



Granite
VNA

2025 REPORT TO OUR COMMUNITY

A high-speed photograph of a single water droplet hitting a surface, creating a series of concentric ripples that spread outwards. The droplet is in the center, and the ripples are most prominent in the foreground and middle ground, fading towards the background. The lighting is soft, highlighting the texture of the water and the reflection on the droplet.

COMMUNITY
I M P A C T

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MISSION


We enhance the dignity and independence of people by delivering quality health care and promoting wellness in homes and communities throughout all stages of life.

VISION

A community where wellness and well-being are achieved through compassionate care to those in need.

VALUES

Respect. Compassion. Competence. Culture of Excellence. Leadership. Stewardship.



The 2025 Report to our Community includes updates from Fiscal Year 2025, which is October 1, 2024, to September 30, 2025.

Granite VNA complies with applicable Federal civil rights laws and does not discriminate in services and access to treatment, appropriate care or employment in its programs or activities on the basis of race, color, sex (pregnancy, sexual orientation, or gender identity), national origin, conscience, religion, disability, age, genetic information, marital status, source of payment, or the absence of advance directives.

From our President and Board Chair



Sustainability in home-based care requires more than commitment, it demands innovation. Over the past year, Granite VNA has taken bold steps forward - investing in technology, workforce development, strengthening partnerships, and implementing a new strategic plan that reimagines care delivery to be more integrated, responsive, and resilient. These efforts are essential to ensure Granite VNA's sustainability.

We continue to adapt to a dynamic healthcare landscape, and through it all, our team goes above and beyond to deliver exemplary compassionate home-based care to patients. And we continue to offer community wellness programs to help people throughout our region remain healthy, independent, and safe as they age – and to help them prepare and plan for life's eventualities.

As we look ahead, our mission is clear: to ensure that every person in our region – regardless of age, income, or diagnosis – can receive high-quality care in the place they call home. Our transformation will not be easy, but with the strength of our team and support of our community, donors, and partners, we are confident that it is possible.

Sincerely,



Beth J. Slepian, MBA, PT
President/CEO



Virtually every organization publishes a mission statement, but for many it is little more than words. I am proud that Granite VNA lives its mission, “to enhance dignity and independence for people, delivering quality healthcare and promoting wellness in homes and communities through all stages of life.”

The word “people” bears emphasis, for Granite VNA's work truly has a ripple effect – we enhance not only the dignity and independence of a person but also of their family, friends and neighbors, and we empower an increased sense of community, connection and care throughout the 72 towns we serve.

Meeting our mission isn't easy. Decreasing reimbursements, increasing competition, scarcity of workforce, and technology investments are but a few headwinds. Yet I am assured by the resilience and transformative leadership at all levels of the agency – attributes that have characterized Granite VNA for over 125 years!

Our organization's adaptability, paired with support from our generous donors, gives me great confidence that Granite VNA will be here for all of us as we transition through various stages of our lives.

Sincerely,



Dave Green, M.D.
Chair, Board of Trustees

"I am so grateful for the loving and kind care Granite VNA provided my family and me while my brother was at Hospice House. I was especially grateful that his caregivers moved his bed to the outside deck every day so that he could enjoy the outdoors – a place where he loved to spend time with family."

-Sally Z., Concord



Hospice and Hospice House

We are honored to provide compassionate hospice care to our community, knowing that each moment of care creates a ripple that extends far beyond the individual we serve. We walk alongside patients and families during life's most tender moments, offering comfort, dignity, and support. It is a privilege to serve with empathy and respect, fostering peace and quality of life when it matters most.

799

patients received home hospice care during 28,176 visits, enabling them and their loved ones to experience their end-of-life journey in comfort, peace and with dignity, surrounded by family and friends.



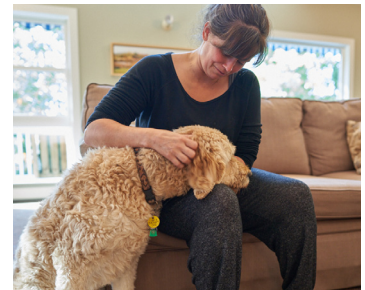
419

patients on hospice who required 24-hour clinical care received that care at Hospice House. In its comforting setting, patients and their loved ones spend meaningful time together – on their own terms – while receiving high quality, specialized hospice care.



28%

of our home care nurses were cross trained to also provide hospice care, allowing us to offer patients and families continuity as they transition to hospice, and throughout every step of their journey, regardless of their level of need.



4-star rating

from Centers for Medicare and Medicaid Services (CMS) achieved for hospice services, thanks to our strong performance in family caregiver satisfaction, exceeding national averages in key areas of care and affirming the trust our patients and their loved ones place in us for end-of-life care.

97%

of hospice patients' family members surveyed by CMS said their loved ones in hospice care were treated with dignity and respect, underscoring our dedication to quality care and compassion that guide our mission.

*"Everyone who came to our house educated us on what to do and reassured us we weren't alone. We were surrounded by highly competent people who took care of us, too. The Granite VNA team provided care and compassion effortlessly."
- Bob K., Hooksett*

Home Care

We are grateful for the opportunity to provide exceptional home care services that help people live safely and comfortably in the place they call home. Our dedicated team supports independence while delivering compassionate assistance tailored to each person's needs. It is a privilege to bring care, dignity, and peace of mind to families in our community every day.



111,331

home care visits to patients across 72 New Hampshire towns made by the dedicated members of our home care teams, comprising nurses, therapists, social workers, and spiritual care enabled our friends, neighbors, and loved ones to rest and recover in the comfort of their own homes.



6,096

patients who received home care services transitioned from home care to confidently resume their day-to-day lives, reflecting our ongoing commitment to helping our community remain healthy and independent.



4.5-star rating

from Centers for Medicare and Medicaid Services achieved for home care services, placed us in the top 12% of home care providers nationally. This achievement signifies exceptional quality, positive patient outcomes, and superior performance in areas like improved mobility, reduced hospitalizations, and patient satisfaction.

91%

of home care patients surveyed by CMS said they would recommend our home care services to family and friends. We are incredibly proud of the trust and confidence our patients and their families place in us.

"It's been a much longer road than I ever imagined it could be. I have come a long way thanks to Granite VNA staff, or what I call 'my Granite VNA family'."

-Paula B., Concord



"People are so fortunate to have Granite VNA, especially if they don't have transportation. Their home care visits help people like me stay in our homes, and that's exactly where I want to be."

- Rachel H., Penacook



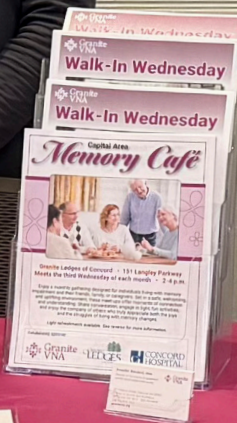
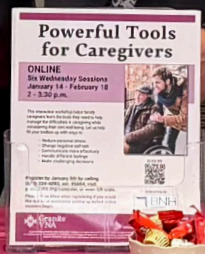
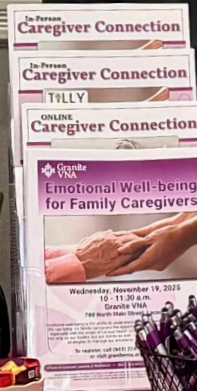
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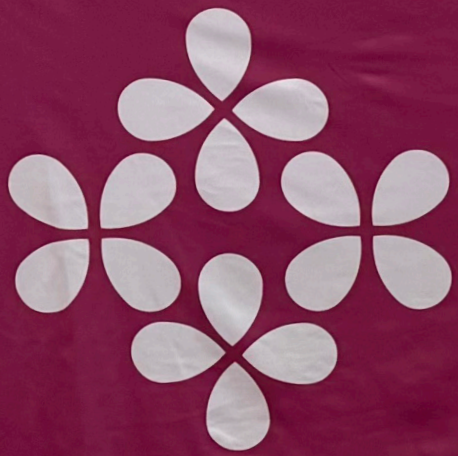
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Concord | Laconia | Wolfeboro



"Having Granite VNA as a collaborative partner has enriched the lives of our Moultonborough Library patrons, as it has allowed us to offer a variety of health and wellness programs."

*- Josianne Fitzgerald,
Adult Services & Technology Librarian
Moultonborough Public Library*



Granite VNA

Community Health

Supporting health and wellness is essential for active aging and vibrant communities. Through our community health programs, we empower individuals to stay engaged, maintain independence, and embrace healthy lifestyles. By providing education, resources, and personalized support, our work sends a wave throughout our service area, creating opportunities to promote healthy aging for all.

1,435

community members participated in 156 wellness programs throughout the year. Community Health Educators, including volunteers, led programs to strengthen mind, body, spirit, and social connections to support and promote healthy aging.



22

nationally recognized evidence-based programs, including Aging Mastery Program, Healthy Steps for Older Adults, A Matter of Balance, and Powerful Tools for Caregivers, as well as a new evidence-informed program called StrongerMemory, were held to educate community members and promote healthy aging. This knowledge helps older adults gain the skills and confidence to remain independent and active.



920

Baby's First Homecoming visits helped ease the anxiety for new parents as they transitioned from the hospital to home after the birth of their child. Our Pediatric Nurses visit within 5 days of discharge to offer parents support and guidance on how to care for a newborn, and to connect them with community resources to support family wellbeing.



3,197

foot care clinic visits were fulfilled throughout our service area to 773 clients. These affordable routine visits are offered monthly and help keep our clients moving safely with their best foot forward!

"For me it was important to connect with other people who are on the same journey as we are - to meet other caregivers, to meet their loved ones - and just reducing that sense of isolation. And I've learned so much from the other caregivers."

- Louise C., Henniker

Donor Stewardship

Donor support makes our mission possible. Every contribution helps us deliver essential care and programs that improve quality of life for individuals and families in our community. From providing comfort during life's most challenging moments to promoting health and wellness for active aging, donor generosity ensures that these vital services remain accessible to all who need them. Together, we create lasting impact and a healthier future.



\$100,040

raised for Hospice House thanks to the generous support of sponsors, donors, and attendees of our **Passion for Caring** event in April. Lynn Photiades illuminated Hospice House's vital role through her family's experience during her husband's end-of-life journey. We honored Jamye Cutter, BSN, RN, maternal child health supervisor, with the prestigious Kay Sidway Award, and longtime volunteer and donor Barbara Lobdell with the Donor Recognition Award. Our largest annual fundraiser, Passion for Caring provides vital funding to help provide specialized clinical support and comfort-focused services for patients on hospice and their families within a peaceful, home-like setting.



\$29,795

raised for Hospice services through the **Hospice Home and Garden Tour** in July. More than 450 attendees spent a beautiful July day touring five beautiful historic Lakes Region homes and their lush gardens in Wolfeboro and Tuftonboro. The Home and Garden Tour directly supports charitable and uncompensated care, ensuring that every patient in Hospice may receive compassionate end-of-life care and support, regardless of their ability to pay. We are grateful to the homeowners and more than 100 volunteers who make this popular and highly anticipated annual event possible.



"My dad was almost immediately welcomed into a Hospice House. The care and love he received there was exceptional. He lived in relative comfort for four months and had many visits from therapy pets and volunteers who played lots of cribbage with him. Hospice included me and our family in their support, too. We are still grateful every day."

*- Sue and Dick A.,
Wolfeboro*

\$56,795

raised for Hospice services through generous support of businesses and community members and **1,273 loved ones remembered** on the online Honor Roll honoring loved ones who have passed. Although there is never a cost to add loved ones' names to the Honor Roll, individuals who gave \$250 or more received a hand-blown glass keepsake ornament created by Jeff Lamy, a Granite VNA physical therapy assistant and a juried member of the League of NH Craftsmen.



"Over the last several years our family has benefited firsthand from the services Granite VNA provides both through Hospice House and at home care. The amazing people at Granite VNA provide care that makes a very difficult time easier. It's not just the physical care but the emotional care you provide that make us want to support this organization so others can receive this needed care."

- David & Wendy G., Bow

Community Benefits



\$154,985

in health and wellness opportunities for individuals to help them sustain or improve quality of life and remain independent.



\$142,500

in charity and uncompensated care to patients who are unable to pay for services.



\$184,366

in bereavement support for the loved ones and friends of our patients who have passed, and for any member of our community who has lost a special person.



\$1,407,300

in services for Medicaid-eligible beneficiaries. Medicaid reimbursement rates are often lower than the actual cost of care. This investment reflects our mission to serve all members of our community by ensuring access to care regardless of ability to pay.



\$2,449,361

in subsidized health services at Hospice House, to provide access to compassionate end-of-life care and support for patients on hospice requiring 24/7 clinical care and their families, regardless of their ability to pay.

Notable Achievements

We are proud to celebrate the milestones and recognitions that highlight the dedication and passion of our team. These awards and honors reflect not only individual excellence but also the strength of our shared commitment to delivering outstanding care and service to the communities we serve.

Outstanding Women in Business & NH 200 Class of 2025

Beth Slepian was recognized by *New Hampshire Business Review* as one of its **2025 Outstanding Women in Business** for her commitment, vision, and leadership in healthcare, and she was also named to its **NH 200 Class of 2025**, joining a prestigious group of influential business leaders who have made their mark on NH's economy, business climate and the state as a whole.



Living Our Values

The voice and face of Granite VNA, our invaluable receptionist and all-around helper **Deb Belanger** was honored with our **Living Our Values Award**, a peer-nominated award recognizing colleagues who best demonstrate the organization's core values of respect, compassion, culture of excellence, leadership, and stewardship in his or her actions.



Community Collaborator and Volunteer of the Year

CATCH Neighborhood Housing honored Granite VNA for our innovative Positive Aging Through Home Supports (PATHS) program, offered free of charge to residents of Friedman Court II, an affordable community for adults aged 62 and older. PATHS uses a team approach to support older adults in staying active and independent while managing chronic conditions. CATCH also recognized Beth Slepian as Co-Volunteer of the Year for her service on its board of directors.



Excellence in Nursing

Hospice Nurse **Ellie Atherton, RN**, was honored with *New Hampshire Magazine* and the New Hampshire Nurses Association annual Excellence in Nursing award in the hospice and palliative care category.



Fiscal Year 2025

Revenue

SEPTEMBER 30, 2025

	FY25	%
Medicare & Medicare Advantage	\$31,786,240	73.3%
Medicaid & MCO	\$1,106,134	2.6%
Other Revenue	\$5,236,824	12.1%
Commercial Insurance	\$3,786,542	8.7%
Private Pay	\$425,993	1.0%
Contributions	\$993,707	2.3%
Total	\$43,335,440	100.0%

Expenses

SEPTEMBER 30, 2025

	FY25	%
Wages	\$28,436,966	66.2%
Benefits	\$7,822,130	18.2%
Contract Services	\$2,082,106	4.8%
Other Expenses	\$4,595,689	10.7%
Total	\$42,936,891	100.00%

Agency Service Area

Allenstown
Alton
Alton Bay
Andover
Antrim
Ashland
Barnstead
Bedford
Belmont
Boscawen
Bow
Bradford
Bristol
Cantebury
Center Barnstead
Center Harbor
Center Ossipee
Center Sandwich
Center Tuftonboro
Chichester
Chocorua
Concord
Contoocook
Deerfield
Deering
Dunbarton
Epsom
Franklin
Gilford
Gilmanton
Gilmanton Iron Works
Goffstown
Henniker
Hillsborough
Hooksett
Hopkington
Laconia
Lakeport
Lochmere
Loudon
Manchester
Melvin Village
Meredith
Mirror Lake
Moultonborough
New Boston
Newbury
New Hampton
Northfield
Northwood
Ossipee
Pembroke
Penacook
Pittsfield
Salisbury
Sanbornton
Sandwich
South Tamworth
Suncook
Sutton
Tamworth
Tilton
Tuftonboro
Warner
Washington
Weare
Webster
West Ossipee
Windsor
Winnisquam
Wolfeboro
Wolfeboro Falls





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www.granitevna.org/donate



Concord

30 Pillsbury Street
Concord, NH 03301

Wolfeboro

645 South Main Street
Wolfeboro, NH 03894

Laconia

780 North Main Street
Laconia, NH 03246

Hospice House

240 Pleasant Street
Concord, NH 03301

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