

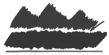
2019 Annual Report



By the numbers.



Lake Sunapee Region VNA & Hospice



President's Message



I am pleased and proud to report that 2019 was a very successful year for LSRVNA. How do we measure success? Not just by the numerous exceptional staff and volunteers on our team, the positive customer service reports we receive or our strong financial picture, but rather by the preparations we put in place. Every year brings challenges and opportunities and 2020 is no different. In fact, the challenges and opportunities are exponentially greater this year due to new Medicare rules on how home care operates, the increasing medical and social complexity of people we see in our communities, and the struggle health care providers face in finding qualified staff.

While our people and relationships have always been the foundation of who we are as an organization, data and analytics have become vital tools to continuously improve our care and outcomes. Whether measuring how well someone can walk, how a person manages their diabetes, or how quickly a pain medication resolves discomfort, we analyze and compare this data to refine how we provide services. Continually challenging ourselves is how we adapt to the changes that arrive with increasing frequency. One exciting measure is our "quality of patient care" or "Star" rating as tracked by the Centers for Medicare & Medicaid Services (CMS), a summary of how well we perform on eight individual quality measures. We recently achieved a 4 out of 5 star rating, which means we perform better than most other agencies on these quality measures. This does not happen by accident but rather by close attention and response to available data.

A final statistic as determined by the Centers for Disease Control and Prevention and the National Center for Health Studies database for natural deaths in the United States 2003 - 2017: for the first time since the early 20th century home has surpassed the hospital as the most common place of death in the U.S. In combining strong relationships with data and analytics we have the formula for success. We know objectively the areas where we excel, where we need to improve and where our care is needed. This knowledge allows us to further develop our core mission: to do everything we can to keep people in their homes. Thank you for your ongoing support and confidence!

Gratefully,

Jim Culhane, *President & CEO*

LEADERSHIP TEAM

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President & CEO

Shellie Brown,
Community Health Services Director

Caitlin Harmon,
Chief Clinical Officer

Mary Lambert,
Human Resources Director

Monique Malanga,
Chief Financial Officer

Jeana Newbern,
Marketing & Community Outreach Manager

Melinda Palmer,
Business Officer Manager

Catherine Raymond,
Development Officer

Jennifer Taylor,
Hospice & Palliative Care Director

Letter to the Community

As we begin our 50th anniversary year, I look back at 2019 in the context of our past by reviewing a wonderful collection of documents and photos saved by staff and volunteers since our founding in 1970. On retirement as medical director of Eastman Kodak, Dr. John Norris returned to New London where he had practiced for three years after graduation from Dartmouth and McGill University. Hearing the voices of physicians frustrated by being “too busy” to continue making house calls he formed a town committee of 14 to draw up articles of incorporation, write by-laws, hire Lois Spearman, RN from The Mary Hitchcock Hospital and begin home care services under the auspices of Kearsarge Visiting Nurse Association (KVNA): a nurse, a secretary with a typewriter on a card table and a cardboard box file serving 4 towns from a basement room at New London Hospital!



Going through annual reports I found continuous growth in numbers of towns served and clients visited. Staff composed of clerks, RNs, PTs, OTs and Aides grew, supported by an even larger force of dedicated volunteers. Other regional home care agencies joined. First Newport Area Home Health Agency in 1987, and then Connecticut Valley Home Care of Claremont in 2016. Hospice of the Kearsarge Valley was formed in 1981 and joined KVNA in 1990 to create our current Lake Sunapee Region VNA & Hospice. Today, 200 employees and 100 volunteers serve 32+ towns, now dependent on complex information systems including cell phones, tablets and GPS. Still grappling with funding and reimbursement issues yet strong because of an unbroken history of capable leadership by trustees, administration and management, our superb locally-based clinical providers and community members remain committed to and supportive of our mission to provide exemplary home care.

2019 saw strengthening of hospice and palliative care services with the addition of Jen Taylor, APRN as program director complimented by Lori Richer, MD serving as medical director in a shared alliance with New London Hospital, where she also coordinates palliative care. We continue to work closely with an increasing number of senior retirement communities and facilities to meet their service needs. This is the challenge as we look to the future: a growing, aging population requiring expanded services stressed by competition for a contracting work force.

We remain stable and strong, upgrading our technology to improve coding and billing efficiencies, as well as using analytics to improve quality of the care. I'm confident that as we continue to grow, we will rest firmly on Dr. Norris' foundation of offering compassionate home care to the people of the communities we serve.

Donald A. Eberly MD, Chair LSRVNA Board of Trustees

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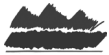
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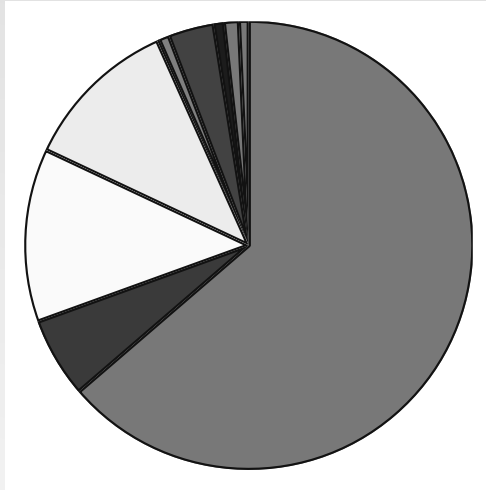
Sheldon Boege
North Sutton

Linda Scofield
Wilmot



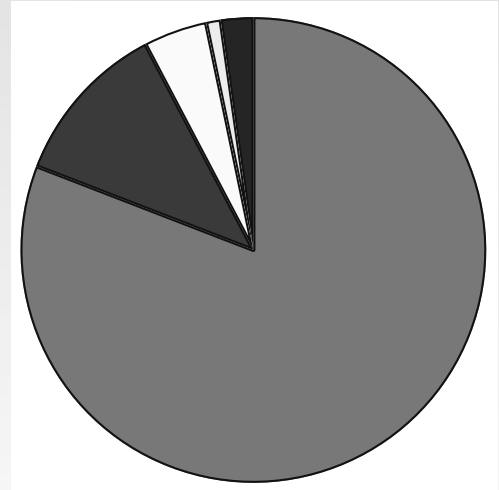
Financial Overview 2019

REVENUE



Medicare	7,348,448
Medicaid	667,571
Other 3rd Party Insurance	1,444,867
Private Pay	1,304,611
Net Assets Released from Restriction for Operations	17,596
Other Operating Revenue	85,626
Contributions (net)	379,025
Net Assets Released from Restriction for Capital Acquisition	-
Municipal Appropriations & United Way	85,308
Investment Income	124,015
Change in Fair Value of Investments	(81,139)
Total Revenue	11,375,928

EXPENSES



Salaries/Benefits	8,799,658
Supplies & Operating Expenses	1,244,580
Professional/Contract Services	481,507
Depreciation	110,708
Provision for Bad Debt	245,170
Total Expenses	10,881,623
Net Gain	\$494,305

OUR SERVICES

It's your choice ... to request the area home care agency you prefer should the need arise. Ask for us by name!



HOME HEALTH CARE

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

HOSPICE CARE

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

PALLIATIVE CARE

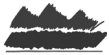
- FOCUSES ON THE CONVERSATIONS AND NAVIGATION OF CHRONIC OR SERIOUS ILLNESS
- EMPHASIZES SYMPTOM MANAGEMENT & PERSONAL GOALS

PRIVATE CARE

- 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

COMMUNITY PROGRAMS

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



OUR SERVICE AREA

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



Towns Served in 2019

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

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



THE RENAISSANCE SHOPPE

The Renaissance Shoppe is run nearly 100% by wonderful volunteers who “staff” the Shoppe five days a week. Because of their dedication, significant funds are raised to support our much-needed home care, hospice and community health programs.

Laura Stanley, formerly a Shoppe volunteer, joined the LSRVNA staff in 2019 as part-time Shoppe manager to ensure strong support of the many volunteers and oversight of daily operations.

Joanne Hughes, Co-Founder
 Michele Holton, Co-Founder
 Sib Barrett
 Monica Berg
 Kathy Bianchi
 Marianne Bickford
 Jane Birk
 Halina Butler
 Betsy Chadwick
 Gail Cook
 Judy Danielson
 Gladys Dowd
 Daralyn Foster
 Barbara Freeman
 Mary Friedman
 Mary Gilmore
 Karen Goober
 Barbara Greer
 Suzanne Hammond
 Bettie Howard
 Kathy James
 Ruth Laubach
 Jackie LeBlanc
 Nancy Lindsey
 Nancy McDonald
 Audry Monroe
 Joan Robinson
 Susan Rogers
 Marion Romanoff

Rachel Seamans
 Martha Smith
 Terry Smith
 Arlene Terrier
 Linda Timbrell
 Barbara Troxell
 Susan Uhl
 Sandra Wattendorf
 Joanie Weatherson
 Pat Woolson
 Margaret Wulff



Staffing By the Numbers



54 Nurses

1 Hospice Nurse Practitioner

3 Hospice Physicians

25 LNAs

14 Physical Therapists

9 Occupational Therapists

1 Massage Therapist

1 Music Therapist

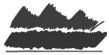
40 Homemakers/PCSPs

37 Office / Management

4 Social Workers/Spiritual Care

81% of staff in the field

19% of staff in the office



By the Numbers



A snapshot of 2019

37

health education programs presented by our staff

462,923

dollars received in charitable donations

35,628

Home Care Skilled Visits

200

Staff

12,080

Hospice Visits

212

individuals cared for at end of life by our hospice team

53,039

Hours of Personal Care

435,000

dollars budgeted for vital information Technology

100

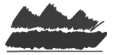
Volunteers

58,000

dollars contributed per month by the agency toward the cost of employee health insurance

40

Community health clinics held each month



*Some you may know... some will surprise you...
each one is part of our story!*

42,000

dollars dedicated annually to
continuing staff education

432

Facebook followers...but we'd love
more! Follow us at [Facebook.com/
LakeSunapeeVNA](https://www.facebook.com/LakeSunapeeVNA)

625

clients on service on any
given day

32

towns in our primary
service area

619,713

Miles Driven to Provide Care

14

months of bereavement support for
hospice families after the death of a loved
one

5

staff earned their LNA license through our
new scholarship program

1,500

dollars available to full-time employees
annually for tuition reimbursement

4

hours required to complete every new
patient admission

12

New Hospice Volunteers trained

2019 AWARDS

IMAGINE THE POSSIBILITIES AWARD



Jill Lee, 2019 Recipient

Each year one staff member is honored for their positive impact throughout the agency, someone who can look at situations from all perspectives in order to achieve shared goals. The recipient is a team player who thinks outside the box, is fair and respectful, and strives for excellence.

JOANNE HUGHES VOLUNTEER EXCELLENCE AWARD

This award pays tribute to the exceptional volunteerism of its namesake, Joanne Hughes, co-founder of The Renaissance Shoppe. Each year one volunteer who has enriched LSRVNA through their exceptional service is selected for the honor.



Dorie Morrow, 2019 Recipient

Woman Who Makes A Difference Award



Ginny Foose, 2019 Recipient (with flowers)



2019 marked the 20th anniversary of the Women Who Make A Difference Luncheon with record-breaking proceeds and attendance! This joyful occasion in May honors one area woman and one local high school student for giving back in extraordinary ways that truly “make a difference”.

HIGH SCHOOL STUDENT WHO MAKES A DIFFERENCE AWARD

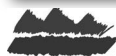
Jacinta Hogan (Mount Royal Academy), 2019 Recipient (pictured left)



OUR SUPPORTERS

January 1 - December 31, 2019

"Philanthropy, charity, giving voluntarily and freely – call it what you like but it is truly a jewel of an American tradition." - John F. Kennedy



MAJOR GIFTS

(\$10,000+)

Brown Foundation, Inc.
Buchanan Family Foundation
Jack and Dorothy Byrne Foundation
Jean Dulude
George and Kristyn Jamieson
Renaissance Shoppe
Thomas and Sandra Stark



LEADERSHIP CIRCLE

(\$5,000 - \$9,999)

Sheldon and Elizabeth Boege
County of Merrimack
Robert F. Faircloth
Daniel and Elizabeth Junius
Newport Service Organization
Robert and Norah Peterson
Daniel and Eleanor Snyder
United Way of Sullivan County



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

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First Baptist Church-New London
Ledyard National Bank
Mascoma Bank
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& Family
George Quackenbos and Pam Perkins
Paul and Janice Sahler



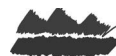
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(\$1,000 - \$2,499)

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(\$500 - \$999)

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Women of Kearsarge Community
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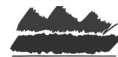
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(\$250 - \$499)

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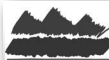
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Janet Miller Haines	Ellen Pishenin	
Pat Hall	Bo Quackenbos and Pam Perkins	

VOLUNTEERS

100+ volunteers bring diverse talents, interesting life experiences and an abundance of kindness. Whether helping with flu clinics, office support, respite, hospice, Renaissance Shoppe or special projects and events volunteers are an essential part of our team and make us stronger!

Meg Ames
Sib Barrett
Dolores Bausch
Monika Berg
Kathy Bianchi
Marianne Bickford
Betsy Boege
Barry Bradford
Susan Bradford
Kristen Branzetti
Ellen Brownson
Phil Bush
Happy Callaway
Louise Carey
Betsy Chadwick
Tom Connair
Gail Cook
Celeste Cook
Barbara Cooper
Brenda Cooper
Chris Daniels
Judy Danielsen
Pat Dazet
Gladys Dowd
Mary Doyle
Richard Dwyer
Brita Ek
Linda Ewing
Naomi Fitzgibbons
Daralyn Foster
Barbara Freeman
Mary Friedman
Roger Friend
Jennifer Giles
Mary Gilmore
Karen Goober
Barbara Greer
Malora Gundy
Janet Miller Haines
Suzanne Hammond
Steve Handley, Jr.
Roberta Hollinger
Ellen Hollyday
Bettie Howard
Lynne Hoyt
Joanne Hughes
Kathy James
Dereck Johnson

Sharon Kenrick
Ann Kieffer
Richard King
Daphne Klein
Betsy Kloepfel
Margi Knott Lord
Dennis Kohn
Joy Kubit
Joan Lamson
Ruth Laubach
Nancy Lindsey
Micheline Lizotte
Tod Lloyd
Verna Lohmann
Mary Liz Lynch
Nancy MacDonald
Robbin MacVittie
Deb Marino
Nancy Marsh
Gail Matthews
Nancy McEachern
Betty McGann
Deb McGrath
Loretta Meade
Kathy Meyer
Susan Mitchell
Audrey Monroe
Dorie Morrow
Victoria Nedder
Catherine O'Brian
Marilyn Paradis
Abby Peel
Jane Peel
Linda Porter
Maureen Prohl
Frances Quinn
Betty Raby
Margaret Rasweiler
Jayne Rayno
Byll Reeve
Diane Rice
Joan Robinson
Susan Rogers
Marion Romanoff
Jan Sahler
Paul Sahler
Pam Sanborn
Linda Scofield

Rachel Seamans
Debbie Seyfried
Deborah Smith
Terry Smith
Lois Smith
Martha Smith
Nancy Smith
Marilyn Soper
Sandy Stark
Robert Sterling
Beth Swanson
Jane Taylor
Barbara Troxell
Susan Uhl
Sheila Wallace
Joanne Weatherson
Helen Wickham
Tanya Wilkie
Andrea Wilson
Pat Woolson
Margaret Wulff

Volunteering is
a work of heart



**GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED** 

2019 United Way Employee Giving Campaign

Lake Sunapee Region VNA & Hospice is a proud Sullivan County United Way (SCUW) Partner Agency. As such, we hold an employee giving campaign each year to support the SCUW agencies listed below and the vital services they provide. We thank our caring staff members who participated in the 2019 campaign.

Norma Bowie
Brenda Cooper
Jim Culhane
Janet Davis
Beth Eldridge
Bob Filiau
Lawrence Ford
Kerry Freitas
George Gagnon
Terry Hall

Cherie Leavitt
Monique Malanga
Patty McGill
Lynne Neuwirt
Jeana Newbern
Donna Newton
Tina Olson
Robin Palermo
Melinda Palmer
Tammy Porter

Cathy Raymond
Andrea Rhodes
Kelly Rochford
Scott Ross
Jan Sahler
Kristi Saunders
Kathy Smith
Laura Spagnolo
Christy Trenholm

SULLIVAN COUNTY UNITED WAY AGENCIES

- Charlestown Senior Center
- Claremont Soup Kitchen
- Green Mountain Child Care
- Lake Sunapee Region VNA & Hospice
- Millie's Place
- Newport Montessori School
- Road to Independence
- Shining Success
- Southwestern Community Services
- Turning Points Network
- West Central Behavioral Health



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.

*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.*



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.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-310-4077 (TTY: 1-800-735-2964).

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-310-4077 (ATS: 1-800-735-2964).

603-526-4077

www.lakesunapeevna.org • 107 Newport Road, New London NH 03257