



Your Home Connection.

Gardner VNA Quality Improvement Efforts Recognized by Masspro

Gardner VNA was recently recognized by Masspro, the Medicare quality improvement organization for Massachusetts, at a conference honoring the achievements made by home health agencies participating in the Centers for Medicare & Medicaid Services' (CMS) Home Health Quality Initiative (HHQI). The agency received its award for improving clinical care related to one or more target outcome measures (areas of care).



Pictured from left to right: Kathleen Foss, Performance Improvement Advisor, HHQI; Elaine Fluet, CEO, Gardner VNA; Karen Linabury, Special Projects Coordinator, Gardner VNA; and Fran Champlin, Director of Clinical Services, Gardner VNA.

"Of the agencies that worked with Masspro on the HHQI project, a majority were able to significantly improve their selected target outcome(s). All of the agencies that volunteered to participate in this project clearly showed their commitment to improving the quality of care delivered to their patients," said Helen M. Magliozzi, RN, BSN, Manager, Home Health and Nursing Home Services.

Facilitated locally by Masspro, the HHQI seeks to enhance the care provided to patients treated in their homes. Participating agencies are given technical assistance to develop and implement plans of action, as well as encouraged to share information and learn from their peers through interactive e-mail lists, Web-based trainings, audio-conferences and workshops.

Orange Adult Day Health Center Renamed and Moves to Bigger Facility in Athol

The Gardner Visiting Nursing Association, Inc. (Gardner VNA) has been providing Adult Day Health Services in the North Quabbin region for the past 14 years, according to Elaine Fluet, CEO of the Gardner VNA. "We are excited to announce that the Center has relocated from our original site in Orange to a larger Center in Athol," said Fluet. "The change in location was necessary to accommodate the increased need for this service in the North Quabbin area," she said. The new Center is located at 1471 Main Street Rear (behind Bruce's Browsers), Athol. The new number at the center is (978) 248-9470.

"In addition to the move, the name of the Center has been changed to **North Quabbin Adult Day Health Services** – of the Gardner VNA," she added. The Center was formerly known as the Orange Adult Day Health Center. "The new space allows us to not only serve more community members, but also to upgrade equipment and offer more specialized activities for our diverse population," she said.

"Part of our goal to make our transition to our new space as smooth and successful as possible is embarking on a campaign, called the "Home Away from Home" Campaign," said Fluet. "We are reaching out to North Quabbin communities and asking for

Gardner VNA Honors Individuals at Annual Meeting

“In order to celebrate our success in 2007, we must also look back and recognize the many individuals who have supported our ability to provide quality care to the residents of the surrounding 24 communities,” said Elaine Fluet, CEO. “At this year’s annual meeting we honored some of these individuals with the Fourth Annual *Make A Difference Awards*,” said Fluet. “We are extremely grateful for the ongoing support of these award recipients and are thrilled to be able to give something back to them,” she said.

The *Make A Difference Award* recipients include John Harrington, MD of The Winchendon Health Center; David Bell, MD of Narragansett Family Practice and Chris Vasiliadis, owner of Williams Restaurant in Gardner.

Fluet also recognized several volunteers for their years of service to the Gardner VNA. “Collectively, these individuals have donated over 30 years to providing compassion and outstanding service to our clients,” she said. This group of volunteers included Barbara LeBlanc, Nancy Kangas, Marilyn Ryder and Norma Smith.



Kathy Kilhart—our 20 year employee—with Elaine Fluet.

Honoring our employees

5 years

Brenda Underwood
Elizabeth Newton
Julie Gaetz

David Roberts
Jacqueline Schuchard
Shannon DeSimone

10 Years

Carol Salmi
Lynne Greenleaf
John Dipaoli
Marta Albizu

20 Years

Kathy Kilhart

Orange Adult Day Health Center

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their support of this campaign to help create a safe environment for the residents who are in need of our care,” she said.

Communities served by the Center include Athol, Erving, New Salem, Orange, Petersham, Phillipston, Royalston, Warwick and Wendell.

Fluet noted how grateful she was to many local community members who came together to form an Advisory Committee to help with the campaign. “These individuals give many hours of their time to help with our fundraising efforts,” said Fluet. “We are very fortunate to have such a committed group of people who believe in our work so passionately that they are willing to give their time and support,” she said. The North Quabbin Adult Day Health Advisory Committee includes Mary Lou Schwab, Deb Blanchard, Kathy Kilhart, Atty. John Flick, Pam Harris, Elaine Fluet, Nancy Monette, Deb Vescovi, Louise Smith, Lucille Songer and Laura LaBrack.

The Committee has planned several fundraisers to benefit the new center. These included a mystery theater evening at the Elk’s Lodge in Orange on March 14th, raffling off tickets for 4 celtics tickets (Loge Seating-Section 18, Row 11, Seats

10-13) and a raffle for a handcrafted quilt—generously donated by Nancy Langlois and Liz Newton of the Gardner VNA. “A very successful Blues Festival, at the Gardner Ale House, was held in early November,” said Fluet.

“Adult Day Health Services at the Gardner VNA are designed to meet the physical, functional and social needs of elders and disabled adults,” according to Louise Smith, North Quabbin Adult Day Health Services Director. “The staff are able to provide care for people with Alzheimer’s / Dementia and/or medical needs, as well as those individuals who are seeking socialization,” she said.

“This vital service brings individuals to a congregate setting, providing them with nursing care, case management, personal care, proper nutrition, as well as rehabilitative and recreational activities,” Smith said.

For more information about Adult Day Health Services, upcoming events or how to make a donation to the “*Home Away from Home*” Campaign, please call the Gardner VNA at (978) 632-1230, ext. 3092.

What's New...

Dr. John Harrington named the Medical Director for the Gardner VNA's Hospice program.

Dr. Harrington earned his undergraduate degree at the College of the Holy Cross in Worcester, MA and his medical degree from Case Western Reserve University in Cleveland, OH. He completed an Internship in the Family Practice Program at Cleveland Metro General Hospital and his Residency at the Cheyenne Family Practice Program in Cheyenne, Wyoming.

Dr. Harrington is Board Certified in Family Practice and is currently the Medical Director and staff physician at the Winchendon Health Center – a satellite facility of Heywood Hospital. Dr. Harrington is also the Medical Director of the Transitional Care Center at Heywood Hospital. In addition, he is an Associate Professor of Family & Community Medicine at UMass Medical School in Worcester, MA and School Physician for the Winchendon School District.



Annual Gardner VNA Symposium for Well-Being



Benjamin Zander



Dr. Bernie Siegel

Plans for the Third Annual Symposium for Well-Being are underway. An announcement for this year's speaker will be made in the near future. According to CEO Elaine Fluet, we have been fortunate to have Dr. Bernie Siegel and Benjamin Zander speak at the symposium over the past two years.

"The mission of our symposium is to bring well-known speakers to our rural area," she said. "The response to our symposiums has been truly inspirational and we are glad to be able to offer these educational opportunities to so many people," she added.

New Customer Service Standards Rolled Out During National Home Care Week

The Gardner Visiting Nursing Association, Inc. (Gardner VNA) celebrated National Home Care Week with the rollout of new customer service standards for 2008. "A Customer Service Committee, made up of Gardner VNA employees, have been meeting monthly to look at all aspects of how we deliver our services," said Elaine Fluet, CEO. "The committee has developed four standards that will become the basis of all that we do as employees of the agency," she said.

The new standards are:

- *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.*

Quality Improvement Efforts

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“We were thrilled to be able to participate in this initiative,” said Elaine Fluet, Gardner VNA CEO. “As healthcare providers, we are always looking at ways to provide even better service to our patients,” she said. “Having formal implementation plans in place and a forum to share our learned experiences was such a bonus in our efforts to improve patient outcomes,” she added.

The Gardner VNA is located on 34 Pearly Lane in Gardner, and serves over 3740 patients every year. The agency is a not-for-profit home health agency, who has been providing home health services to 24 cities and towns in the greater Gardner area since 1906. The diverse services include community health nurses,

certified home health aides, rehabilitative therapists (PT, OT & Speech), medical social workers, certified wound, ostomy & continence nurse, My Home Connection™ – *A Private Duty Service*, Lifeline, Adult Day Health Services – *Gardner, Fitchburg & Athol*, Home Assisted Living™ – *Group Adult Foster Care*, Hospice, Community Education Programs, Maternal/Child Health Services, Healthy Families®, HIV Education & Prevention Programs and HIV Counseling & Testing.

For more information about the Gardner VNA or any of our services, please call (978) 632-1230.



Gardner VNA Services

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

Community Education Programs

Corporate Wellness

Healthy Families®

Home Assisted Living™ – *Group Adult Foster Care*

Homecare Services

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

Hospice

Lifeline

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*

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.

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. 3080.

“We have seen firsthand many examples of the compassion and tenderness that your staff exhibits.”

“You have been called ‘angels’ and we truly believe this is what you are to all the folks you so gently show your compassion. How blessed our area is to have you among 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.