We build healthy communities by delivering high quality health and social services in a fiscally responsible manner in the homes and neighborhoods of Massachusetts.
It has been an exceptional year at GVNA HealthCare! The relentless GVNA team surmounted unique hurdles to yield wonderful results in 2018. Disruption in healthcare continually impacts GVNA. It has become the norm for GVNA to constantly adjust to changes in regulations, reimbursement and new models of care. As if the “new norm” wasn’t enough, we also implemented a new electronic medical record (EMR) system — Homecare Homebase.

In reflection, there were many reasons why we engaged in the expense, time and energy of a new EMR system at this time. We anticipate that our new system will improve our clinical, operational and financial success. But, most importantly it was an opportunity to restore a better work-life balance for our homecare and hospice clinicians. The goal of the new system is to require less data entry, therefore allowing more time with patients and the ability to complete documentation in the home. Having the ability to receive real-time feedback of the required documentation will positively impact quality and outcome measures. While improving quality care, the data will also positively impact our Medicare reimbursement in homecare. With the new system, we welcomed the available interfaces with our vendors and healthcare partners to improve efficiencies and assure seamless integration on the continuum of care. The most impressive take away from this endeavor was the commitment and resiliency of our leadership and staff. Everyone worked very hard and committed many hours to learning the new software. Our success today is the direct result of staff giving 110%!

The model of Palliative Care continues to evolve with Certified Palliative Nurses in both the Homecare and Hospice programs. GVNA is committed to providing the support and services to individuals with advanced disease in our community. New interest and meetings with potential payers in 2018 laid the foundation for the standardization of Palliative Care at GVNA and statewide.

The GVNA Healthy Families staff excelled in their online and paper documentation as they took home the 2018 “Golden Laptop” award. Kudos to them for receiving an award for the 6th consecutive year.

We encourage you to review the annual report for a more comprehensive presentation of so many wonderful accomplishments. Led by a committed mission driven Board of Directors it is the outstanding, caring staff and volunteers who provide the support and direct care to our patients that make GVNA the provider of choice in our region.

With gratitude for another successful year!

Kenneth Tomasetti  Elaine T. Fluet, RN, MSN
Chair of the Board of Directors  President & CEO
62,878 Homecare Visits

7,226 Hospice Visits

142 young families were served by our Healthy Families program.

9,800 hours of service were provided to My Home Connection clients.

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

7,551 Home Health Aide visits in Homecare & Hospice.

26,361 Physical, Occupational & Speech Therapy visits.

162 flu shots for employees at 13 local companies.

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

The GVNA Diaper Pantry celebrated its 4th year of service and has distributed over 145,000 diapers to families in need in our communities. Sustained only through donations and staffed by a dedicated crew of five volunteers, the Diaper Pantry continues to be a bright light for families who struggle to provide enough diapers to keep their babies clean, dry and healthy.

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

Private Duty Services is committed to quality care and ethical business practices and is accredited by the Home Care Alliance of Massachusetts.
2018 Highlights

Retirement Celebrations

GVNA bid farewell to two dedicated employees, who collectively have worked for the agency for 49 years!

Educational Achievements

Melissa Wetherby and Kristin Mattson received their HCS-D Homecare Coding Specialist-Diagnosis ICD-10 recertification.

Dawn Lielasus received her Caring for People with Alzheimer's Disease: A Habilitation Curriculum certification from the Alzheimer's Association.

Kristin Mattson and Melissa Wetherby completed their recertification for COS-C Certified Oasis Specialist-Clinical.

Hospice volunteers and staff who received their Aromatouch Certification include: Bobbie DiBattista, Sherry Daly, Theresa Quinn, Clare Green, Michelle Dunham, Patty Wirkala, Stephanie O'Clair and Dawn Lielasus.

Homecare

Thanks to our Homecare and Hospice nurses who mentored a rotation of Fitchburg State nursing students. Their instructor, Allison Shields, sent a letter of gratitude stating that “providing student-learning experiences that help each student nurse learn to ‘think as a nurse’ is a gift not only for the students, but also for the future patients who will be entrusted to their care”. Thank you to all who participated in mentoring our future peers.

Becky Demmons, a GVNA nurse and Fitchburg State Capstone/BSN student, presented to the Homecare and Therapy staff on Medication Safety: A Multifaceted Approach. Her presentation included statistical data about medication safety, as well as tips and tools that both patients and clinicians can use to improve medication safety – which can lead to better outcomes for our patients.

The Homecare Therapy Team participated in a team meeting to receive the latest information about Adult Day Health Center Services from Kathy Kilhart, Director of Elder Services. The Greenfield Therapy team participated in the meeting remotely.

Nafie Saba-Shapazian, Director of Healthcare Recruitment at Bay Path University, presented information about educational advancement to GVNA staff. Nafie is a member of GVNA’s Professional Advisory Committee.

Mike Ellis from Montachusett Suicide Prevention Task Force was invited to provide QPR (Question, Persuade, Refer) training to members of the GVNA Homecare team. Close to 40 people attended the training.
Hospice

The Hospice Department participated in a Hospice Fair at Wachusett Manor Nursing Home. The team had a beautiful display table and they showcased some of the complimentary care options, such as pet therapy and aromatherapy.

The Hospice Department hosted a Service of Remembrance Ceremony. The event celebrated the lives of Hospice patients that have passed away. Family members who had lost a loved one gathered at this special event to pay tribute to them.

GVNA Cares

Greenfield Homecare and Adult Day Health staff and clients participated in collecting items for the homeless shelter in Greenfield for their holiday community service project! They collected blankets, hats, mittens, food and hygiene supplies. The shelter staff were very grateful for all the wonderful donations and could not believe all the items were collected in just one month!

In the spirit of the holiday season, the Intake Department donated to a local food pantry. Pictured L–R: Rita Tolman, Virginia Girard and Pat Lind.

Clients at the Fitchburg Adult Day Health Center chose a fundraiser to benefit a charity of their choice — this year’s recipient was The Northeast Houndsmen. Clients worked hard at sanding wood and painting small wooden items to be sold to raise funds for this wonderful cause.

Clients and staff at the Greenfield Adult Day Health Center and some students from Franklin County Technical School spent time sewing, stuffing and stitching teddy bears for ill children at Shriners Hospital for Children in Springfield. They made 108 teddy bears and 10 tied fleece blankets. Anthony Leroux and Donald Carberry, members of the Shriners, visited the center to receive the teddy bears and blankets, and to personally thank those who made them.
Employees who received service awards in 2018

5 Years: Rachel Gonynor, Tina Aponte, Nicole Laviolette, Jessica Drake, Julie Kelly, Lisa Chojnowski, Kristin Shetrawski, Lurene Hall, Christina Kelley, Leah Clements, Shurrae Jeffreys and Beverly Foley

10 Years: Elizabeth Brennan, Anthony Maxner, Andrea Lively and Susan Lowthers

15 Years: Elizabeth Newton

20 Years: Lynne Dangredo

30 Years: Kathy Kilhart

Photos by Nancy Terlato
Healthy Families

The Healthy Families team recently attended the annual Children’s Trust Celebration Day in Sturbridge where they were presented with the coveted “Golden Laptop” award. The 2018 award is for excellence in online and paper documentation. This is the 6th consecutive year that the GVNA Healthy Families program, one of 25 in the state, has received an award.

Healthy Families hosted an Early Literacy event – “Breakfast, Books and Bears”. It was a come-in-your pajamas teddy bear picnic with snacks, crafts and lots of information about how reading and singing to your baby helps to promote brain development and build language skills. Parents created a “Literacy Journal” to take home and keep track of the books they read to their children over a six-week period.

Members of the Healthy Families team attended the annual event STEP UP FOR KIDS at the State House. This event highlighted Child Abuse and Neglect Prevention efforts in Massachusetts. One pair of shoes for every child who is abused in Massachusetts was put on the State House’s Grand Staircase, providing a poignant visual of the extent of the challenge. Shoes donated for the event are then given to Healthy Families programs to be distributed to the families.

Healthy Families hosted a Santa Social and Baby Bucks Boutique event at our Gardner office. Over 150 people attended the event, along with many volunteers and Healthy Families staff. The participants and their families enjoyed a night of socialization, shopping, craft making and of course a visit from Santa!

Healthy Families program participants enjoyed an afternoon at Dunn’s Park to celebrate the completion of a 6-week summer Parent Support Series. Participants were treated to a fun-filled family day at Great Wolf Lodge.

GVNA HealthCare Service Area
GVNA HealthCare presented “Achieving Your Goals with Passion and Perseverance” with featured speaker Nancy Frates, ALS advocate and inspiration for the Ice Bucket Challenge. Her engaging talk and compelling story inspired everyone to look at their goals in a whole new light.
The GVNA Core Team and staff embarked on the design, training and implementation of our new electronic medical record with Homecare Homebase (HCHB). In the Fall of 2018, more than 100 employees attended various training sessions provided by HCHB staff.

GVNA News & Events

Staff dedicated over 2,128 hours of on-line and classroom training to learning our new EMR system.

GVNA became a member of the Massachusetts Coalition for Serious Illness Care.

GVNA launched its newly re-designed website to the community. The agency held a contest for a 5th Generation iPad. Those who signed up to receive agency information through our website and shared the information with their friends and family were entered in the drawing. Kathy LaGrassa Dragon won a 5th Generation iPad.

GVNA staff received training on Workplace Violence Prevention. Members of the GVNA Team received instruction on risk assessments techniques, de-escalation strategies and pertinent laws and regulations.

Ann Marie D’Olimpio presented a token of appreciation to Ellen Sparrow in recognition of her work to schedule speakers for social worker CEU credits at the Open Houses at each of the Centers.

During a snow storm we found two frosty visitors (Sally Rivard and Karen Culkeen) bringing some much-needed joy to our GVNA office!

GVNA employees, family members and friends ventured out to learn the Olympic event of Curling. Everyone had a fabulous time and as usual our teams were very competitive!
GVNA staff showed off their ugly sweaters at the 5th annual ugly sweater contest at the agency! Staff were treated to cider and pastries the day of the contest to kick off the Holiday season. The refreshments were generously donated by our Board Member, Al Rose.

Our Ugly Sweater Contest winners were Sally Rivard (Gardner), Margaret Aguda (North Quabbin), Nicole Chaisson (Greenfield) and Marilyn Velazquez (Fitchburg). They all received a $25 Gift Card of their choice.

GVNA’s liaison, Rich Eastham, participated in the Gardner Area Interagency Team (GAIT) Fair at Heywood Hospital.

Girl Scouts Sara Hopkins, Olivia Powers, Karina Pera, and Emily Agnelli of Troop 41057 in Gardner visited the GVNA Diaper Pantry and donated diapers that they had collected from family and friends for many months. The Scouts learned about the Diaper Pantry in a troop meeting and then began their collection as a part of a community service badge. They were accompanied by their leaders Julie Pera and Lisa Agnelli.
The Fitchburg ADHS staff wore red shirts for Women's Heart Health Day! Ellen Sparrow did a presentation for the clients about this important topic and she also passed out red dress pins representing heart health to staff and clients!

The Fitchburg Adult Day Health Center invited the Fitchburg Fire Department to present on Fire Safety to the clients. Both the clients and the staff enjoyed the presentation and learned a lot!

The Fitchburg ADH Center enjoyed a visit from musician/storyteller, Todd Goodwin. He presented Growing Up Grubby! The clients absolutely loved the program! Todd played the harmonica and told wonderful stories about growing up in Fitchburg, with his 3 other brothers.

The Fitchburg ADH Center created a Crochet/Knitting Club. The instructor is Ida Kymalinen, and you can find her at the center on Thursdays.

The clients and staff at the Fitchburg ADH Center enjoyed a visit from the Northeast Houndsmen. Officers Ray Jackson and Bill Chapman gave a rescue presentation with their bloodhounds named General and Seamus. The clients loved the dogs as they were very friendly, sweet and smart.

The Fitchburg Adult Day Health Center held a Memorial Day Service. Jack Walsh, a client at the center, played taps during the service. He did a wonderful job!

“I was very impressed by GVNA HealthCare and had no complaints. Everyone who came to me for nursing, PT and OT were outstanding in their professionalism, manner and kindness toward me and my daughter. I would certainly recommend your service and have made it known to my surgeon and my PCP. I have also told my friends about your excellent service. Having spent my youth in the Templeton area, I felt very “at home”! 
Clients at the Greenfield Center had a visit from Jacob Wycoff, Meteorologist, from Channel 40 in Springfield. He presented information about the weather to the clients.

Jackie O’Sullivan, LPN, Community Liaison in Greenfield and her white German shepherd, Lexi (Certified through the Alliance of Therapy Dogs) visited the Adult Day Health Center to provide some pet therapy for clients. Always a treat for clients to visit with therapy dogs!

Clients at the Greenfield ADH Center received a visit from the newest comfort dog, Officer Doughnut! He is only 4 months old! We are looking forward to watching him grow as Mr. and Mrs. Gordan bring him by!

Clients enjoyed some more pet therapy with a visit from Wallace the Bunny! Wallace enjoyed all the love he got from the clients at the program!

It’s not summer at the Greenfield ADH without having their favorite volunteer, Michelle, visit and cook with the clients!

“I have been very impressed and pleased with the care I have received from GVNA physical therapists. Their support of my recovery – physical, mental and emotional – has been superb. I would strongly recommend their care to anyone who has had joint replacement.”
Clients at North Quabbin ADH Center participated in the Olympics. Pictured are some of the clients showing off their medals.

Clients enjoyed a visit from Carol Pedigree who presented “Hats Off to America”. Accompanied by music through the eras, she dressed in costume and shared hats with the clients.

The local Houndsmen and their blood hounds trained to seek out missing persons visited the Center. They used the center as a “training” site for the dogs. One of the dogs found a client in the crowd by the scent of his hat.

During Client Appreciation Day, each client was presented with a Certificate of Appreciation.

Marion Leslie directed the bell choir by pointing to clients when it was their turn to chime their bell to play the song.

Clients at the North Quabbin Center enjoyed the music of Elvis during Adult Day Health Week!

“The work you do is incredible, and you all do it with such kindness and caring. You pass off thank you saying, “it’s just what we do”. May God bless you for “what you do”!

I can’t imagine what I would have done without you.”
In celebration of Adult Day Health Week, the Gardner Center invited Mayor Mark Hawke for a visit. The clients and staff enjoyed the visit from our local official.

The Gardner Adult Day Health Center enjoyed a little pet therapy with some friendly animals when they visited the Center. The clients enjoyed petting a pig and a tiny pony.

The Gardner Fire Department visited the Center to present to clients how the equipment they use helps to fight fires. They also brought and showed their fire truck.

The clients at the Gardner Adult Day Health center enjoyed music by GVNA’s Rita Tolman, Intake Nurse.

The ladies at the Gardner Adult Day Health Center enjoyed a Mother’s Day Celebration arranged by the staff. They were treated to tea and a special token of appreciation.

The Gardner Center enjoyed a visit from Officer Jim Wironen of the Winchendon Police department with his K-9, Clyde.

The Gardner center had a wonderful visit from Senator L’Italien, a true champion for Adult Day Health Care. Without her persistence, Adult Day Health Services would not have received any increase for the 6th year in a row. She shared that her mother used the service and if it had been available 6 days per week, she could have kept her home longer!

L-R: Carol Jacobson, Barbara L’Italien, Elaine Fluet and Former State Representative Bob Rice.
CHARITABLE DONATIONS

Diamond
Anonymous
Knowlton Foundation for the Elderly

Platinum
IC Federal Credit Union

Gold
Advanced Cable Ties Inc.
Fidelity Bank
GFA Federal Credit Union
Great Wolf Lodge
Heywood Healthcare
Mutual of America
W.E. Aubuchon Co., Inc.

Silver
bankhometown
Baystate Benefit Services
BNY Mellon Wealth Management
C.M. Chartier Contracting
Coleman Assembly & Packaging, Inc.
Mr. John Connor
Edward Jones
Donald & Elaine Fuet
Mr. Paul Fredette
Homecare Homebase, LLC
inConcert Web Solutions, Inc.
Insurance Center of New England
Insurance Agents
Krones Inc.
Mr. Edward LaFortune III
Mr. William Leet
Marsh & McLennan Agency LLC
Mr. & Mrs. John Mara
Mount Wachusett Community College
Prime Motor Group
Mr. & Mrs. David Poliks
Mr. & Mrs. Phil Richards
Royal Steam Heater Company
Ms. Tina Sbrega
The Gardner News
Wood's Ambulance, Inc.

Bronze
Athol/Orange Rotary Club
Athol Savings Bank
Bay Path University
BerryDunn Company
Byram Healthcare Centers, Inc.
Fitchburg State University
Dr. John Harrington
Dr. & Mrs. David Havlin
Mr. Edward LaFortune
Wachusett Brewing Company, Inc.
Leominster Credit Union
Memorial Congregational Church
Montachusett Opportunity Council
Rollstone Bank & Trust
St. Paul’s Episcopal Church
Mr. Robert Walker

Pewter
Ms. Paulette Alisauskas
Mr. Herbert Bean
Ms. Felicite Andersson
Anonymous
Apple HomeCare Associates, Inc.
Applewild School Inc.
Mr. George Ares
Mr. & Mrs. James Aveni
Ms. Karen Aveni
Mr. & Mrs. John Avdycki
Mr. Gerard Babineau
Mr. Richard Ballou
Mr. & Mrs. Gerald Baranski
Robin Barnes
Ms. Georgianna Barrus
Mr. David Barry
Ms. Linda Batt
Ms. Patricia Bean
Mr. & Mrs. Daniel Beauregard
Ms. Laura Beauregard
Mr. & Mrs. Norman Beauregard
Mr. & Mrs. Thomas Beauregard
Mr. & Mrs. Edward Begen
Ms. Theresa Belliveau
Mr. & Mrs. David Bergeron
Lucille Bernhardt
Mr. & Mrs. Paul Bernier
Gary Bessette
Mr. & Mrs. Normand Bettez
Rebecca Bialecki
Mr. & Mrs. Vincent Bilotta
Mr. & Mrs. Robert Blair
Eileen Blake-Fitzpatrick
Shirley Bock
Boucher Funeral Home
Mr. & Mrs. Francis Bourgeois
Barbara Brainard
Elizabeth Brennan
Linton Brooks
Mr. Paul Brown
Doris Bugnolo
Ms. Elizabeth Bunker
Lisa Canfield
Mr. & Mrs. Joseph Capobianco
Mr. & Mrs. Joseph Carbonne
Mrs. Maurice Caron
Theresa Caron
Mr. & Mrs. James Carpenter
Mr. & Mrs. Bernard Carton
Doris Casavant
Mary Jean Cashman
Mr. & Mrs. William Catlow
Central Congregational Church
Mr. & Mrs. Peter Chabot
Robert Chaplain
Mr. & Mrs. Harold Clapp
Mr. & Mrs. John Clapp
Mr. Stanley Clements
Jeffrey Cole
Witty’s Funeral Home
Albertine Collette
Wendell Collins
Ms. Murielle Conway
Mr. & Mrs. John Coyle
Robert Crown
Karen Culleen
Marlene Culligan
Kathie Curnick
Patricia Dandini
Dale DelleChiaie
Ms. Theresa Dembek
Mr. & Mrs. Donald Doncaster
Mr. & Mrs. Henry Doody
Mr. Allen Doubleday
Celeste Drake
Lynde Hardware & Supply Inc.
Ms. & Mrs. Dennis Driscoll
R. Poulin Construction, Inc.
Donna Dubzinski
Ms. Donna Duffy
Mr. & Mrs. Mark Dupuis
Mr. & Mrs. Kenneth Duval
Mary Jane Dvelly
Eastern Propane Gas, Inc.
Ms. Virginia Edgeworth
Mr. & Mrs. Peter Erickson
Ms. Florence Fallon
Bruce Farley
Ms. Judith Farnsworth
Dr. & Mrs. James Faust
Ms. Maureen Faust
Cynthia Figoli
Mary Figoli
Susan Fox
Phyllis Freeman
Karen Fronk
Alexandra Gabel
Gardner Lodge B.P.O.E. 1462
Joan Geler
André Gelinas
Michael Gerry
Mr. & Mrs. Charles Girouard
Glenwood Kitchens USA, Inc.
Allan Goguen
Mr. & Mrs. Robert Gove
Mr. & Mrs. David Graham
Mr. & Mrs. Douglas Grant
Mr. & Mrs. Stephen Greeno
Felicia Greim
GBS Wealth Management
& Trust Services
Mr. & Mrs. Richard Hall
Mr. & Mrs. Mark Hanna
Heywood Wakefield Commons
Mandi Hitchcock
Laurie Hodgdon
Mr. & Mrs. Brien Holiouse
Karen Warren-Howard
Deborah Hubbard
Huhtala Oil & Propane
Ms. & Mrs. Mark Hume
Nancy Hume
Grace Jean
Mr. & Mrs. Brian Jette
Mr. & Mrs. David Johnson
Michael Kaczprzicki
Mr. & Mrs. Joseph Kaczmarczyk
Mr. & Mrs. James Karman
Jane Kelley
Kathy Kilhart
Claudia Kiliian
Mr. & Mrs. Thomas King
John Klesges
KM Kelly Inc.
Mr. & Mrs. Bruce Kozoli
Mr. & Mrs. Anthony Kraikouskas
Mr. & Mrs. Harold Labbe
Mr. & Mrs. David LaBrack
Roland LaClair
Jeannine LaCoss
Diane Laloutine
Janice LaPointe
Mr. & Mrs. Harvey LaPrade
Mr. & Mrs. Jules LaRoche
Mr. & Mrs. Mark Lavolette
Patricia Lawton
Sandra LeBlanc
Nancy Legendre
Mr. & Mrs. Julius Lebicy
Mr. & Mrs. Robert Lemieux
Mr. & Mrs. Bruno Lenart
Mr. & Mrs. Edward Lepkowski
Dr. & Mrs. Roderick Lewin
Ms. Dawn Lielasus
Mr. Timothy Liptrot
Kelly Losier
Mack Prototype, Inc.
Mr. & Mrs. Ian MacLure
Mr. & Mrs. Stephen Makl
Dr. & Mrs. A. Taqi Malik
James Manfield
Mr. & Mrs. Brian Manley
Mr. & Mrs. Paul Manning
Kimberly Manty
Mr. & Mrs. Edward Manzi
Ambrose Marean
Mr. & Mrs. Anthony Marotta
Ms. Eileen Marsh
Mary Mason
Massachusetts Association of
Insurance Agents
Kristin Mattson
Mr. & Mrs. Robert Mayer
Mayhew Steel Products, Inc.
Tony Meoer
Edwin McCaffrey
Mr. & Mrs. Josh McCuich
Ms. Catherine McDonald
Mr. & Mrs. Charles McGovern
Mr. & Mrs. Dennis McGuiness
Mr. & Mrs. Dan McHugh
Lisa McKee
Judy McLamb
Patricia McLaughlin
Kathleen Bishop Manacel
Medtronic Care Management Services
Rohita Meredith
Laila Michaud
Mr. & Mrs. Jerry Miller
Priscilla Millette
Mr. & Mrs. Wellington Mok
Paul Montero
Ms. Sylvia Monteverde
Mr. & Mrs. Barry Morse
Cecilia Moulton
Judith Muller
“This GVNA “team” of professionals (Kelly, Carolina, Jonathan, Angela and Kim) helped me to improve daily and I never felt that I would “improve” this quickly. You should be proud of this team as they really care about their patients. Great job!”
**FINANCIAL OPERATIONS**  Fiscal Year 2018

### Revenue Fiscal Year 2018

<table>
<thead>
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<th>Revenue</th>
<th>Totals</th>
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<tr>
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<td>HMO, VA</td>
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<td><strong>Total GVNA HealthCare Revenue</strong></td>
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### Expenses Fiscal Year 2018

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<tr>
<td><strong>Total GVNA HealthCare Expenses</strong></td>
<td><strong>15,646,707</strong></td>
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“I enjoyed the GVNA visits! I always felt like I was the important person. They made me want to improve and I did! Bless them all!”

“This is probably the fourth time your services have been “happily received” by me. I can only appreciate the quality visits by GVNA. Each person has been an employee of whom you can be proud.”