

# The Caring Connection

Fall 2011

VNA Care NETWORK & HOSPICE



## ■ Hip replacement patient gets her life back after nursing and rehab care at home



Lynn Maker

If you want Lynn Maker to slow down, ask about her hip replacement.

"I could sit here all day telling you how much I appreciated VNA Care Network's care," said Lynn at the offices of SeniorCare in Gloucester. A case manager, Lynn coordinates services so seniors can remain independent.

Before surgery, Lynn's quality of life had deteriorated. This active 58-year-old "was walking badly with a cane. It was really affecting my work and home life," said Lynn. She pulled together a plan to get her life back, arranging the total hip replacement and a stay at a rehabilitation facility.

VNA Care Network & Hospice, the agency that cared for Lynn's parents and many of her clients at SeniorCare, was her choice for home health care. She began receiving visits at her Gloucester home from VNA Care Network & Hospice's Catherine Buckley, registered nurse; Michele "Shelly" Humphrey, occupational therapist; and Kathleen O'Leary, physical therapist.

The team tended to Lynn's physical and emotional recovery. The limitations on Lynn's activities caused "a lot of anxiety. I don't like being at home." She'd look around and see all the cleaning that would have to wait. Walks to nearby Niles Beach were out of the question, never mind driving.

Lynn recalled when Shelly came to teach her how to safely use the shower. "I burst into tears. I didn't have grab bars like the shower at the rehab. Shelly got me a bath bench and was so good showing me how to get in and out of the shower. She would sit and talk, which helped my anxiety," Lynn said.

Catherine would stand with Lynn at the kitchen sink to do exercises and showed her where to move things to make life easier and safer. Over the next month, Lynn was able to replace her walker with a cane and add walks around her apartment complex's parking lot to the exercise routine.

"All the staff were very compassionate," said Lynn. "I didn't feel anyone was time pressured to go to another client. They took their time. If there was an issue, they would sit and discuss it."

The team helped Lynn reach her goal of driving again. She added, "I feel VNA Care Network played a major role in my recovery. ... I couldn't have gotten better care."

For more information about VNA Care Network & Hospice's home health care services, call 800-728-1862 or visit [www.vnacarenetwork.org](http://www.vnacarenetwork.org).

## ■ VNA Care Network & Hospice takes national honor



VNA Care Network & Hospice was recently recognized as one of the top-performing home health agencies in the United States with the 2011 HomeCare Elite™ designation.

Produced by OCS HomeCare and DecisionHealth, the HomeCare Elite is the only performance recognition of its kind in home health care. Winners are ranked by an analysis of quality outcomes, process of care measures, and financial performance. Agencies in the top 25 percent are named to the HomeCare Elite.

VNA Care Network & Hospice offers more than 70 health care services in patients' homes, including disease management programs for diabetes, congestive heart failure (CHF), and chronic obstructive pulmonary disease (COPD).

"This honor is a testament to our clinicians' expertise and dedication to helping patients maximize their health and continue living where they most want to be — at home," said Barbara Brooks, RN, vice president of clinical services for VNA Care Network & Hospice.

This is the third consecutive year VNA Care Network was named to the HomeCare Elite.

For more information about home health care, palliative care, or hospice for yourself or a loved one, contact VNA Care Network & Hospice at 800-728-1862 or visit [www.vnacarenetwork.org](http://www.vnacarenetwork.org).

## ■ Marblehead cards and prints on sale now



*"A View of Abbot Hall from Prospect Alley"*  
by Bette Hunt

Artist Bette Hunt recently premiered the painting "A View of Abbot Hall from Prospect Alley," a winter scene in Marblehead, to benefit VNA Care Network & Hospice and the Rotary Club of Marblehead Harbor.

The pen-and-ink and watercolor will be raffled during the 14th annual Holiday Pops on Dec. 10 in Abbot Hall. Note cards and giclee prints of the art are available. Cards are sold in packs of 10 with envelopes for \$10. Prints are \$50 each.

For more information and an order form, please visit the Holiday Pops page at [www.vnacarenetwork.org](http://www.vnacarenetwork.org) or contact Jodi Vigneron at 888-663-3688, ext. 1363 or [jvigneron@vnacarenetwork.org](mailto:jvigneron@vnacarenetwork.org).

## ■ Hospice home offers comfort and relief to family

*...Continued from back cover*

"You've made it to the airport. You've gotten your ticket. You've gotten through security. I'll stop with the analogy," said Laura. "But your sense of relief is an enormous thing because your loved one is comfortable ... and your family is all together. And then you wait. If you have to wait anywhere, the Tippett Home's a great place to wait."

### Honoring a Loved One

The Zigmans honored Bernice's memory and the "amazing care" they received by making a generous donation to VNA Care Network & Hospice's Campaign for the Tippett Home.

After nearly two decades of serving the community, the hospice residence needs important renovations and repairs.

Families, businesses, and foundations have helped VNA Care Network & Hospice raise nearly half of the \$2 million goal. For more information or to make a donation, please visit [www.vnacarenetwork.org](http://www.vnacarenetwork.org) or contact Susan Young, director of fund development, at 888-663-3688, ext. 1370 or [syoung@vnacarenetwork.org](mailto:syoung@vnacarenetwork.org).

## ■ VNA Care Network & Hospice named preferred provider for Atrius Health

VNA Care Network & Hospice recently became the preferred provider of home health care and hospice services for Atrius Health's more than 1,000 doctors and one million patients throughout Massachusetts.



"Our patients have been receiving outstanding care from the VNA Care Network for many years. The VNA Care Network has a long history of innovation, and we could not have found a better partner as together we look for new ways to make it easy for our patients to be healthy," said Atrius Health CEO Dr. Gene Lindsey.

Under this agreement, the two nonprofit organizations will work together to find new and better ways to coordinate care across multiple settings, including physicians' offices, hospital, home, and hospice.

Karen Green, president and CEO of VNA Care Network & Hospice, said, "Atrius Health shares our mission and philosophy of providing coordinated care for our patients and doing what we can to keep patients in their homes with the services and care they need. We are delighted to strengthen our relationship with these leaders in quality of care."



*Karen Green, president and CEO of  
VNA Care Network & Hospice*

Atrius Health is an alliance of six community-based medical groups, including Dedham Medical Associates, Granite Medical, Harvard Vanguard Medical Associates, Reliant Medical Group, South Shore Medical Center, and Southboro Medical Group.

## ■ Website is an easy way to make a tax-deductible donation by year's end

Save your New Year's Eve for celebrating instead of a trip to the post office. VNA Care Network & Hospice's website enables donors to make a 2011 tax-deductible gift at any time through 11:59 p.m. on Dec. 31.

"Our secure, online giving feature has been very popular with supporters during the holidays," said Susan Young, director of fund development for VNA Care Network & Hospice. "It's quick, easy, and takes the guesswork out of whether or not we received the donation by the end of the year."

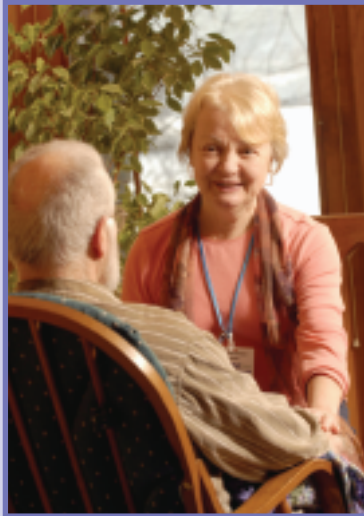
Visit [www.vnacarenetwork.org](http://www.vnacarenetwork.org) and click on "Donate Now" in the blue box to get started. The donation form includes ways to personalize your gift, including honoring or remembering someone special, and allows you to specify how you would like the donation used (home health care, hospice, greatest need, Elizabeth Evarts de Rham Hospice Home in Cambridge, Rose Monahan Hospice Home in Worcester, and Stanley R. Tippet Home in Needham).

The donation system documents the date and time a gift is made, and gifts submitted through 11:59 p.m. on Saturday, Dec. 31, 2011, will be considered a 2011 gift by the IRS. This is the case even if the credit card bill isn't paid until 2012. Donors who make a gift online will receive an acknowledgment letter just as they do for making gifts by mail, fax, or phone.

"Every gift supports our mission of caring, helping us bring comfort to those dealing with illness or injury during the holidays and beyond," said Susan.

For more information about making a donation, please contact Susan Young at 888-663-3688, ext. 1370 or [syoung@vnacarenetwork.org](mailto:syoung@vnacarenetwork.org).

*This information is intended for educational purposes only. For legal, tax, or financial advice, please contact your professional advisors.*



*Donations support health care in local communities.*

## ■ Yoffie bequest furthers education for nurses and therapists



*Beth Mena, RN*

Staying on top of breakthroughs in medical technology and treatments means class is always in session for VNA Care Network & Hospice's clinicians.

A bequest from William A. Yoffie and Judith S. Yoffie is furthering those opportunities by sending VNA Care Network & Hospice nurses and therapists to conferences and programs. Those staff, in turn, are sharing their knowledge and serving as a resource for their colleagues.

Beth Mena, RN, IV manager, is the latest to attend training supported by the Yoffies' charitable gift. Beth supports nurses who care for cancer patients at home. During the 36th annual Congress of the Oncology Nursing Society, Beth learned about new oral medications for cancer care as well as developments in symptom management and pain control.

Bequests like the Yoffies' play an important role in continuing VNA Care Network & Hospice's mission of caring. Donors may designate how their gift is to be used or make an unrestricted gift, which allows VNA Care Network & Hospice to use the funds where needed most.

### **Information**

For more information about making a bequest, contact Jane Woodbury, RN, vice president of business and fund development, at 888-663-3688, ext. 1360 or [jwoodbury@vnacarenetwork.org](mailto:jwoodbury@vnacarenetwork.org).

## ■ How to reach VNA Care Network & Hospice:

### **Service Information**

800-728-1862

### **All Offices**

800-521-5539

### **Mailing List and Donations**

888-663-3688, ext. 1370

### **Website**

[www.vnacarenetwork.org](http://www.vnacarenetwork.org)

### **Facebook**

[www.facebook.com/VNACareNetwork](http://www.facebook.com/VNACareNetwork)

*One call. A vast array of specialists and solutions. One focus. YOU.™*

## ■ Reluctant traveler finds a comfortable place to wait



*Author Laura Zigman (left) shared her family's story during a benefit for the Tippett Home. She's pictured with Suzanne Skolnick of the benefit committee.*

When Bernice Zigman's family learned her diagnosis was terminal, they started hearing the same word again and again.

"They say it all the time: on your journey, the family's journey, the patient's journey, journey, journey, journey! I don't know about you,

but I don't like to travel. It's very stressful," said Laura Zigman, author of the national bestseller *Animal Husbandry* and contributor to *The New York Times* and *The Huffington Post*.

Her mother had been battling pancreatic cancer for five months when the family's itinerary changed from cure to comfort. Hospice, once a resting place for travelers on a long and difficult journey, would help them through.

VNA Care Network & Hospice's end-of-life care supports patients and their loved ones. Expert pain and symptom management helps patients remain comfortable. The emotional, spiritual, and practical support allows patients and their loved ones to focus on making the most of their time together.

The Zigmans chose the Stanley R. Tippett Home in Needham as their destination. One of three hospice residences operated by VNA Care Network & Hospice, care is offered in a setting that feels like a real home.

"To arrive there into that beautiful garden area, and to the brick home, and to the crunching of the gravel under your car wheels as you arrive, really gives you a sense of relief that you're there," Laura said. The stress of the journey faded as three generations gathered by Bernice's side.

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