

Central New Hampshire VNA News

Serving the Lakes Region of New Hampshire since 1918

April 1, 2014 - March 31, 2015

Annual Report

Medicare Recognizes Central New Hampshire VNA & Hospice as best in the Lakes Region

In July 16, 2015 the Center for Medicare and Medicaid Services publicly released its star ratings nationwide for home healthcare providers. Found on its website www.medicare.gov, Medicare's Home Health Compare uses a quality of patient care star rating to show consumers how the performance of a home health agency compares to other agencies. Agencies get a rating from 1 to 5 stars, with 1 being the lowest score and 5 representing the highest performance. A 4 or 5 star rating means that the agency performed better than other agencies. A 1 or 2 star rating means that the agency's performance is below average while 3 or 3 ½ stars indicates that the agency falls somewhere "in the middle."

Central New Hampshire VNA & Hospice is hap-



Central New Hampshire VNA & Hospice can trace its roots back to World War I as an informal home care service operated by the American Red Cross.

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Central New Hampshire VNA & Hospice Experienced another Successful Year

From Our Board President



Bill Schwidder with his wife Chris

As I complete my first year as President, I want to thank my fellow Board members for their commitment to the agency and for the contribution of their time and talents in overseeing our agency. It is truly a great Board in which to be associated. I would also be remiss if I did not acknowledge the entire staff of Central New Hampshire VNA & Hospice for their continued outstanding performance over the past year. Their

competence and professionalism makes serving on this Board a true pleasure.

The agency experienced a successful year both fiscally and with respect to the quality of service that we provide our clients. Fiscally, we continue to be pressured by the downward trends in Medicare reimbursements rates compounded by decrease in funding resulting from the federal sequestration which continues in effect. The agency has done an outstanding job in adjusting our operating costs, thus

resulting in the agency sustaining a very strong financial position.

One of the major contributions to our strong financial situation is the continued support of our donors. In our audit review for the fiscal year this point was highlighted by our auditors in their very positive overview presentation. On behalf of the agency, I want to thank all of our donors for their continued support.

Relative to our quality of service, the agency continues to perform at a very high level. I am pleased to report that we were the only agency in the region to achieve a 4 out of 5 star rating on the inaugural posting of home health care quality. The even better news is that our next score will improve to 4.5. Congratulations to the staff and many volunteers who contributed to this major accomplishment.

The future will continue to be challenging in the health care industry. In 2015, we have experienced unprecedented changes and this trend is fully expected to continue. The Board is confident that with your continued support we have the organization and the strategy in place to deal successfully in this challenging environment.

Bill Schwidder

Paying for Quality, Not Quantity

From Our Chief Executive Officer



From *Volume* to *Value*: the high price of the US health-care system is often attributed to a payment system which rewards *volume* of service over *quality* of service. But... that world is changing. The emerging trend is to measure the quality and outcomes of care against the dollar spent. This trend has already begun in hospitals where Medicare assigns financial penalties to hospitals when patients are readmitted more often than the national average.

It's happening in home healthcare too. Earlier this year, the federal government announced a plan to pay home health agencies based on quality and outcomes, not on the volume of service given. Nine states, including our neighbors in Massachusetts, will see that payment system begin on January 1, 2016 and New Hampshire is not far behind. Essentially the federal government is saying this: "we want you to give us results, not simply cost us money."

For years the government has posted quality scores on a public website called *Home Health Compare*. This summer the scores were translated into easy-to-understand star ratings. Agencies could earn from 1 to 5 stars, with the highest score being 5. The majority of agencies earned 3 stars. Our score was *4 stars* – right out of box. We are very proud of that rating which is not only one of the highest in the state, it is the highest in the Lakes Region. We are even prouder to share that our scores for the next quarter will be 4.5 stars, placing this agency in the top 5% of agencies nationwide.

It is cause to celebrate, but we won't rest on our laurels. The work continues. We invite you to share this great news with anyone you know who might benefit from home health care. One of the top scoring agencies in the nation is right here in central New Hampshire, and you are a part of that great success.

Margaret Franckhauser

Central N.H.VNA Impacts the Community

April 1, 2014 - March 31, 2015



In the early years, visiting nurses in New York City would increase efficiency by climbing over rooftops to get to their next appointment

- Miles Driven ~ 415,618
- Immunizations & Vaccinations~ 701
- Gifts, Grants & Donations Received~\$822,727
- Community Benefit~\$1,175,827
- Volunteer Hours~ 2,646
- Clinical Visits Made~ 38,909
- Blood Pressure Clinic~ 74
- Clients Served~3,352
- Donors~ 2,278

Thank You To Our Donors



Central New Hampshire VNA & Hospice would like to give its most sincere thanks to all of our friends and supporters. We are thankful for every contribution and recognize we couldn't do such great work without your help. Space prohibits us from mentioning everyone, none the less, we would like to recognize the following individuals for their ongoing support.

Acorn & Oak Society: Planned Gifts or Frequent Gifts of \$1000 or more

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\$250 - \$499

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CNHVNA traveled more than 415,618 miles last year, that is equal to almost 17 times around the earth.

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Central New Hampshire VNA & Hospice

Fiscal Year Ending March 31, 2015

Condensed Balance Sheet

ASSETS

Current Assets

Cash & cash equivalents	\$1,379,206
Investments	1,150,375
Receivables	1,062,148
Other Current Assets	169,714
Total Current Assets	3,761,443

Assets Limited As To Use 6,312,787

Property and Equipment, Net 605,955

TOTAL ASSETS **\$10,680,185**

LIABILITIES

Current Liabilities

Accounts Payable & Accrued Expenses	\$659,675
Deferred revenue	370,800
Total Liabilities	1,030,475

Net Assets 9,649,710

TOTAL LIABILITIES & NET ASSETS **\$10,680,185**

Best in the Lakes Region ★ ★ ★ ★ ★

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py to announce that it has received a 4 star rating and that it is the highest ranked Visiting Nurse Association in both Belknap and Carroll Counties. “This is something that our clients have always known,” says Margaret Franckhauser, CEO of Central New Hampshire VNA & Hospice. “The high quality of care we provide simply indicates our dedication and commitment to our clients and our community. We intend to continue to provide excellent care and enhance our quality into the future.”

Central New Hampshire VNA & Hospice Clinical Director Tammi Mozier states, “Our patients deserve the best. Being recognized as providing the highest quality care in Belknap and Carroll Counties confirms that Central New Hampshire VNA & Hospice is one of few the agencies in New Hampshire able to provide them with what they deserve.”

For more information about Medicare’s quality of patient care star rating you can visit www.medicare.gov. For more information about Central New Hampshire VNA & Hospice please check us out on the web at www.centralvna.org.



Coming up on its 100th anniversary, Central New Hampshire VNA & Hospice continues its dedication to providing Healthcare at Home

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Central New Hampshire
VNA & Hospice

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Laconia, NH 03246

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Fax (603) 524.8217

Referral Center Fax: (603) 527.1821

www.centralvna.org

BRANCH OFFICE

240 South Main Street | PO Box 1620

Wolfeboro, NH 03894

Tel (603) 569.2729

Toll Free: (888) 242.0655

Referral Center Fax: (603) 569.2409

From the first year of its existence, when Flidner at Kaiserswerth sent trained women into the homes of the poor, and William Rathbone, M.P., saw the need of it in England, the character of this work has not changed; it still carries out the principles of providing skilled nursing in patients homes, and to use such methods of instruction as to teach to care for their own sick.

Fulmer, H. (1902). History of Visiting Nurse Work in America. The American Journal of Nursing, II(No. 6), 411-425.