

# 2015

## New Hampshire Hospice and Palliative Care Organization

### 2015 REPORT TO OUR CONSTITUENTS

#### VISION

All people in New Hampshire will have access to excellent care that is valuable and meaningful to them when facing life-threatening conditions.

#### WHO IS NHHPCO?

Last year, over 5,500 people were served by New Hampshire's hospice and palliative care programs. Such care has been consistently reported by families to contribute to a much higher quality of life for both the patient and their supporting family and friends.

NHHPCO is the only state-wide organization dedicated to promoting excellence in care for those facing such life-limiting situations by:

- Educating healthcare professionals, and other caregivers, who provide care in hospitals, nursing homes, outpatient, and homecare settings.
- Raising public awareness and expectations for quality hospice and palliative care.
- Advocating for legislative and regulatory changes that improve patient access to quality care.
- Providing professional networking opportunities for membership.
- Engaging organizations to participate with us in our vision and mission.

#### 2014-2015 HIGHLIGHTS

- Helped pass legislation to establish a Palliative Care Advisory Board, a POLST Registry, and surrogacy decision making.
- Hosted the 19th Annual Fall Conference A Conversation for Everyone.
- Visited Senators and Congressional Representatives to successfully lobby for critical CMS changes.
- Joined the NH Healthcare Decisions Coalition to promote POLST and Surrogate Decision Making legislation.
- Co-authored a state cancer plan 2015-2020 that maintains goals for improvements in palliative & end of life care.
- Surveyed hospice providers to determine advanced care and POLST usage amongst patients.
- Launched a new website, monthly newsletter, blog, webinars, and online registration.
- EDUCATION: In addition to regulatory and billing education sessions for hospice and palliative care administrators, we provided CHPNA certification preparation to over 50 LNAs; partnered with St Anselm's College to host the 2nd Annual Education Day; and hosted Hospice Volunteer Education Day for over 100 volunteers.



#### NHHPCO on the Frontlines

*In June, NHHPCO visited the offices of Senators Shaheen and Ayotte, and Representatives Kuster and Shea-Porter as part of the NHHPCO Advocacy Intensive in Washington DC. Joining us were Lynne Randall, MSW from Home Health & Hospice Care, Laurie Farmer, MSW, V.P. of Hospice for Concord Regional VNA, and Beth Slepian, PT, VP Education and Clinical Compliance, Concord Regional VNA.*

## MESSAGE FROM THE PRESIDENT

Dear Colleagues,

**A**s one involved with hospice for over 30 years and palliative for over 10 years, it seems time for us to serve more people and their families, and play a larger part of healthcare reform. The future is on increasing quality outcomes and patient engagement, while bending the cost curve. In study after study, hospice and palliative care shows a substantial cost reduction while improving the quality of life left to live.



The Board and Committees have been busy this year ensuring that our providers are educated and updated on the Medicare rules and regulations. Our Peer Groups have shared experiences and information and work as true collaborative teams, helping each other provide for the needs of those we serve. We have launched our new website with an aim to be more informative and interactive with the consumer and public at large. We have been actively engaged with NHHPCO's rural task force to address the Medicare regulations negatively affecting the Rural Health Centers and the Federally Qualified Health Centers. Our educational programming has expanded this year to better meet the needs of our hospice and palliative care members, with our Annual Conference nearly outgrowing the accommodations!

The Board is developing a new strategic plan that will vision into the future, and prepare hospice and palliative care providers for that future. Janice McDermott, our Executive Director, continues to represent both hospice and palliative care across the state and across all of the collaborative stakeholders from legislators, to the Cancer Collaborative, to hospitals and other trade associations, to state regulators, and the community.

It has been my pleasure serving as the Board President for the last two years. I look forward to our future, and thank you all for your help in promoting quality end of life hospice and palliative care in our state!

Warmest regards,  
**Carla Braveman**



## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear NHHPCO Members,  
Friends and Colleagues,

**T**here is much to be proud of and many goals for the future. As you read through this annual report, I hope you are proud of our collective commitment to delivery of quality end of life care.



Currently, 44% of those eligible in NH receive hospice care and an additional 35% receive palliative care consults. We serve more patients each year while the length of service has decreased. We spend \$2,000 less per patient as compared to the national average.

The work of NHHPCO is accomplished by many. With a mere .65 FTE paid staff, we are fortunate to have loyal volunteers and supporters. Special thanks to Board members for their oversight and strategic guidance; to our committees and peer groups including Lisa Rocheford, Mary & Glenn Kazanowski, Phil Lawson, Sandy Soho, Patti Nichols, Jenn Powers, Rev. Mary Francis Drake, Charlene Forcier, Tanya Prather, Janet Prescott, Amy Guthrie, Shawn LaFrance, Judy Proctor, and the Foundation for Healthy Communities. Marsha Fillion, who was hired in 2014, deserves specific mention for her work on the website, the blog, and the monthly newsletter — all in 20 hours a month.

With Appreciation,  
**Janice McDermott**

### THE IRA BYOCK & YVONNE CORBEIL AWARD

In 2013 NHHPCO established an award to honor the work of Ira Byock and Yvonne Corbeil during their ten years in NH.

The award recognizes an individual, team or organization in Northern New England who has demonstrated innovation and collaboration to help deliver the best end-of-life care possible to NH residents.

Dr. Mary Braun, Medical Director of Home Health & Hospice Care, Merrimack and a physician in Palliative Medicine with Dartmouth-Hitchcock Manchester, received the Second Annual Ira Byock and Yvonne Corbeil Award in 2014.

Dr. Braun was recognized for making “a significant impact on the quality of life for hundreds of patients in their last months of life by facilitating treatment at home and in the Outpatient Palliative Care Clinic she established at the Norris Cotton Cancer Center at Catholic Medical Center in Manchester.”

The award's first recipient was Dr. Patrick McClary, MD NH Palliative Care Service and Rockingham VNA & Hospice.

*Mary Braun (left) receives the 2014 Ira Byock & Yvonne Corbeil award, presented by NHHPCO Executive Director Janice McDermott (center) and Board President Carla Braveman (right)*

## THANKS TO DEPARTING BOARD MEMBERS!

Thank you to four departing board members, who have managed to contribute in such important ways to our work:

**Eileen Keefe**, Vice President for the past two years, helped start the Palliative Care Administrator Peer Network Group and currently serves on the Annual Fall Conference planning committee.

**Barbara Lafrance** served as Board President for two years and Board Treasurer for two years. She has been a leader of the Hospice Administrator Peer Group and an active member of the Palliation Workgroup for the NH Comprehensive Cancer Collaboration.

**Martha Tecca** has provided her personal perspective on hospice care as well as supported the Hospice Administrator Network Group with professional guidance on goals of data collection for CMS quality initiatives. Martha helped initiate the Annual Ira Byock/Yvonne Corbeil Award and currently serves on the Annual Fall Conference planning committee.

We also thank **John Clayton** for his service for the past two years and wish him all the best in his new position as Executive Director of the Manchester Historical Association.

### SAVE THE DATE

**Thursday, August 6, 2015**

## HOSPICE VOLUNTEER EDUCATION DAY

*The Best Care Possible for those with Advanced Alzheimer's/Dementia*

Concord, NH

**Friday, August 21, 2015**

## 12th ANNUAL GOLF TOURNAMENT

Stonebridge Country Club, Goffstown, NH

**Thursday, November 5, 2015**

## 20th ANNUAL FALL CONFERENCE

*When it Matters Most — The Best Care Possible*

Southeastern Regional Education Service Center (SERESC), Bedford, NH

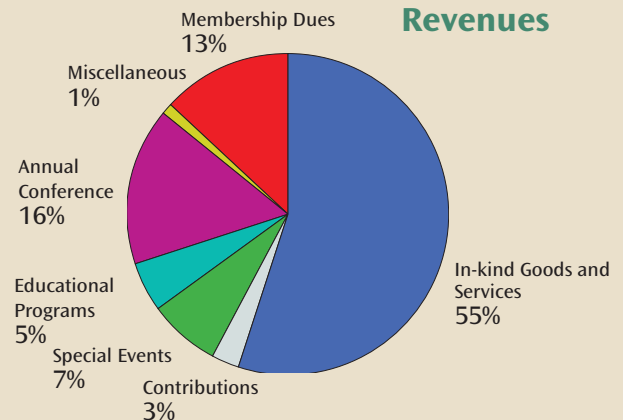
### YOUR SUPPORT MATTERS

Our mission is important to all the citizens of New Hampshire, but our resources are limited. We receive no state or federal funding, so your support will be added to our membership dues, donations, and proceeds from fundraising events to allow us to do even more.

For more information and membership application visit [nhhpc.org](http://nhhpc.org).

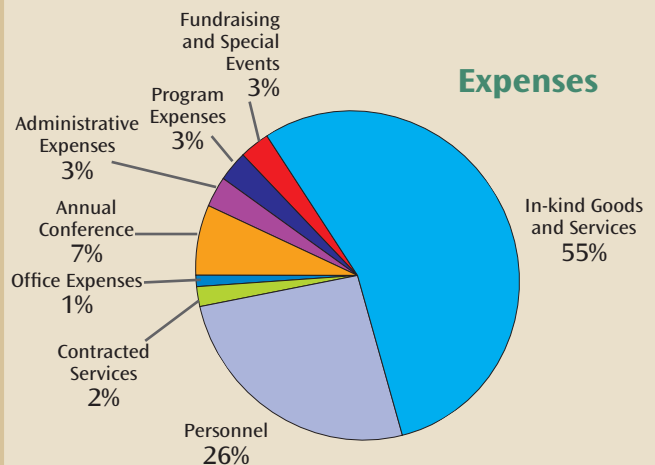
*Thank you for helping us make a difference in the quality of care in New Hampshire.*

## NHHPCO FY 2014 REVENUES AND EXPENSES



|                            |          |
|----------------------------|----------|
| Contributions              | \$ 5,357 |
| Special Events             | 13,488   |
| Educational Programs       | 8,806    |
| Annual Conference          | 31,357   |
| Miscellaneous              | 2,327    |
| Membership Dues            | 25,957   |
| In-kind Goods and Services | 107,385  |

**Total Revenues: \$194,677**



|                                |           |
|--------------------------------|-----------|
| Personnel                      | \$ 50,395 |
| Contracted Services            | 4,699     |
| Office Expenses                | 1,271     |
| Annual Conference              | 14,106    |
| Program Expenses               | 4,784     |
| Administrative Expenses        | 6,726     |
| Fundraising and Special Events | 5,685     |
| In-kind Goods and Services     | 107,385   |

**Total Expenses: \$195,051**

## **NHHPCO is grateful to all our members and donors...**

Financial donations as well as “In-Kind” donations are critical to our existence. The following is a partial list of the 2014 donors and sponsors that we are so grateful for.

American Cancer Society  
 Bayada Hospice  
 Becket Family Services  
 Mary Braun, MD  
 Ira Byock & Yvonne Corbeil  
 Peter Caulo and Family  
 Chadwick Funeral Service  
 Patrick Clary, MD  
 Dartmouth Hitchcock Medical Center  
 Dunkin Donuts – Bedford  
 The Edgewood Centre  
 Enclara/Hospice Pharmacia  
 The Farmhouse Restaurant  
 Anne & Ron Hebert  
 Home Care Specialists, Inc.  
 Home Care Association of NH  
 Home Instead Senior Care  
 Life Choice Hospice/Hospice Compassus  
 Journey Home Thrift – Janet Hamilton  
 Mary & Glenn Kazanowski  
 Tanya Lord/The Grief Toolbox  
 Manchester VNA & Hospice  
 Bruce Mast  
 Merchant's Auto  
 Charles Mills, MD  
 The Inn at Mills Falls  
 Morgan Stanley  
 Ness/Rodenberg Family Foundation  
 NH Comprehensive Cancer Collaboration  
 NH Cremation Society – Phaneuf Funeral  
 NH Healthcare Association  
 NH Hospital Association  
 Parkland Medical Center  
 Colleen Pierce  
 DeeMarie Pinfield  
 Preferred Pharmacy Solutions  
 Quality of Life Printing  
 Anne Rawson – Accountant  
 James St. Jean  
 Sheehan Phinney Bass & Green PA  
 St. Anselm College  
 The Peddler's Daughter  
 Lisa Sheldon  
 Toadstool Books  
 VNA Health Systems of Northern NH

## **NHHPCO 2015 BOARD OF DIRECTORS**

### **Officers – Executive Committee**

#### *President*

**Carla Braveman, BSN, RN, MED, CHCE**  
 Vice President  
 Home & Community Services  
 VNA of Manchester & SNH  
 Manchester, NH

#### *Vice-President*

**Eileen M. Keefe, MS, RN, CNL**  
 Chief Nursing Officer  
 Parkland Medical Center  
 Derry, NH

#### *Secretary*

**Sandra Knowlton-Soho, MS RN**  
 Practice Manager, Palliative Care  
 Coordinator  
 DH Global Nursing Programs  
 Lebanon, NH

#### *(ex-officio)*

*Executive Director*  
**Janice McDermott**

### **Board Members**

**April Bartley, RN, CHPN, CCM**  
 Hospice Director  
 Lake Sunapee Region VNA & Hospice  
 New London, NH

**Sanders Burstein, MD**  
 Medical Director  
 Dartmouth Hitchcock Nashua  
 Nashua, NH

**John Clayton**  
 Director of Communications  
 NH Hospital Association  
 Concord, NH

**Andrew J. Kleiner**  
 Hospice and VNA Liaison  
 Home Care Specialists, INC.  
 Haverhill, MA

**Barbara Lafrance, RN, BSN, MSN**  
 Director of Hospice and Compliance  
 Home Health & Hospice Care  
 Merrimack, NH

**Phil Lawson, MD ABFP, ABHPM**  
 Med. Director of North Country  
 Home Health & Hospice  
 Palliative Care Consultant  
 Littleton Regional Hospital  
 Littleton, NH

**Patti Nichols, MSW, LICSW**  
 POLST Consultant  
 Foundation for Healthy Communities  
 Concord, NH

**Patricia Ramsey, NHA**  
 President, The Edgewood Centre  
 Portsmouth, NH

**Martha Tecca, MBA**  
 Consultant  
 Lyme, NH



*Dr Alan Kono, a featured presenter at the 2014 NHHPCO Annual Fall Conference.*

