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LSRVNA at Home

The Newsletter of the Lake Sunapee Region VNA & Hospice



A New EMR Designed by clinicians. Focused on patient care.

An electronic medical record 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, allergies, immunizations, treatment plans and much more.

The accurate and efficient functioning of the EMR impacts everything from patient plans of care, regulatory requirements, reimbursement, scheduling, billing and even staff satisfaction. Lake Sunapee VNA is transitioning to a new EMR this fall called *MatrixCare* which offers technology that will make a significant difference to staff and the overall patient experience. "Although a daunting undertaking in the short-term, moving to *MatrixCare* will give us the increased capabilities that will allow us to continue to adapt to the needs of health care" says Jim Culhane, President & CEO.



Marissa Rainville, RN in training with Greg Coyle, RN

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 staff satisfaction
- Prompts staff on goals and interventions based on the patient assessment
- Advanced scheduling tools
- Maximizes compliance with regulations
- 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 missed visits, requests for orders and changes to Patient care plans

"In training our clinical users on *MatrixCare*, I have received positive feedback on the ease of use and how this system will offer more time to provide patient care. With charting requirements these days, it can be difficult to balance time spent with a patient and recording all necessary data in the chart. *MatrixCare* allows more time for patient care as the system highlights these documentation needs for us and provides quick flow through the chart." – Marissa Rainville, RN, Performance Nurse Educator



iPAD TECHNOLOGY

The iPad has become a versatile tool with a combination of powerful hardware and transformative accessories. As Lake Sunapee VNA implements a new Electronic Medical Record (EMR), most of its clinical and caregiving team will use iPads instead of laptops.

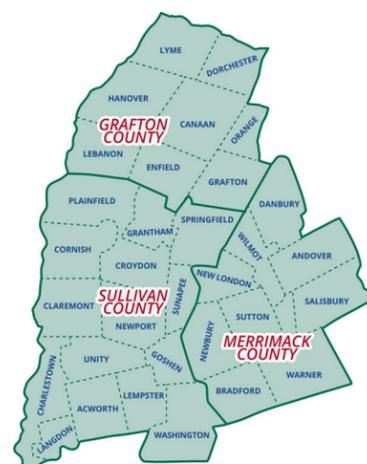
- Light weight, super portable, durable
- Choice of touch-screen or external keyboard
- Enhanced navigation of screen
- Offers apps not found on other devices
- Greater speed and efficiency
- Ability to swipe through chart = less clicking
- Touch-screen technology
- Communication notes with team and office for each patient
- Orders sent directly to medical providers
- Consents signed directly on iPad
- Scan documents and take photos



November is National Hospice Month

Watch for more information about resources and special programs!

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Show Your Feet Some Love!



Caring for your feet is important to overall health.
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lakesunapeevna.org/community/foot-care-clinics

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Letter to the Community



As we continue to navigate our covid world, it was great to see so many friends and supporters in person after 2 ½ years at our **Better Together** summer party in August and thank them for their ongoing confidence and support. The challenges continue...and change. We are implementing a new Electronic Medical Record (EMR) this fall, arguably the largest project a health care organization can undertake. Nearly every one of our employees is impacted and requires special training in order to use the system and maximize its many features and benefits. As they did during covid, our amazing staff members adapt once again as they dedicate many hours to learn this new system while continuing to care for patients with compassion and competence. Ever-present regulatory changes, with some significant ones taking effect this fall, and staffing issues across all of health care test our resolve. But the kindness of you and others goes a long way to empowering our team to stay resilient in their daily work. As a sign of our strong relationships and partnerships, even during truly unprecedented times, we have seen an increase in charitable support. Giving to our **Annual Fund** rose an average of 15% during the past 2+ “covid” years, with overall philanthropy also increasing. We believe this reflects the trust placed in our agency’s needs and how we allocate resources to meet them. I’ve said this many times and will say it again... thank you!

Jim Culhane, *President & CEO*

PHILANTHROPY

Better Together!

The Lake Sunapee Region VNA & Hospice summer party on August 2nd was truly a joy... a long-awaited occasion to finally see and personally thank friends and supporters. Special thanks to our sponsors for their confidence in our work and the generosity that helped make the event lovely and successful!



EVERY GIFT MATTERS



Donate at
lakesunapeevna.org/giving/donate
or by mail:

LSRVNA, PO Box 2209, New London, NH 03257

QUESTIONS? Contact Cathy Raymond
@ 603-526-4077 x 231;
craymond@lakesunapeevna.org

“When you give, you begin to live.” - Dave Matthews

STAFF NEWS

Rebecca Lacasse, DNP, APRN

Rebecca Lacasse joined the team at Lake Sunapee Region VNA & Hospice as Hospice & Palliative Care Nurse Practitioner earlier this year, bringing 17 years of nursing experience. Rebecca holds a Doctorate in Nursing from Maryville University and a Master’s from Walden University and completed rotations in hematology/oncology and palliative medicine during her training. She has worked at Dartmouth-Hitchcock Medical Center in orthoplastic and trauma, as well as in neuroscience and ENT surgeries. For the last three years, Rebecca worked in primary care at Mid-State Health Center in Bristol, NH.



Palliative care is an interdisciplinary caregiving approach aimed at optimizing quality of life and mitigating suffering among people with serious, complex and often terminal illnesses. It focuses on the conversations around and navigation of advanced illness. Rebecca can assess palliative patients in the home setting, working closely with the patient’s other medical providers to achieve optimal symptom control and other goals of care. “I was drawn to hospice and palliative care because I can treat the whole person and not just the disease. Through all my schooling and experience, to providing hospice care for my grandparents in my family’s home, I was definitely drawn to this role”, shares Rebecca.

When to consider Palliative Care:

- Overall health is declining: may have had multiple falls, frequent trips to the emergency room and/or several hospitalizations or are spending more time in bed
- Experiencing increased symptoms of advanced illness/treatment
- Facing complex medical decision making such as feeding tube, surgery, chemotherapy
- Diagnosed with a serious or life altering condition or illness impacting quality of life

HOSPICE VOLUNTEERS

Volunteers are integral members of our hospice team, providing an extra layer of compassion and support in every moment. Volunteers can do many things depending on needs and wants of each patient: run errands, help with chores, engage in patient hobbies, listen to patients and family members in need of a caring ear ... and more. Because of the deeply personal and often complex issues at end of life, hospice volunteers must complete a multi-week training so that they are well-equipped to help make every moment matter for patients and families.

“We all must understand that death is a part of life. It has been very special for me being with people toward the end of their lives. Sometimes it’s not about what you do or say; sometimes it’s just important to be there.”
– Sharon K.

“Being a hospice volunteer is about presence. Being with those who are suffering is what matters most.”
– Cheryl D.

“Being a hospice volunteer has changed my life. I can help provide peace, comfort and compassion to patients and their families during the end of life. I understand that it is not always about speaking and communicating, but it is just as valuable to have the ability to be present, listen and be comfortable in silence. It allows me to give something to others that cannot get paid back and that to me is true volunteering.”
– Andrea W.

For more information contact
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