



January 13, 2017

Town of Farmington
 ATTN: Mr. Arthur Capello, Town Administrator
 Farmington Municipal Offices
 356 Main Street
 Farmington, NH 03835

Dear Mr. Capello:

We deeply appreciate your ongoing support of Cornerstone VNA, a non-profit home health and hospice care organization serving Strafford, Belknap, Carroll and Rockingham Counties in NH and York County in ME. It is our privilege to continue providing trusted, compassionate and expert health care to members of your community and we are pleased to share the following service statistics from 2016 as well as program updates.

	<u>Farmington</u>	<u>Strafford County</u>	<u>Total Service Area</u>
Home Care/Perinatal	4803	40096	54037
Hospice Care	847	11987	14316
Life Care	267	9091	9304
Palliative Care	30	248	298
Total	5947	61422	77955

Being mission driven, we are committed to bringing services *to people of all ages regardless of their ability to pay*, so that families can stay together at home, even when facing the challenges of aging, surgical recovery, chronic or life-threatening illnesses or end of life care. We provide skilled nursing, physical, occupational and speech therapies, social work, and volunteer & support services through five distinct programs:

HOME CARE: As a full service home health care organization, Cornerstone VNA provides services 24 hours a day, 7 days a week. Home Care consists of Skilled Nursing, Licensed Nursing Assistants, Rehabilitation Services and Medical Social Workers. In order to best serve the needs of our patients, our team includes specialized clinicians who are certified in Wound, Ostomy and Incontinence Care, Diabetes Management and Education, Intravenous Therapy, Mental Health, Chronic Care, Gerontology, Pediatrics and Maternal Wellness, and Health Coaching. We also provide a Behavioral Health Program, Balance Therapy and Fall Prevention Program as well as an Educational Series for community members and health care professionals. Specialty services include a sophisticated Telehealth Program for patients with chronic illnesses and Smart Care, an emergency response and communication system for patients and their families.

HOSPICE CARE: Hospice is a holistic approach to caring for people with a life limiting illness with a focus on providing the greatest quality of life until the end of one's life. The goal of our hospice program is to provide physical, emotional and spiritual comfort to the patient as well as grief support and bereavement counseling for their family and caregivers. Hospice is not a place, it's a concept of care that is provided anywhere a patient calls home such as in a private residence, skilled nursing facility, assisted living facility or hospital.

PALLIATIVE CARE: Palliative Care is specialized medical care for people with a serious illness. Its focus is on providing patients relief from the symptoms of a complex illness. It is appropriate at any age and at any stage of a diagnosis such as cancer, dementia, heart disease, lung disease, or any illness that causes distressing symptoms. The primary goals of the Palliative Care Program are to improve the quality of life for both the patient and their family and decrease the need for emergency room visits or re-hospitalizations.

LIFE CARE – Private Duty: Life Care is a private duty program providing a full array of services. The goal of this program is to help individuals live in their home and community safely, independently and comfortably. Whether someone has had a surgery, accident or living with a chronic health condition, Life Care staff create an individualized program to address short-term or long-term health needs. Life Care offers flexible scheduling from as little as 1 visit per week to 24 hour care.

COMMUNITY CARE: At Cornerstone VNA we are not only committed to making people well, we are committed to the health and wellness of the community. We offer monthly health clinics to monitor blood pressure, blood sugar and cholesterol, and provide immunizations and medication, diet and nutritional counseling from a Certified Health Coach and Wellness Nurse.

DELIVERING HIGH QUALITY CARE

As a non-profit organization, our greatest challenge, along with the reduction in Medicare reimbursements and rising costs of operation, is having the funding available to advance our mission and to reach those in need of our programs and services. As healthcare trends are moving care back into the home, no matter the degree of a patient's illness, the level of skill needed has become increasingly important. As a result, Cornerstone VNA continues to invest in certifying our clinicians to ensure excellence and implement new technology to create efficiencies and better meet the needs of our patients. Although the future of home health care will be challenging due to changing payment models, the aging population and the shortage of health care professionals, funding from local towns help Cornerstone VNA continue serving residents in need while working to meet those challenges. We are pleased to share our accomplishments over the past year:

- The Technology Team identified a sophisticated **telehealth** system to better meet the needs of our patients. Implemented in January 2016, the new telehealth units have wireless connectivity, video capabilities and an improved patient education component. During the first few months of implementation, Cornerstone VNA experienced a 60% reduction in congestive heart failure hospital readmissions for patients that were on the telehealth program.
- Cornerstone VNA implemented a **record document management system**, allowing all documents to be stored within the electronic medical record and eliminating the need to print documents. This system also provides improved process efficiencies.
- The clinician's mode of documenting was upgraded from a laptop computer to an **iPad**. This helps to create a more efficient documentation system.
- Cornerstone VNA launched a special series to support caregivers called **Caregivers Connect**. Our goal with Caregivers Connect is to connect people with important information, resources and support to help them on their caregiving journey.
- **The Kiddie Cornerstone Fund** was recently established so that our pediatric nurses can bring small gifts to their young patients to help foster positive relationships, ease anxiety and bring smiles to their faces. Funding will also support families in need during the holidays and gas cards will be distributed to families to assist with travel expenses to and from the hospital for medical appointments.

The impact of your support is significant! Your continued investment in our organization enables us to provide care to your residents, regardless of their ability to pay for services and to purchase special equipment for patients in need. Along with access to care, your support funds free community clinics, patient education and allows us to launch innovative program and services. Thank you for your support.

Respectfully,

A handwritten signature in cursive script that reads "Julie A. Reynolds".

Julie Reynolds, RN, MS
Chief Executive Officer
Cornerstone VNA