

2017 ANNUAL REPORT



Lake Sunapee Region
VNA & HOSPICE



Bringing Community Voices Together.



President's Message



As we enter the new year, we proudly use this time to evaluate all we have accomplished in 2017. I'm very happy to report that we began the new year, first and foremost, in a strong position to continue to weather the ever-changing landscape of health care. This past year our accomplishments were many. The impact of our expansion in 2016 to provide a deeper level of care in Sullivan county towns including Claremont, Charlestown, Acworth and Langdon became clear in 2017, during which we provided home care, hospice and private care services to nearly twice as many area residents. We have rolled out new initiatives that aim to help people stay safe in their home, such as our Ounce of Prevention Program. Of particular note is the completion of our 2017 Community Health Needs Assessment – a process through which we seek input from a wide array of community members who help us identify what they see as priorities in health care. Their voices help us make decisions about what programs and services can have the greatest impact moving forward.

So much of our current system focuses on fixing what ails us, which is certainly a necessary component of health care. However, in shifting energy and resources to keep people from becoming sick, preventing falls or taking their medications appropriately, we not only help to reduce the cost of health care (as prevention is frequently much more cost effective than post-acute care), we also further our mission – keeping people in their home with quality of life.

We recognize that your home is where you want to be. We also recognize that home is so much more than four walls and a roof. Your home is your system – the supports and processes that you rely upon to feel and stay safe. We at Lake Sunapee Region VNA & Hospice focus on not just the wound or bone that needs to heal, or the infection that needs to resolve. We focus on your system, taking a more expansive approach to helping you stay safe, secure and well.

We are blessed to have an incredibly talented and dedicated group of staff and volunteers that allows us to achieve our goals. We are also blessed to be working where we do – in communities that continually and generously show their commitment to our vital work, assisting us to fulfill not only short-term goals but also our mission for the long-term. For all of this and all of you, I remain profoundly grateful.

Jim Culhane, President & CEO

LEADERSHIP TEAM

Jim Culhane
President & CEO

April Bartley, RN, BS, CHPN
Hospice & Palliative Care Director

Shellie Brown
Community Health Services Director

Troy Culp
IT Manager

Caitlin Harmon, RN, BSN
Quality Assurance Manager

Mary Lambert
Human Resources Director

Monique Malanga
Chief Financial Officer

Joyce Neilsen, RN, BSN
Home Care Director

Jeana Newbern
Marketing and Community Outreach Manager

Melinda Palmer, LPN
Business Office Manager

Kyle Ranney
Outreach Liaison

Catherine Raymond
Development Officer

Letter to the Community

Representing the Board of Lake Sunapee Region VNA & Hospice I am extremely proud to reflect on what our leadership team and staff have accomplished over the past year. With the adoption of our neighboring institution, Connecticut Valley Home Care, the size of our family and the number of clients we serve essentially doubled. This blend of personnel, skills and programs presented an opportunity to critically assess our systems and operations. Working internally and with external consultation, changes spanning virtually all departments were made resulting in dramatic improvement in our efficiency. Education and training programs have enhanced consistency and quality. Competing for qualified staff to meet the demand became a priority and resulted in the appointment of a full-time recruiting position. A scholarship fund has been created to train nursing assistants. Increasing requests for Hospice care have led to the addition of a dedicated full-time liaison. The very beneficial effects of change associated with our growth have been recognized throughout 2017. There is a strong positive feeling of accomplishment and satisfaction shared by our management and provider teams.



Dovetailed with our growth, we have made a significant effort to uncover the health care concerns and needs of those we serve. Polling community members by questionnaires and public forums, we will be presenting the results of our Community Health Needs Assessment at our Annual Meeting on March 6th. This document provides direction for program development and future initiatives.

As I look toward the future, I feel that LSRVNA is well-poised to grapple with the challenges facing all health care institutions in NH: an aging population that values health and independence but is requiring expanded services, a contracting work force and uncertain reimbursement to cover the cost of those services, and changes to the Affordable Care Act leading to a larger number of uninsured and underinsured. To meet these needs, while guarding the quality of services provided, we will be accruing and critically assessing outcomes data. We will look toward strengthening collaborative relationships to promote caring support for all in the communities we serve.

Through the extraordinary commitment of our dedicated providers, volunteers, donors and community members, LSRVNA will continue to provide care with compassionate expertise.

For our Board and from me, I sincerely thank all of you for your support.

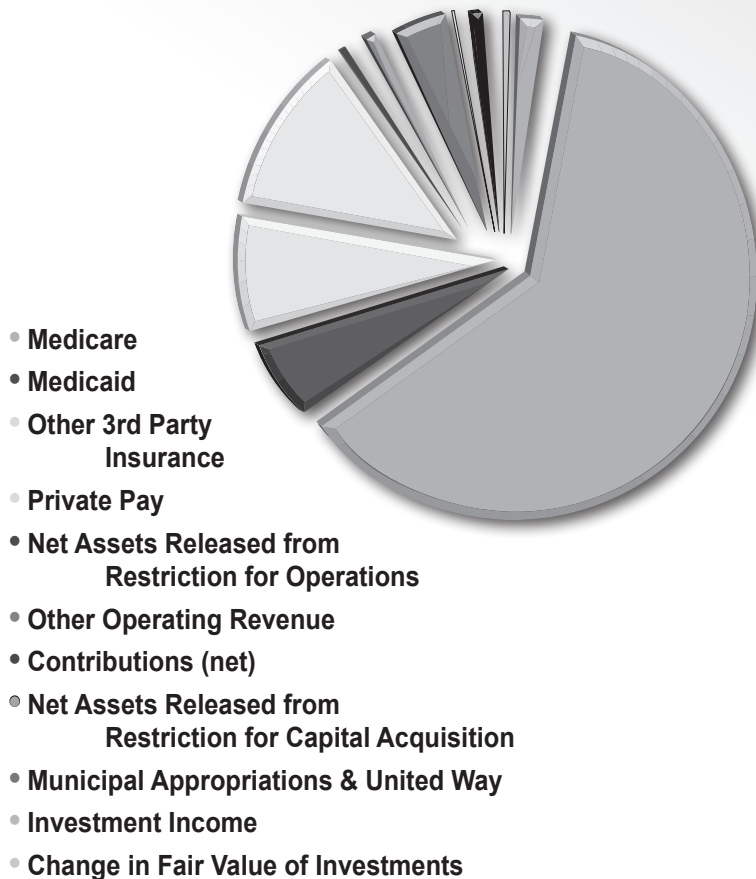
Donald A. Eberly, MD, FACS
Chair, LSRVNA Board of Directors

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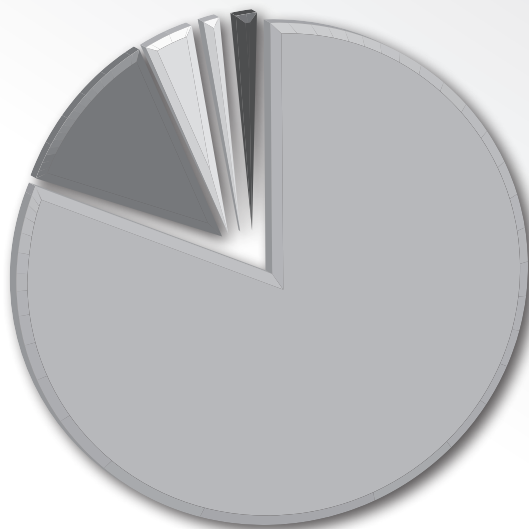


Financial Overview 2017



REVENUE

Medicare	6,633,686
Medicaid	742,987
Other 3rd Party Insurance	990,203
Private Pay	1,390,139
Net Assets Released from Restriction for Operations	30,056
Other Operating Revenue	87,625
Contributions (net)	452,783
Net Assets Released from Restriction for Capital Acquisition	10,000
Municipal Appropriations & United Way	93,537
Investment Income	16,149
Change in Fair Value of Investments	214,275
Total Revenue	\$10,661,440



EXPENSES

Salaries / Benefits	8,106,349
Supplies & Operating Expenses	1,189,906
Professional / Contract Services	379,312
Depreciation	128,067
Provision for Bad Debt	165,747
Total Expenses	9,969,381
Net Gain	692,059

IT'S YOUR CHOICE!

You have a choice of which home care agency to use when the need arises ...
no matter where you receive your primary or specialized health care.

Please ask for us by name!



Lake Sunapee Region
VNA & HOSPICE

**Medicare Certified
United Way Partner Agency**



HOME HEALTH CARE

- SKILLED NURSING
 - WOUND CARE
 - IV INFUSION
- MEDICATION MANAGEMENT
- NUTRITION ASSESSMENT & COUNSELING
 - MEDICAL SOCIAL WORK
- MANAGEMENT OF CHRONIC CONDITIONS
- PHYSICAL, OCCUPATIONAL AND SPEECH THERAPIES
- PEDIATRIC CARE & WELL BABY VISITS
 - MATERNAL AND NEWBORN CARE
 - PALLIATIVE CARE

HOSPICE CARE

- EMOTIONAL, PHYSICAL AND SPIRITUAL CARE
 - LOSS AND GRIEF SUPPORT
 - PAIN AND SYMPTOM MANAGEMENT
 - RESIDENTIAL AND FACILITY CARE
- VISITS FROM PROFESSIONAL STAFF AND VOLUNTEERS

PRIVATE CARE SERVICES

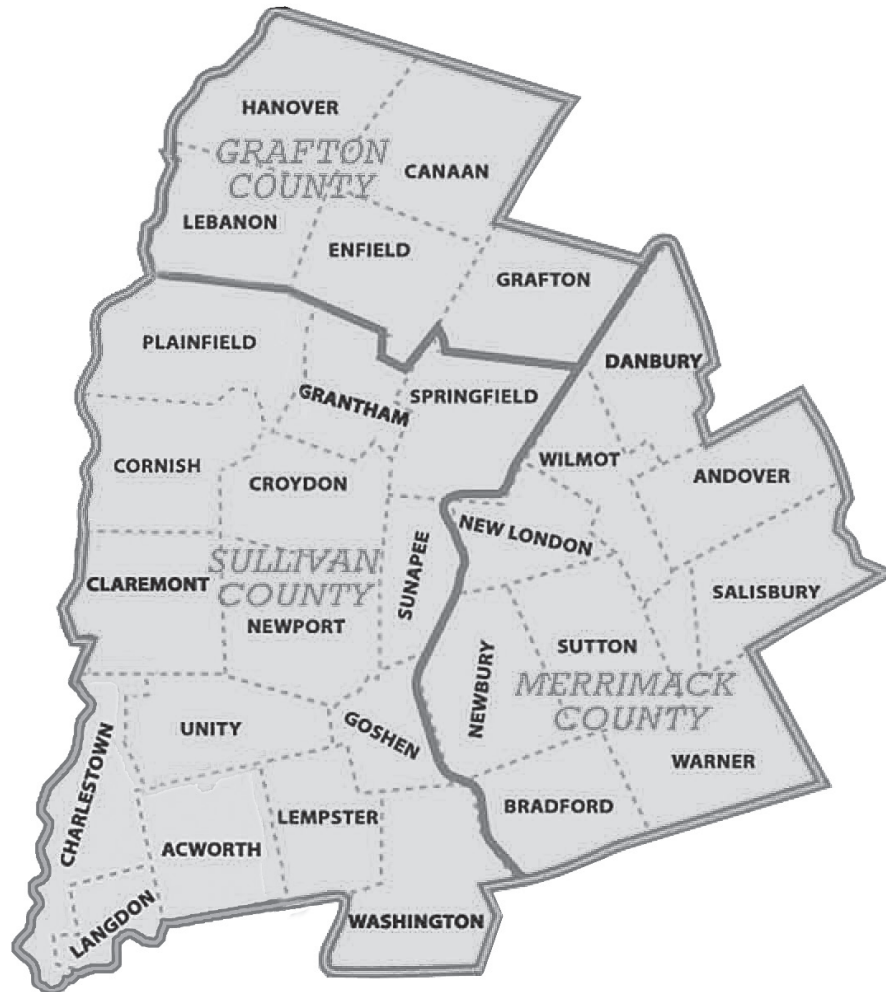
- NURSES, LICENSED NURSING ASSISTANTS, PERSONAL CARE SERVICE PROVIDERS, HOMEMAKERS AND COMPANIONS
- HANDS-ON CARE SUCH AS BATHING, DRESSING, GROOMING
- NON HANDS-ON CARE SUCH AS LIGHT HOUSEKEEPING, ERRANDS, MEAL PREPARATION

COMMUNITY PROGRAMS

- IMMUNIZATION CLINICS
- BLOOD PRESSURE AND FOOT CARE CLINICS
 - SUPPORT GROUPS
- HEALTH FAIRS AND COMMUNITY EDUCATION
 - MEMORY RESPITE CARE
 - ADVANCE CARE PLANNING



*Serving Grafton, Merrimack and Sullivan counties.
24 hours a day, 7 days a week.*



Towns Served in 2017

**Indicates towns that have budgeted appropriations to support our services.*

Acworth	Georges Mills *	Plainfield
Andover *	Goshen *	Salisbury
Bradford *	Grafton	South Sutton *
Canaan	Grantham *	Springfield *
Charlestown	Guild	Sunapee *
Claremont	Hanover	Sutton *
Concord	Langdon	Unity *
Cornish *	Lebanon	Walpole
Croydon *	Lempster *	Warner *
Danbury *	Lyme	Washington *
East Andover *	Newbury *	Webster
Elkins *	New London *	West Lebanon
Enfield	Newport	Wilmot *
Etna	North Sutton *	



2017 Facts of Interest

32,185	Home Care Skilled Visits
11,279	Hospice Visits
65,015	Hours of Personal Care
659,475	Miles Driven to Provide Care
1,988	Unduplicated Clients Served
41	Towns Served
190	Staff
90	Volunteers

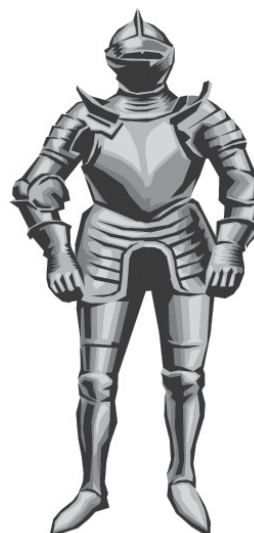
THE RENAISSANCE SHOPPE

The sustained success of The Renaissance Shoppe, founded in 2004, is only possible with the dedicated volunteers who “staff” the Shoppe so faithfully ... raising significant funds for LSRVNA!

Joanne Hughes, Co-Founder
 Michele Holton, Co-Founder
 Sib Barrett
 Agnes Barry
 Monica Berg
 Marianne Bickford
 Jane Birk
 Betsy Chadwick
 Gail Cook
 Carolyn Ferguson
 Daralyn Foster
 Jennifer Giles
 Karen Goober
 Suzanne Hammond
 Joan Harris
 Bettie Howard
 Jack Hughes
 Kathy James

Anne Kolkin
 Ruth Laubach
 Melissa Leintz
 Claudia Lewis
 Gina Lewis
 Jim Lewis
 Nancy Lindsey
 Nancy McEachern
 Paula McFarland
 Audrey Monroe
 Susan Rogers
 Rachel Seamans
 Martha Smith
 Terry Smith
 Laura Stanley
 Ellen St. Clair
 Arlene Terrier
 Barbara Troxell

Susan Uhl
 Becky Underhill
 Thea Warman
 Pat Woolson





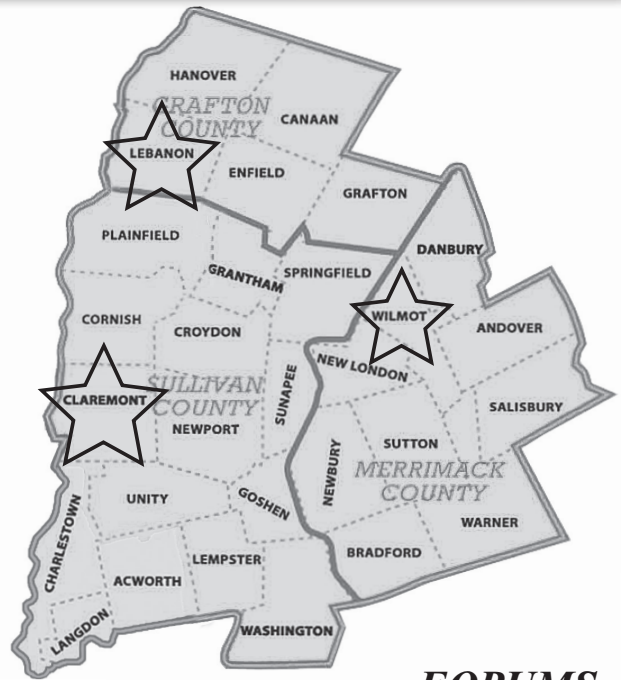
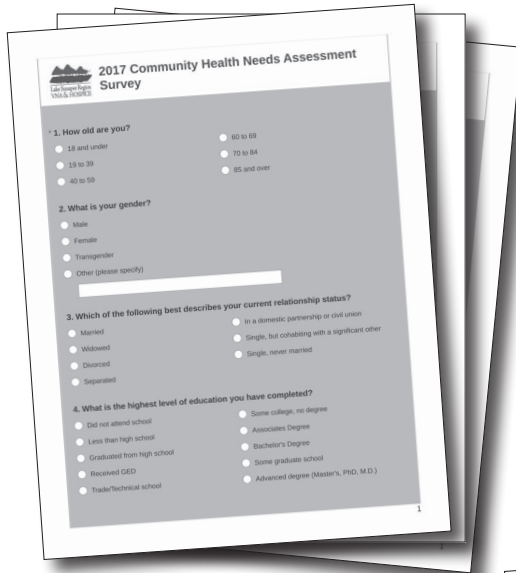
COMMUNITY HEALTH NEEDS ASSESSMENT ... *community voices heard!*

A requirement of the NH Division of Charitable Trusts for health care non-profits, the **Community Health Needs Assessment (CHNA)** is much more than that. It is a valuable, fascinating process involving members of our community from a diversity of professions, experiences and areas of expertise. Through surveys, forums and data collection, the CHNA allowed LSRVNA to look more broadly at its place in the region's health delivery system and prioritize ways it can have the greatest impact on overall wellness. **4 "Themes"** stood out from our 2017 CHNA:

- **AFFORDABILITY**
- **PERSONAL ACCOUNTABILITY**
- **ACCESS TO RESOURCES**
- **AGING WITH CONFIDENCE**

SURVEYS

540 surveys were completed with residents of all 29 towns in our service area represented.



FORUMS

Community Forums were held in Claremont, Lebanon and Wilmot at which area residents shared unique perspectives and valuable feedback.

DATA

Local demographic information was collected as well as data from county, state and federal sources.

Town	Total Pop	White	Black	Hispanic	Asian	Other	Male	Female	Age 0-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Median HH Income	Per Capita Income	Unemployment %	Population Change 2010-2017	
Andover	11,200	9,800	100	100	100	100	5,500	5,700	1,500	1,000	1,500	1,500	1,500	1,500	1,500	45,000	35,000	5.0%	+1,000	
...
Total	112,000	98,000	1,000	1,000	1,000	1,000	55,000	57,000	15,000	10,000	15,000	15,000	15,000	15,000	15,000	45,000	35,000	5.0%	+10,000	



COMMUNITY HEALTH NEEDS ASSESSMENT

Advisory Group Role

The Advisory Group was assembled to provide vital feedback and suggestions throughout the CHNA process from a range of perspectives. Members included LSRVNA staff, volunteers and trustees as well community leaders from each of the counties served by LSRVNA: Grafton, Merrimack and Sullivan. Specifically, these dedicated members:

- **Reviewed the written survey questions**
- **Suggested locations and target audiences for community forums**
- **Made suggestions about survey distribution**
- **Commented on the Final Report once the assessment was complete**

Advisory Group

Catherine Bardier, Resident of Newbury
Director, Wellness & Community Health,
New London Hospital

Brenda Burns, Resident of Newport
Executive Director, Sullivan County Nutrition Services

Tim Caldwell, Resident of Lyme
Attorney, Caldwell Law, Lebanon

Janice Cundey, Resident of New London
Community Leader/Retired Nurse

Karen Ebel, Resident of New London
NH State Representative, Merrimack District #5

Donald Eberly MD, Resident of New London
Board Chair, Lake Sunapee Region VNA & Hospice

George Edson, Resident of Cornish
Community Leader/Retired Business Owner & Realtor

Alice Ely, Resident of Grantham
Executive Director, Public Health Council of the Upper Valley

Shari Goldberg, Resident of Elkins
Associate Professor, Nursing and Public Health,
Colby-Sawyer College, New London

Renee Harvey, Resident of Norwich, VT
Attorney, Caldwell Law, Lebanon

Lisa LaBombard, Resident of Lebanon
Senior Benefits Administrator, Hypertherm Inc., Lebanon

David Lantz, Resident of Sunapee
Owner, MJ Harrington Jewelers, Newport

Dawn Ranney, Resident of Newport
Executive Director, Sullivan County United Way

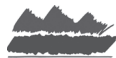
Lisa Richmond, Resident of Claremont
Board Member, Lake Sunapee Region VNA & Hospice

Rob Schultz, Resident of Hanover
Area Director, Granite United Way

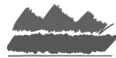
Linda Scofield, Resident of Wilmot
Community Leader/Retired CRNA
Volunteer, Lake Sunapee Region VNA & Hospice

Andi Steel, Resident of New London
VP of Operations, WorldClinic, New London

Kirsten Vigneault, Resident of Windsor, VT
Director, Community Health Preparedness for
Greater Sullivan County, Dartmouth-Hitchcock

OUR SUPPORTERS*January 1 - December 31, 2017**“When we give cheerfully and accept gratefully, everyone is blessed.” - Maya Angelou***MAJOR DONORS
(\$10,000+)**

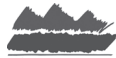
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George and Kristyn Jamieson
Renaissance Shoppe

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(\$2,500 - \$4,999)**

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Estate of Barbara J. MacDonald
First Baptist Church-New London
Leverett and Linda Flint
J. David Magagna
George Quackenbos and Pam Perkins
Paul and Janice Sahler
Judith W. Sheon
United Way of Sullivan County

**TRUSTEE CIRCLE
(\$1,000 - \$2,499)**

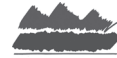
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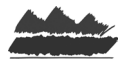
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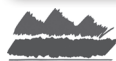
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Gifts of goods and services translate into a value of thousands of dollars each year and make a significant difference in the quality, cost-effectiveness, depth and success of many of our programs and events.

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VOLUNTEERS

Volunteers are super-givers! They make our agency stronger by dedicating time and talent to Community Clinics, Office, Respite, Hospice, Support Groups, Special Events ... and more.

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 Gladys Smith
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 Becky Underhill
 Sheila Wallace
 Polly Wright

"The best way to find yourself is to lose yourself in the service of others."

Mahatma Gandhi



We apologize for any errors that may occur in our annual listings. We also acknowledge the quiet dedication of those who wish to remain anonymous.

2017 United Way Campaign

The staff members below kindly participated in the 2017 employee giving campaign, supporting vital services throughout the region and the countless people who rely on them.

April Bartley
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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.



Lake Sunapee Region VNA & Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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