

Central Vermont Home Health & Hospice Housecalls

Celebrating the People of CVHHH



Sandy Rouse, CPA, CVHHH President and CEO, left, presents Anna Noonan, University of Vermont Health Network - Central Vermont Medical Center President and COO, the Community Partner of the Year Award in April.

If you have visited CVHHH's Facebook page over the past few months, you may have noticed the celebrations of our staff. March was Social Work Month. In April, we recognized our Occupational Therapists and volunteers, and in May we honored our Nurses and Speech-Language Pathologists. As the president and CEO—and as a resident of Barre City—I have gotten to know first-hand to what lengths our clinicians and caregivers go to help central Vermonters of all ages maintain their health and independence.

In my role as a member of the Board of Trustees of UVM Health Network-Central Vermont Medical Center and of the finance committee for OneCare Vermont, the accountable care organization, I have many opportunities to talk about the ways that CVHHH's work supports the goals of health and payment reform. We help reduce unneeded visits to the emergency room. We provide care in one of the lowest-cost settings. We make it possible for people to remain in their homes.

We also connect people in our community with compassionate, skilled clinicians who provide one-on-one care, education related to self-management of their disease, and emotional support. Our staff get to know their patients. They build trusting relationships and bonds that go beyond an episode of care.

CVHHH is part of a broad continuum of local providers, including the UVM Health Network-Central Vermont Medical Center, which collaborate daily to support central Vermonters.

[continued inside](#)

A Message from Sandy Rouse:



**Central Vermont
Home Health & Hospice**
Your Home. Your Independence.

Member of
vna
of Vermont
Your Nonprofit
Home Health & Hospice Agencies

**Your Local Full Service
Visiting Nurse Association**

Support Our Spring Appeal

We are pleased to welcome Marty and Edie Miller of East Montpelier as Honorary Chairs of our Spring Appeal. Marty and Edie's relationship with CVHHH dates back 35 years, when they called on our then recently introduced Hospice program for support with the death of their son Jonathan. In the years since, the couple has depended on CVHHH for a range of services, including occupational and physical therapy and routine nursing care.

Marty and Edie have lived and worked in central Vermont for over 40 years. Marty is a member of CVHHH's Finance Committee and previously served on our Board of Directors.



Marty and Edie Miller are Honorary Chairs of the CVHHH Spring Appeal.

"We hope that people can relate to our experiences and reflect on the value and importance of CVHHH's services in rural Vermont."

In their letter to Friends of CVHHH, Marty and Edie describe themselves as "homebodies at heart," and they say that they feel lucky to have been able to remain at home when they were sidelined physically or needed rehabilitation care. Marty and Edie express their excitement for the advances that we have made in utilizing technology, like telemonitors, to enhance care at home for high-risk individuals and to reduce unnecessary hospitalizations and visits to the emergency department.

In closing their appeal letter, which was mailed to members of the community in early May, Marty and Edie write: "We agreed to share our family's story and to serve as Honorary Chairs of the spring campaign because we hope that people can relate to our experiences and reflect on the value and importance of CVHHH's services in rural Vermont. Home and family are the bedrocks of our community; the presence of a strong CVHHH helps sustain those values."

To make a secure online donation to our spring appeal, visit us online at www.cvhhh.org/Millers2018

Community Relations & Development Updates

Save the Dates

There are many ways to support CVHHH in 2018. Proceeds raised from our two annual fundraising events support the many services that we provide to over 2,500 community members every year. Your contribution, as a sponsor or event attendee, helps us carry out our mission of caring for every central Vermonter at home regardless of ability to pay.

For information, to purchase tickets, or sponsor, visit www.cvhhh.org/2018events

22nd Annual Hospice Memorial Golf Tournament

June 20, 2018
Country Club of Barre

19th Annual Seasons of Life Fashion Show

October 26, 2018
Capitol Plaza Hotel & Conference Center

Finding His Voice

Michael Bedell of Northfield has a progressive neurological disorder that is similar to Parkinson's and which compromises his ability to speak, swallow, and use his muscles.

Michael is retired from the Vermont National Guard and a career at Rock of Ages.

By working with one of CVHHH's Speech-Language Pathologists, Rachel Audy, and following a rigorous speech treatment called LSVT LOUD, Michael has improved his voice loudness and quality, and is also making improvements in his ability to articulate when he makes phone calls.

To watch video of Michael working with Rachel, visit us online at www.cvhhh.org/voice



Michael Bedell of Northfield works on his voice-strengthening exercises in his dining room with Speech-Language Pathologist Rachel Audy. Rachel uses her phone to track and record how loud and for how long Michael can sustain his voice.

“Working as a Speech-Language Pathologist allows me to help clients like Michael express their thoughts and feelings and to receive information from the world around them.” - Rachel Audy, CVHHH

A Message from Sandy Rousse continued

When I was pregnant with my now 15-year-old-daughter Olivia, I had to be on bed rest for 13 weeks. Visits from the Maternal and Child Health Nurses were critical in keeping me focused on giving birth to a healthy baby. I have not forgotten the impact of their presence. They were my lifeline.

Of course, it's not only CVHHH staff who make a difference. CVHHH is part of a broad continuum of local providers, including the UVM Health Network-Central Vermont Medical Center, which collaborate daily to support central Vermonters. In recognition of this, we awarded UVMHN-CVMC our Community Partner of the Year Award for 2018. Anna Noonan, President & COO of the UVMHN-CVMC, accepted the award and said: “CVHHH is a cherished community partner and collaborator, and the visions of our organizations are

synergistic. Every day our teams work together to improve health outcomes using a person- and family-centered care approach. Receiving this recognition is an incredible honor.”

As you read through this issue of Housecalls, you will meet more people who, in one way or another, are connected to this organization and help people remain at home and independent while improving their quality of life. You can read about Spring Appeal Chairs, Marty and Edie Miller of East Montpelier. You can also read about a client in Northfield who has worked through a rigorous course of treatment with one of our Speech-Language Pathologists to reach important life goals. I thank all staff and community partners for what CVHHH is and strives to be. And, I thank you, our community, for the generous support you give to CVHHH.

CVHHH Welcomes Two New Board Members



Eric Quintin, Psy.D., QMHP

Director of Case Management, Washington County Mental Health Services

Eric Quintin has worked as a clinician and therapist, with a specialty in schizophrenia and other psychotic disorders, for the past 15 years. For a decade, he has worked in Vermont's public mental health system, at Northeast Kingdom Mental Health and, currently, as the Director of Case Management for Washington County Mental Health Services, where he serves adults with severe mental illness. Eric received his Doctor of Psychology from the University of Quebec in Montreal. He lives in Barre Town with his wife and enjoys volleyball, mixed martial arts, and computer gaming.



Paulette J. Thabault, DNP, APRN, ANP-BC, JD, FAANP

Director and Professor, Norwich University, School of Nursing

In addition to her role at Norwich University, Paulette is an Adult Nurse Practitioner at the Community Health Center of Burlington, where she focuses on treatment of obesity and related chronic diseases. Paulette holds an AD in Nursing from University of Vermont, MSN from Simmons College, DNP from Northeastern University, and a JD from New England School of Law. Paulette serves on the Vermont Board of Nursing, Advanced Practiced Registered Nurse sub-committee, and is the current Board President of Lund. Paulette lives in South Burlington with her husband and enjoys skiing, running, biking, and attending local music and food festivals.

Helping Vermonters Stay at Home

Our goal as a community-based provider of home health and hospice care is to ensure that central Vermonters are able to stay safely and comfortably in their own homes.

Late last year, when we realized that our 60-day rehospitalization rate had peaked above the national average, our Chief Quality Officer, Becky McClung, MSN, RN, immediately went to work and developed a quality improvement plan with the input of clinical and home-visiting staff.

"Our 60-day rehospitalization rate, which is the rate at which individuals are readmitted to the hospital within 60 days of being brought on to our services, simply did not reflect the level of care that we provide," says Becky. "We knew that we could do better and developed an improvement plan."

Over the course of nine months, Becky regularly met

with visiting clinicians and came up with a set of best practices to use for every home health patient that we serve.

"Educating our patients about their disease processes and how to manage their conditions at home, including managing their medications and understanding how to control their symptoms, were the foundation for our plan. We also worked with our patients to understand when to call CVHHH after hours instead of going to the emergency room."

Happily, the project was a success. By April, the 60-day rehospitalization rate was reduced by just over one and a half percent, from 18.7% down to 17.1%. This will continue to be an area of focus for our team.

To learn more about what we do to help central Vermonters maintain their health and independence, visit www.cvhhh.org.

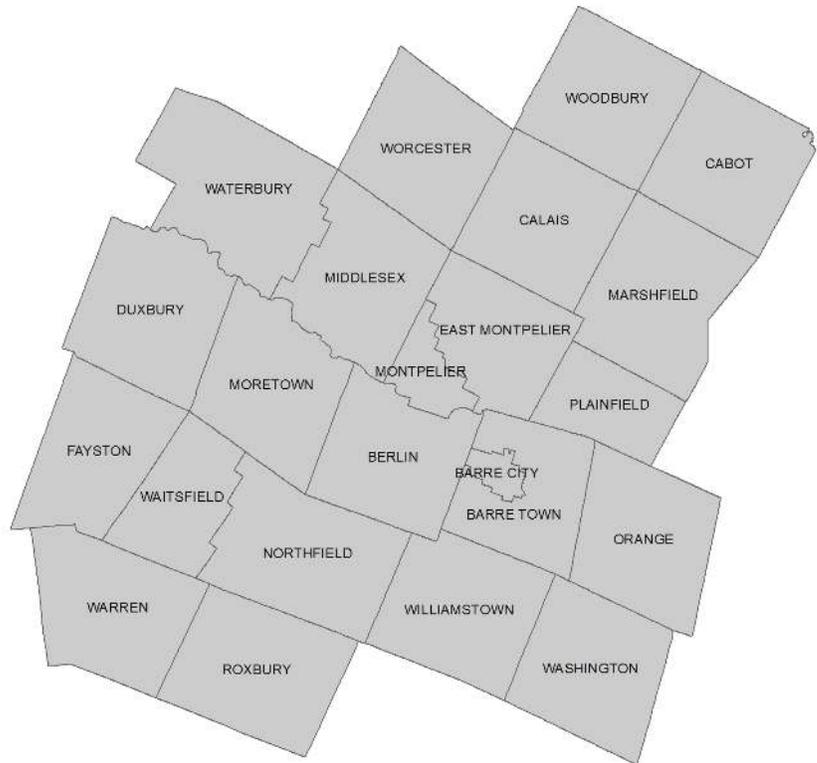
About Central Vermont Home Health & Hospice

Our Service Area

As a full-service, not-for-profit Visiting Nurse Association, we care for all central Vermonters living in 23 communities in Washington and Orange Counties regardless of ability to pay.

Stay in Touch with Us

Email marketing manager Emily McKenna at emckenna@cvhhh.org to be added to our email list. We will send you updates on our agency and events.



How Can We Care For You?



We provide health- and supportive-care services to central Vermonters at home and care for individuals from birth through the end of life, including:

- Physical Therapy After Joint Replacement
- Wound Care & Telemedicine
- Heart Disease & Diabetes Care
- Dementia Care
- Personal Care
- Support for Moms & Babies
- Hospice Care
- Medical Social Work
- Care After a Stroke

For questions about how we may help you or a family member, call Derek Kouwenhoven, MSN, RN, at 224-2269.

Foot Care Clinics Summer/Fall 2018

June

4	Waterbury Senior Center	9:00 am - 1:00 pm
5	The Gardens	8:00 am - 12:00 pm
6	Twin Valley Senior Center	8:00 am - 12:00 pm
7	Evergreen Place	8:00 am - 12:00 pm
11	Barre Senior Center	8:00 am - 12:00 pm
11	Montpelier Senior Center	1:00 pm - 4:00 pm
13	Northfield Senior Center	8:00 am - 12:00 pm
19	North Barre Manor	1:00 pm - 4:00 pm
21	Barre Senior Center	9:00 am - 1:00 pm
25	Montpelier Senior Center	9:00 am - 1:00 pm
26	The Gardens	12:00 pm - 4:00 pm
27	Twin Valley Senior Center	8:00 am - 12:00 pm
28	Evergreen Place	8:30 am - 12:00 pm

July

6	Northfield Senior Center	8:00 am - 12:00 pm
11	Montpelier Senior Center	9:00 am - 12:00 pm
11	Quarry Hill	1:00 pm - 4:00 pm
16	Waterbury Senior Center	9:00 am - 1:00 pm
17	The Gardens	8:00 am - 12:00 pm
18	Twin Valley Senior Center	8:00 am - 12:00 pm
19	Evergreen Place	8:30 am - 12:00 pm
19	Tilden House	1:00 pm - 4:00 pm
23	Barre Senior Center	8:00 am - 12:00 pm
23	Montpelier Senior Center	1:00 pm - 4:00 pm
25	Northfield Senior Center	8:00 am - 12:00 pm
31	North Barre Manor	1:00 pm - 4:00 pm

August

2	Barre Senior Center	9:00 am - 1:00 pm
6	Montpelier Senior Center	9:00 am - 1:00 pm
7	The Gardens	12:00 pm - 4:00 pm
8	Twin Valley Senior Center	8:00 am - 12:00 pm
9	Evergreen Place	8:00 am - 12:00 pm
15	Montpelier Senior Center	9:00 am - 1:00 pm
15	Quarry Hill	1:00 pm - 4:00 pm
17	Northfield Senior Center	8:00 am - 12:00 pm
20	Waterbury Senior Center	9:00 am - 12:00 pm
28	The Gardens	8:00 am - 12:00 pm
29	Twin Valley Senior Center	8:00 am - 12:00 pm
30	Evergreen Place	8:30 am - 12:30 pm

September

5	Northfield Senior Center	8:00 am - 12:00 pm
10	Barre Senior Center	8:00 am - 12:00 pm
10	Montpelier Senior Center	1:00 pm - 4:00 pm
18	The Gardens	12:00 pm - 4:00 pm

September (continued)

19	Twin Valley Senior Center	8:00 am - 12:00 pm
20	Evergreen Place	8:30 am - 12:00 pm
26	Montpelier Senior Center	9:00 am - 12:00 pm
26	Quarry Hill	1:00 pm - 4:00 pm
28	Northfield Senior Center	8:00 am - 12:00 pm

October

9	The Gardens	8:00 am - 12:00 pm
10	Twin Valley Senior Center	8:00 am - 12:00 pm
11	Evergreen Place	8:30 am - 12:00 pm
11	Tilden House	1:00 pm - 4:00 pm
15	Barre Senior Center	8:00 am - 12:00 pm
15	Montpelier Senior Center	1:00 pm - 4:00 pm
17	Northfield Senior Center	8:00 am - 12:00 pm
22	Waterbury Senior Center	9:00 am - 12:00 pm
23	North Barre Manor	1:00 pm - 4:00 pm
25	Barre Senior Center	9:00 am - 1:00 pm
29	Montpelier Senior Center	9:00 am - 1:00 pm
30	The Gardens	12:00 pm - 4:00 pm
31	Twin Valley Senior Center	8:00 am - 12:00 pm

November

1	Evergreen Place	8:30 am - 12:00 pm
7	Montpelier Senior Center	9:00 am - 12:00 pm
7	Quarry Hill	1:00 pm - 4:00 pm
9	Northfield Senior Center	8:00 am - 12:00 pm
19	Waterbury Senior Center	9:00 am - 12:00 pm
20	The Gardens	8:00 am - 12:00 pm
21	Twin Valley Senior Center	8:00 am - 12:00 pm
26	Barre Senior Center	8:00 am - 12:00 pm
26	Montpelier Senior Center	1:00 pm - 4:00 pm
28	Northfield Senior Center	8:00 am - 12:00 pm
29	Evergreen Place	8:30 am - 12:00 pm

December

4	North Barre Manor	1:00 pm - 4:00 pm
6	Barre Senior Center	9:00 am - 1:00 pm
10	Montpelier Senior Center	9:00 am - 1:00 pm
11	The Gardens	12:00 pm - 4:00 pm
12	Twin Valley Senior Center	8:00 am - 12:00 pm
13	Evergreen Place	8:30 am - 12:00 pm
19	Montpelier Senior Center	9:00 am - 12:00 pm
19	Quarry Hill	1:00 pm - 4:00 pm
21	Northfield Senior Center	8:00 am - 12:00 pm

For more information about Foot Care Clinics, visit us online at: www.cvhhh.org/footcare