The 2016 election year can be summed up with the saying “When nothing is sure everything is possible.” It was a year of political uncertainty with healthcare policy front and center. In spite of all the unknowns, we at GVNA stayed focused and experienced success by accomplishing many of our strategic initiatives. Our priorities included: quality, growth, and partnership development while we utilized a lean approach.

We saw growth in census in many programs. We expanded the number of communities we served in Homecare. Providers and consumers quickly chose GVNA as the provider of high quality services in the region. GVNA developed new strategic partners with payors and healthcare providers. Our commitment is to provide exceptional care to patients in all stages of their lives. GVNA remains a local community based provider valuing collaboration and partnership with local industry leaders, consumers and providers of care.

With funding from a Massachusetts Workforce Development Grant a core team of fifty one employees received sixty four hours of comprehensive lean training. By the completion of 2016, 90% of GVNA staff had completed at least 4 hours of introduction to the GVNA lean culture. The benefits are evident by dollars saved as well as improved employee morale. GVNA employees support the lean culture by proposing new ideas and participating in the planning and implementation of solutions at every level of the organization. Our employees have embraced the new approach, have a new set of tools in their toolbox and take an active role in providing efficient quality care.

GVNA continues to be identified as a unique, innovative, value added agency. This is accomplished with the leadership of highly committed individuals in all programs. This “we can do it” attitude is the strength of GVNA when every funder is changing requirements; basically asking for more and paying less.

As GVNA celebrated 110 years of service to the Greater Gardner area and to the communities to the east and west, we are grateful for guidance from our volunteer Board of Directors and advisory committees, as well as our exceptional staff and program volunteers.

It was a very good year!

With gratitude,
Andrew Boucher  
Chair of the Board of Directors
Elaine T. Fluet, RN, MSN  
President & CEO
GVNA Numbers 2016

61,615 Homecare Visits

6,044 Hospice Visits

168 young families were served by our Healthy Families program.

16,195 hours of service were provided to Private Duty clients.

302 clients were served by our four Adult Day Health Centers.

8,172 Home Health Aide visits in Homecare & Hospice.

23,669 Physical, Occupational & Speech Therapy visits.

270 flu shots for employees at 13 local companies.

9% increase in admissions in Homecare & Hospice.

250 nominations to recognize outstanding service were submitted through the “Star Among Stars” employee recognition program.

Food Pantry

1,927 households

3,112 individuals

112,541 lbs. of food distributed

Diaper Pantry

818 children

24,540 diapers distributed

Since the Diaper Pantry opened on May 1, 2014, 86,610 diapers have been distributed.

Distinction

Private Duty Services is committed to quality care and ethical business practices and is accredited by the Home Care Alliance of Massachusetts.

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2
2016 Highlights

GVNA Homecare surpassed both state and national averages in all patient satisfaction measures throughout 2016!

GVNA has worked hard over the year to enhance our Lean Methodology skills. Several departments are having daily huddles to open the lines of communication between departments and create a seamless experience for our customers.

On Wednesday, November 30th a group of 13 new employees participated in the Lean Methodology Training where they learned skills that will help them look for opportunities to improve processes and create efficiencies.

GVNA began the use of a state-of-the-art home health management system, Cardiocom. This home monitoring of chronic health conditions help patients stay in their own homes while their symptoms are closely monitored to avoid hospitalization. In 2016, 47 patients utilized this technology with great results. GVNA continues to outperform state and national benchmarks for keeping patients healthy at home!

A new mobilecare software was introduced and all Home Health Aides were trained on how to use the new system to better communicate information on care planning for the patients.

GVNA was selected by Hannaford Supermarkets to be a part of a new innovative program… Hannaford Helps Reusable Bag Program, designed to support local non-profits. For every blue reusable Hannaford Helps bag with the good karma messaging that was purchased during the month of May, a $1 was donated to GVNA. We are grateful to Hannaford and the community for their continued support of GVNA!!

Staff brought a little Halloween spirit to work with some very creative costumes!
GVNA’s Hospice Program presented a community education event – “Having the Conversation – Planning for Difficult Decisions & Advanced Illness”. The program was well attended and gave the community an opportunity to talk about planning for the future.

Hospice offered an 8-hour training program for staff based on the Alzheimer’s Association Habilitation Program. Two GVNA employees earned their certification and are trainers for this nationally recognized program. Hospice volunteers also took part in the 8-hour training to enhance their service to patients.

Hospice hosted two “Service of Remembrance” programs in the Spring and Fall at Cornerstone Church.

Hospice volunteers gave over 1,000 hours of their time to our patients, providing a cost savings of $29,018 for GVNA's Hospice program.

GVNA received a grant from The Hospice Foundation of America to do public screenings of “Being Mortal”. Dr. Atul Gawande, a renowned Boston surgeon, is featured on this Frontline documentary. GVNA in conjunction with our partners – Heywood Wakefield Commons and Heywood Healthcare provided 5 screenings of the film throughout the Fall.

GVNA’s Healthy Families team received top honors from Children’s Trust Fund this year, the coveted “ALL STAR AWARD”. This award is given annually to just one of the 25 Massachusetts Healthy Families programs that best exemplifies excellence in all areas of the program. Over the past year, our Healthy Families program served 168 young families, providing parenting education and support, child development information, connections to resources, and social events for young families.

The Hospice program hosted a special “Grief and Loss at the Holiday Season” support group.

GVNA staff show off their ugly sweaters at the 3rd annual ugly sweater contest at the agency! Staff was treated to cider and donuts the day of the contest to kick off the Holiday season.
GVNA HealthCare presented “Leadership: Mission First, Success Follows” with featured speaker SSgt. Ryan Pitts. Ryan was born in Lowell, MA and grew up in New Hampshire. This local hero was presented the Medal of Honor by President Barack Obama in July, 2014 for heroic actions in Afghanistan. His talk about the “Power of Team” inspired local business leaders. Proceeds were designated to the Hospice program.
The North Quabbin Adult Day Health Center recently received a generous donation from St. Mary's Women's Club of Orange. Pictured (left to Right): Margaret Aguda, Activity Coordinator at the North Quabbin Center and Marilyn Elwood from St. Mary's Women's Club of Orange.

Greenfield staff participated in the 2016 Franklin County Fair Parade. A special thanks to Paul Siano and Siano Trucking for donating the truck, trailer, time and gasoline! Thanks to all Greenfield Homecare and ADH staff, and family members and friends who participated in the parade.

The Fitchburg Adult Day Health Center hosted one last summer event. Clients enjoyed a Luau as part of a Tropical Week celebration. Clients decorated hats and there was a photo booth with funny props where people could have their picture taken. Everyone had a blast!!

Fitchburg Adult Day Health Center presented the “Stresses of Caring: So Many Stressors, So Little Time!” in May. The program was presented by Deborah Fins, LICSW.

The Fitchburg Adult Day Health Team participated in the Annual Alzheimer’s Walk in Worcester! The team raised $1,100 for the Alzheimer's Association!

The Gardner Adult Day Health Center celebrated Mother’s Day in style by hosting a special tea for clients at the center.

The gentlemen at the Gardner Adult Day Health Center were treated to a special social in honor of Father’s Day. The patriotic and sports themed party included decorations, candy dishes and gift bags filled with hats from the Girl Scouts. Barbara Lucas, Activities Coordinator at the Center, also provided other special items to make the day special.

Senator Stanley Rosenberg visited the Greenfield Adult Day Health Center over the summer.
Lt. Richard Braks visited the Gardner Adult Day Health Center to provide clients with an overview of what the Police Department does and personal safety. The clients and the staff really enjoyed his presentation.

The Gardner Fire Department made a special presentation to the clients at the center about safety in their homes.

Meteorologist Danielle Niles, from WBZ-TV AccuWeather Team, visited the Gardner Adult Day Health Center in honor of National Adult Day Health Week.

The Greenfield Adult Day Health Center had lots of fun on Halloween Day. They were treated to a special Halloween lunch by one member and a snack by another.

On Veterans Day, Activity Coordinator Julie Clark presented a special pin to the single military veteran that attends the Greenfield ADH. Clients, staff and volunteers had the opportunity to view the 2016 GVNA Leadership Breakfast Patriotic Salute.

GVNA would like to thank the Lion's Club who recently made a donation to the North Quabbin Adult Day Health Center in Athol. Lurrene Hall, a representative from the Club, presented Kathy Kilhart with the donation. We are truly grateful for the Lion's Club support!

In celebration of National Adult Day Health Week, several centers were visited by our local legislative officials.

Mayor Mark Hawke visited clients at our Gardner Adult Day Health Center.

Representative Paul Mark 2nd Berkshire District and Jessie Cooley, Legislative Aide visited the Greenfield Adult Day Health in celebration of National Adult Day Health Services week.
GVNA HealthCare Annual Meeting
March 22, 2016

GVNA recognized Dr. Daniel Asquino, President of Mount Wachusett Community College, for his contribution to the health and well-being of the greater Gardner community. Throughout his 29 years at MWCC, he partnered with GVNA on countless initiatives.
Charitable Donations

“YOU MAKE A LIVING BY WHAT YOU GET.
YOU MAKE A LIFE BY WHAT YOU GIVE.”
—Winston Churchill

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Financial Operations  Fiscal Year 2016

Expenses Fiscal Year 2016

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Totals</th>
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<td>Salaries</td>
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<td>Program</td>
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<tr>
<td><strong>Total GVNA HealthCare Expenses</strong></td>
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Revenue Fiscal Year 2016

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<th>Revenue</th>
<th>Totals</th>
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<td>Investment</td>
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<td>Private</td>
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<td>State/Municipal Contracts</td>
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<tr>
<td><strong>Total GVNA HealthCare Revenue</strong></td>
<td><strong>15,013,232</strong></td>
</tr>
</tbody>
</table>
“Everyone was amazing! Best nurses and physical therapists! Everyone was personable, professional, patient, supportive, thorough and just genuinely nice! Absolutely no complaints… only praise and thanks to your amazing team for great care!”

“The three nurses who came to see me were wonderful! They were very caring! They answered my questions with a lot of knowledge. Having the social interaction while I recuperated from cancer surgery was a blessing. Thank you all!”

“After my knee replacement your nurses were the best. They taught me how to do everything. They were polite and prompt – showing up in rain or snow. Always in communication. They pushed me, but gave me strength. It has been 5 weeks and I can do anything I want pain free and I owe all of it to GVNA. Thank you!”

“I would like to thank everyone at GVNA for making a difficult situation such a positive experience. My Mom was only on Hospice for four days before she passed, but the professionalism and compassion shown to my Mom and our entire family by everyone involved in her care was more than we could have ever hoped for. You are all part of a truly wonderful organization and the services you provide are priceless.”