

# 2022 Annual Report



Reflect &



Grounded In  
Our Mission



## 2022 Facts of Interest

Home Care Skilled Visits: **33,677**

Hospice Visits: **8,933**

Hours of Personal Care: **46,300**

Miles Driven to Provide Care: **494,895**

Towns Served: **38**

Number of Unduplicated Clients Served: **2,152**

Staff: **160**

Volunteers: **65**

Volunteer Hours: **4,330**

Foot Care Visits: **2,282**

## Message to the Community

### **2022 was a year to REFLECT & RESET**

**. . . while staying grounded in our mission.**

*After three years of reacting and adapting to emergent and unforeseen circumstances brought on largely by Covid, we finally took a breath and began to find our center and reset our priorities. We focused on enhancing the patient and employee experience with implementation of a new EMR (Electronic Medical Record). We continued to dedicate resources to staff recruitment, retention and the strong culture that is a hallmark of Lake Sunapee Region VNA & Hospice. We are preparing for new regulations that will change how we measure patient outcomes and get reimbursed. We are making important decisions about how to realistically provide the care that is most needed in our vast rural service area. And, as it always does, our amazing team rises to every challenge.*



*But the reality is this: the health care system as we know it is in trouble. At nearly every meeting I attend within my organization, with other visiting nurse associations, or with our partner hospitals and providers, this is the topic we discuss: Health care is moving from struggling to failing. There are complex issues with our "modern" system that create high costs with less-than-ideal outcomes. However, the primary problem is that we just don't have enough staff. This includes physicians, nurse practitioners, therapists, nursing assistants, and particularly nurses. Nurses are leaving the workforce at a greater rate than are being added. People aren't getting the right care at the right time. Some people are going without, which exacerbates medical complications. This dramatically increases costs to health care providers in the immediate future and to consumers over time.*

*There are many initiatives underway to address the shortage and pending legislation at the state and federal levels to identify solutions. However, at this pace it could take many years to develop the supply needed to meet the demand. Without significant interventions and investments soon, we can't hope to stave off the crisis that is coming. What can you do? You can stay informed by reading the growing number of articles and op-eds online and in newspapers. You can talk to people you know in the health care field. And, perhaps most impactful, you can make your state representatives, your congressmen and your senators aware of your concerns. We can minimize this crisis only if we act together and act soon.*

*I want to thank our incredible community for the support that remains essential to sustain our mission and enhance quality of life in our region. We remain grateful beyond words for your kindness, confidence and generosity. Stay well... and stay in touch!*

*Jim Culhane  
President & CEO*

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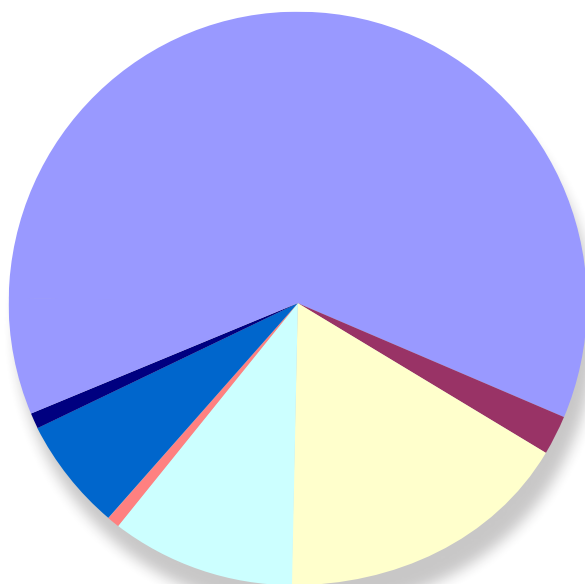
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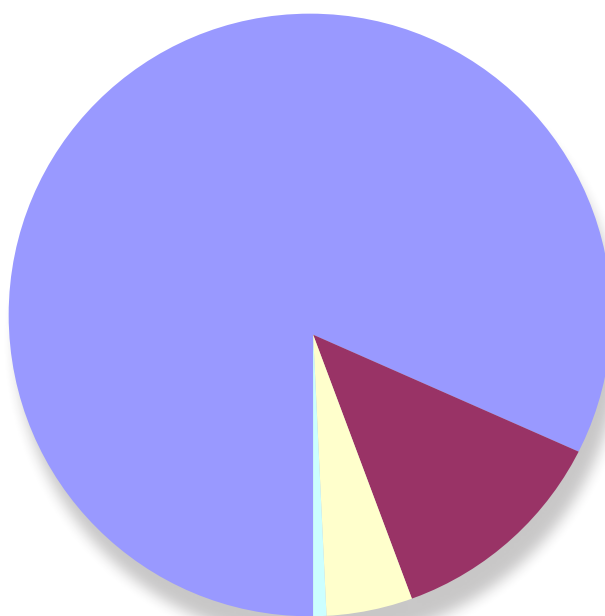
# 2022 Financial Overview



## Revenue

Medicare	6,880,164
Medicaid	268,948
Other 3rd Party Insurance	2,019,088
Private Pay	1,261,063
Net Assets released from restriction	13,817
Other Operating Revenue	84,341
Contributions (net)	772,901
Net Assets released from restriction for capital acquisition - Municipal Appropriations & United Way	87,939
Investment Income	66,803

**Total Revenue** **11,455,064**



## Expenses

Salaries & Benefits	9,367,647
Supplies & Operating Expenses	1,459,013
Professional & Contract Services	570,993
Depreciation	87,429

**Total Expenses** **11,485,082**

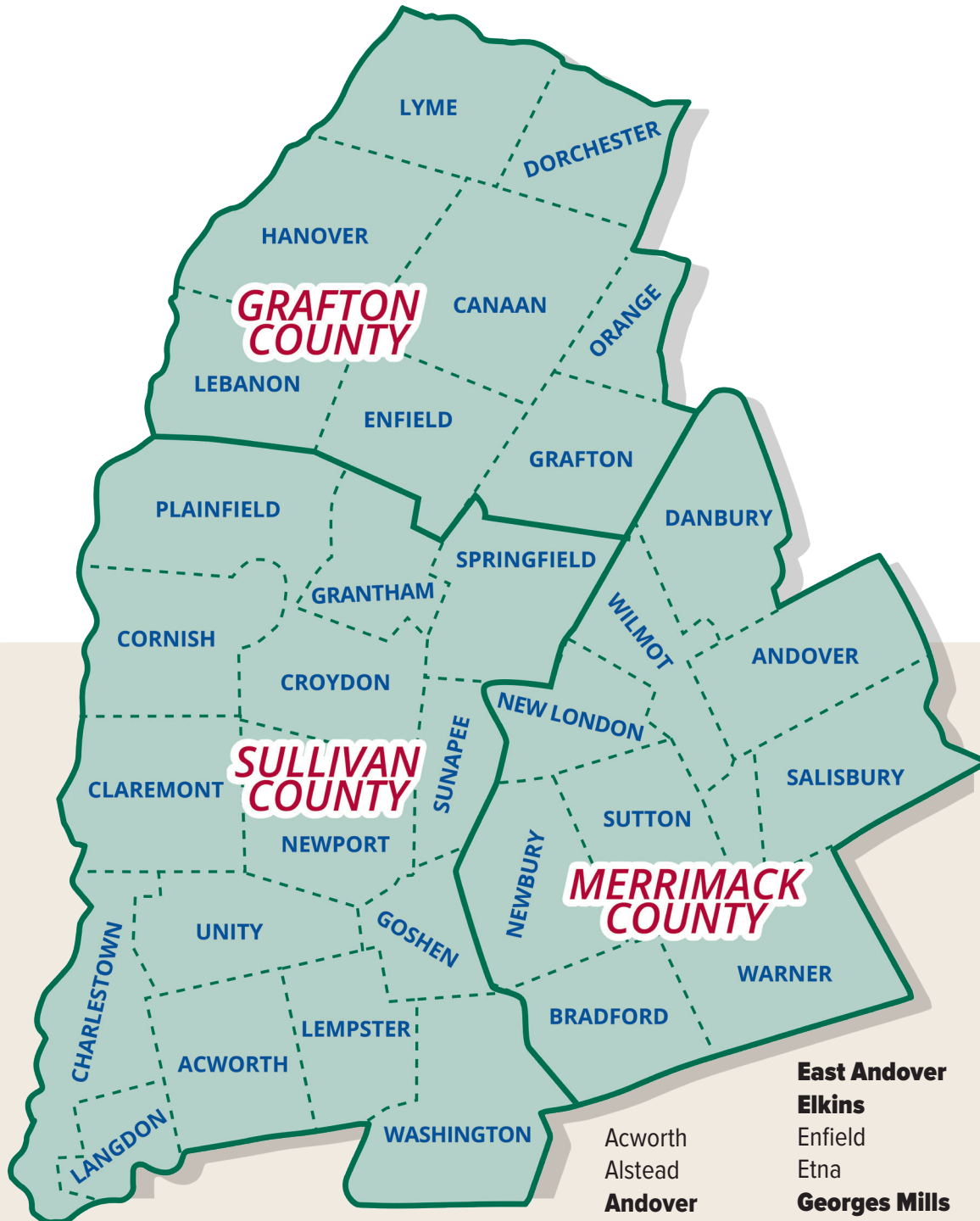
**Net Gain / (Loss)** **(30,018)**

Change in Fair Value of Investments (806,510)

Net (after Change in Fair Value of Investments) (836,528)



## Towns Served in 2022



Keene  
Lebanon  
**Lempster**  
Lyme  
Meriden  
**Newbury**  
**New London**  
Newport  
**North Sutton**  
Plainfield  
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Acworth  
Alstead  
**Andover**  
**Bradford**  
Canaan  
Charlestown  
Claremont  
**Cornish**  
**Croydon**  
**Danbury**

BOLD indicates towns that 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 Assessment & Counseling
- Medical Social Work
- Management of Chronic Conditions
- Physical, Occupational & Speech Therapies
- Well Baby Visits & Pediatric Care



### Hospice

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



*"I want to express my deep gratitude for the years of 'tlc' given to my sister-in-law. I have never witnessed anyone with such a will to live. We will miss her ... and all of you."*

### Palliative Care

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

*"The team that came to my home for two weeks was fantastic and got me over the hurdle of hip replacement surgery. I am so grateful to all of them!"*

### 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

*"My husband has been a patient in hospice. I had to mention the angels in our lives and their loving care and professional skills, as well as their concern for me. Your caregivers are remarkable and a treasure."*

### Wellness Programs

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

# Palliative Care



## Palliative Care:

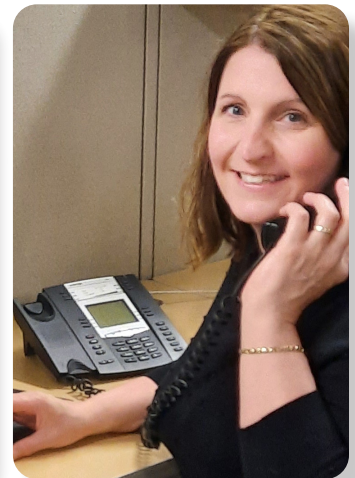
*Focuses on the conversations, navigation and understanding of serious illness in order to optimize comfort and quality of life.*

- Guides you through complicated medical decisions
- Emphasizes each patient's personal goals
- Provides pain and symptom management
- Can be a stand-alone service or work with other treatments to improve your quality of life
- Does not replace your primary care or other treatment you may be receiving
- Can be provided wherever you call home, whether a private home or facility
- Provides communication and coordination among all involved in your care
- Reduces avoidable or unnecessary care

## Meet Our Team



**Rebecca Lacasse DNP, APRN**  
Hospice and Palliative Care  
Nurse Practitioner



**Julie Boyer RN**  
Hospice and Palliative  
Care Coordinator

## When to Recommend Palliative Care?

- A person's health is declining; may have had multiple falls, frequent trips to the emergency room and/or several hospitalizations, or spending more time in bed
- A person is experiencing increasing symptoms of advanced disease

*"For me, the essence of Palliative Care is seeing people as the unique individuals they are, with their own values and beliefs, and to help them live out what it means to them to have a good quality life." —Rebecca Lacasse*



# Our New Electronic Medical Record

An Electronic Medical Record (EMR) is comprehensive patient medical information collected and stored on a computer system. The record includes a person's health history such as diagnoses, medications, tests, immunizations, treatment plans and more. The accurate and efficient functioning of the EMR impacts patient care, regulatory requirements, reimbursement, scheduling and even staff satisfaction. MatrixCare, our new system, offers technology that has already made a significant difference to our employees and to the overall patient experience.

## MatrixCare Features:

- Ease of use for clinicians
- Screen features icons and alerts to prompt users about required data
- More intuitive drop-down boxes = less manual keying in of notes and data
- Less time required for documentation = more time with patients
- Enhances patient experience and employee satisfaction
- Prompts staff on goals and interventions based on each patient's assessment
- Advanced scheduling tools
- Better manages and streamlines the flow of information to the entire team
- Review and submit page clearly identifies what must be completed for each visit
- Automatic faxing schedule to notify providers of changes to patient plans of care
- Linked to vendor for expedited supply ordering
- Supports clinician communication in patient record and team meetings



*(l-r) Alaina Alexander-Buck, Senior Home Care Clinical Manager, Anna Hinman, Home Care Clinical Manager, Marissa Rainville, Performance Nurse Educator served as key leaders in the EMR implementation*

***"Transitioning to MatrixCare has had its challenges, but staff approached it with a positive attitude. At first, many were anxious about the difficulties that come with a new EMR. Support was provided with training prior to implementation, Q&A and work sessions during the first several weeks of using the system, and ongoing follow-up training. The feedback I hear most frequently is 'Wow! This system is easier to use than I expected.'"***  
—Marissa Rainville, RN

## From users of MatrixCare:

*"I'm able to document everything while with the patient."*

*"I love that I can move a visit without having to email scheduling."*

*"The alerts really guide me through my visit charting."*

*"I thought it would take me so much longer to document on a visit, but I'm finding I'm done in less time than with the other system."*



# The Renaissance Shoppe



## A Store That Feels Like Home

Founded in 2004, The Renaissance Shoppe is a high-quality resale shop located in the Lake Sunapee Region VNA building. Its varied, interesting and ever-changing inventory offers something for every taste and budget including furniture, antiques, collectibles, china, glassware, jewelry, household items and so much more. Proceeds from the Shoppe support the vital services of LSRVNA, and total more than \$2.2 million to date! “Every day I am lucky to work with volunteers who are both teammates and friends with one thing in common: a passion for raising funds for a critical service in our community” shared Laura Stanley, *Shoppe Manager*.

## Volunteers Are Another Treasure You’ll Find at the Shoppe

The Shoppe is open Tuesday through Saturday, 10:00 am – 4:00 pm and is run largely by a team of enthusiastic volunteers. With so many hours to cover, this is only possible with dedicated volunteer support.



**Back Row (l-r):** Kate Lamson, Ann Kern, Betsy Chadwick (staff), Ruth Laubach, Pat Woolson, Molly Wellers, Joe Fagone, Rachel Seamans, Marion Romanoff, Barbara Greer (staff), Mary Ellen House, Margaret Wulff, Lynn Beach

**Front Row (l-r):** Mary Ellen Scutro, Sandy Wattendorf, Joanne Hughes (Co-Founder), Terry Smith, Gail Cook

**Not pictured:** Kathy Bianchi, Marianne Bickford, Peggy Daly, Kathy Flood, Suzanne Hammond, Beth Lamanna, Henry Litt, Patrina Markowitz, Mary Steproe, Barbara Troxell.

## I love volunteering at the Shoppe because...

“To show thanks for the VNA’s help when my husband was ill ... but most of all for the wonderful people I work with each day.”

—Pat Woolson

“The people I work with are awesome and I love seeing all the different furniture, dishes, crystal and more than comes in. I enjoy pricing and displaying items.”

—Rachel Seamans

“It’s an opportunity to support a valuable community organization while having fun!”

—Terry Smith

“It’s a great team of community members who are all enthusiastic. We love our customers and donors, and value the highest standards of customer service. Having a family chock full of nurses adds special meaning... knowing that proceeds benefit the dedicated LSRVNA employees.”

—Margaret Wulff

# Our Supporters

January 1 – December 31, 2022

Your support lifts us up and keeps us strong. Thank you!

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Maggie Wheeler  
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John Williamson and Bette Johnson  
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Ralf and Inger Barden  
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Benjamin K. Barton  
Mary W. Battey  
Janet M. Bavicchi  
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Ronald Bedell  
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Susan Boudreau  
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Randolph G. Van Cise  
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Jody Cooper-Rubin  
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Ellie Taylor  
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Michiko K. Yamaguchi  
Harold and Ellen Yanofsky  
Tatiana Yanovskaya-Sink  
Fay Youells  
Alicia Zanderigo

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*We also recognize and honor  
the quiet dedication of those  
givers who wish to remain  
anonymous.*

*We apologize for any errors that  
may have occurred in these lists.*

**The giving spirit is as  
strong as ever!**



### ***Finally together! Better together!***

Our much-anticipated community party on August 2, 2022 was a joyful occasion to finally see many friends and supporters.

### **CHARITABLE GIVING 2022**

#### **Unrestricted Donations**

\$192,118

#### **Bequests**

\$174,725

#### **Grants**

\$73,607

#### **Memorial Gifts**

\$34,999

#### **Program Specific Donations**

\$43,080

#### **Renaissance Shoppe**

\$136,966

#### **Special Events**

\$19,775

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**\$675,270**



# Tribute Gifts

*Donations in honor or memory of special people in our lives are deeply personal and deeply appreciated.*

## IN HONOR OF

### **Cheryl Phelps, OT\***

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Mr. James Y. MacArthur  
Mr. Vin Gilarde  
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## **Mary L. Severance**

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## **Mary Seamans**

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Mr. and Mrs. Robert Gilson

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Mr. and Mrs. Don Hansen  
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Brandon and Tucker Santoro  
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## **Yvonne Horn**

Prickly Pear Sportsmen's  
Association

# Volunteers & In-Kind Donations



*Our talented volunteers make programs stronger and, in some cases, possible at all!!  
Whether helping the The Renaissance Shoppe, Good Day Respite, Hospice, special events, clinics or office/administrative tasks, the special kindness of volunteers is truly a treasure!*

Meg Ames	Tod Lloyd
Lynn Beach	Mary Liz Lynch
Kathy Bianchi	Nancy Macdonald
Maryann Bickford	Petrina Markowitz
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Ellen Brownson	Betty McGann
Gail Cook	Charlie McMonagie
Brenda Cooper	Kristen Mihaly
Peggy Daly	Dorie Morrow
Nan Davis	Abby Peel
Cheryl Dean	Jane Peel
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May Henry	Rachel Seamans
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Joy Kubit	Tanya Wilkie
Beth Lamanna	Andrea Wilson
Kate Lamson	Pat Woolson
Ruth Laubach	Margaret Wulff
Nancy Lindsey	Kay Yeagley
Micheline Lizotte	

## IN-KIND DONATIONS

*Generous gifts of goods and services, including donations to The Renaissance Shoppe, strengthen and enrich so many of our programs.*

Mary Ayers	Karen LeMaire
Bar Harbor Bank & Trust	Mike McChesney
John Brandolini	Paula McColgan
David and Nancy Brazier	On Track Design
Bob and Judy Bruguere	Our Lady of Fatima
Martha Cassidy	Ryan Palmer
Karen Chetty	Sally Patton
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Edward Johnson	Linda Walsh
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# Staff Recognition



## Special Award



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receives the  
2022 Maryellen LaRoche  
Public Policy Award**

Jim was honored in June 2022 for significant contributions to hospice and home health care in New Hampshire through his leadership in the public policy arena. “Jim has always answered the call to advocate for people who rely on this care” said Gina Balkus, CEO of the NH Home Care, Hospice and Palliative Care Alliance. Jim has served on the Alliance Board of Directors and Legislative Committee. He has testified on the Medicaid and Choices for Independence budgets at the State House, met with the Governor and legislators on key issues, spent countless hours reviewing and providing feedback on regulatory proposals, and served on the state’s Disaster Medical Care Advisory Committee, which dealt with access to care for COVID patients.

## Accomplishments of Note

**Rebecca LaCasse, DNP, APRN**

Hospice and Palliative Care Nurse Practitioner, received her Advanced Certification for Hospice and Palliative Care (ACHPN)

**Julie Decelle** earned her LNA license

**Lori O'Connor** was promoted from Recruitment Coordinator to Human Resources Generalist

**Mary Smith, OTA** received her BIG for LIFE® certification

**Rachel Hampson, OT** became BIG certified

**Eryn Sellarole, OT**  
earned her CAPS (Certified Aging-in-Place Specialist) designation

**Robin Palermo, PT**  
celebrated her 33rd year of employment with LSRVNA!



*Staff enjoyed a well-deserved evening out at our summer 2022 community party on the beautiful fields at Colby-Sawyer College!*

### Gladys R. Smith



#### *Gladys Smith's amazing legacy!*

Gladys R. Smith, a longtime friend and supporter who volunteered at LSRVNA until the age of 95, passed away in 2022 at 99 years young! For nearly twenty years, Gladys was a cheerful, fun-loving and reliable volunteer. She came in faithfully nearly every Tuesday morning doing tasks she might call 'incidental' but that we call vital ... and so very helpful to the busy office staff!

Gladys came to New Hampshire in 1951 from Long Island with husband Harold, who passed away in 1984. Although Gladys and Harold met in New York (on a blind date!) Harold was originally from Contoocook, New Hampshire. Their first NH home was a cabin on a lake in Warner that would later be renovated and winterized. Ultimately they would move to New London. In the late 1960's Gladys began a 20-year career at Colby-Sawyer College, known then as Colby Junior College. She served in the Advancement Office as Secretary to the Director of Development for most of that time and was a steady presence through four college presidents. Gladys retired in 1987 and, in addition to LSRVNA, gave volunteer support to a number of area organizations. In 2014, she received the prestigious **Woman Who Makes A Difference Award** from LSRVNA, a truly special moment for all of us!

Gladys was a member of the Dr. John L. Norris Society which honors individuals who name Lake Sunapee Region VNA & Hospice as a beneficiary of their estate plan. Gladys is pictured above at the inaugural luncheon in 2004. Her bequest is the largest ever received by LSRVNA!

**DR. JOHN L. NORRIS**  
*Society*

Gladys lived a full and meaningful life. She believed strongly in our mission and wanted to help ensure our strength for years to come. The vision and thoughtful planning of Gladys, and other members of the Norris Society, strengthen the foundation on which LSRVNA stands and moves forward in service to the community. It is humbling and wonderful to have been remembered in such a significant and personal way.

**Cheers dear friend!**

# Our Mission

## 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.



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