

# 2016

## New Hampshire Hospice and Palliative Care Organization

### 2016 REPORT TO OUR CONSTITUENTS

#### VISION

All people in New Hampshire will have access to excellent care that is valuable and meaningful to them when facing life-threatening conditions.

#### WHO IS NHHPCO?

Last year, over 5,500 people were served by New Hampshire's hospice and palliative care programs. Such care has been consistently reported by families to contribute to a much higher quality of life for both the patient and their supporting family and friends.

NHHPCO is the only state-wide organization dedicated to promoting excellence in care for those facing such life-limiting situations by:

- Educating healthcare professionals, and other caregivers, who provide care in hospitals, nursing homes, outpatient, and homecare settings.
- Raising public awareness and expectations for quality hospice and palliative care.
- Advocating for legislative and regulatory changes that improve patient access to quality care.
- Providing professional networking opportunities for membership.
- Engaging organizations to participate with us in our vision and mission.

#### 2015 - 2016 HIGHLIGHTS

- Hosted the 20th Annual Fall Conference *When it Matters Most: The Best Care Possible*.
- Addressed RHC/FQHC Hospice Physician Billing issue with CMS, NHHPCO, the Medical Society, Senators and Congressional Representatives to advocate for removal of barrier to care.
- Attended NHHPCO Hill Visits and Council of States meetings.
- Hosted the 3rd Annual Hospice Volunteer Education Day *Visiting those with Alzheimer's and Dementia*.
- Hosted the 3rd Annual Hospice and Palliative Care Conference *Reaching Our Underserved Families in NH – Considerations for Culture and Diversity* with St. Anselm College.
- Provided education to clinicians and administrators on improving access to palliative care by successfully billing for services.
- Surveyed hospice providers to determine advanced care and POLST usage amongst patients.
- Attended Hospice & Palliative Care Council of Vermont Board meetings to explore future collaboration.
- Created "Spiritual Care Tip Card" for distribution by Chaplain Network Group to colleagues to promote conversations with patients/families on spiritual distress.
- Initiated Clinical workgroup to develop guidelines for opioid management and disposal.
- Hosted Physician Assisted Suicide survey, which revealed 60% of survey participants are *personally* in favor of legalizing PAS, whereas 48% are *professionally* in favor of it.
- Provided education for Hospice and Palliative Care Administrators and Clinicians on supporting patients to receive Therapeutic Cannabis.
- Promoted education and shared strategies to support Veterans at end of life.
- Conducted a survey of NH Cancer centers on pain assessment practice with the NHCCC. Created a rack card listing non-pharmacological pain management techniques for distribution to patients, families, and caregivers.



## MESSAGE FROM THE PRESIDENT

Dear Colleagues,

**W**orking in end of life care is such a privilege. Being invited to serve on the NHHPCO Board of Directors and as the Board President is, similarly, a remarkable and wonderful experience. I am incredibly appreciative of the significant time and expertise shared by our Executive Director, Janice McDermott, our Board and Committee Members, and our Peer Groups. I frequently seek the insight of my peers in the Hospice Administrators Group regarding difficult clinical issues or to ask how they are addressing new regulatory guidance. Statewide peers are an invaluable resource, and I encourage fellow NHHPCO members to join, and benefit from, the various network groups.



This is an interesting time to be involved in healthcare delivery! Hospice and palliative care providers are uniquely positioned to partner with the wider healthcare system to impact quality outcomes and reduce costs, while always keeping the focus and goals of care on what is important to the patient and their loved ones. Significant challenges related to opioid abuse have sparked the formation of a workgroup to provide guidance on the safe, appropriate management of opioids in the hospice setting, while continuing to effectively manage pain and other symptoms.

During our Strategic Planning Meeting this Autumn, we will explore how NHHPCO can best continue to serve our members and support the best quality palliative and end of life care in the constantly changing landscape of healthcare. Thank you for your support of NHHPCO's mission. I invite you to join us in the work; much like hospice, there is truly much more to be gained than what is given.

Warm regards,  
**Andrea Patrick-Baudet**

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear NHHPCO Members, Friends and Colleagues,

**N**othing stays the same but change."

This old saying rings true for the past year and foreseeable future in palliative care, hospice and healthcare in general. A new reimbursement structure for hospice went into effect as of January first. This is the first time it has changed since the onset of Medicare Hospice Benefit, and came amidst increased scrutiny of the hospice industry. Regulatory changes and increased quality reporting are setting the stage for public reporting in the future.

We are seeing mergers and affiliations within hospitals, homecare and hospice across NH. There is an increase in palliative care programs and a rise in community action groups addressing our aging population. With these initiatives and restructuring activities come changes in leadership at both state and national levels, including the departure of NHHPCO CEO Don Schumacher at the end of 2016.

Physician Assisted Suicide/Aide in Dying found increased support over the past year with national media attention sparked by the experiences of Brittany Maynard and Diane Rehm. Legislation introduced here has yet to gain traction, but public opinion is shifting in favor of making this choice available.

As we find our footing for a new era in healthcare delivery, NHHPCO Board of Directors and members remain committed to promoting access to quality end of life care – the care we want for our family, our friends and ourselves – when the time comes. Thanks to each of you for your continued efforts on behalf of "The Best Care Possible".

With Appreciation,  
**Janice McDermott**



Lisa Withrow (left) receives the 2015 Ira Byock & Yvonne Corbeil award, presented by last year's recipient Mary Braun (right)

### THE IRA BYOCK & YVONNE CORBEIL AWARD

In 2013 NHHPCO established an award to honor the work of Ira Byock and Yvonne Corbeil. The award recognizes an individual, team or organization in Northern New England who has demonstrated innovation and collaboration to help deliver the best end-of-life care possible to NH residents.

The 3<sup>rd</sup> Annual Ira Byock and Yvonne Corbeil Award for Innovation and Collaboration in Delivering the Best Care Possible was presented to Lisa Withrow, APRN, NP-C, ACPN Co-Founder, Palliativity Medical Group, Bedford on June 5, 2015.

Lisa is a certified Family Nurse Practitioner with a degree focus in Palliative Medicine and 19 years in the medical field. Lisa has increased access for patients in need of palliative care by developing a trigger system, has grown the program from zero to 15 consults a week, and has mastered the task of billing appropriately and receiving maximum payment for Palliative Care services.

## THANKS TO DEPARTING BOARD MEMBERS!

The following board members have contributed to our work in many important ways. Thank you, Sandy and Phil. We will miss you, but know that our work together is not done!

**Phil Lawson, MD, ABFP, ABHPM**, Littleton Regional Healthcare, North Country Home Health and Hospice, Ammonoosuc Community Health Services, Littleton, has served two terms from 2010–2016. In that time, Phil has been a central figure in our Palliative Care Clinician Group meetings as an educator and facilitator of important topics. He has also provided presentations at our annual Fall Conference and at the Statewide EMS Annual Conference on “If You Can’t Save a Life: Save a Death”. Phil has been instrumental in bringing national attention to a barrier to hospice care in RHC/FQHC settings due to CMS requirements for physician billing. He is now leading a Medication Management Workgroup to address the safe use and disposal of opioids for hospice patients and families. The group has created guidelines that are being finalized by NHHPCO.

**Sandra Knowlton-Soho, MS, RN**, Practice Manager, Palliative Care Coordinator, DHMC, Lebanon, served from 2012 – 2015. As Board Secretary from 2014-2015, Sandy was an integral part of our executive committee and volunteered to lead us in a successful strategic planning meeting in 2015. Sandy also participated as a founding member of the Palliative Care Administrator Peer Network Group. Sandy resigned from our board late last summer when she accepted a position as an ACO Clinical Consultant for OneCareVT.

### SAVE THE DATE

**Friday, August 19, 2016**

## 13<sup>th</sup> ANNUAL GOLF TOURNAMENT

Stonebridge Country Club, Goffstown, NH

**Thursday, August 24, 2016**

## 4<sup>th</sup> ANNUAL HOSPICE VOLUNTEER EDUCATION DAY

*Vigil*

Audubon Society, Concord, NH

**Thursday, November 10, 2016**

## 21<sup>st</sup> ANNUAL FALL CONFERENCE

*The Best Care Possible — Communities of Care*

Southeastern Regional Education Service Center (SERESC), Bedford, NH

**Friday, March 10, 2017**

## 4<sup>th</sup> Saint Anselm College and NH Annual Hospice and Palliative Care Org. Conference

*Palliative Care: Bringing Comfort to Patients Approaching End of Life*

### YOUR SUPPORT MATTERS

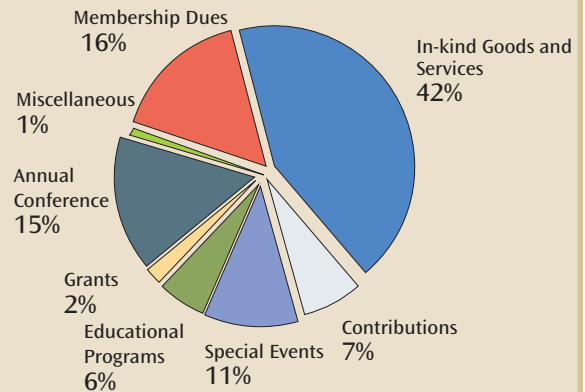
Our mission is important to all NH citizens, but our resources are limited. We receive no state or federal funding, so your support will be added to our membership dues, donations, and proceeds from fundraising events to allow us to do even more.

For more information and membership application visit [nhhpc.org](http://nhhpc.org).

*Thank you for helping us make a difference in the quality of care in NH.*

## NHHPCO FY 2015 REVENUES AND EXPENSES

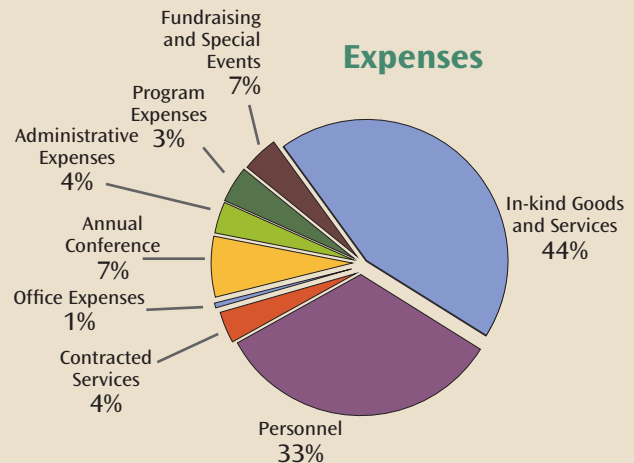
### Revenues



Contributions	\$ 11,403
Special Events	16,965
Educational Programs	9,064
Annual Conference	24,425
Miscellaneous	1,012
Membership Dues	25,231
In-kind Goods and Services	67,563

**Total Revenues: \$158,663**

### Expenses



Personnel	\$ 51,406
Contracted Services	5,590
Office Expenses	897
Annual Conference	10,589
Program Expenses	5,456
Administrative Expenses	6,476
Fundraising and Special Events	6,486
In-kind Goods and Services	67,563

**Total Expenses: \$154,463**

## **NHHPCO is grateful to all our members and donors...**

Financial donations as well as “In-Kind” donations are critical to our existence. The following is a partial list of the 2015 donors and sponsors that we are so grateful for.

Laurie Allen  
American Cancer Society  
Bayada Hospice  
Beach View Inn  
Becket Family Services  
Chuck Bellemore  
Coca-Cola Bottling Co.  
Ira Byock & Yvonne Corbeil  
Peter Caulo and Family  
Patrick Clary, MD  
Concord Hospital  
Concord Orthopaedics  
Dartmouth Hitchcock Medical Center  
Dunkin Donuts – Bedford  
The Edgewood Centre  
Grappone Auto Group  
Madeline Gerken, MD  
Anne & Ron Hebert  
The Hoefler Family  
Home Care Specialists, Inc.  
Home Care Association of NH  
Home Health & Hospice Care  
Home Instead Senior Care – Pay it Forward  
Life Choice Hospice/Hospice Compassus  
Journey Home Thrift – Janet Hamilton  
Mary & Glenn Kazanowski  
Manchester VNA & Hospice  
Bruce Mast  
Merchant's Auto  
Friends/Family of Joseph McPhee, Jr.  
The Inn at Mills Falls  
Ellen Musinsky  
David Nagel, MD  
Friends/Family of Frances Nelson  
Ness/Rodenberg Family Foundation  
NH Comprehensive Cancer Collaboration  
NH Cremation Society – Phaneuf Funeral  
NH Hospital Association  
Parkland Medical Center  
Colleen Pierce  
DeeMarie Pinfield  
Anne Rawson – Accountant  
James St. Jean  
Sheehan Phinney Bass & Green PA  
St. Anselm College  
The Peddler's Daughter  
Toadstool Books  
Week's Medical Center - Radiology

## **NHHPCO 2015 BOARD OF DIRECTORS**

### **Officers – Executive Committee**

#### *President*

**Andrea Patrick-Baudet, RN, CHPN, CHPCA**  
Hospice Director  
Cornerstone VNA  
Rochester, NH

#### *Vice-President*

**Mary Francis Drake**  
Hospice Program Manager  
Pemi-Baker Community Health  
Plymouth, NH

#### *Secretary*

**Karen Coy, RN**  
Hospice Director  
Northwoods Home Health & Hospice  
Lancaster, NH

#### *Treasurer*

**Carla Braveman, BSN, RN, MED, CHCE**  
Vice President  
Home & Community Services  
VNA of Manchester & SNH  
Manchester, NH

#### *(ex-officio)*

#### *Executive Director*

**Janice McDermott**

### **Board Members**

**April Bartley, RN, CHPN, CCM**  
Hospice Director  
Lake Sunapee Region VNA & Hospice  
New London, NH

**Sanders Burstein, MD**  
Medical Director  
Dartmouth Hitchcock Nashua  
Nashua, NH

**John Getts**  
President/CEO  
Home Health & Hospice Care  
Merrimack, NH

**Andrew J. Kleiner**  
Hospice and VNA Liaison  
Home Care Specialists, INC.  
Haverhill, MA

**Phil Lawson, MD ABFP, ABHPM**  
Med. Director of North Country  
Home Health & Hospice  
Palliative Care Consultant  
Littleton Regional Hospital  
Littleton, NH

**Patti Nichols, MSW, LICSW**  
Clinical Social Work  
Dana-Farber Cancer Institute/NHOH  
Londonderry, NH

**Patricia Ramsey, NHA**  
President  
The Edgewood Centre  
Portsmouth, NH



*Members of the 2015 NHHPCO Board of Directors*