McClure Miller VNA Respite House Celebrates One-Year Anniversary

Capital Campaign Completed; Admissions Increase by 50%

It’s rare that a building has the power to profoundly change the lives of so many in a community. But magic happens when the foundation is love.

Just over a year ago, on September 14, 2017, the first residents moved into the McClure Miller VNA Respite House. The subsequent 14 months have been some of the most impactful in our agency’s history.

VNA leadership and community partners, including the founders of the original Vermont Respite House in Williston, recognized the increasing demand for residential hospice care could not be met within the original space. In early 2016, we embarked on a Capital Campaign to build a larger, state-of-the-art hospice residence.

Generous gifts from 567 donors, led by benefactors Lois McClure and Holly and Bob Miller (for whom the new VNA Respite House is named), combined with the sale of the Williston property, totaled more than $7 million—making the dream a reality. Astute budget stewardship and significant support from the REM Development design/build team, along with the Millers’ donation of 25 idyllic acres in Colchester, allowed the project to be completed in less than a year and significantly under budget.

"Support for the new Respite House has been overwhelming and we are so grateful," says Ann Irwin, the recently-retired Capital Campaign Director. "Each gift, no matter the size, was made with such heart, often in memory of loved ones who received extraordinary care from our staff and volunteers."

The VNA has been an integral part of the larger Vermont community for more than 111 years. It’s with a nod to our rich history that we explore other strategic opportunities that will position us for the future. We look forward to continuing to provide high-quality, innovative care, one compassionate encounter at a time.

Notable Numbers

8 additional rooms now available

50 percentage increase in admissions since house opened

1,500 meals served

2,000 loads of laundry washed

12,000 volunteer hours supporting residents
VNA Affiliates with UVM Health Network
Renewed Focus on the Importance of Community-Based Care

On June 5, 2017, the VNA Board of Directors signed a non-binding Letter of Intent (LOI) to explore a formal affiliation with the UVM Health Network. The agreement recognized the ongoing changes in healthcare delivery and acknowledged that greater collaboration among providers is imperative to improve care and lower costs for patients.

More than ever before, medically complex healthcare is happening outside the hospital. By bringing this care to people where they live, patients recover faster, avoid unnecessary hospitalizations, and receive the education and support they need to manage chronic conditions.

UVM Health Network leaders have long recognized the integral role VNA's home health and hospice services play in the overall health of our community. This awareness led to conversations about the benefits that a closer partnership would bring. Those conversations, begun in 2015, ultimately resulted in Dr. John Brumsted, UVM Health Network's CEO, extending an invitation to VNA to affiliate.

We have spent the last four months in the due diligence process, exploring in detail what an affiliation would mean to our organization. At its November 9 board meeting, the VNA board voted unanimously to approve the affiliation, making us the first home health agency to join the UVM Health Network. The Network is comprised of six hospitals in Vermont and New York and the physician organization connected to those hospitals.

The VNA is proud to secure a seat at the table and participate in the design and implementation of a more responsive, integrated, prevention-oriented healthcare system. Rest assured, as Vermont's oldest and largest home health and hospice agency, our mission to provide the highest quality care to all who need our services, regardless of ability to pay, remains our #1 priority.

"This is a significant milestone in the development of the UVM Health Network. Having the VNA of Chittenden and Grand Isle Counties join the Network will give us the opportunity to better coordinate patient care and improve outcomes for the residents of those two counties. As we move away from the fee-for-service world, this type of integration is essential."

John Brumsted, MD
President and CEO,
UVM Health Network;
CEO, UVM Medical Center

Judy Peterson
President and CEO
Why Affiliate?
The Top Three Questions Answered

1. How will the affiliation between VNA and UVM Health Network benefit our patients and community?
   The purpose of the affiliation is to strengthen healthcare delivery in our region in three significant ways: by improving access, enhancing quality and lowering costs. The affiliation will mean a team approach to patient care, with far greater coordination between the hospital and home in multiple ways. For instance, a shared electronic health record will result in a more streamlined process in which patients will no longer be asked the same medical questions repeatedly, and providers at UVM Health Network will be able to view notes made by VNA nurses during home visits. (Currently, VNA nurses can only log on and see Health Network notes, not vice versa.) A full integration will result in higher quality patient care, and a stronger voice for those who feel, as we do, that home is the best place to heal.

   More seamless patient care and easier transitions are at the heart of the affiliation.

2. How will the affiliation impact VNA staff?
   The UVM Health Network will offer various types of support to VNA and its staff, as they do with other affiliates across the Network. Possibilities include: training and educational opportunities; leadership development; data analysis; group purchasing; technology assistance; and possible participation in the UVM Health Network benefits package. In the future, any realized savings will be reinvested in VNA staff and programs.

   No VNA employees will lose their jobs as a result of the affiliation.

3. How will VNA finances and governance be affected?
   The VNA Board of Directors will remain intact and oversee VNA business and operations as they do now, but the UVM Health Network will have the right to approve annual budgets, major purchases and the hiring of the CEO. We will remain a not-for-profit organization, responsible for our own balance sheet. The Network won't set targets or goals that are not in line with the VNA's own desire to remain a healthy, financially solvent organization.

   No VNA program or service will be terminated based solely on a lack of profitability, and future savings from the affiliation can be rolled back into VNA programming and staff salaries.

Our Commitment Remains the Same

The VNA cares for everyone in the community for whom our services are medically necessary, regardless of their ability to pay. The agency was founded on this simple principle. It continues to guide us today and informs our future.
Given the uncertainties around healthcare reform at the national level, VNA's commitment to ensuring all our friends and neighbors have access to high-quality care in their own homes is greater now than ever. Whether someone is recovering from surgery or stroke, dealing with a chronic medical condition, struggling with a terminal diagnosis, or a family needs help caring for a medically fragile child...

VNA will be there.
Why I Give
A Few of Our Generous Donors on Why They Support the VNA

We will always need the generous support of our donors to help make care possible for anyone who needs it. These gifts, both large and small, help us to bridge the gap between Medicare and Medicaid reimbursements and the actual costs of providing care. The choice to financially support the work of a non-profit is deeply personal. Every donor has a story. Here are a few:

"Twenty years ago a friend invited us to a fund-raiser for the Respite House. We were so impressed with the house and what the founders were trying to do. We are passionate about educating doctors, medical personnel, patients and families about end-of-life care."

Teena and Ric Flood, Charlotte

"The VNA has so many programs for the many people that need home health or hospice care. They help Vermonters from birth until end-of-life."

Carol and Ron Roberge, Colchester

"I’ve been involved with the VNA for many years, including as a board member. I’m continually amazed by the number of people from all walks and phases of life who are cared for by the VNA… nearly 6,000 last year. The VNA touches people across our entire community."

Jim Madison, Shelburne
Board Member 2008–2014
Honorary Board Member 2014–current
In Memoriam

We deeply appreciate that the VNA and its programs were named to receive memorial gifts between February 1, 2017, and June 30, 2017, in remembrance of the following people. We thank their families for honoring their loved ones in this meaningful way.

**Adult Day Program**
Stephany Deyo
Gladys Legrand

**VNA Home Health**
Richard Billups
Christine Charron
Peter Collins
Thomas Drolette
George Dwenger
Nancy Forman
Ellen Griffin
Carolyn Kennison
Elinor Lawrence
Carolyn Lawrence

**VNA Hospice Program**
Charlotte Lynch
Margaret Ottinger
Leonard Pilus
Francis Provost
Lawrence Weed
Matthew Wills
Corinne Zimmerman

**McClure Miller VNA Respite House**
Bonnie Lander
Drusella Rice
Irene Tessier
Marguerite Wolf
Florence Yandow

**VNA by the Numbers**

| 16 | employees’ average years of experience |
| 22 | cities and towns served |
| 168 | new hires this year |
| 592 | total employees |
| 82,494 | visits |
| 407,453 | hours of care provided |
| 1,064,694 | miles driven by VNA caregivers |

Robert Hams
Pamela Ide
Russell Johnson
Carolyn Kennison
Joanne Kilburn
David Knudsen
Laure LaForce
Allene Lanou
Larry Larivee
Winniferd LeBlanc
Warren Mattson
Albert Maxson
Marian Morgan
Robert Murphy
June Murray

Beatrice Nowocienski
Eleanor O’Brien
Foster Orton
Richard Patterson
Keven Pearce
Ronald Perron
Thomas Plentka
Ronald Richer
Jeanette Rochford
William Rochford
Constance Rudnick
Cedric Scribner
Phyllis Sherman
Gary Steller
James Whitney
Do You Know a Great Clinician?
We're Hiring!
Visit vnacares.org/careers or contact our Talent Acquisition Manager Sara Quintana:
802.860.4447
quintanas@vnacares.org

Upcoming Events

January 7, 2018
McClure Miller
VNA Respite House Remembrance Service
Mallets Bay Congregational Church, UCC
1672 West Lakeshore Drive, Colchester
1 pm, reception to follow
For more info, please contact Ally Parker at 802.860.4410 or parker@vnacares.org

New Hire Announcements

Please join us in welcoming (above) Heather Filonow, Mary Hegarty and Lisa Yaeger.

Heather Filonow, MSW, has worked in leadership roles in skilled nursing facilities for the past 12 years. In her new role, Heather will oversee the VNA's Choices for Care, Adult Day, Private Care and Wellness programs. Mary Hegarty was the editor of Vermont Life magazine for 10 years and worked closely with state leaders on issues regarding economic development and employee recruitment. She brings extensive health writing experience and will lead the VNA's marketing, communications and business development efforts. Lisa Yaeger previously worked in leadership roles at Norwich University, Community College of Vermont and the University of Maine Law School. At the VNA her primary areas of responsibility are employee relationships, leadership development, compensation and recruitment and retention.