Lempster
 - Lyme

Towns in **BOLD** have budgeted appropriations to support LSRVNA

Our Services



We Care Where You Are!

Home Health Care

- Skilled Nursing
- Wound Care
- IV Infusion
- Medication Management
- Nutrition Education
- Medical Social Work
- Management of Chronic Conditions
- Physical, Occupational & Speech Therapies
- New Mom/Baby Visits & Pediatric Care

Hospice

- Emotional, Physical & Spiritual Care
- Loss & Grief Support
- Pain & Symptom Management
- Residential & Facility Care
- Visits from Professional Staff & Volunteers

Palliative Care

- Focuses on the conversations and navigation of advanced illness
- Emphasizes personal goals and symptom management

Personal Care Services

- Hands-on care such as bathing, dressing, grooming
- Non hands-on care such as light housekeeping, errands, meal preparation
- Nurses, licensed nursing assistants, personal care service providers, homemakers and companions
- Available 1-24 hours per day

Wellness Programs

- Ounce of Prevention
- Bereavement Support Groups
- Foot Care Clinics
- Health Fairs & Education
- Memory Respite Care

Patient Testimonials



Home Health Care

"Last year, I needed surgery to repair damage to a knee replacement I had received some time ago. Little did I know there would be serious complications after that surgery that I never could have imagined, especially as a relatively young 50 year-old. After the surgery my stomach basically "blew apart", resulting in major organ damage. I was in an induced coma for 42 days to help my body heal and, hopefully, function again. Honestly, I feel lucky to be alive. I finally went home back in September and that's when my Lake Sunapee VNA experience began. My medical needs were very complicated. The team from Lake Sunapee VNA was so good at everything, including complex wound care to treat a deep bed sore. In my situation, not having to leave home for every blood draw or other follow-up care I need makes a big difference. I have worked in a hospital for 25 years and I know that the care I am getting is not something everyone is lucky enough to experience. The nurses and therapists are amazing and always on top of everything. Jeff, Laurie, Lizzy, Michon - and everyone - are professional, flexible, competent and caring. They are also compassionate and there are many ways they show this. For example, I have a 7 year-old special needs daughter. Michon, LNA, always goes out of her way to include her in some way which is often the highlight of my daughter's day. As a father, I can't express how much this kindness matters. The services from Lake Sunapee VNA continue. I am very happy to be home with my wife and daughter and to be cared for by such great people."

— Eric Scott



Personal Care Services

"As our families do not live in Newport or the nearby area, we have struggled to find ways to support our Mom, who has lived there for her entire 95 years. There are limited options in the area for assisted living or nursing homes. The prices are exorbitant and spaces are unavailable. So we are thankful that Katie Wells and her personal home care team have been supporting our family for the last several months. Personal, focused, one-on-one care at home, the best place to be if possible, is better care than she would receive in a facility. Support includes medication reminders, meal preparation, small household chores, help doing exercises, changing into pajamas, applying skin care lotion, getting the mail and ordering her favorite pizza for delivery! They have provided companionship and care for our Mom that has allowed her to stay in her home, creating a supportive routine in familiar surroundings. We remain very grateful. LSRVNA home care personal services are crucial to the functioning of the community."

— Beth Niemi



Hospice

"In the beginning, I had no idea what Hospice does. I did know that my husband John would be cared for at home no matter what. John had COPD and a frozen aortic valve. He was diagnosed with these two slow acting debilitating diseases about 4 years ago. The doctors told me it was like he was climbing a hill, then falling off the top. About 2 years later, the doctors told me that he had reached the precipice and was falling off. At this point, I felt he was doing well...needing care, but I felt I could handle it. After all, I am an old RN. I am also very stubborn. As time went on, our 4 sons, their wives and friends were telling me I had to get help. Enter Hospice. Wow, what an uplifting, wonderful experience. I had no idea there would be so much more that could be done to make John more comfortable and safe. Every single person that came to care for John was an angel, and he loved each and every one of these amazing people. Every one of these angels knew their job and did it well. If I had questions, they knew the answer or got the answer. Dear Hospice, please accept my heartfelt thank you for making what could be a very difficult time a comfortable, warm, loving experience."

—Julie Morse

Accomplishments & Celebrations

Staff Recognition & Party

In addition to longevity honors recognizing staff for 5 to 30+ years of service, four staff members received our new peer-nominated awards at the festive February 9, 2023 staff "winter warm-up" party!



You Are My Anchor Award
Anna Hinman, PT, Quality Assurance Manager



The Mountain Mover Award
Caitlin Barden, RN, Chief Clinical Officer



Stepping Up For The Greater Good Award
Miranda Albano, PTA, COTA/L



Most Likely to Make Someone Smile Award
JoJo Hayes, Hospice LPN



Hospital Days Parade 2023

THRIVING ... and driving our future

Accomplishments & Celebrations



Good Day Respite Reopens

After closing in 2020 at the start of the pandemic, the Lake Sunapee VNA Good Day Respite program reopened on May 2, 2023. On Tuesdays and Thursdays at the Kearsarge Community Presbyterian Church in New London, this adult day program serves individuals with mild to moderate memory loss or dementia. LSRVNA staff and volunteers provide a safe and enjoyable environment with socialization and varied activities, while caregivers enjoy the “time off” that is so important to their well-being. What a joy it is to be back!

Women Who Make A Difference Luncheon Returns

On May 10, 2023. Jane VanBremen was named the 2023 Woman Who Makes A Difference, Brie Hughlock (Sunapee High School) the High School Student Who Makes A Difference, and Debbie Stanley winner of the Above & Beyond Award. The event once again brought fun, music, laughter, raffles and plenty of joy to fill a room of more than 200 guests. 2023 Committee: **Gail Matthews, Founder; Ellen Brownson, Jeana Newbern, Abby Peel, Jane Peel, Cathy Raymond, Jayne Rayno, Jan Sahler, Beth Swanson, Tanya Wilkie.**



Kearsarge Kids Christmas Program

52 local families in need with a total of more than 125 children were given holiday joy thanks to the kindness and generosity of so many in our community. More than 200 donors of gift items, time and financial support brought smiles to kids and adults alike during the holiday season through a program that has been going strong for nearly twenty-five years. As always, our Volunteer Elves worked hard and brought the good cheer that elves are known for: (left to right) **Sheila Wallace, Debbie Seyfried, Betsy Kloeppel.**

The Renaissance Shoppe

Founded in 2004, this high quality re-sale shop is a great place to find wonderful used household items, furnishings, antiques, dishware and more. It's a great place to donate items you no longer need ... or to find that special treasure you've been looking for. Since its opening, the Shoppe has raised nearly \$2.5 million for the vital services of Lake Sunapee VNA. Even though the main showroom was closed for several weeks in 2023 for renovations, The Barn remained open and the shoppers kept coming. We also thank everyone who donated items to the Shoppe, keeping the inventory varied and interesting.



Accomplishments & Celebrations



Improv for Caregivers

Lake Sunapee VNA was excited to begin a wonderful partnership with the New London Barn Playhouse in 2023 called Improv for Caregivers, a unique workshop series for those who care for loved ones with Alzheimer's or dementia. The program is a fun and unique way for caregivers to learn helpful communication skills, as each session combines insights from health care professionals with improvisational theatre techniques used by actors to navigate common caregiving situations onstage. The pilot series was so successful that the program will be expanded and engage more community partners in 2024!

Employee Car Care Fund

Vehicle safety is essential for our employees, who drive hundreds of thousands of miles each year to reliably care for patients. A new benefit established in 2023 is the Employee Car Care Fund. Employees can request up to \$250 annually in reimbursement for eligible vehicle expenses such as oil changes, tires, brakes, batteries, exhaust/other systems, fluid flushes, wipers, inspections and more.

Many requests have been submitted to date and \$10,000+ dedicated by the agency for an innovative benefit that helps to show how deeply we value every member of our team.



Honoring Hospice...Celebrating Life

As part of National Hospice Month we held the **Honoring Hospice ... Celebrating Life** event on November 7, 2023. Members of the hospice team and other LSRVNA staff, families of hospice patients we lost over the past year, community members and supporters joined together for a beautiful evening of joy and remembrance. The event featured music, readings, hospice tributes...and the lovely "Memory Garden". The indoor garden was filled with flowers, plants and light in Colby-Sawyer College's Wheeler Hall where guests spent time with one another, reflected on the lives of loved ones and enjoyed a moving display of more than 150 stars, each one with a name of a hospice patient.

Our Supporters

January 1 – December 31, 2023

With gratitude for so many who value and support our vital work.

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\$192,791

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\$96,720

Grants

\$45,393

Memorial Donations

\$26,206

Program Specific

\$18,380

Renaissance Shoppe

\$146,633

Special Events

\$23,077



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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.

CORE VALUES

COMMUNITY

We honor relationships and believe in the power of human connection.

COMPASSION

It is our way to acknowledge and honor the feelings of others.

EMPOWERMENT

We all have value and are allowed to take ownership and be our authentic selves.

EXCELLENCE

Progress is a way of being; we know what we do matters and are always striving to improve.



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