



GARDNER VNA

Your Home Connection.



Gardner VNA Hosted Celtic Night Featuring Enter The Haggis



The Gardner VNA hosted a Celtic Night on Friday, December 3, Wachusett Mountain. The evening kicked off with Boston's own John Connors and the Irish Express, who delighted the crowd with old favorite Irish songs. It was a great prelude to the feature band — Celtic rock band, Enter the Haggis. Nearly 400 people attended the event raising over \$14,000 for the Gardner VNA. Thanks to everyone who supported the event!!

With Gratitude to our Celtic Night Sponsors...

Partners: Wachusett Mountain Ski Area & Wachusett Village Inn

Lead: Baystate Benefit Services, IC Federal Credit Union, People's United Bank

Major: ACT Fastening Solutions, Athol Savings Bank, Broadview Assisted Living, Family Pharmacy, Inc., Dr. and Mrs. James Fluet, GFA Federal Credit Union, Mutual of America, Norm Wironen, CFP, ChFC, Rollstone Bank & Trust, W.E. Aubuchon Company, Inc.

Benefactors: Anthony's Liquor Mart, ClearChannel Outdoor, David Fabian, MD, Fallon Community Health Plan, John Harrington, MD, Horrigan Cleaners, Inc., Hospice Pharmacia, George Krasowski, MD, John Mulqueen, MD and Paula Mulqueen, RN, The Protector Group Insurance Agency, Inc., Williams Restaurant & Tavern

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Photos by Latrice Cooper

Elaine Fluet Receives 2010 Women in Business Award

Elaine Fluet, CEO of the Gardner VNA, was recently awarded the Worcester Business Journal's 2nd Annual 2010 Women in Business Award. This award is given to remarkable women who are making their mark on the Central Massachusetts business



community. Elaine was one of 6 honored out of many nominated. According to Board Chairman, Debbie Orre, it really didn't surprise anyone that her leadership has been noticed and awarded. "We all know how tirelessly Elaine works on the agency's behalf and how innovative a leader she is, which has enabled the Gardner VNA to remain a strong and financially solvent agency," said Orre. Fluet was featured in an article in the Worcester Business Journal on November 8 and received her award at a luncheon in Worcester on November 19.

"Elaine started her career with the Gardner VNA in 1985 and ultimately became the Chief Executive Officer in 2004," said Orre. "Under her leadership, the Gardner VNA has become an 8.8 million dollar operation with a solid financial future," she said. "Her leadership has resulted in stability when many healthcare organizations are reeling," she added. "As a tribute to Elaine's management, the Gardner VNA was recently awarded the Patient Satisfaction Award of Distinction, placing the agency in the top twenty percent of high performing Medicare Certified agencies in the country," said Orre.

"Elaine's love of nursing makes her a compassionate mentor who instills confidence in those she guides," she said. "She opened up the agency to preceptor programs with Fitchburg State College and Mount Wachusett Community College to attract women and men to the profession and support them through their learning process and any challenges they may encounter," she said.

Celtic Night

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Special thanks to all the community leaders who came together in early September to collaborate with the Gardner VNA to bring the best possible event to the community.

Community Fundraising Team

Gail Allen, Esq., Law Office of Gail Allen
Patricia Bean, Owner, Designing Accents
Andy Boucher, Gardner VNA Board and Boucher Funeral Home
Norman Boudreau, Retired President, IC Federal Credit Union
Karen Culkeen, Gardner VNA, Healthy Families
Celeste Drake, Royal Steam Heater Company
Michelle Edson, Athol Savings Bank, Gardner
Peter Erickson, Gardner VNA Board and Silversmith
John Flick, Esq., Gardner VNA Board and Flick Law Group, PC
Elaine Fluet, CEO, Gardner VNA
Sharon Fluet, Leominster
Scott Graves, Gardner VNA, Fundraising Chairman
Mike Horrigan, Owner, Horrigan Cleaners
Laura Hume, Marketing, Wachusett Village Inn
Eric Jacoboni, Branch Manager, IC Federal Credit Union, Westminster
Karen Koller, President, RCAP Solutions
Laura LaBrack, Gardner VNA, Marketing
Ray LaFond, SVP, Enterprise Bank and Trust
Joyce LaFontaine, Gardner VNA, Board Member
Nancy Langlois, Gardner VNA, Executive Assistant
Heather Layton, Gardner VNA Board, MWCC
Kelly Loescher, Gardner VNA, Rehabilitation Services
Margaret Maki, St Bernard's Elementary School
James Monette, VP, IC Federal Credit Union
Nancy Monette, Gardner VNA Board, Owner Subway
Nikki Moorshead, GM, Colonial Hotel
Deborah Orre, Gardner VNA Board Chair

IC Federal Credit Union Lead Sponsor of Celtic Night



Tony Cali, President of IC Federal Credit Union (left) presents a \$2,500 check to Elaine Fluet, Chief Executive Officer of the Gardner Visiting Nursing Association (center) while Ken Stone, Jr. looks on. IC was a lead sponsor of Celtic Night.

Renee Perdicaro, RCAP Solutions
Ann Racine, Gardner VNA, Fund Development
Sharyn Rice, SVP, MWCC
Phil Richards, SVP, IC Federal Credit Union
Jeannie Sanborn, Heywood Hospital, Infection Control
Tina Sbrega, President and CEO, GFA
Ken Tomasetti, Gardner VNA Board and Owner,
ACT Fastening Solutions, Inc.
Carla Vautour, Corporate Catering Sales Manager, Four Points Hotel
Matt Ward, President, InConcert Web Solutions
Brenda Young, Branch Manager, Fidelity Bank

Stay tuned
to see
what's coming
next year!

National Home Care Month Celebration

The Gardner VNA joined home health providers across the state and country this past November to mark National Home Care Month. The Gardner VNA is working to raising awareness of the services they provide as a cost-effective solution to help improve care delivery.

“We are very proud of our work that enables patients to remain in the most comfortable and familiar setting: their own homes,” said Elaine Fluet, CEO. “The Gardner VNA is honored to help patients remain independent and close to their loved ones.”

Nationally, more than 11 million Americans receive home health care, according to the National Association for Home Care & Hospice. In Massachusetts, more than 170 member agencies of the Home Care Alliance provide over 5 million home care visits each year to approximately 175,000 elderly, mentally ill and otherwise infirm Massachusetts residents.

Through technological advances, home-delivered healthcare has grown far beyond basic professional nursing and home care aide services. The Gardner VNA offers a wealth of services from nursing, physical &

occupational therapies to hospice, adult day health centers, telehealth (remote patient monitoring), lifeline/medication management, private duty and personal care services.

“So many emerging health care reform efforts play to our member agency strengths,” said Home Care Alliance of Massachusetts Executive Director Patricia Kelleher. “Efforts at reducing readmission rates to hospitals and new state programs aimed at managing chronic illnesses can look to us for help and support.”

Massachusetts is at or better than the national average in OASIS scores (Outcome and Assessment Information Set), which is the data collection tool used to gather important information on home health agencies and their performance. Among the areas where the state exceeded the average was improving patients mobility, reducing pain, properly taking medication, improving or healing wounds from an operation and having patients remain at home after home health services ended.

Hospice Program Hosts Annual Celebration of Life Service

On Sunday, November 7, the Gardner VNA Hospice Program hosted their Annual Celebration of Life service at Cornerstone Church on route 140 in Winchendon. "The celebration is in remembrance of all Gardner VNA Hospice patients who have passed away over the last 15 months," according to Carol Salmi, Hospice Director. "This celebration is an interfaith gathering and all community members were encouraged to attend," she said.

"We, as a Hospice Team, cherish the opportunity to help families and are touched by how they welcome us into their homes and their lives at such a difficult time," said Salmi. "We are proud to be able to offer this service to our families as a way of showing how enriched we, as healthcare professionals, are by our involvement with their loved ones," she said.

Salmi also noted how fortunate we are to have the support of so many businesses in the area. "Their generous donations help to make this celebration of life so beautiful and memorable for these families," she added.

Healthy Families Program Holds Annual Christmas Party

On Tuesday, December 14th the families who participate in the Gardner VNA Healthy Families program were treated to a holiday party complete with a visit from Santa Claus! Healthy Families is a home visiting program that serves young parents (under age 21) and their babies who are less than 3 years old. Moms,



Dads and their children enjoyed pizza and snacks and made holiday crafts together. Each child was treated to a book or toy from Santa. Special thanks to Don Fluet who responded to our pleas for a Santa, and to BJs, Papa Gino's, Cleghorn Pizza and Subway for the donations of food for the party.

A Success Story on the Gardner VNA Team

Congratulations to Christina Homon, who recently graduated from the HOPE for Women program at the HOPE House in Gardner. This program provides young women with the education they need to move into the workforce and have successful careers.

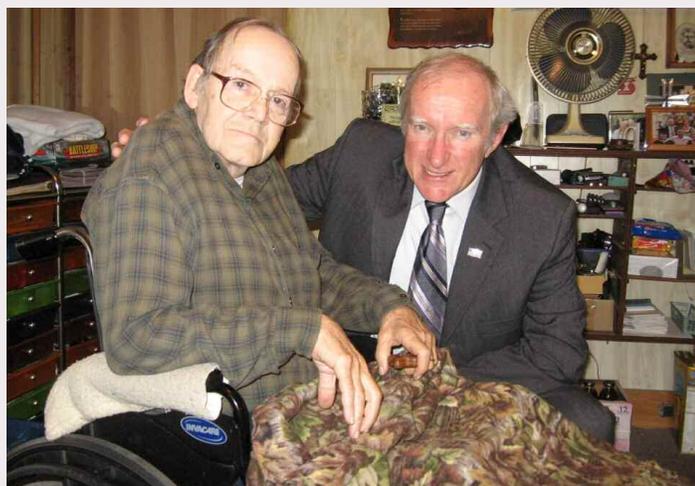


Christina recently spoke at the HOPE for Women graduation to let other women in the program know that anything is possible. "Know to never stop trying to reach your goals, continue to better yourself and in the end it will pay off," she said in her message.

The Gardner VNA was fortunate to benefit from this wonderful program. Christina joined the agency in November of 2010 working for the My Home Connection program and has been a great addition to our team, according to Kathy Kilhart, Elder Services Director. "She has such strong computer skills and a great personality, our staff and clients truly enjoy working with her," said Kilhart.

The Gardner VNA is glad to support HOPE in their mission and is even more honored to be able to employ such great people from this inspiring program.

Check out the new Gardner VNA Website
www.gardnervna.org



Senator Brewer Accompanies Gardner VNA Nurse on Home Visit

On Wednesday, November 17th, Senator Stephen Brewer accompanied Homecare Nurse Supervisor, Pam Saulnier, on a home visit in recognition of November as National Homecare Month. "It was wonderful to have an elected official participate in a home visit to see first hand how important home medical services are to our community," said Saulnier. "Senator Brewer was so gracious with our patient and took the time to listen to how the Gardner VNA has helped him in his recovery," she said. "It was rewarding for me, as a nurse, to hear Senator Brewer say how we are the angels out there taking care of patients and how much he appreciated all of our efforts," she added.

Pictured (from left to right) are Paul Sawyer of Winchendon and Senator Stephen Brewer.

CONGRATULATIONS!

To **Kelly Lindemuth, RN** (Pediatric Homecare Nurse) and **Sue Lowthers, RN** (Hospice Nurse) who recently achieved Association for Pediatric Oncology Nurse (APHON) Certification. Kelly and Sue were invited by UMass to attend this certification course to become a Chemotherapy / Biotherapy Provider. After completion of the course, they were tested on their knowledge and both passed with flying colors. Kudos to these staff members!!

To **Nikki Osborne, RN**, (Hospice Nurse) recently achieved Oncology Nursing Society Chemo Certification.

Gardner VNA Services

Adult Day Health Services – *Gardner, Fitchburg & Athol*

Community Education Programs

Corporate Wellness

Home Assisted Living™ – *Group Adult Foster Care*

Homecare Services

- *Skilled Nursing*
- *Maternal/Child Health Services*
- *Wound/Ostomy Specialist*
- *Rehabilitation Therapists– Occupational, Physical & Speech*
- *Medical Social Services*
- *Home Health Aides*
- *Telehealth Program*

Hospice

Lifeline/Medication Management Systems

My Home Connection™ – *A Private Duty Service*

Public Health-Flu & Blood Pressure Clinics

Support Groups

- *Caregiver's Support Groups– Fitchburg & Gardner*
- *Bereavement Support Group*
- *New Beginnings Support Group*

Community Outreach Programs

Gardner VNA Community Services Center:

- *HIV Prevention & Education*
- *HIV Counseling & Testing*

With Gratitude...

Our Lady of the Lake Parish in Leominster

Thanks to the generosity of the Parish, \$700 was donated to the Gardner VNA's Community Services Center to replenish the food pantry. The Center, in downtown Fitchburg, is a health and education center to help our vulnerable population who are dealing with addictions.



Gardner VNA Mission

We build healthy communities by delivering high quality health and social services in a fiscally responsible manner in the homes and neighborhoods of North Central and North Quabbin areas of Massachusetts.

Gardner VNA Customer Service Standards

- We value our employees and their commitment to our customers and the agency.
- We believe that health and well-being are an individual's most valuable possessions.
- We value the trust placed in us by our customers.
- We provide excellent service.

Donations

The Gardner VNA is grateful for the generous support of our donors. If you are interested in making a tax-deductible donation to the Gardner VNA or if you have any questions regarding how to make a donation, please call (978) 632-1230, ext. 3024.

"We want to thank you for all the wonderful nurses, physical therapists and health aides you have sent to us."

If you would like to share any thoughts with our CEO, Elaine Fluet, please drop us a line at 34 Pearly Lane, Gardner, MA 01440 or email her at elaine.fluet@gardnervna.org.

For any other questions about the Gardner VNA or our services, please call 978-632-1230.