As we wrapped up 2017, we are happy to report that the GVNA Board of Directors, administration and staff remained steadfast in our commitment to provide quality local community-based healthcare. We strengthened our relationships with our existing partners, as well as collaborated with new providers and networks. All our programs have met high standards for customer service and quality outcomes. This has been challenging as we complied with some new strenuous regulations and no increases in reimbursement.

In 2017, the leadership and staff worked together to…

• Utilize skills acquired by a comprehensive lean training to streamline many processes.
• Embark on a new payroll system that automated and standardized the payroll process.
• Streamline (through our new payroll system) the employee application and onboarding workflow.
• Maximize the use of our technology to allow for more direct interaction and time to spend with staff and patients.

GVNA employees continue to engage in the advancement of their knowledge and education as evidenced by 13 nurses enrolling in the Advanced Palliative Care Training. Our patients and families continue to benefit from improved quality of life and wellness. The Palliative Care program at GVNA is well positioned with highly competent staff to support individuals at home with any serious illness.

The complete annual report presents the numerous accomplishments in 2017. We are blessed with a dedicated Board of Directors, who along with the leadership team support the mission of GVNA. We commend Healthy Families, Private Duty Care, Adult Day Health Care, Homecare, Hospice and staff providing support in the office and in the field for their hard work. Every day our employees and volunteers are making a significant difference in the lives of the people we serve. It takes a village to accomplish what we have in 2017! GVNA is gifted with many innovative, talented members of this village.

With gratitude,
Andrew Boucher
Chair of the Board of Directors
March–November

Kenneth Tomasetti
Chair of the Board of Directors
December–Present

Elaine T. Fluet, RN, MSN
President & CEO
GVNA Numbers 2017

67,203  Homecare Visits

6,326  Hospice Visits

163  young families were served by our Healthy Families program.

15,531  hours of service were provided to Private Duty clients.

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

8,522  Home Health Aide visits in Homecare & Hospice.

27,192  Physical, Occupational & Speech Therapy visits.

195  flu shots for employees at 13 local companies.

7%  increase in admissions in Hospice.

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

Diaper Pantry

903  children

27,110  diapers distributed

Since the Diaper Pantry opened on May 1, 2014, 115,720 diapers have been distributed.

Recognition

Homecare received national recognition from Strategic Healthcare Programs (SHP) for patient/customer experience scores that ranked within the top 20% of homecare agencies across the country.

Distinction

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

Board of Directors

Andrew Boucher, Chair
Kenneth Tomasetti, Vice Chair
Michael Gerry, Treasurer
Jeffrey Aubuchon, Secretary

Christof Chartier
John Flick, Esq.
Brian Jette

Edward F. Manzi, Jr.
Nancy Monette
Deb Orre

Enrico Palmerino
Albert Rose
Tina Santos
Employees Who Received Services Awards

5 Years: Barbara Clyatt, Patricia Bean, Megan Hachey, Felicia Greim, Christy Kimball, Dawn Lielasus, Myrle Phaneuf, Deb Robichaud and Julia Scott

10 Years: Diane Moquin, Nancy Brooks, Melissa Wetherby, Rebecca Hadmack and Eileen Hurley

15 Years: Marilyn Velázquez, Margaret Aguda, Pam Saulnier and Maggie Whitney

20 Years: Patricia Lind

Educational Achievements

• **Ricardo Muchiutti** and **Deb Robichaud** achieved their OASIS COS-C Certification.

• **Lisa Zuppa, RN** earned her BSN Degree.

• **Jessica Roberts, RN** achieved her Wound Care Certification.

• **Chauntelle Carty, Stefanie O’Clair, Pam Saulnier** and **Sue Lowthers** earned their Hospice Palliative Nurse Certifications.

• **Ann Marie D’Olimpio** became a Certified Dementia Practitioner. The certification is by NCCDP- National Council of Certified Dementia Practitioners.

• **Julia Scott** completed her Associates degree in Human Services at MWCC and has enrolled in a Bachelor’s degree program at Elms College.

• **Leah Clements** and **Shurrae Jeffreys** successfully completed a college level course entitled “Risk and Resiliency in the Lives of First-time Young Parents”.

• **Julie Clark** successfully completed the on-line course work (Module Education Program for Activity Professionals (MEPAP) and became certified as an Activity Director in the state of Massachusetts.

Homecare

• Homecare achieved a Deficiency-free survey from the Department of Public Health.

• Homecare achieved a 5-Star rating from the Centers for Medicare & Medicaid Services for patient satisfaction.

• Seventeen Nurses, Therapists and Home Health Aides joined the Homecare team in 2017.

• Forty-six students from local nursing programs at Monty Tech and Fitchburg State University were supported in their clinical education by the Homecare team’s commitment to teaching and mentoring young adults.

• Evidence-based clinical programs were implemented for high risk patients. Homecare consistently surpassed state and national benchmark data in successfully managing these complex patients at home and avoiding the need for hospitalizations. Homecare expanded its telehealth program as a component of these programs with tremendous success.

• The Homecare Department was busy in 2017 learning about OASIS. Pictured is Ricardo Muchiutti providing detailed education on OASIS question M1850 – supporting staff and the agency with VBP initiatives!
Hospice

The Hospice Department offered a volunteer training program. Eleven new volunteers completed a 21-hour program. Hospice Volunteers offer friendly visits to patients, companionship and family support. They are an integral part of the Hospice team.

Chauntelle Carty, Hospice Director and Tina Santos, Vice President Operations & Chief Nursing Officer at Heywood Hospital collaborated on a presentation to the Massachusetts Health & Hospital Association. The presentation focused on bringing awareness to the importance of end-of-life preferences and goals with loved ones and medical professionals.

Healthy Families

The Healthy Families Team was honored at the Children’s Trust Fund Celebration Day with a state-wide award. The Team received the 2017 Vanguard Award, for demonstrating consistent initiative, creativity, resourcefulness, teamwork and drive to move family support programming forward.

Families were treated to several special events throughout the year, including:

- A cookout at Dunn’s Park where the Park Rangers presented a program on enjoying the state park system.
- A Christmas celebration, complete with a Christmas Shop where participants could purchase gifts for their children and family members and a visit from Santa!
- A summertime visit in a local playground.
- A summer day at the Sprinkler park in Leominster.
- A fall trip to the apple farm.
GVNA HealthCare presented “Connecting in the Age of Isolation” with featured speaker Dan Schawbel, founder of WorkplaceTrends.com and Author and Founder of the Personal Branding Blog. He shared his insight on the impact of millennials in the workplace and the integration of different generational styles in communication.
GVNA HealthCare
Annual Meeting
March 28, 2017
Fitchburg Adult Day Health Highlights

The gardens at the Fitchburg Adult Day Health Center were blooming this season! The garden has lettuce, tomatoes, cucumbers and herbs. The clients water, weed and give lots of TLC to their garden. It gives them a great sense of accomplishment!

Thera-Paws visited the center once a month for a little pet therapy with the clients!

The Fitchburg Center enjoyed a speaker from the Audubon Society. She talked about the wildlife we see in Fitchburg!

Fitchburg celebrated the “Longest Day” of the year. In partnership with the Alzheimer’s Society, clients spent the day doing their favorite things… Bingo, dancing and enjoyed cookout food for lunch!

Mayor Stephen DiNatale visited the Fitchburg Center during the Adult Day Health week celebration.

Greenfield Adult Day Health Highlights

On Veteran’s Day, the Greenfield Adult Day Health Center honored their only Veteran at the program. Leo Parent, Veterans Agent of Franklin County, visited the center to present him with a Certificate of Service.

Greenfield Adult Day Health Clients enjoyed their 2nd year of growing plants in their garden and picking the vegetables.

The Greenfield Adult Day Health Center received their 2-year re-licensure in December from the Department of Public Health.
Gardner Adult Day Health celebrated the opening of a new memory garden at the center. A dedication ceremony was held in September with friends, family and employees who contributed to the Garden in memory or in honor of individuals who have been a part of the GVNA family. Special guests included Mayor Mark Hawke and Senator Stephen Brewer.

The Gardner Adult Day Health Center had a visit from Clarence, a critical incident response dog or “comfort dog”. Clarence has been recognized for his work following the Sandy Hook Elementary School tragedy and the Boston Bombing. Lt. Laura, his trainer, brought him for a visit, which the clients thoroughly enjoyed.

The Gardner center hosted a Mother’s Day Tea. Clients and staff had a great time enjoying each other’s company, cookies and tea at the event. All the ladies in attendance wore beautifully made hats for the occasion.

Wood’s Ambulance presented information about the importance of ambulance services and how they save lives. They showed clients an ambulance and some of the equipment used by emergency responders. There were lots of questions, and the clients really enjoyed the presentation.

During Adult Day Health week the clients at the Gardner center enjoyed visits from many local community leaders. Seen here is Lt. Braks with Jack and Carol, ADH clients, as Jr. Officers.

Gardner Adult Day Health client gardeners enjoyed their time outside watering and weeding the flower beds all summer long.
The NQ Center enjoyed a visit from Carol Pedigree who entertained the clients with a Musical Comedy. She took them through the decades from the turn-of-the century up through the 1950’s. She used vintage hats, gowns, parasols and feather boas! The clients had a wonderful time enjoying the music and trivia.

Clients were recognized on Client Appreciation Day, certificates were presented to each client indicating the attribute that makes them special to the staff. The clients and their guests were treated to an ice cream social at the event.

In honor of Adult Day Health Week – Sep. 18-22, many special activities were provided at the Center. One of the favorite activities that clients thoroughly enjoy is a visit from Elvis.

The North Quabbin staff showed their Red Sox pride at a special celebration in the Spring.

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**Diaper Pantry**

On May 25th, the Diaper Pantry celebrated the distribution of 100,000 diapers to the community.

**Food Pantry**

On May 31st, the GVNA Food Pantry distributed food for the last time after 20 years of servicing the residents of Fitchburg. Gail Dorval, Food Pantry Director and her team of volunteers enjoyed a few moments together before saying goodbye. Elaine Fluet, President & CEO presented the volunteers with a GVNA vest.
4th Annual Ugly Sweater Contest

GVNA staff showed off their ugly sweaters at the 4th Annual Ugly Sweater Contest at the agency! Staff was treated to cider and pastries the day of the contest to kick off the Holiday season.

Halloween

The staff had a blast dressing up for Halloween and showing off their creative talents!

“The homecare I received was very supportive, attentive and knowledgeable. Having this assistance made my recovery process more acceptable due to the care and compassion I was given.”

“Our experience with GVNA HealthCare was wonderful! All the staff were helpful, caring and so friendly. My husband and I were so pleased with the great professional care. We would recommend your agency to all our friends in need. Thank you all very much!!”
Charitable Donations

“Your greatness is not what you have, it’s what you give”
– Mother Teresa

Diamond
Commonwealth Corporation
Knowlton Foundation for the Elderly

Platinum
IC Federal Credit Union
United Way of North Central MA

Gold
Advanced Cable Ties Inc.
Digital Federal Credit Union
Fidelity Bank
GFA Federal Credit Union
Great Wolf Lodge
Heywood Healthcare
Memorial Healthcare
Mutual of America
The Health Foundation of Central Massachusetts
W.E. Aubuchon Co., Inc.

Silver
Mr. & Mrs. Jeffrey Aubuchon
bankHometown
Baystate Benefit Services, Inc.
C.M. Chartier Contracting
Coleman Assembly & Packaging, Inc.
Gelinas & Ward, LLP
inConcert Web Solutions, Inc.
Insurance Center of New England
Kronos Inc.
MedStar Ambulance
Memorial Congregational Church
Montachusett Regional Vocational Technical School
Research Results, Inc.
Royal Steam Heater Company
Sentinel & Enterprise
The Gardner News
Wood’s Ambulance, Inc.
Workers Credit Union

Bronze
Athol Savings Bank
Mr. & Mrs. Samuel Bent
Berkunn
Boucher Funeral Home
Byram Healthcare Centers, Inc.
Dr. & Mrs. James A. Faust
Fitchburg State University
Mrs. Elaine Fluet
Dr. John Harrington
HealthAlliance Hospitals, Inc.
Leominster Credit Union
Medtronic Care Management Services
Montachusett Opportunity Council
Mr. & Mrs. David Murphy
Mr. & Mrs. David Poliks
Rollstone Bank & Trust
Wachusett Brewery

Wachusett Mountain
Webster First Federal Credit Union
Mr. Norman Winnon
Venning & Jacques, Inc.

Mr. William Ellis
Mr. & Mrs. Peter Erickson
Ms. Judith Farnsworth
Mr. Edwin Feldman
Mr. Floyd Fifield
Fitchburg Rotary Club
FLEXcon Company, Inc.
Ms. Barbara Foster
Mr. Paul Frederette
Ms. Gail Fuhrer
Mr. Michael Gerry
Ms. Nancy Giffee
Mr. George Gikis
Mr. Allen Goguen
Gordon Group at WPI
Ms. Felicia Greim
Ms. Carol Guerin
Ms. Jeanette Hall
Hannaford Gardner
Mr. Timothy Hanahan
Ms. Christine Hasabnask
Dr. & Mrs. David Havlin
Mr. Thomas Heavey
Ms. Bernice Heilbrunn
Horlick Company, Inc.
Ms. Cheryl Howes
Ms. Deborah Hubbard
Huhtala Oil Co.
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Mr. Dana Kernan
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Mr. Daniel Laine
Ms. Debra Landry
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Mr. & Mrs. Jules LaRoche
Ms. Rosalie LaValley
Ms. Cynthia LeBlanc
Ms. Karen LeBlanc
Mr. Roland LeBlanc
Ms. Sandra LeBlanc
Mr. & Mrs. Edward Lepkowski
Ms. Margaret Letourneau
Ms. Gale Leupold
Ms. Dawn Lielasus
Mr. Lawrence Liptrop
Ms. Barbara Lizotte
Mr. Edward Macirowski
Mack Prototype, Inc.

Dr. & Mrs. A. Tariq Malik
Mr. Ambrose Marean
Mr. & Mrs. Edward Manzi
Mr. Steven Marshall
Ms. Angela Martano
Ms. Mary Kate Martin
Ms. Deborah Mathieu
Ms. Kristin Mattson
Mr. Tony Maxner
Mr. & Mrs. Robert J. McDonald
Ms. Anne McIntosh
Ms. Judy Mclamb
Mr. Walter Messier
Ms. Eleanor Miter
Ms. Nancy Monette
Montachusett Veterans Outreach Center
Mr. Paul Montero
Mr. & Mrs. Matthew Moran
Mr. Barry Morse
Ms. Cecilia Moulton
Ms. Jean Nasiatka
Mr. Roger Nault
Mr. Michael Nawroty
Mr. David Newton
Ms. Elizabeth Newton
Ms. Liz Newton
Mr. & Mrs. Kevin O’Brien
Ms. Debra O’Connor
Atty. Pamela Oddy
Mr. John O’Lari
Ms. Deborah One
Mr. Antonio Pagano
Mr. David Perry
Ms. Irene Piontek
Ms. Michelle Porter
Ms. Gaylenn Powers
R.J. Potvin Company
Ms. Ann Racine
Ms. Janet Raguza
Mr. Kenneth Raymond
Mr. Leo Reponen
Ms. Jane Reusche
Ms. Holly Reynolds
Mr. Elly Rival
Mr. Gary Rival
Ms. Sally Rival
Ms. Eleanor Roder
Mr. William Roser
Mr. Richard Russell
Ms. Janet Ryan
Mr. Edward Saari
Ms. Nancy Saari
Sacred Hearts Parish
Mr. Joseph Saia
St. Edward the Confessor Church
St. Mary’s Women’s Club
St. Paul’s Episcopal Church
Ms. Joyce St. Laurent
Salvadore Auto Group
Ms. Julia Scott
Ms. Mary Scott
Ms. Kelly Sharp
Ms. Mary Ellen Shaughnessy
Ms. Jeannette Slodum
Mr. Joseph Stankaitis
Mr. Lawrence Stanley

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Mr. Louis Taravella
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The L.S. Starrett Company
Ms. Arline Theriaque
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Tyco Employee Matching Gift Program
Mr. & Mrs. Robert Venning
Mr. Steven Verney
Mr. David Wagner
Mr. Eric Wallace
Mr. Robert Whipple
Mr. Robert Wilby
Ms. Katherine Williams
Ms. Virginia Winemley
Mr. Norman Wironen
Worcester County Food Bank
Mr. Jerome Yezierski
Mr. Robert Youn
Ms. Margaret Zarosinski
Mr. & Mrs. Michael Zlotnik

In-Kind Donations
Tim Aguda
Darren Bessette
Byram Healthcare
Bob Cormier
Cornerstone Church
Family of Alice Adams
Family of Gail Spooner
Family of Lila Ward
Mr. Donald Fluet
Gardner Ale House
Hannaford Supermarket
Susan Kemp
Patricia Lamoureux
Joan Mercer
Rose Meyer
Montachusett Quilters
Joan & David Murphy
Timothy Nightingale
Clinton Osborne
Joyce Parr
Susan Pelletier
Price Chopper Supermarket
Rau Graphics
Stan Riley
R.D.M.E.O.S Entertainment
Dotty Russo
The Colonial Hotel
Tops Supermarket
Jim Truehart
Westminster Senior Center
Financial Operations  Fiscal Year 2017

Expenses Fiscal Year 2017

<table>
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<tr>
<th>Expenses</th>
<th>Totals</th>
</tr>
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<tbody>
<tr>
<td>Salaries</td>
<td>$11,974,643</td>
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<tr>
<td>Occupancy</td>
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<tr>
<td>Program</td>
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<tr>
<td><strong>Total GVNA HealthCare Expenses</strong></td>
<td><strong>15,479,977</strong></td>
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Revenue Fiscal Year 2017

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants/Contributions</td>
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<tr>
<td>Medicare</td>
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<tr>
<td>Investment</td>
<td>86,256</td>
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<tr>
<td>Medicaid</td>
<td>2,653,587</td>
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<tr>
<td>Unrelated Business Income</td>
<td>6,680</td>
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<td>HMO, VA</td>
<td>3,800,086</td>
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<td>Private</td>
<td>385,044</td>
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<tr>
<td>State/Municipal Contracts</td>
<td>781,745</td>
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<tr>
<td><strong>Total GVNA HealthCare Revenue</strong></td>
<td><strong>15,483,282</strong></td>
</tr>
</tbody>
</table>
'After my knee replacement your therapists were the best. They taught me how to do everything. They were polite, prompt and there in the 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. I owe all of it to GVNA. Thank you!'

"I was privileged to use your organization. I would like to compliment the nurses and therapists, they were all very efficient and knowledgeable. I am very grateful for their help!

Best wishes to your organization and many thanks!"

"I wish to thank the nurses that came to visit me. They answered all my questions. My physical therapist was great. We did exercises and talked about ways to improve my health. I would like to thank them very much for their hard work. I would recommend GVNA to anyone! I know that they would get the very best care!"

"I received excellent care from the staff of GVNA. Following my hip replacement surgery, I feel they were instrumental in starting me on the road to an excellent and speedy recovery.

A special thanks to my nurses and therapists!"