

The **VNA Care** NETWORK & HOSPICE *Caring* CONNECTION

Spring 2010

CHILTON HOUSE REOPENED, DEDICATED AS THE DE RHAM HOSPICE HOME



Karen Green, president and CEO of VNA Care Network & Hospice, and Casie de Rham (center) cut the ribbon marking the dedication of the Elizabeth Evarts de Rham Hospice Home at Chilton Street. Jane Woodbury, vice president of business and fund development, (right) looks on.

After more than a year of renovations, Chilton House recently reopened its doors to the terminally ill and their loved ones as the Elizabeth Evarts de Rham Hospice Home at Chilton Street.

The Cambridge residence, like VNA Care Network & Hospice's Rose Monahan Hospice Home in Worcester and Stanley R. Tippet Home in Needham, offers homelike surroundings for individuals who want hospice care but are unable to remain in

their own homes. Patients and their loved ones receive compassionate care that helps them focus on living as fully as possible while dealing with a terminal diagnosis.

Renovations began in late 2008 to increase the living space and make updates needed after nearly 20 years of community service. An addition at the back of the house and new floor plan have allowed the home to expand from four patient rooms with a shared bathroom to five bedrooms with private baths. The residence also has more common areas, including living rooms on the first and second floors and a dining room where patients can gather with family and friends.

MAKING HISTORY BY GOING GREEN

The de Rham Hospice Home made history in 1991 as the Commonwealth's first residential hospice for the terminally ill. The house is poised to make history once again by becoming the first hospice in New England to achieve Leadership in Energy and Environmental Design (LEED) certification in the homes category.

Eco-friendly improvements included the installation of a geothermal heating system that eliminates the need for oil or gas as a source of heat as well as outdoor equipment and noise from traditional air conditioning systems.

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VNA CARE NETWORK & HOSPICE NAMED TO HOMECARE ELITE

HomeCare Elite
2009 TOP
2009 AGENCY

VNA Care Network & Hospice was recently named to the 2009 HomeCare Elite, a compilation of the top-performing home health agencies in the United States.

This annual review identifies the top 25 percent of agencies. Winners are ranked by an analysis of performance measures in quality outcomes, quality improvement, and financial performance.

Karen Green, president and CEO of VNA Care Network & Hospice, credits the dedicated staff and innovative approaches to providing health care in patients' homes with the nonprofit's ability to rank as one of the HomeCare Elite.

"Each and every nurse; physical, occupational, and speech therapist; social worker; and nutritionist is backed by a vast array of specialists and solutions. Whether it's our Telehealth Program, which uses technology to help reduce unnecessary

emergency room visits and more, or our Safe at Home Program, which takes a proactive approach to preventing debilitating falls, our entire agency is focused on helping each individual patient maximize their health and continue living independently," said Karen.

The 2009 HomeCare Elite is the only performance recognition of its kind in the home health industry and is produced by OCS HomeCare and DecisionHealth.

VNA Care Network & Hospice has offered compassionate home health care for over a century. The agency also provides hospice for the terminally ill in patients' homes, assisted living and other facilities; hospice residences in Cambridge, Needham, and Worcester; and a wide range of wellness programs, including free Keep Well Clinics for seniors, breast cancer treatment support, and Philips Lifeline medical alert and medication management systems. For more information, contact VNA Care Network & Hospice at 800-728-1862.

DE RHAM HOSPICE HOME DEDICATED IN HONOR OF LONGTIME VOLUNTEER

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TAKE A VIRTUAL TOUR, GET MORE INFORMATION

See the de Rham Hospice Home without leaving your home or office. A virtual tour of the residence is available at www.vnacarenetwork.org.

For more information about hospice services or residency at the Elizabeth Evarts de Rham Hospice Home, contact VNA Care Network & Hospice's Referral Center at 800-728-1862 or info@vnacarenetwork.org. For TTY access call 508-751-6926.

NEW NAME HONORS HOSPICE VOLUNTEER AND ADVOCATE

Chilton House was dedicated as the Elizabeth Evarts de Rham Hospice Home at Chilton Street during a ceremony in December 2009. Known as "Wiz" to family and friends, the late Elizabeth Evarts de Rham was a longtime volunteer and advocate for hospice who played an instrumental role in the establishment of Chilton House.

She later became a patient of VNA Care Network & Hospice, receiving hospice care in her own home. Rufus de Rham, her son, shared his family's experiences with the agency during the dedication ceremony.

He said, "In those last weeks, when we needed to reach out, angels appeared in the guise of VNA Care Network & Hospice personnel. The support, care, and understanding we received were heart-lifting."

"In VNA Care Network & Hospice, Mom found people whose actions and beliefs squarely aligned with her own: to impact the human heart, to alleviate its worries and cares, and to provide love and support to those in need. This dedication is as much about honoring the nurses and staff of VNA Care Network & Hospice as it is about my mother. Mom would not have stayed involved with an organization if she did not recognize the sense of love, compassion, and family that is embodied in the mission of VNA Care Network & Hospice," said Rufus.

DONOR GENEROSITY SUPPORTS CLINICIAN EDUCATION

Thanks to the bequest gift of William A. Yoffie and Judith S. Yoffie, VNA Care Network & Hospice clinicians will receive assistance with their educational pursuits in upcoming years.

Commencing in 2009 and continuing for the next eight years, funds from the Yoffie bequest will help in providing educational and training opportunities for our clinical staff.

Last year, these bequest funds supported Kim Connelly, RN, as she seeks to improve her expertise in wound management. Kim attended a two-day training for Wound, Ostomy, Continence Nurse (WOCN) certification. With this specialized education, she has been able to share her knowledge with other clinical staff and provide her patients with an enhanced level of care.



Jane Woodbury, vice president of business and fund development for VNA Care Network & Hospice; Casie de Rham, husband of the late Elizabeth "Wiz" Evarts de Rham; Katherine Merck, sister of Elizabeth; Karen Green, president and CEO of VNA Care Network & Hospice; and Rufus de Rham, son of Elizabeth.

The generosity of Elizabeth's family as well as foundations, individuals, and businesses made it possible for VNA Care Network & Hospice to transform the residence.

WE NEED YOUR HELP

You can help terminally ill patients and their families today and in the future by making a charitable gift to the Campaign for Chilton House.

DONATIONS MAY BE MADE BY:

- Mail using the enclosed donation envelope
- Online at www.vnacarenetwork.org (In the memorial acknowledgement box, please note that the gift is for the Chilton House Campaign.)
- Phone by calling 888-663-3688, ext. 1370

Naming opportunities are also available. For more information, contact Jane Woodbury, vice president of business and fund development, at 617-547-2620, ext. 1360; 888-663-3688, ext. 1360; or jwoodbury@vnacarenetwork.org.

The Yoffies have been longtime friends and supporters of VNA Care Network & Hospice. From 1983 to 1990, Judith Yoffie served on the board of directors of the former VNA of Worcester, later VNA of Central Massachusetts.

Bequests support VNA Care Network & Hospice's mission of caring in Eastern and Central Massachusetts. To learn more about bequests and other ways to include a gift to VNA Care Network & Hospice in your estate plans, contact Jane Woodbury, vice president of business and fund development, at 888-663-3688, ext. 1360 or jwoodbury@vnacarenetwork.org.

CHILDREN'S GARDEN ANNIVERSARY IS "SWEET OCCASION"

The Children's Garden at the VNA, the child care center managed by VNA Care Network & Hospice, recently celebrated its 20th year of operation.

Located in the agency's Worcester office, the center provides child care for families living or working in the greater Worcester area and serves children from eight weeks to five years of age.

Lisa Brunelle, lead teacher at the center, (pictured) thought the occasion presented a perfect opportunity for her preschoolers to create some culinary confections. With Lisa's direction and assistance, the children took turns mixing the batter which, after the baking process was completed, became delicious celebratory cupcakes for the kids to enjoy.

Licensed by the Department of Early Education and Care, the center's certified, trained staff provide quality, loving care for children in a bright, safe, and comfortable facility. Children

receive active "hands-on" learning in arts and crafts, language arts, music, math, science discovery, sand and water play, computers (for preschoolers), and outdoor activities. The center is open year-round, Monday to Friday, from 7:30 a.m. to 6 p.m.

For enrollment information or to arrange a tour of The Children's Garden, call Pat Hare, director of the center, at 508-751-6985.



VNA CARE NETWORK & HOSPICE HONORS TOPSFIELD-BOXFORD COMMUNITY CLUB

VNA Care Network & Hospice recently presented the annual Barbara G. Flagg Volunteer of the Year Award to the Topsfield-Boxford Community Club.

This group of volunteers operates the Box-Top Consignment and Thrift Shop in Topsfield and uses the proceeds for philanthropic activities. For nearly three decades, the Community Club has supported VNA Care Network & Hospice's mission of caring, including Keep Well Clinics for seniors, screening and flu immunization programs, and the purchase of medical equipment.

Kim Patch, president of the Topsfield-Boxford Community Club, accepted the award on behalf of the group from Karen Green, president and CEO of VNA Care Network & Hospice, and Jane Woodbury, vice president of business and fund development for VNA Care Network & Hospice.



Left to right: Karen Green, Kim Patch, and Jane Woodbury

The Barbara G. Flagg Award was established by VNA Care Network in 1986 in memory of a dedicated volunteer who worked tirelessly to support the agency's mission of compassionate, nonprofit health care.

HOME CARE HELPS HEART TRANSPLANT PATIENT REGAIN HEALTH AT HOME

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procedures like angioplasty, stenting, pacemakers, valve repair and replacement, and coronary artery bypass graft surgery.

Yvette received her life-changing phone call on Oct. 16, 2009. VNA Care Network & Hospice's clinicians were there for her again, helping her recover at home from the heart transplant.

Debbie remembers when she first began visiting Yvette. "She was very weak and had no muscle tone," she said. After nearly a year of nursing and physical therapy, "she's 100 percent better.

You can see a big difference in energy and attitude. There's no stopping her."

Yvette added, "I feel so good, I can't believe it myself." With her health back on track, she's looking forward to finding a job and going back to school to be an ultrasound technician.

For more information about VNA Care Network & Hospice's Cardiac Disease Management Program and other home health care, hospice, and wellness services, call 800-728-1862 or visit www.vnacarenetwork.org.

TIME AT HOSPICE RESIDENCE BRINGS FAMILY CLOSER THAN THEY'D EVER BEEN

Jeannine Hacanis has wonderful memories of the Rose Monahan Hospice Home in Worcester.

Her son, David Kasparian, and husband, Andrew Hacanis, both spent their last days at the residence surrounded by a “tranquility, peace, and closeness that you can’t get anywhere else. It was just marvelous,” said Jeannine.

She first visited the residence with David over a decade ago at the suggestion of a friend. David’s health was failing, and he decided that the Rose Monahan Hospice Home was where he wanted to be. The residence, like the Elizabeth Evarts de Rham Hospice Home in Cambridge and Stanley R. Tippet Home in Needham, offers a homelike place where individuals facing a terminal illness may live and receive hospice care. The compassionate hospice staff also offers emotional and spiritual support to loved ones.

David’s months at the residence brought him and his mother closer than they’d ever been. “We wouldn’t have been able to get so close if I was caring for him at home. The staff was wonderful and skilled. They freed me up to focus on my son,” said Jeannine.

David passed away at the Monahan Home in 1998 at the age of 42. The care he received made such an impression on his

stepfather, Andrew, that he told Jeannine, “When my time comes, this is where I want to be.”

Last year, when Andrew was suffering from multiple health problems and became terminally ill, they turned to the Rose Monahan Hospice Home once again. Andrew became a resident in the spring and passed away on June 22.

Jeannine spent many days from morning to night at the residence by the side of her son and husband, and the “memories are good,” she said. “This is the most wonderful place I’ve ever experienced.”

For more information about VNA Care Network & Hospice’s residences or hospice care in patients’ own homes, call 800-728-1862 or visit www.vnacarenetwork.org.



Jeannine Hacanis holds pictures of her husband and son, who were both residents of the Rose Monahan Hospice Home.

LEGISLATOR MAKES HOME VISIT TO TELEHEALTH PATIENT

A state legislator recently saw firsthand how VNA Care Network & Hospice’s services are helping seniors with health concerns live independently.

State Senator Michael O. Moore (D-Second Worcester District) visited 91-year-old Margaret Kader, who continues living in her Worcester home despite a fractured hip, chronic obstructive pulmonary disease, coronary artery disease, and other problems that have her juggling 21 medications.

Margaret receives in-home nursing visits supplemented by VNA Care Network & Hospice’s Telehealth Program. Every day, Margaret takes her blood pressure, heart rate, and other important measurements with the small, easy-to-use equipment. The information flows over a standard telephone line into her electronic medical record, allowing the primary care nurse to see the results. The nurse is then able to respond to any concerns in a timely manner.

“I’m so well cared for, they take such good care of me. I feel safe with this (Telehealth) equipment,” Margaret told Sen. Moore.

For nearly a decade, VNA Care Network & Hospice has used Telehealth to offer patients an enhanced level of care. Telehealth can improve patients’ quality of life by decreasing unnecessary emergency room visits and hospital readmissions as well as empowering patients to take an active role in managing chronic illnesses.

Sen. Moore’s visit was a joint arrangement between VNA Care Network & Hospice and the Home Care Alliance of Massachusetts, a nonprofit association that promotes home care as an integral part of the health care delivery system.

For more information about the Telehealth Program, call VNA Care Network & Hospice’s Referral Center at 800-728-1862.



Margaret Kader and State Senator Michael O. Moore

A WILL ISN'T THE ONLY WAY TO LEAVE A LEGACY

Keeping an up-to-date will isn't the only way to plan for the future. The beneficiary form on your retirement plan is an easy way to leave a legacy to loved ones and charity and take advantage of added tax benefits.

All types of retirement plans, including individual retirement accounts (IRAs), 401(k)s, 403(b)s, Keoghs, or Roths, allow you to decide how the balance of the plan should be distributed after your passing. You have the option of specifying multiple beneficiaries as well as a specific dollar amount or percentage of funds to be left to each. You can even name an alternate or contingent beneficiary(ies) should the primary be unable to accept the funds.

RETIREMENT ACCOUNTS NOT PART OF WILLS

Having an up-to-date will doesn't mean your retirement plan is also covered. Funds from retirement accounts are handled separately from wills and not subject to probate court. This is because the title of a retirement plan is held by the bank, investment company, or other institution and not the individual.

PROTECTING YOUR WISHES: NO LAWYER NEEDED

Consider reviewing your will, beneficiaries on retirement accounts, and other estate plan documents every few years or after major life changes, such as a birth of a child or grandchild, death of a loved one, marriage, or divorce.

Most people choose to involve a lawyer when creating a new will or codicil, an amendment to an existing will. The time and expense can cause people to put off updates, potentially leaving heirs with a document that you yourself wouldn't support.

The process for changing beneficiaries on retirement plans is much easier. Just contact the plan administrator and complete a beneficiary designation form. The simple process may only cost you a stamp and brings the added benefit of knowing your current wishes will be enforced.

SUPPORTING CHARITY AND MINIMIZING TAXES

Beneficiaries of certain retirement plans, including traditional IRAs, 401(k)s, and 403(b)s, must pay income taxes on the inheritance. Estate taxes can further cut into what is left for loved ones.

To maximize the value of your retirement benefits and avoid potential "double taxation," consider leaving retirement benefits to a charity that has touched your life, such as VNA Care Network & Hospice. Charities may withdraw money from a retirement account tax-free.

The beneficiary options on retirement plans are flexible, so you can opt to name both individuals and charities as beneficiaries and indicate a percentage or dollar amount to go to each. You can support VNA Care Network & Hospice's mission of caring by naming VNA Care Network Foundation, Inc. as a full, partial, or contingent beneficiary.

Check with your financial or legal counsel for advice on your individual situation.

RECOGNITION DURING YOUR LIFETIME

The Caring Connection Bequest Society honors individuals who include a gift to VNA Care Network & Hospice in their estate plans, either through a will or as a beneficiary of a retirement plan, insurance policy, or trust. Society members enjoy several benefits, including:

- Recognition in agency publications
- Invitations to agency functions, such as the annual meeting and special events
- Regular updates on agency activities

To be included in the Caring Connection Bequest Society and have your legacy of caring recognized, please contact Jane Woodbury, RN, vice president of business and fund development, at 888-663-3688, ext. 1360.



Donations support VNA Care Network & Hospice's mission of caring.

HOW TO REACH VNA CARE NETWORK & HOSPICE:

Service Information

800-728-1862

Mailing List and

Donations

888-663-3688, ext. 1370

Web Site

www.vnacarenetwork.org

Bequests

888-663-3688, ext. 1360

Hospice Volunteer Opportunities

Central Massachusetts:

888-663-3688, ext. 6887

Eastern Massachusetts:

888-663-3688, ext. 4271

HEART TRANSPLANT PATIENT REGAINS HEALTH WITH SUPPORT OF VNA CARE NETWORK & HOSPICE'S CARDIAC DISEASE MANAGEMENT PROGRAM



Yvette Jimenez (left) and Debbie McLaughlin, RN

Three days before her 35th birthday, Yvette Jimenez received news about an unbelievable gift — she was getting a new heart.

One of her first calls was to Debbie McLaughlin, RN, a VNA Care Network & Hospice home health care nurse who'd been helping Yvette cope with cardiac disease for the past eight months.

Yvette's ordeal began seven years earlier with a diagnosis in

2002 of cardiomyopathy, a type of heart disease in which the heart muscle is abnormally enlarged and unable to pump effectively. Initially, it left her feeling short of breath and "always tired."

Doctors implanted a defibrillator in 2007 to help her heart maintain a normal rhythm. Yet Yvette's condition kept getting

worse, and she began a nearly five-month hospital stay on Oct. 9, 2008.

"My whole body shut down. I couldn't walk. I couldn't eat. I was like a vegetable," said Yvette. Doctors took the next step, implanting a left ventricular assist device (LVAD) to help the heart continue pumping blood and adding her name to the heart transplant waiting list.

The home health care team at VNA Care Network & Hospice helped Yvette make the transition from hospital to home in March 2009. She recalled it was "strange coming home. I felt like home was the hospital because I was there for so long."

The visits from VNA Care Network & Hospice's nurses and physical therapists "helped a lot. They gave me a lot of reassurance," said Yvette.

VNA Care Network & Hospice's wide range of disease management services includes cardiac care in patients' homes. The interdisciplinary clinical team, including a cardiopulmonary clinical nurse specialist, helps patients with such conditions as heart failure, angina, and rhythm disturbances and after invasive

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At Home with Your Health
NETWORK & HOSPICE
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