

Lake Sunapee Region
VNA & Hospice
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SERVING THE CONNECTICUT VALLEY, LAKE SUNAPEE & UPPER VALLEY REGIONS OF NH!

- Skilled Nursing and Medical Care
- Private Personal Care
- Hospice and Bereavement
- Community programs including health education, clinics, respite care and support groups

YOUR HOME CARE PROVIDER IS YOUR CHOICE ... ASK FOR US BY NAME!



LSRVNA at Home

THE NEWSLETTER OF THE
LAKE SUNAPEE REGION VNA & HOSPICE

AUTUMN 2016

Palliative Care: *Easing Pain and Enhancing Quality of Life*

It is estimated that as many as six million Americans could benefit from palliative care, but most people don't understand enough about it to realize what they are missing. Palliative Care is the comprehensive treatment of the pain, symptoms and stress caused by a serious illness. "Think of it as an extra layer of support that can be provided at any stage of any serious illness to ease pain and discomfort," says Tina Bowers, RN, CHPN, OCN. Bowers is just one member of the LSRVNA Palliative Care Team, which includes nurses, LNAs, primary care providers, social workers, spiritual counselors and therapists.



Several members of the Palliative Care Team consult on patient care plans (l-r): Susan Phillips-Young RN, Dr. Kristi Saunders, Hospice Medical Director, Tina Bowers RN, JoJo Hayes RN, April Bartley, RN/Hospice Program Director, John Monroe-Cassel, Spiritual Care.

"If a patient is experiencing symptoms like pain, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping, anxiety or depression we can help manage those symptoms in the home and keep the patient from having to bounce back and forth to the hospital," explains Bowers. "This helps improve the quality of life for patients and their families."

Palliative Care can be provided as a main goal of care, as in helping to alleviate the discomfort that accompanies a disease such as emphysema. It can also be provided along with curative treatment. "A patient with a curative cancer diagnosis like esophageal cancer might go through chemotherapy and radiation and then need to gain strength before surgery. If nausea, lack of appetite and pain are making it difficult for that person to gain strength, our team can help by providing things like medication management, tube feeding assistance, dietary brainstorming and pain management," says Bowers.

For more information about Palliative Care, please call 603-526-4077.

PALLIATIVE TEAM *...some of the ways the team supports patients*

- **Nurses** provide assessments with a focus on symptom management. They teach patients and families ways to improve quality of life including medical and non-traditional techniques. Nurses also perform a full medication review and make recommendations to primary care providers.

- **Social Workers** provide emotional and practical support. They may provide assistance or referrals to connect patients and families with community resources, and help with long-term planning to help achieve life goals.

- **LNAs** assist with activities of daily living, such as bathing, skin care and nutrition.

- **Physicians & Nurse Practitioners** also provide symptom management as well as home consults. Additionally, they facilitate advanced decision making and, when appropriate, end-of-life goal setting.

- **Spiritual Counselors** provide spiritual support through life review and active listening. This support is patient/family driven and is only denominational if the patient/family wishes it to be.

- **Physical & Occupational Therapists** provide recommendations to promote mobility and relieve discomfort, assist with the use of medical equipment or adaptive devices if needed, and develop home exercise programs.



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Letter to the Community

This past spring, after numerous meetings with Valley Regional Healthcare on how best to meet the needs of the communities we serve, we moved forward with transitioning the programs, customers and staff of CT Valley Home Care, a division of Valley Regional Healthcare, to Lake Sunapee Region VNA & Hospice. In the complex healthcare world of increasing regulations and decreasing reimbursement, we recognized that this transition would create a stronger, more effective organization. I am happy to report that this transition has gone very smoothly.

Today, LSRVNA is larger, with twice as many patients and a staff of nearly 200. We have added new towns to our service area, such as Langdon, Acworth and Charlestown where we are now the primary provider of home care and hospice. This growth makes us stronger and deepens our already solid footprint in the Lake Sunapee, Connecticut Valley and Upper Valley regions of New Hampshire. While many things have changed since our founding in 1970, our core not-for-profit mission to enhance quality of life and help people remain safe and well in the homes they love has not.

We understand how deeply the community relies on our skilled medical, private personal care, hospice and community-based health screenings and education. We offer these services even when they are provided for free, at reduced cost or with inadequate reimbursement. Why? Because being here for everyone is what defines us as a not-for-profit organization.

But we depend on you as well. To choose us for your home care and hospice needs. To support us with charitable giving to the best of your ability. To tell others about who we are and what we stand for. **To ask for us by name when you need home care.**

Your home care provider is your choice. Help us remain strong and vibrant by making us your priority for care and support. With enormous gratitude to a generous community, I thank you!

Jim Culhane, President & CEO

PHILANTHROPY

YEAR-END GIVING

When you hear that "every gift adds up" there are facts to back this up! In 2015 in the US, a total of \$373 billion was contributed from all sources: individuals, foundations, corporations and bequests. Charitable contributions from living individuals once again leads the way in terms of total dollar amount at \$265 billion. This follows the historical pattern seen over more than six decades. Our community also has a historical pattern of exceptional generosity. We thank you ... and hope you will open your heart in support of our vital services now, at calendar year-end, and throughout the year!

CHECK OUT OUR NEW VIDEO

Featuring home care experiences from our patients and clients, this deeply personal 3-minute video reminds us all of what we do ... and why! We are deeply grateful to all the participants. Visit www.lakesunapeevna.org to view the video. You may see some familiar faces!



Volunteers Make Us Stronger!

If you have time to give, we may have a volunteer opportunity for you! Call Jeana Newbern at 603-526-4077.

Administrative

Help with office tasks such as copying, assembling packets and filing.

Adult Day Out Program & Good Day Respite Program

Assist with activities and interact with participants in one or both of these programs. Adult Day Out is located in Newport and provides all-day care for adults with medical, therapeutic and/or social needs. Good Day Respite is held in New London and Lebanon for adults with mild to moderate dementia or memory loss.

Flu Clinics

Greet clinic participants and assist with paperwork at our many flu clinics held in September and October.

Hospice

Offer support to hospice patients in their homes and in the hospital setting. 12-week training program required.

Parent-Child Program

Provide child care for a small group of children ages birth to five while their parents participate in a two-hour weekly support group.

Renaissance Shoppe

Help staff this high quality re-sale shop open 5 days a week and run entirely by volunteers.



STAFF NEWS



Cherie Leavitt, Scheduler, joined our team this summer with more than 24 years of experience working as a Homemaker, LNA and Scheduler at Connecticut Valley Home Care. As a scheduler, Cherie matches clients with staff, finds replacements when necessary and spends a lot of time on the phone trouble shooting and making sure both client and staff needs are met. "Things change from minute to minute, so good communication is key to making it all work. We make sure the clients get what they need and the field staff have a balanced caseload and travel schedule."



Nancy Boffitto, LNA, has been part of LSRVNA for two years as a Personal Care Service Provider. With the encouragement of her supervisor, she earned her LNA license this spring. Nancy works primarily with the Hospice program and finds that, in addition to the care she provides, there is a need for a "jokester" like her. "I laugh a lot with my patients. I want them to feel good and not concentrate so much on their issues."

Tina Bowers, RN, CHPN, OCN, Hospice RN Case Manager,



has more than 27 years of clinical experience, having worked in med-surg, maternal child health and pediatric nursing, as a social nurse in the foster care system and as a stem cell transplant nurse at Dartmouth-Hitchcock Medical Center. Before joining LSRVNA this summer, she worked as a Hospice and Palliative Care Nurse at Connecticut Valley Home Care. "Caring for patients and their families is a true passion

of mine, especially focusing on quality of life."