

Central Vermont Home Health & Hospice Housecalls

Embracing new technology to provide better care to our patients

A Message from Sandy Rouse



Sandy Rouse,
CVHHH president and CEO

Did you know that CVHHH is emerging as a leader in utilizing technology to care for patients?

This year, CVHHH became involved in two pilot projects that share one common goal—to embrace new models, and technology, to provide better coordinated care to patients identified as high risk for hospitalization.

In January, CVHHH was awarded a contract from Community Health Accountable Care (CHAC) via the VNAs of Vermont and Bi-State Primary Care Association to work with the CHAC ACO's members (the state's nine Federally Qualified Health Centers) to support Medicare patients identified as high risk for hospitalization. As part of the grant, we hired Debra Gaylord, RN, WCC, CCM, a Waitsfield resident who has previously worked with us as a nurse, to fill a Nurse-Care Coordinator position. Debra monitors patients daily and coordinates care directly with FQHC staff to keep patients out of emergency departments and hospitals statewide. In her role, Debra relies on data transmitted to her via an electronic software interface called Pharos Tel-Assurance. This system is similar to our telemonitor software.

CVHHH is involved in two pilot projects to provide better coordinated care to patients identified as high risk for hospitalization.

In the first quarter of the year, CVHHH collaborated with Central Vermont Medical Center (CVMC), local Community Health Team staff and a Certified Diabetic Educator from CVMC on a Diabetic Telemonitor Pilot Program that utilized technology to care for at-risk diabetic central Vermonters.

The program followed a collaborative, care coordination model, wherein the nurse-led team developed patient care plans based on patient-established goals and input from the Nurse-Case Manager, the CHT Health Coordinator Maria Doon, the CVMC Diabetic

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**Central Vermont
Home Health & Hospice**
A Century of Caring and Quality

**Your Local Full Service
Visiting Nurse Association**

Derek Kouwenhoven Named New Clinical Director

Central Vermont Home Health & Hospice (CVHHH) is pleased to announce the appointment of Derek Kouwenhoven as Director of Clinical Services.

Kouwenhoven, a Registered Nurse, brings almost 20 years of experience working in emergency medicine and as a clinical manager in a hospital setting. He comes to CVHHH after 15 years at Central Vermont Medical Center (CVMC). The agency's former Director of Clinical Services, Brenda Smith, retired in June.

Kouwenhoven worked his way up through CVMC's Emergency Department. He started there as a staff nurse in the ER. He expanded his role, working as an educator in the ER, then as an ER manager. He was promoted to oversee the ICU and ER departments in a newly created position as the hospital's Director of Critical Care Services, where he worked with the clinical teams on the flow of patients from the emergency department to the ICU and facilitated the implementation of the ICU electronic flow sheet. Most recently, Kouwenhoven served as Director of the Emergency Department at CVMC where he was responsible for managing day-to-day operations.

"I am drawn to the focus of home health and the technologies that will follow this focus," says Kouwenhoven. "I see the health care environment changing to more of a preventative model that strives to keep people in their homes, and to reduce ER and hospital visits. I am interested in supporting the initiative of home health and am eager to focus on a different aspect of health care."

"We are happy to have Derek join our Senior Management team," says CVHHH CEO Sandy Rouse. "Derek's knowledge and experience bring a perspective to our work that enhances our organization's ability to provide services and innovative solutions to our community and to work with our partners to meet the demands of health reform in Vermont. In addition, Derek's strong clinical skills will support our clinicians in continuing to provide high-quality care to central Vermonters."

Before joining CVMC, Kouwenhoven worked as a paramedic in Pembroke, New Hampshire for 6 years.

Kouwenhoven earned his Associate in Science in Paramedic Emergency Medicine from the New Hampshire Technical Institute, his Bachelor of Science in Nursing from the University of Vermont and his Master's Degree in Nursing, with a concentration in Education, from Walden University. Kouwenhoven lives in Bristol with his wife and three children.



"I see the health care environment changing to more of a preventative model that strives to keep people in their homes, and to reduce ER and hospital visits."



Central Vermont Home Health & Hospice

A Century of Caring and Quality

Housecalls is a bi-annual newsletter for the friends and supporters of
Central Vermont Home Health and Hospice
600 Granger Road, Barre, VT 05641

802-223-1878

1-800-253-0191 (TDD Relay)

www.cvhhh.org



CVHHH Housecalls

Daniel L. Pudvah, *Director of Development*

Emily McKenna, *Marketing Manager*

Kim Farnum, *Community Relations and
Development Specialist*

Patty Connor, *Community Relations and
Development Assistant*

2015-2016 Volunteer Board of Directors

Megan Cicio, <i>Chair</i>	Pat McDonald
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Susan Chicoine	Sandra Rouse*
Ed Flanagan	Alison White
Theresa Lever	David Zahn
Chuck Martel	* CVHHH President & CEO

CVHHH Service Area

Barre	Marshfield	Waitsfield
Barre Town	Middlesex	Warren
Berlin	Montpelier	Washington
Cabot	Moretown	Waterbury
Calais	Northfield	Williamstown
Duxbury	Orange	Woodbury
East Montpelier	Plainfield	Worcester
Fayston	Roxbury	

CVHHH Programs

- Home Health Care
- Hospice and Palliative Care
- Maternal and Child Health
- Long Term Care
- Health Promotion
- Private Care

Board of Directors Update

Welcome New Directors

William E. Patno, II

Bill Patno was born and raised in Montpelier. He attended the School of Business Administration at the University of Vermont where he earned his BA in Marketing and Finance. He earned the Chartered Life Underwriter (CLU) industry designation from the American College in May of 2002, the Accredited Investment Fiduciary (AIF®) designation in September, 2011, and the Certified Financial Planner (CFP®) in February 2012.

He joined The Vermont Agency of National Life as an agent and registered representative immediately following his college graduation. From 1996 to 2003 Bill held various positions at the firm. In 2003 Bill joined M. Brent Sleeper, AIF® at his practice in Barre where they operate as Granite Financial Group

Bill currently resides in Montpelier with his son Cole. Bill enjoys the outdoors and participating in sports, especially baseball, basketball, snowmobiling and golf. He has served on several boards of directors for both private and industry organizations. Bill volunteers his time coaching his son and local sports teams, and is a regular blood and platelet donor.



Theresa Lever

Theresa Lever has been employed by Central Vermont Medical Center since 1981. For 28 years she was the social worker at CVMC's nursing homes, and in 2009 she became the Patient Navigator in the cancer program. She has worked in partnership with CVHHH for over three decades and has much familiarity with personnel and procedures in intake, home care, long-term care and hospice. Theresa has a B.A. in social services from the University of New Hampshire and an M.Ed. from the University of Vermont. She lives in Montpelier with her husband, Tom, and their two daughters and three grandchildren nearby.



Susan Chicoine

Susan Chicoine is the Vice President of Human Resource at Vermont Mutual Insurance Group. Ms. Chicoine has over 25 years of experience working in the Human Resources field. Prior to joining Vermont Mutual Insurance Group, she held several senior Human Resources management positions with TD Bank and its predecessor Banknorth Group.

Ms. Chicoine is currently an active member of the Montpelier Rotary. She was a past committee member for the Visiting Nurses Association of Chittenden and Grand Isle Counties Human Resources steering committee, she was a past Board Member for the Sara Holbrook Community Center and she has served on many other community groups supporting children and families in Chittenden County.

She has two grown children. Christine is a Physician Assistant in Barre and Adam works at Castleton State College coaching football. Ms. Chicoine resides in Burlington.



Ed Flanagan

Ed Flanagan has managed and operated radio broadcasting and tower assets for 35 years and is an officer and director of Northeast Broadcasting which owns and operates 40 radio stations in six states including the Point Radio Network WNCS 104.7.

Ed is a past President of the Montpelier Rotary Club and is a Commissioner of the Vermont State Lottery and the Tri-State Lottery Commission.

He lives in Montpelier with his wife Bonnie and they have three grown sons.



CVHHH Bid Farewell to the following Board Members at it 2015 Annual Meeting:

- Mary Neville Hood, Board Secretary, Middlesex
- Bob Cody, Committee Chair, Montpelier
- Charlotte MacLeay, Montpelier



19th Annual Hospice Memorial Golf Tournament Success

Tourney Raises approximately \$25,000 for CVHHH's Hospice Program

The Hospice program at Central Vermont Home Health & Hospice supports people living with life-limiting illness by providing coordinated care designed to treat the physical, emotional, spiritual, and psychosocial needs of patients and their families. Hospice care focuses on living life fully and comfortably. The Hospice team at Central Vermont Home Health & Hospice includes nurses, therapists, social workers, community volunteers, a chaplain, a bereavement counselor, licensed nursing assistants, homemakers and a medical director. This team works together with a patient's physician and family to provide comfort, support and quality of life.

Hospice is one of the hallmark programs at Central Vermont Home Health & Hospice and is available to all central Vermonters who qualify. A referral can be made to our Hospice program by a physician, caregiver, nursing home staff, or by patients themselves. For more information about Hospice, please call 223-1878 and ask for the Hospice team supervisor.

On Wednesday, June 17th, Central Vermont Home Health & Hospice (CVHHH) held its 19th Annual Hospice Memorial Golf Tournament at the Country Club of Barre. "With over fifty sponsors and twenty four teams participating, we were able to raise over \$25,000 net," reports Kim Farnum of CVHHH's Community Relations & Development Office. "It is the ongoing effort, continued support and generosity of those involved that make this event a huge success every year—thank you!"

To view the tournament slide show, sponsored by Pro Heat in East Montpelier, please go to cvhhh.org. Please Like us on Facebook to view additional photos.

SPECIAL THANKS TO:

- Golf Tournament Event Sponsor: Rich Harvie, Montpelier Pharmacy
- CVHHH Golf Tournament Committee: Stephen Connor – Chair, Danielle Hampton, Rachael Richards, Ed Rousse and staff, Dan Pudvah, Kim Farnum and Patty Connor
- All Sponsors, Participants and Volunteers!

WINNING TEAMS THIS YEAR INCLUDE:

- 1st Gross: Fred Bashara, Marc Conti, Al Flory, Kevin Lord
- 1st Net: Starr Barnum, Chris Huchio, Tyler Hinman, Will Hinman
- 2nd Gross: Brian Aitchison, Roland Bellavance, Rick Gray, Ed Rousse
- 2nd Net: Carl Bates, James Roth, Dave Sellers, Richard Travers
- 3rd Gross: Richard Bashara, Bill Patno, II, Vicki Sanderson, Brent Sleeper
- 3rd Net: Tim Merola, Sean Starr

OTHER WINNERS INCLUDE:

- Closest to the Pin #4: Carl Bates 7' 9"
- Closest to the Pin #7: Roland Bellavance 9' 11"
- Closest to the Pin #13: James Roth 10' 10"
- Longest Drive #9 Men: Bill Patno, II
- Longest Drive #18 Women: Deirdra Howard

If you are interested in either volunteering for or sponsoring one of our fundraising events, please contact Kim Farnum in the Community Relations & Development Office, 224-2234 or kfarnum@cvhhh.org.

Annual Town Funding Shows Strong Support for CVHHH

Town meetings have come and gone, but this annual exercise shows the strong support of voters in the 23 communities in our service area for the mission and services of CVHHH. The first Tuesday in March saw 22 of the 23 communities consider funding requests and support all of them. Barre Town holds its Town Meeting in May and voters there approved CVHHH's request, bringing the total of all communities to \$145,100.

This voter-approved support is critically important, and is combined with overall charitable giving from individuals, families, businesses, organizations and grant funding, to help close the gap between what Medicare and Medicaid pay for their clients and what it costs CVHHH to deliver the services.

Central Vermont communities are very sensitive about their consideration of organization funding requests and have been complimentary about the reports provided to them by CVHHH which include the numbers of residents served, the types of services and overall financial performance.

Central Vermont Home Health and Hospice is very grateful for this public support.

Ken Squier Chairs CVHHH Spring Solicitation

Last fall, *Burlington Free Press* Staff Writer, Mike Donoghue, covered the premier of a new documentary on the life of Ken Squier. He wrote, "Vermont businessman Ken Squier became a legend in his spare time."

The Stowe resident, known for his chain of Vermont radio stations, a national and Vermont presence in the auto racing industry, his love of Vermont, classical music, literacy and much more, is an icon.

Squier is well-known by so many others due to his many other interests and initiatives. Donoghue further reported, "Several speakers (at the premier) noted Squier is a 'Renaissance man' due to his many and varied interests, including serving as chairman of the Vermont Symphony Orchestra. He helped it get endowed."

CVHHH's spring solicitation kicked off at the end of May and will continue through the summer. As of this writing over \$13,000 has been donated. Friends of CVHHH may donate online at www.cvhhh.org or by calling the Development Office at 223-1878.



SAVE THE DATE! Seasons of Life ANNUAL FASHION SHOW, DINNER & LIVE AUCTION

FRIDAY OCTOBER 16, 2015; 6:00 p.m.

Seasons of Life has evolved from Colors of Autumn, following 15 years of one of central Vermont's most popular events. Held at National Life in Montpelier, there are models from the area who will showcase couture from local vendors. In addition, there will be entertainment, a live auction with Guest Auctioneer, Rusty Dewees, a reception and a wonderful dinner catered by New England Culinary Institute.

The date: Friday, October 16, 2015. Check our web site periodically for updates. There are many opportunities for sponsorships and hosting tables. To register to attend the Show, please contact Kim Farnum, kfarnum@cvhhh.org or call 802-224-2234.

Meet Alan – A Telemonitor Success Story

After struggling with a chronic infection, multiple hospitalizations and significant weight loss, Alan's primary care physician made a referral to Central Vermont Home Health & Hospice for Physical Therapy and Home Health care, which included use of our telemonitor services. These days, Alan, who had an impressive career as an educator, administrator and community volunteer in central Vermont, checks his vital signs every day at 10:00 am using the telemonitor, which sits on an unused corner of his kitchen counter. We spoke with Alan, whose kids call him "Tiger," recently about his experience using this device. "It is the secret to my success," he says. "The telemonitor is my security blanket." With a positive outlook on life, and an impressive 20 pounds of healthy weight gain, Alan continues to make progress. He uses a stationary bike multiple times a week and is learning about the right foods to eat and how to stay safe in his house. Alan's physician even called CVHHH to say thank you for collaborating and helping to get Alan healthy.



Hospice Spring Time of Remembrance

The annual Spring Time of Remembrance was held in late May and saw families and friends, along with Hospice volunteers and staff who cared for loved ones who have died in Hospice Care.

Following a time of socializing and refreshments, there were musical selections, including the Hospice Choir, Carolyn's Angel Band, readings, and sharing.

Pictured above: Ginny Fry, Bereavement Coordinator (top), invites attendees to come together, reflect and share. Brenda Smith, former Director of Clinical Services, with Jean Semprebon, Hospice Volunteer Coordinator (middle-left); Diane Tulloch, Hospice & Palliative Care clinical manager (right), plays the harp.

A Message from Sandy Rouse

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Educator, Ilene Siegel, and the Mental Health case manager. Honeywell HomMed telemonitors were installed in 14 patients' homes, and patients' vital signs, including blood glucose levels, were transmitted through the telemonitor daily.

The interdisciplinary team met monthly to discuss patients and to assess individual and group progress and trends, to troubleshoot challenges, celebrate successes and to identify needs for external supports. The program yielded impressive results, which you can read about below.

I am so proud of the success of these two programs. They demonstrate our ability, as providers, to work collaboratively for the good of the community and, also, to take new, innovative approaches (i.e. utilizing more technology) to care for patients. Interestingly, the programs also demonstrate the ability and flexibility of our patient population to embrace technology as an integral part of their care. This is all encouraging. As the Diabetic pilot shows—and as is becoming clear with the CHAC grant—care coordination can affect the patient experience in a positive way, especially when patients know that those involved in their care are working collectively to improve their health. By taking an active role in their care, patients develop a sense of ownership for their disease and its management. This is how we affect long-term change for our patients.

Diabetic Telemonitor Pilot Project Results

- 40% of the discharged clients possessed the knowledge and tools to be successful with their disease.
- 86% of the clients served did not use the Emergency Department while on the program.
- Collaborative teaching tools were developed.



Central Vermont Home Health & Hospice

A Century of Caring and Quality

ANNUAL REPORT for Year Ending December 31, 2014

Statistical Report

VISITS

Home Health Care Visits

Skilled & High-Technology Nursing	21,532
Home Health & High-Technology Aide	13,359
Physical Therapy	10,192
Occupational Therapy	3,242
Speech Therapy	896
Medical Social Worker	1,047

Total Home Health Care Visits 50,268

Hospice Visits

Nursing	2,505
Home Health Aide	1,949
Therapy	101
Medical Social Worker	318
Bereavement	1,236
Homemaker	372

Total Hospice Visits 6,481

Long Term Care Visits

Nursing	4
Aide & Attendant	20,325
Homemaker	8,345

Total Long Term Care Visits 28,674

Maternal-Child Health Visits

Healthy Babies	676
Better Beginnings	145
Pediatric Palliative	21

Total MCH Visits 842

Nurse-Family Partnership Visits

Total NFP Visits 483

TOTAL VISITS: 86,748

Community Health Services

Flu and Pneumonia Vaccinations	1,540
Foot Care Treatments	1,883
Vaccinations for International Travelers Program	75



Financial Report

REVENUE

OPERATING

Medicare	\$ 6,652,750
Medicaid	\$ 1,998,689
Private Insurance	\$ 1,305,979
Private Pay	\$ 507,816
Health Promotion Services	\$ 110,878
Grants/Contracts	\$ 507,319
Total Operating Revenue	\$ 11,083,431

NON-OPERATING

Town Funding	\$ 157,438
Investment Income	\$ 588,212
Recognized Gain in Fair-Value of Investments	\$ 97,065
Donations	\$ 285,420
Total Non-Operating Revenue	\$ 1,128,135

TOTAL REVENUE \$12,211,566

EXPENSES

Salaries & Benefits	\$ 9,309,163
Depreciation	\$ 171,349
Other Operating Expenses	\$ 1,897,113

TOTAL EXPENSES \$11,377,625

Excess of Revenue
Over Expenses \$ 833,941

In 2014, our nurses, therapists, aides and social workers provided \$680,581 in charitable care for which we were not reimbursed by Medicare, Medicaid, any third party private insurance, or patient/family payment.

Last year, CVHHH was underpaid \$474,116 for Medicaid services provided.



**Central Vermont
Home Health & Hospice**
A Century of Caring and Quality

Comprehensive and Compassionate Care

Central Vermont Home Health & Hospice is a full service 501(c)(3) not-for-profit Visiting Nurse Association (VNA) in its 104th year of service. We are committed to providing high-quality, medically-necessary home health and hospice care to 23 communities in Washington and Orange Counties, Vermont.

We also offer maternal-child health care, public foot care and flu clinics, immunizations and nurse consultations for international travelers as well as private care services to our community.

Our long term care team provides homemaker and personal care support to clients and families in their homes.

Our goal is to provide comprehensive, compassionate care to all central Vermonters.

600 Granger Rd., Barre, VT 05641

802.223.1878 (phone)

802.223.2861 (fax)

1.800.253.0191 (TDD Relay)

www.cvhhh.org

We are a member of the



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