



# LSRVNA at Home

THE NEWSLETTER OF THE LAKE SUNAPEE REGION  
VNA & HOSPICE

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## *We Honor Veterans:* A MISSION TO SERVE

Along with Hospice professionals across the country, Lake Sunapee Region VNA & Hospice is on a mission to learn how to better serve Veterans who are facing challenges from illness, isolation or traumatic life experience. Each patient has a unique life story and a unique set of needs. America's Veterans are no exception.



It may surprise many people to learn that 25 percent of those who die every year in the U.S. are Veterans. As part of its "Living Hope Umbrella" program, and to help provide care and support that reflect the important contributions made by these men and women, Lake Sunapee Region VNA & Hospice (LSRVNA) has become a national partner of *We Honor Veterans* - a pioneering campaign developed by the National Hospice and Palliative Care Organization (NHHPCO) in collaboration with the Department of Veterans Affairs.

*We Honor Veterans* focuses on respectful inquiry, compassionate listening and grateful acknowledgment. America's Veterans have done everything asked of them in their mission to serve our country. LSRVNA believes that it's never too late to give them a hero's welcome home and is stepping up to acquire the necessary skills to fulfill our mission to serve these

men and women with the dignity they deserve. The *We Honor Veterans* campaign provides tiered recognition to organizations that demonstrate a commitment to improving care for Veterans. "Partners", working with NHHPCO and local departments of Veterans Affairs, can assess their ability to serve Veterans and integrate best practices of care for Veterans. "By recognizing the unique needs our nation's Veterans may be facing during chronic or life-limiting illness, we are able to accompany and guide our service men and women and their families to a better quality of life. Identifying, listening to, and working along side veterans with the support of this program will also help facilitate meaningful closure at end of life," says Betsy Wotton, RN, CHPN, BSIS, LSRVNA Hospice Program Director. "They were there for us, and we want to be there for them."

## LSRVNA Achieves "Level I" in *We Honor Veterans* Program



(l-r): Scott Ross and Jennifer LaChance (RN's at LSRVNA), Scott Shreve and Betsy Wotton

One of only two home care organizations in New Hampshire to have done so, Lake Sunapee Region VNA & Hospice has achieved "Partner Level I" status in the *We Honor Veterans* program and was recognized as such at the November 10<sup>th</sup> NHHPCO Conference.

### "Partner Level I" Requirements:

- Provide Veteran-centric education for staff and volunteers and identify patients with military experience.
- Conduct a minimum of three different Veteran-specific presentations for administrative, clinical staff and volunteers within your organization.
- Review "Military History Checklist and Guide" with staff and volunteers.
- Integrate the "Military History Checklist" process into agency referral procedures.
- Identify the designated Hospice and Palliative Care contact person at closest VA medical center and/or Community Based Outpatient Clinic.

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Lake Sunapee Region  
VNA & HOSPICE

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# President's Message

## Ask For Us By Name!

Lake Sunapee Region VNA & Hospice (LSRVNA) has delivered skilled, compassionate home health, hospice and personal care services for more than 40 years to patients of all ages and incomes. Our home care experts provide exceptional treatment, utilizing the most current technologies, in the comfort and privacy of your home. We consistently aim for the highest professional and ethical standards in our delivery of quality care.

Our size allows us to be responsive and flexible. LSRVNA is large enough to offer comprehensive, sophisticated services, but small enough to assure that our patients - and their families - receive personalized, one-on-one care. When you call LSRVNA, an actual person answers the phone. You and your family receive information about your treatment plan and patient rights. Visits are tailored to individual needs and preferences; a "one-size-fits-all" approach is *never* utilized by our expert, caring staff.

A nonprofit organization, LSRVNA has deep roots in the community. Our staff and volunteers live locally and have years of experience. Our longstanding relationships with local physicians and local organizations help keep you at home, safe and functioning at your highest possible level. When you need help at home, if you want *the best* care available, we're just a phone call away. I encourage you to call us at 526-4077. Or, if you prefer, ask your physician or health care provider to make a referral to LSRVNA.

There are a number of home care providers available in our communities. If you want the best, please remember to *ask for us by name!*

Scott Fabry RN, *President and CEO*



**Scott Fabry RN,  
President & CEO**

## A SPECIAL MEMORIAL

Lake Sunapee Region VNA & Hospice celebrates the life of John W. Mueller. John was a steadfast, passionate ambassador for the agency both as a Trustee and Hospice Volunteer. Always positive in his support of agency programs and goals, John was truly "one of the good guys". John died on November 4, 2011 after a brief illness, but will always be remembered for his big smile and even bigger heart!

## PHILANTHROPY

**"The miracle is this –  
the more we share the  
more we have."  
- Leonard Nimoy**

### ANNUAL FUND Reminder

As we approach the end of another year of serving thousands of individuals in the Lake Sunapee and Upper Valley regions, Lake Sunapee Region VNA & Hospice asks that you consider a gift to the 2011 *Annual Fund*. Annual giving is the foundation of our philanthropy efforts, allowing us to allocate resources where most needed every year. Together we will continue to change lives, one person at a time.

### IRA Charitable Rollover Reinstated for 2011

The IRA Rollover was first enacted in 2006 as part of the Pension Protection Act and remains available in 2011, allowing individuals aged 70½ and older to donate up to \$100,000 from their Individual Retirement Accounts (IRAs) to public charities without having to count the distributions as taxable income. Since the provision was first enacted, Americans have contributed millions of dollars to worthy non-profit organizations around the country. Distributions can only be made to a qualified charitable organization and must be transferred *directly* from the IRA trustee to the charity. We encourage anyone interested to contact their financial advisor to learn if this opportunity meets your financial and charitable giving goals.

**Our Mission**  
To provide comprehensive health care services that support the dignity and independence of individuals and families in partnership with physicians and other health care providers.



# SPECIAL VOLUNTEERS:

## Colby-Sawyer College Students Breathe Life into Capstone Project



*Pictured l-r: Joyce Teele RN, COO; Gina Sanford; Tanis Fico; Melissa Quinn; Lyndsay French; Betsy Wotton RN, Hospice Program Director*

Senior nursing students Tanis Fico, Lyndsay French, Melissa Quinn and Gina Sanford are creating a “Toolkit” as their **Senior Capstone Project** which will help to enhance the role of nurses in referring patients to Hospice Care, particularly patients with chronic pulmonary disease. What is the role of the nurse in referring patients to Hospice? How can the “Toolkit” educate nurses and offer ways to have meaningful conversations with patients about end-of

life options and wishes? Only about 50% of eligible Medicare patients actually enroll in Hospice care, with few of these diagnosed with chronic pulmonary disease. It is far more likely that persons with cancer will be referred to Hospice than those with pulmonary conditions. Through key informant interviews and other means, the students are researching demographics of who enrolls in Hospice and how they were referred. They are also learning about the barriers to referrals, some of which were expected but some that have been quite unexpected. Partnering with Dartmouth Hitchcock Medical Center, the students have had the unique opportunity to see pulmonary patients in the ICU first-hand, many of whom who are clearly eligible for Hospice. Do these patients know about and understand the criteria for and benefits of Hospice? “For us, it’s a wake-up call that we need to better address this issue” said Lyndsay French. Results of their research will begin to form the “Toolkit”, which will be available for use by Lake Sunapee Region VNA & Hospice in the *Breath of Hope* component of its “Living Hope Umbrella” program, a program that refines care based on specific diagnoses such as pulmonary disease.

“We couldn’t be happier about the enthusiasm of the Colby-Sawyer Senior nursing students in developing the “Breath of Hope” component of our *Living Hope Umbrella* Program. Their insight is invaluable and, with the education and experiences of the Colby-Sawyer College program, it is certain these eager young nurses will be entering the field with a jump-start” said Betsy Wotton RN, Hospice Program Director.

## SAVE THESE DATES!

**13th Annual “Women Who Make A Difference” Luncheon**  
Wednesday, May 16, 2012  
Colby-Sawyer College

**“Thursday’s Child” Dinner**  
Thursday, February 16, 2012  
New London Inn

# Staff News .....

## Kelli Foley, RN, SN, CRNI, Home Care Program Director

Kelli Foley sums up her role at Lake Sunapee Region VNA & Hospice simply: “I support the clinicians in the field”. Kelli’s cell phone is always on and car keys nearby should she need to make or assist with a visit. She also facilitates weekly Professional Staff Meetings at which current patient care issues are addressed. Kelli says that “being here doesn’t feel like work, it feels like family”. Since joining LSRVNA several months ago, she has been impressed with the level of support from the top down. Kelli works side by side with a professional team that includes clinicians, administrative and support staff, and places great value on the expertise of every member. She has found all staff to be flexible and genuinely willing to go the extra mile for each other and for patients. Kelli received her nursing degree from St. Anselm College and plans to pursue her Masters in Business Administration.



## Christina Tucker, RN, Clinical Liaison

Christina Tucker, RN joined our team in October 2010 as a Case Manager and Nurse Mentor. As Nurse Mentor, Christina educates new staff and re-educates current staff in specific skill areas. For example, if a nurse needs to learn an IV dressing change, she will train them as well as observe them in practice. As a Case Manager she helps to develop, in partnership with physicians and other providers, plans of care specific to individual patient needs. Recently, Christina assumed another vital role as Clinical Liaison to Dartmouth Hitchcock Medical Center. As such, she meets with patients before they are discharged to educate them about services available through LSRVNA. She also works with hospital Clinical Resource Coordinators for their input on the continuum of care after



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 program

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Colby-Sawyer College  
 Senior Project



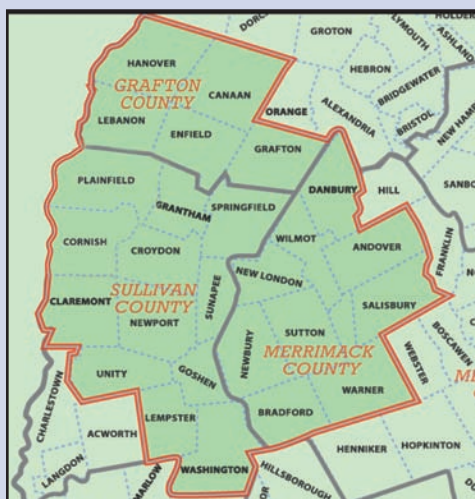
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## Staff News .....

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discharge. This partnership creates a smoother transition from hospital to home, reducing anxiety among patients and decreasing readmission to the hospital. “My main objective is to put a face with the agency name and develop relationships that lead to the best possible care” said Christina. Christina received her nursing degree from New Hampshire Community Technical College in Claremont.

## Meeting the home care needs of residents of all ages in the Lake Sunapee and Upper Valley regions of New Hampshire.



**Skilled Care ...** a wide array of acute medical services

**Personal Care ...** a menu of services to assist with activities of daily living

**Hospice Care ...** an exceptional team supporting patients and families at end of life

## LSRVNA Achieves “Level I” in We Honor Veterans Program

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“The NHPCO Conference was inspiring in so many ways” said Betsy Wotton RN, Hospice Program Director. “As a Level I Partner, we will proudly incorporate the **We Honor Veterans** logo in our agency’s materials.”

Conference topics included Psychosocial Issues in Veterans, Ethical Challenges in Palliative Care, Creative Practices To Build Effective Teams and a powerful presentation by Rev. Samuel Oliver on “How Service to Others Develops Our Character & Our Soul”. Of note was a presentation by Scott Shreve, DO, National Director of Hospice & Palliative Care for the Veterans Administration in Philadelphia. Shreve spoke about the vital partnerships between Veterans Affairs (VA) and hospice organizations, and recognized the life-changing effects this program will have for our service men and women and families.