

# 2017

## New Hampshire Hospice and Palliative Care Organization

### 2017 REPORT TO OUR CONSTITUENTS

#### VISION

Living well when serious illness makes life uncertain.

#### WHO IS NHHPCO?

Last year, over 6,500 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.

#### 2016 — 2017 HIGHLIGHTS

- Represented NH hospice and palliative care professionals at NHHPCO Hill Visits and Council of States meetings.
- Advocated for removal of barrier to care in the CMS rule for RHC & FQHC physician billing.
- Hosted key events including the 21st Annual Fall Conference: *The Best Care Possible: Communities of Care*, the 4th Annual Hospice Volunteer Education Day: *Vigil Volunteering*; and, with St. Anselm College, the 4th Annual Hospice and Palliative Care Conference: *Bringing Comfort to Patients with Serious Illnesses*.
- Supported career and skill development through workshops and webinars on topics including improving access to palliative care by successfully billing for services; state hospice protocol for responding EMTs; Hospice and Palliative Care Certification (CHPNA) prep class for Nurses Aides; and Determining Capacity – legal and medical process for enacting DPOA for Healthcare Decisions.
- In partnership with the NH Comprehensive Cancer Collaboration Quality Of Life Task Force, hosted four community screenings of the “Being Mortal” documentary; also partnered with the Palliative Care Team at the VA Medical Center to host a tour of their PC Unit and a screening of the “Soul Injury” documentary.
- Assessed the current status of hospice and palliative care in NH through involvement with the Endowment for Health Tri State Aging Coalition; via surveys of Palliative Care services in all healthcare settings throughout NH, and of advanced care and POLST usage amongst patients; and through participation in the Governor's Commission to study the shortage of nurses and other skilled health care workers for home health care services and post-acute care services.
- Offered Peer Network meetings for Chaplains, Volunteer and Bereavement Program Managers, Hospice and Palliative Care Administrators, and Hospice and Palliative Care Clinicians.
- Held a professionally facilitated Strategic Planning Retreat for twenty current and former NHHPCO board members to explore the mission, vision and future goals of this organization.



## MESSAGE FROM THE PRESIDENT

Dear Colleagues,

**T**he vision of NHHPCO is that all people in New Hampshire will have access to excellent care that is valuable and meaningful to them when facing life-threatening conditions. For families to truly have access to high quality palliative and hospice care, they must be fully aware of the benefits these services provide, as well as where in the illness trajectory they can be elected. Increasing public awareness through our relationships with not only palliative and hospice providers, but also hospitals, skilled nursing facilities, assisted living facilities and other care partners, is one key area where NHHPCO's presence and efforts are making a difference every day. Providing education and networking opportunities to our members via the Annual Fall conference, Peer Groups, and the Annual Volunteer Education Day also stand out as important contributions to ensuring excellent care is provided to the patients and families that need us.



In last year's message, I wrote about the constantly changing landscape of healthcare. This year is certainly no different! Hospice will be challenged by continued regulatory scrutiny and the launch of publicly reported quality outcomes. Additionally, we should anticipate increased focus on provision of all four levels of care and avoidance of burdensome care transitions, such as revocations to seek hospital care. As the industry continues to evolve, so too must NHHPCO.

I recently had the opportunity to meet Edo Banach, the new President and CEO of the National Hospice and Palliative Care Organization (NHHPCO). Edo has charged hospice providers with breaking down the silos that exist between for-profit and not-for-profit, large and small, rural and urban organizations, and advocate as one voice for the needs of our patients and families. Similarly, providers across the continuum of care are challenged to continue to manage costs while providing high quality, coordinated care to those they serve. Home care, hospice and palliative providers must have a seat at the table to help shape new care models that benefit our patients. Reinvigorated efforts to strengthen the relationship between NHHPCO and the Home Care Association of NH (HCANH) can only benefit our membership in this new healthcare era. Thank you for your continued support of NHHPCO.

Warm regards,  
**Andrea Patrick-Baudet**

*Improving access to quality care for New Hampshire residents with life-threatening conditions*

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear NHHPCO Members, Friends and Colleagues,

**A**s you will have seen by our list of accomplishments on the cover of this report, 2017 was a busy year. Our Board of Directors (pg. 4) are the backbone of our organization as they contribute leadership, knowledge, ideas, membership support and links to resources. This year we hosted two strategic planning retreats facilitated by Joan Hull to fully examine our current strengths, weaknesses, challenges and capacity. With twenty past and present board members participating, I was inspired by their commitment to our mission and stability for the future.



We count on the Annual Fall Conference Committee Members - Lisa Rocheford, Tanya Prather, Eileen Keefe, Patti Nichols, Andy Kleiner, Don McDonah and Martha Tecca. Our Golf Tournament would not exist without Mary & Glenn Kazanowski, Rita Phinney, Colleen Kurlansky, DeeMarie Pinfield, and our returning golf teams and sponsors.

NHHPCO also depends on a short list of "go to" educators including Charlene Forcier, Lisa Withrow, Phil Lawson, Jason Gregoire, Mary Braun, Rob Spencer and Don McDonah. With our Annual Hospice Volunteer Education Day and our Annual Palliative Care Education Day at St. Anselm both growing to over one hundred attendees, I am grateful for the help of Susan Jutras, Martha Horton, Tanya Prather, Denise Tarquinio, Lorraine Bishop, Amy Guthrie, Rita Anger and Anne Hebert.

Community partners include the Foundation for Healthy Communities, NH Healthcare Decisions Coalition, The Comprehensive Cancer Collaboration, The Endowment for Health, Hospice Providers, Palliative Care providers, Long Term Care providers, VA Medical Center, NHHPCO staff, national and local Legislators. Our "staff" includes Marsha Filion who maintains our website, writes monthly newsletters and other print material and our accountant, Anne Rawson. Above all else, NHHPCO continues to accomplish many things because of all of you! THANK YOU!

With appreciation,  
**Janice McDermott**

### YOUR SUPPORT MATTERS

Our mission is important to all NH citizens, but our resources are limited. We receive no state or federal funding, so your support will be added to our membership dues, donations, & 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 NH.*

## THANKS TO DEPARTING BOARD MEMBERS

**Carla Braveman**, BSN, RN, MEd, CHCE, served from 2011– 2017, including President from 2013 – 2015 and Treasurer from 2015 – 2017. As VP of Home & Community Services, VNA of Manchester and Southern NH, Carla offered a broad range of knowledge in the current trends and regulations for Hospice and Palliative Care. She served on many local, state and national boards including the NHHPCO Quality and Regulatory Committee and the NAHC Hospice Association Board and developed the largest Palliative Care program in NH. She recently became President and CEO for the Hospice & Palliative Care Association of New York State.

**Patti Nichols**, MSW, LICSW, served two terms from 2011– 2017, and during that time held positions as Palliative Care Program Coordinator and Counselor, Concord Hospital, POLST development advisor for the Foundation for Healthy Communities and currently works as a Clinical Social Worker at the Dana-Farber Cancer Institute/NHOH. Patti served on our Palliative Care Administrator Group and the NHHPCO Annual Conference Planning Committee.

We also thank **April Bartley**, RN, BS, CHPN, Director of Hospice, Lake Sunapee VNA & Hospice; **Karen Coy**, RN, Hospice Director, Northwoods Home Health & Hospice; and **John Getts**, President/CEO, Home Health & Hospice Care, for completing partial terms.

We will miss having each of these individuals at the table for NHHPCO Board discussions and guidance. Their unique strengths have been valuable components in leading NHHPCO.



Kelly Doherty (center-left), recipient of the 4th Annual Byock & Corbeil award in 2016.

### THE IRA BYOCK & YVONNE CORBEIL AWARD

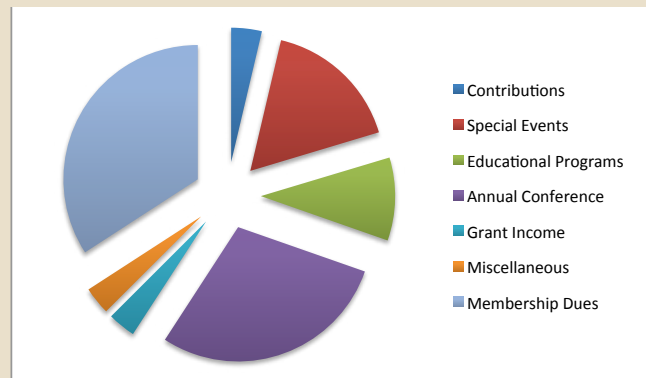
In 2013 NHHPCO established an award to honor the work of Ira Byock and Yvonne Corbeil. The award recognizes an individual, team or organization in Northern New England who has demonstrated innovation and collaboration to help deliver the best end-of-life care possible to NH residents.

Kelly Doherty, RN-C, MSN, ARNP-BC was the recipient of the 4<sup>th</sup> Annual Ira Byock and Yvonne Corbeil Award for Innovation and Collaboration in Delivering the Best Care Possible.

Kelly is the Director of the Palliative Care Program at Cornerstone VNA and has been instrumental in its success since the inception of the program in September 2014. She serves as a liaison to local area hospitals and collaborates with assisted living facilities and skilled nursing facilities to ensure that the Palliative Care Program is meeting the needs of the community. Additionally, Kelly serves on the Cornerstone VNA Medical Directors' team and trains all Cornerstone VNA Home Care nurses in pain and symptom management. According to Hospice Director Andrea Patrick-Baudet, RN, CHPN, CHPCA, "Kelly's ability to mentor and teach home care nurses about palliative interventions has had a monumental impact on earlier treatment of symptoms for patients with chronic illness, whether they are not yet eligible for hospice or are choosing to continue a curative philosophy of care."

## NHHPCO FY 2016 REVENUES AND EXPENSES

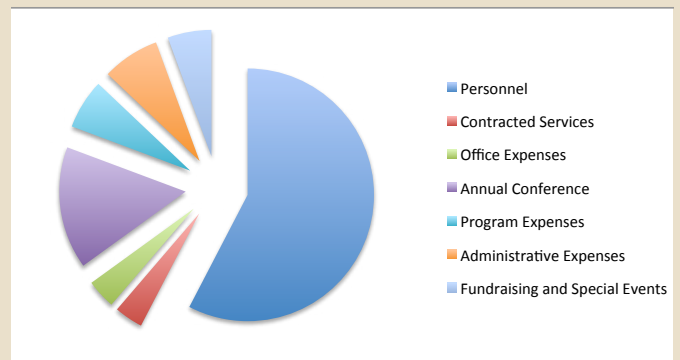
### Revenues



Contributions	4%	\$ 3,626
Special Events	17%	16,424
Educational Programs	10%	9,848
Annual Conference	29%	28,377
Grant Income	3%	3,290
Miscellaneous	3%	3,287
Membership Dues	34%	33,631

**Total Revenues: \$ 98,483**

### Expenses



Personnel	58%	\$ 56,323
Contracted Services	4%	3,570
Office Expenses	4%	3,657
Annual Conference	16%	15,305
Program Expenses	7%	6,220
Administrative Expenses	7%	7,171
Fundraising & Special Events	6%	5,480

**Total Expenses: \$ 97,726**

## ***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 2017 donors and sponsors that we are so grateful for.

*After Hours Nursing Triage  
The Ballou family  
Bayona Cafe  
Becket Family Services  
Chuck Bellemore  
Dan Bellemore  
Ira Byock & Yvonne Corbeil  
Peter Caulo and Family  
Patrick Clary, MD  
Coca-Cola Bottling Co.  
Concord Hospital  
Concord Orthopaedics  
Dartmouth Hitchcock Medical Center  
Delta Care RX  
Dunkin Donuts – Bedford  
The Edgewood Centre  
Grappone Auto Group  
Anne & Ron Hebert  
Home Care Association of NH  
Home Care Specialists, Inc.  
Hospice Compassus  
Hospice Help Foundation  
The Inn at Mills Falls  
Journey Home Thrift – Janet Hamilton  
Mary & Glenn Kazanowski  
Manchester VNA & Hospice  
Bruce Mast  
Merchant’s Auto Group  
Friends/family of Joseph McPhee, Jr  
David Nagel, MD  
Ness/Rodenberg Family Foundation  
NH Comprehensive Cancer Collaboration  
NH Cremation Society – Phaneuf Funeral  
NH Hospital Association  
Parkland Medical Center  
The Phinney family  
Colleen Pierce  
DeeMarie Pinfield  
Preferred Pharmacy  
Puritan Back Room  
Anne Rawson – Accountant  
The Robinson family  
Diane Terragni, Fun Fakes and Funky Findings*

## **NHHPCO 2017 BOARD OF DIRECTORS Officers – Executive Committee**

### *President*

**Andrea Patrick-Baudet, RN,  
CHPN, CHPCA**  
Hospice Director  
Cornerstone VNA  
Rochester, NH

### *Secretary*

**Janet Prescott**  
Executive Director  
Hospice Help Foundation  
Portsmouth, NH

### *Vice-President*

**Rev. Mary Francis Drake**  
Hospice Director  
Pemi-Baker Community Health  
Plymouth, NH

### *Treasurer*

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

*(ex-officio)*

*Executive Director*

**Janice McDermott**

## **Board Members**

### **Ellen Basset, MD**

Hospice Director  
Dartmouth Hitchcock Medical Center  
Palliative Care Center  
Hanover, NH

### **Sanders Burstein, MD**

Medical Director  
Dartmouth Hitchcock Medical Center-  
Nashua, NH

### **Andrew J. Kleiner**

Hospice and VNA Liaison  
Home Care Specialists, INC.  
Haverhill, MA

### **Patti Nichols, MSW, LICSW**

Foundation for Healthy Communities  
Concord, NH

### **Patricia Ramsey, NHA**

President  
The Edgewood Centre  
Portsmouth, NH

**\*\*\* SAVE THE DATE \*\*\***

**Friday, August 18, 2017**

## **14<sup>th</sup> ANNUAL GOLF TOURNAMENT**

Stonebridge Country Club, Goffstown, NH

**Thursday, August 24, 2017**

## **5<sup>th</sup> ANNUAL HOSPICE VOLUNTEER EDUCATION DAY**

*Forgiveness*

Audubon Society, Concord, NH

**Thursday, November 2, 2017**

## **21<sup>st</sup> ANNUAL FALL CONFERENCE**

*The Best Care Possible — The Changing Face of Hospice*

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

**Thursday, March 8, 2018**

## **5<sup>th</sup> ANNUAL HOSPICE & PALLIATIVE CARE CONFERENCE**

*Encouraging Palliative Care Conversations*

Dana Center, Saint Anselm College, Manchester, NH