

New Hampshire Veterans Home

Tilton, New Hampshire

Est. 1890

"For those who served"



Annual Report: Fiscal Year Ended June 30, 2011

October 1, 2011

Pursuant to RSA 119:13

Committed to providing meaningful quality of life for Veterans Past, Present, and Future Generations



New Hampshire Veterans Home

Annual Report

Fiscal Year Ended June 30, 2011

*“Residents don’t live in our facility, we
work in their home.”*

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New Hampshire Veterans Home

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NH Veterans Home Commandant

Barry E. Conway

The Year in Review 2010-2011

The New Hampshire Veterans Home (NHVH) enjoyed another successful year of serving the long-term care needs of Granite State veterans. From July 1, 2010 through June 30, 2011, we provided care for a total of 279 veterans who proudly served their country, state and fellow citizens during the World War II, Korean and Vietnam Wars.

We began work on 2 of our capital projects, a Life Safety infrastructure upgrade and the construction of a Multi-Purpose Operations Center. The Life Safety infrastructure project consists of all construction services necessary and required to complete upgrades to the mechanical infrastructure and perform life safety upgrades. This includes but is not limited to: Construction of fire walls and fire barriers; installation of fire doors; segregation of normal and life safety power; switch gear replacement; roofing replacement on two buildings; soffit and fascia systems replacements; emergency generator installation; valve replacements; elevator upgrades (3); geothermal system upgrades; and technology infrastructure upgrades. The project will include the discipline/s of site construction, concrete, masonry, metals, wood and plastics, thermal and moisture protection, doors and windows, finishes, specialties, equipment, special construction, conveying systems, mechanical and electrical.

The Multi-Purpose Operations Center will be a stand-alone structure connecting to the existing facility by way of corridor. It will be used as a Multi-Purpose Center with shipping/receiving, warehouse storage and kitchen and bathroom facilities. There will also be a conference room that will be used as an Emergency Operations Center in case of long term utility outages at NHVH. The project will include the discipline/s of site construction, concrete, masonry, metals, wood and plastics, thermal and moisture protection, doors and windows, finishes, specialties, equipment, special construction, conveying systems, mechanical and electrical.

Both of these projects are 65% funded the US Department of Veterans Affairs State Home Construction Grant Program with 35% state matching funds.

| | | |
|---------------|---------------------------|--------|
| USDVA | \$4,362,599 | (65%)* |
| State of N.H | \$2,349,091 | (35%) |
| Total: | <u>\$6,711,690</u> | |

***The American Recovery and Reinvestment Act of 2009 (ARRA) funds.**



NHVH Resident Attending Red Sox game
smiles for the camera

With support of many individual and group donations, funds were allocated in our Resident Benefit Fund to enhance our Main Street, Chapel, and Pavilion areas. The addition of a stage, home theater, and other audio enhancements were made that have greatly enhanced the Quality of Life for our residents. They now have the ability to watch sports and movies in a high definition like environment. *(Cont. page 18)*

Quality Of Life

Our Therapeutic Recreation Department continues to add new experiences for our residents. This year, residents participated in several programs involving therapeutic horse interactions. In September, our residents went to an Equine Therapy Center called *Back in the Saddle "Bits"* for short in Hopkinton, New Hampshire. Residents were able to touch, groom and visit with the horses. In the spring, Cover Girl, a miniature horse was brought to the Veterans Home and paid visits to residents in both the Tarr and LEDU programs. Again, residents were able to touch, groom and visit with Cover Girl.



A visit with Cover Girl

Another innovative program was a demonstration by Northeast Passage Adaptive Sports from the University of New Hampshire in Durham. On June 22, 2011, residents were able to ride adaptive bicycles outside in the Pavilion area of the parking lot. Residents were also able to participate in a Spin Cycle program, using the IN2L (It's Never 2 Late) adaptive computer lab and the new projector and large screen TV in the Town Hall. This program shows an avatar cycling on a bicycle on the projector screen. The residents were able to choose the scenery of the path they

are traveling. The scenery varies from mountains, deserts, wooded terrains, etc. The cyclist on the screen travels at the same rate of speed that the resident is pedaling. This program tracks the resident's distance "traveled". It is a great therapy tool in addition to being a fun activity. We are doing this program at least 1-2 times weekly. LEDU Residents have also shown interest in this program. The residents have really enjoyed this; stating that it helps them to wake up in the morning, gives them more energy, increases their socialization and connections with their peers. Additionally, they have reported it brightens their mood. The Recreation Departments plan on exploring more programs on the It's Never 2 Late (IN2L) system.

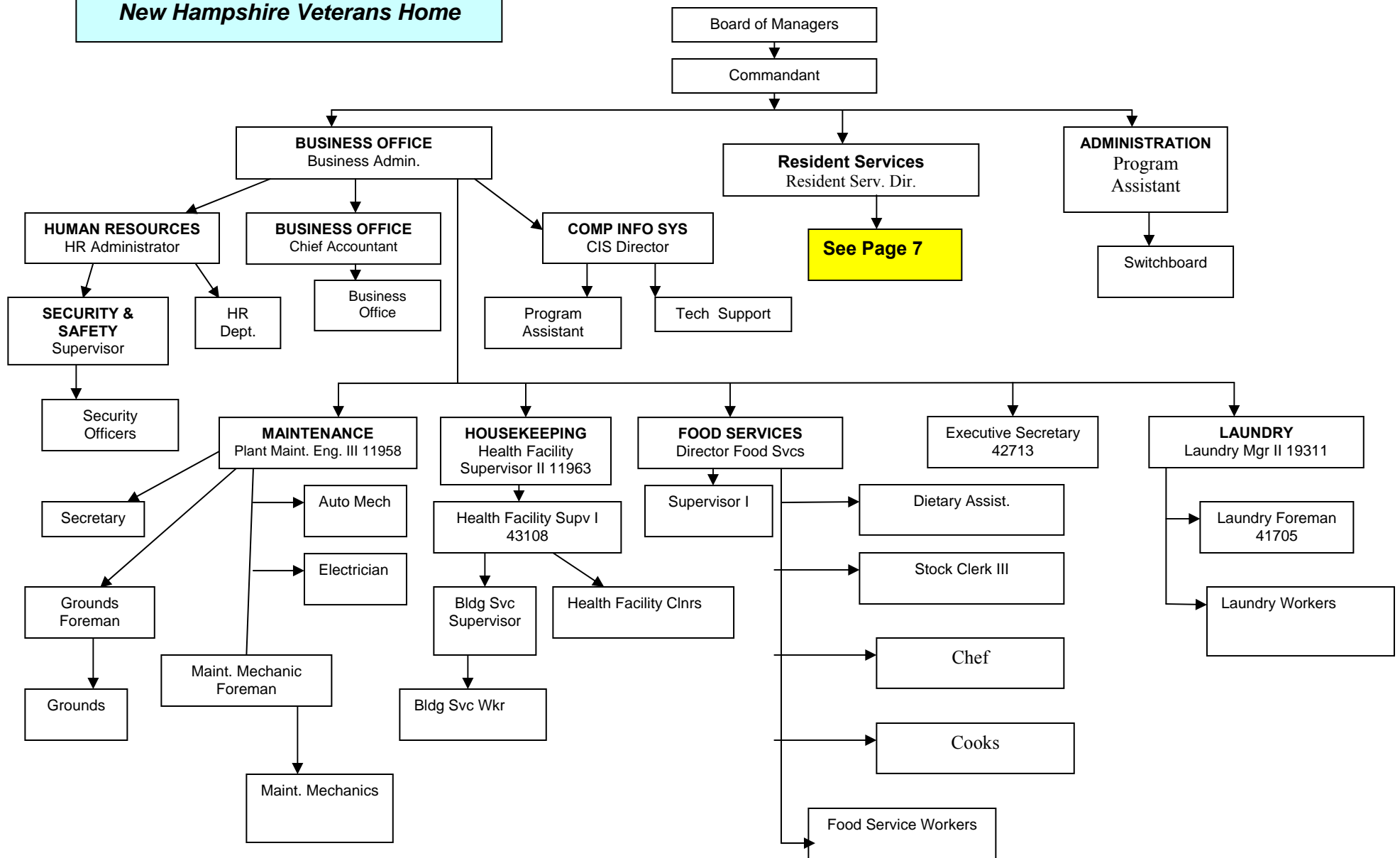


Our Resident Council participated in several community events including raising funds for Seniors Feed New Hampshire. The New Hampshire Food Bank (NHFB) and the New Hampshire Health Care Association (NHHCA) recognized the New Hampshire Veterans Home (NHVH) as a "Seniors Aid New Hampshire Participating Facility" at the Seniors Aid New Hampshire (SANH) Celebration Event on Monday, April 18, 2011 at the Executive Court in Manchester, NH. The Veterans Home



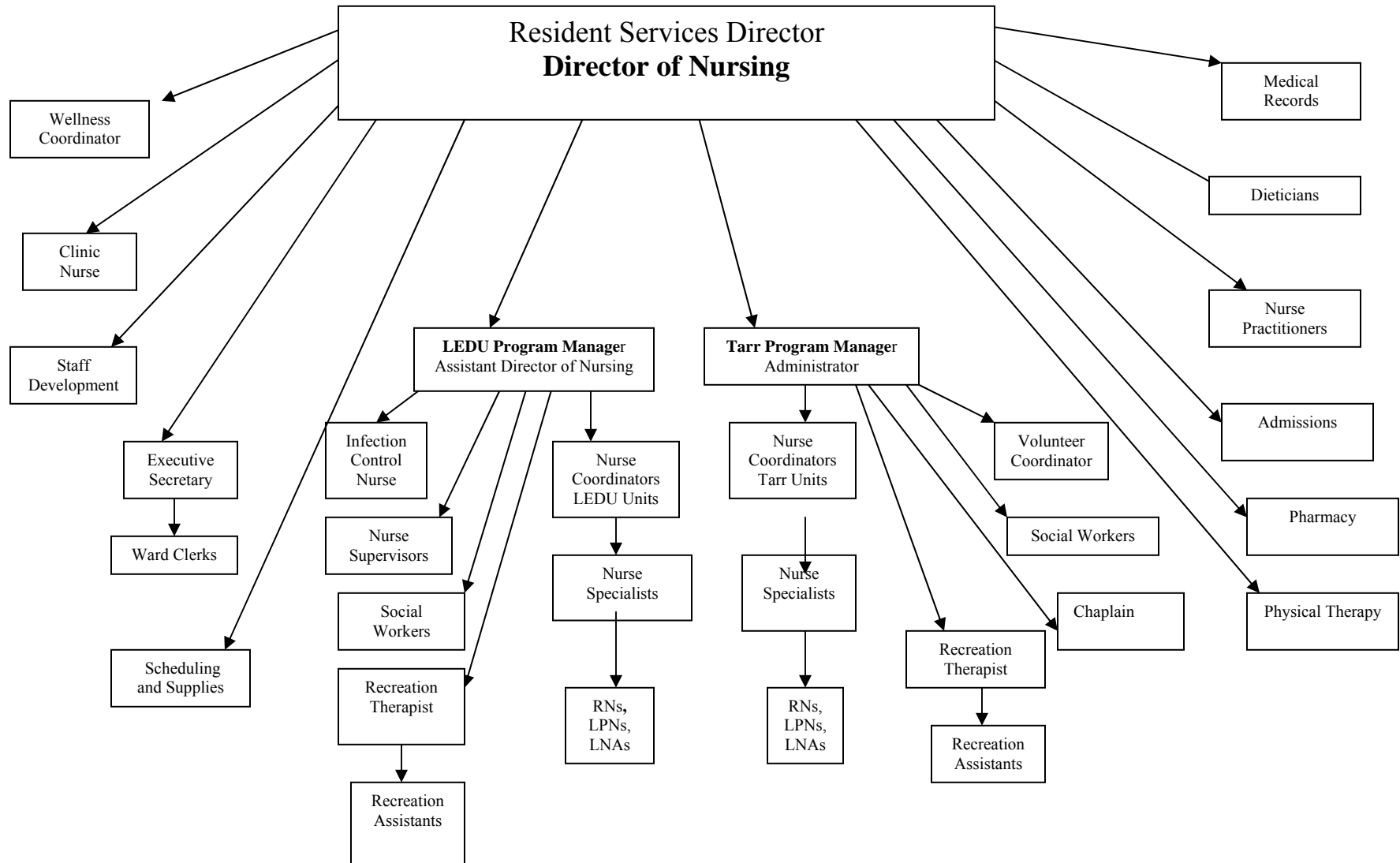
NHVH Resident takes a Spin on an Adaptive Bicycle
Jun 22, 2011

New Hampshire Veterans Home



continued from previous page

*New Hampshire Veterans Home
Clinical Services*



Personnel Data

Unclassified: 1 Classified: 336 Part-time: 88

As of June 30, 2011, there were 404 staff members working at the New Hampshire Veterans Home. The staff is composed of unclassified, classified and part-time employees who are dedicated to serving the needs of our resident veterans in the areas of medical, rehabilitative, nursing, and social services as well as recreation, dietary, housekeeping, maintenance, and business office personnel.

“Above & Beyond” Award winners July 1, 2010 – June 30, 2011



Dolly Keyser



Darlene Smith



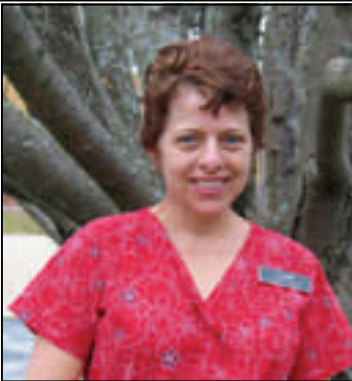
Brent Bilodeau



Cathy Gendron



Bill Keville



Audrey Jalbert



Donna Tremblay



Kathy O'Neil



Jane Young



Kassie Beaudet



Erin Gilman



Warren Smith

Physical Plant and Property

Fiscal Year Ended June 30, 2010

| | |
|-----------------------------------|-------------------|
| Physical Plant | 29,364,108 |
| Equipment | 299,966 |
| Highway/Roads | <u>95,000</u> |
| Total Plant & Property | 29,759,074 |

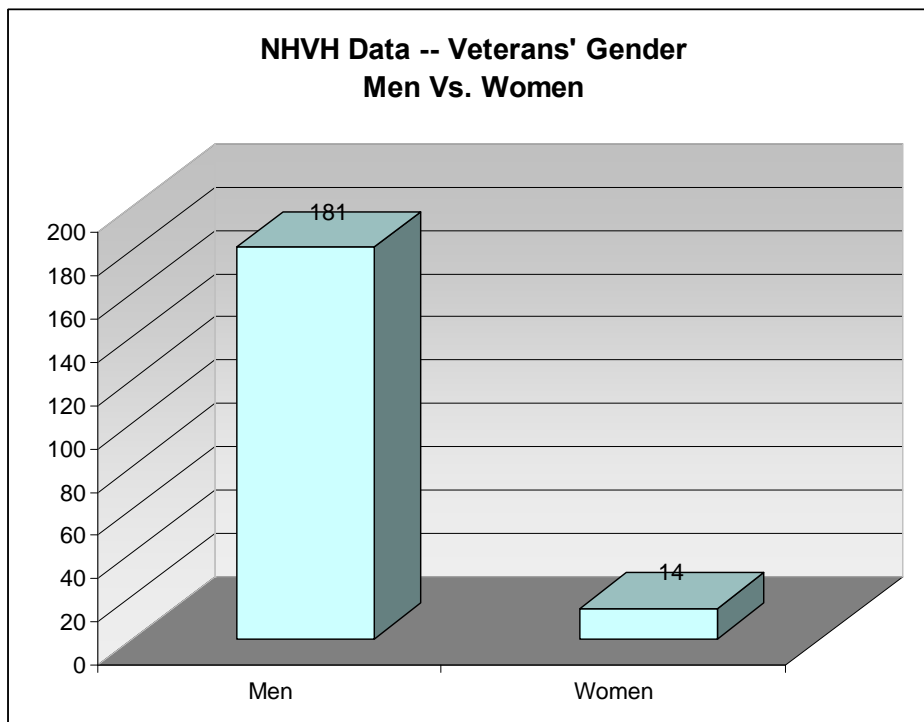


FY 11 Actual & FY12 Projected

| | FY 11 Actual | FY 12 Projected |
|--|-------------------------|----------------------------|
| <u>Revenue</u> | | |
| Federal Funds | 7,665,684 | 9,169,085 |
| Agency Income | 6,523,810 | 9,822,462 |
| General Funds | 12,870,004 | 11,360,012 |
| | | |
| Total Revenue | 27,059,498 | 30,351,559 |
| | | |
| <u>Expense</u> | | |
| Personnel Services | 14,029,937 | 15,971,074 |
| Personnel - Commandant | 105,051 | 109,044 |
| Overtime | 107,654 | 116,180 |
| Holiday | 324,522 | 325,135 |
| Benefits | <u>7,433,271</u> | <u>8,831,157</u> |
| Sub-Total Personnel & Benefits | 22,000,435 | 25,352,590 |
| | | |
| Supplies | 807,556 | 890,476 |
| Food | 519,465 | 558,463 |
| Rents | 36,061 | 32,596 |
| Utilities | 593,384 | 437,502 |
| Maintenance | 59,986 | 56,000 |
| Organizational Dues | 891 | 2,000 |
| OIT | 44,499 | 97,715 |
| Equipment | 52,547 | 100,000 |
| Audit Set Aside | 6,028 | 6,058 |
| Consultants | 278,381 | 300,000 |
| Own Force Maintenance | 44,558 | 30,000 |
| Contract Maintenance | 128,047 | 246,175 |
| Temporary Personnel | 745,583 | 735,496 |
| Travel - In State to Transport Clients | 4,969 | 12,500 |
| Travel - Out of State | 0 | 1,000 |
| Pharmacy | 1,111,511 | 1,278,988 |
| Workers Compensation | 595,955 | 200,000 |
| Unemployment | <u>29,643</u> | <u>14,000</u> |
| Sub-Total Other Expense | 5,059,063 | 4,998,969 |
| | | |
| <u>Total Agency</u> | 27,059,498 | 30,351,559 |

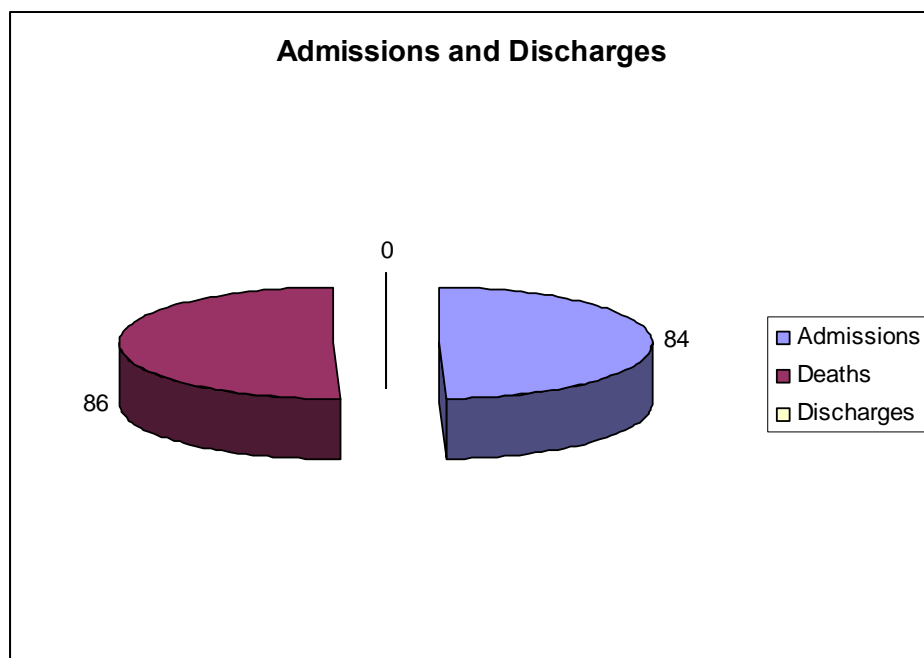
New Hampshire Veterans Home Resident Information

Chart A



Admissions and Discharges

Chart B



Referral Types

Chart C

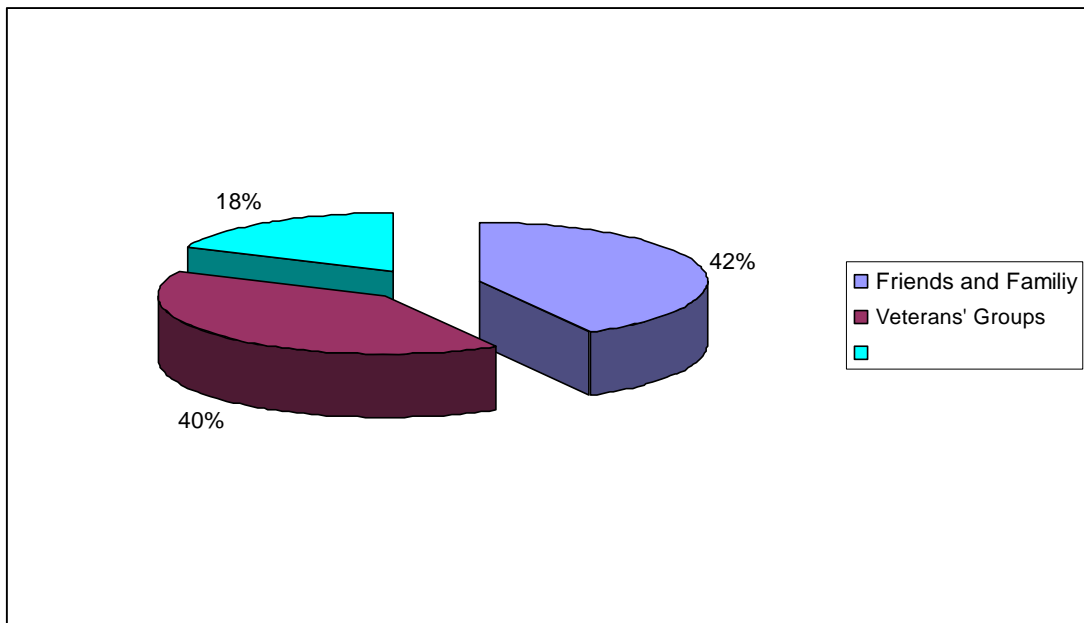


Chart D

Veterans from Different Wars

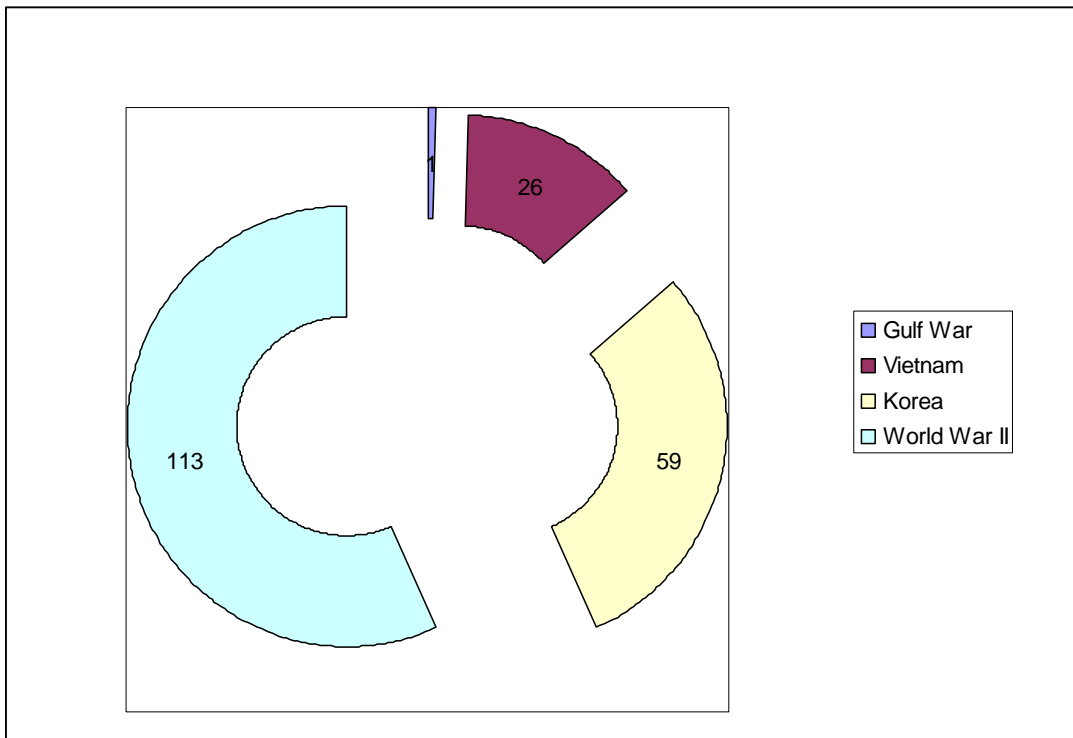


Chart C on Page 12 shows where our referrals are generated from. 40% of referrals are generated from Veterans Groups and organizations. 42% are generated from friends or family. A mere 18% of referrals come to us through the Veterans Administration Hospital. This data indicates that our referral sources are generated by word of mouth or from our reputation for providing great care to our state's Veterans Population.

At first glance, Chart B does not tell us a great deal of information. One important fact is we are maintaining a steady census throughout the year. More importantly, residents, once admitted, are happy here and do not look for different placement.

Chart A on page 11 tells us our residents are still primarily men. Although more women are entering the service, our population is comprised of mostly WWII and Korean War Veterans. Chart D is a comparison of the war time history of our residents.. We had 1 Gulf Veteran, 26 Vietnam Veterans, 59 Korean War Veterans, and 113 WW 2 Veterans. Although the numbers of Veterans of later wars are being admitted, we still serve over 50% of Veterans from WW2.

Accomplishments

Master Plan

This spring, the Veterans Home completed its first **Master Plan**, a 20-25 year projection to meet our future needs with the theme, *“Possibilities, Not Limitations.”* NHVH received funding from the State of New Hampshire for this Plan. We were able to hire [Lavallee|Brensinger Architects](#) of Manchester to formalize the Plan. We look forward to presenting our Master Plan to all of our stakeholders, particularly those who will be instrumental in the implementation of the goals of the Plan.

Environment

We were successful in obtaining grant funds from the State’s Energy Manager, Karen Rantamaki to purchase a new washing machine and dryer for our laundry operations. This new equipment reduces our electrical usage, fuel oil usage, and water consumption. We continue to strive to improve operational efficiency wherever possible.

With an increasingly restricted budget, the Grounds Department within Facility Services has had to become resourceful and imaginative to be able to continue providing a high level of quality service that we feel that our residents and staff deserve. Many goals and accomplishments have been realized or are currently in progress. For instance, the previously stark, enclosed courtyards of the LEDU units are now greener, more usable and easier to maintain than ever before. We’ve reduced the previously mulched areas by over 50%, resulting in a substantial annual labor and materials cost savings. Smaller garden “pockets” now adorn the inner courtyards, providing eruptive splashes of color amidst the new background of new calm, green lawns. Additionally, we have revived the utilization of the greenhouse on Tarr North. Using seeds collected from plants grown by one of our departed



NHVH Residents Fishing at the Pond on NHVH Grounds

gardening friends and residents, we were able to grow hundreds of marigolds throughout the facility grounds. We will continue to work with residents, staff and visitors by sharing plants, seeds and interaction during various gardening activities.

Safety

The Facility Services Department was successful in obtaining certification to perform our own State Motor Vehicle Inspections, inspection station #4082. The department services all department fleet vehicles and buses in-house. The ability to inspect our own vehicles ensures that safety inspections are done with the utmost safety of its occupants in mind.

Historic Awareness

The Veterans Home has remained active in maintaining a renewed “historic awareness” at the facility by consistent artifact recovery and display. Artifacts recovered from past activities on the property, bring to life historic awareness and a better understanding of those who came before us. The original cornerstone of the historic Soldiers Home was moved from a sleepy, overgrown corner, to a more prominent, visible location at the main door of the front lobby. Undoubtedly the most important surviving artifact from the original historic structure, the stone now serves as a reminder of the importance that each staff member has in the success and continuation of the institution.

Hospice and Palliative Care

The Hospice and Palliative Nurses Association (HPNA) awarded certificates of participation in “The Veteran Clinical Review for Hospice and Palliative Nursing Assistant” Education Series at NHVH. The course is specially targeted to Licensed Nursing Assistants who care for veterans. It includes end-of-life issues, with emphasis on what makes the dying process different for veterans in contrast to the non-veteran population. Topics included Pain Management at the End-of-Life, Management of Other Symptoms at the End-of-Life, Communicating at the End-of-Life, and Care of the Patient and Family when Death is Nearing. The series was offered for six weeks and certificates were awarded to forty-four Licensed Nursing Assistants. Several of the Licensed Nursing Assistants continued their studies and passed the Hospice and Palliative Nursing Assistant Certification Examination in June 2011.



Donna Thompson, LNA of the Year Nominee from New Hampshire Veterans Home shown in center between Supervisors Tom Heald and Sue Woods.

LNA of the Year

Donna Thompson was nominated as NHVH LNA of the Year. She participated in the Licensed Nursing Assistant Day on June 2, 2011. Donna is a third shift Neighborhood Manager and Licensed Medication Nursing Assistant who has worked at the Home for twenty three years! Donna was practicing “person centered care” long before the phrase was coined and the practice implemented into the Eden Alternative. Besides being resident focused, she has a special way of making the residents feel better with her contagious smile. She

presents with a positive attitude and will go above and beyond to meet our residents’ needs daily. She is mature and a self-starter who follows through in every way. Donna was among the “first” class to graduate from the Uni-Care sponsored Medication Nursing Assistant course in 2003. It is obvious from talking to Donna and watching her work that she truly loves her job.

Education

The Social Workers have had another successful year with their “I Care” Abuse and Neglect Prevention program that helps all staff working in long term care understand that the best antidote for elder abuse is learning to care for oneself! This program is offered three times a year and approximately seventy-three NHVH employees have participated in the six week program.

Quality Behavioral Solutions is a certification program that instructs staff from all departments how to successfully work with challenging behaviors. This program has had a direct correlation with a reduction in worker’s compensation claims as our staff learns techniques to prevent injury. Ninety two nursing staff and twenty five staff from other disciplines have completed this training.

The Staff Development Department works diligently to train staff, while improving skin care, etc., with the use of new products and techniques. We have also changed the implementation method of one of our education providers, from copying videos for staff and lending them out to earn CEUs, to all of the courses have being available online While easier to access, these changes created other challenges. Plans to improve the in-house training areas will be possible with the completion of the multipurpose emergency operation center.



Priorities

Electronic Medical Records

An effort is underway to transition to an Electronic Medical Records system. The electronic infrastructure currently at the New Hampshire Veterans Home will need to be strengthened and updated. The ability for the electronic medical records to communicate throughout the building will be paramount. The servers, wireless devices and other peripheral devices must be able to connect with every device. These devices will be on each and every neighborhood to allow for seamless communication between LNA and the central computer. Nurses will have medication carts with electronic medication admission records built into them in order to identify each resident's medication by barcode then identify each med with the corresponding resident. Capital monies have been approved by the State of New Hampshire for this project and matching federal (VA) funds are in the approval process.

Wireless ability in a concrete structure such as the TARR and Welch neighborhoods may cause challenges that must be overcome. Wireless routers located throughout the neighborhoods will be installed to overcome this challenge.

All areas of the Home will need to have updated copper wiring and fiber to allow for the continuous operation of all devices. If a resident is at an activity in the Town Hall or playing Bingo in the dining room, all devices will need to be in communication with the central computer system to allow for the update of resident information. This will improve the operational efficiency of our clinical staff, reduce errors, and enhance the level of care that is provided to the residents.

Safety

Currently, we are looking to improve and replace our Secure Care Patient Wandering System in our Dementia Neighborhoods. Our current system is seeing excessive maintenance and has had numerous

failures recently. Replacement of this system will ensure that our residents reside safely in their neighborhoods and that the risk of elopement is managed to the highest level possible

Enhance Outdoor Areas

Donations are being received to construct four activity pavilions in our four inner courtyards. The pavilions will allow our Recreation Department to plan and implement a broader range of activities. Having these pavilions will provide shade and will be fully handicapped accessible, allowing staff to focus on individualized programs and activities. These will also allow families to visit their loved ones in our beautifully adorned grounds and will allow families to have picnics and or BBQ's. They will be large enough to allow larger family gatherings or reunions.

Upgrade Physical Therapy Program

The existing physical therapy area is severely limited in function due to the lack of space (less than 1100 square feet). Based on identified current and future programmatic needs, the space needed to provide adequate program and support space is approximately 15,000 square feet. The construction of a Rehabilitation Center will help to meet those needs. Programs to help residents with long-term rehabilitation needs and residents who have a desire for daily wellness exercise will be accommodated. This will also include aqua therapy. A feasibility study for this project has been accomplished through State funding. The project itself, 5M - \$6M will be funded through the means of a public private partnership.

Front Entry Memorial Stone

The New Hampshire Veterans Home has successfully worked with the current American Legion Commander in securing funding for the new front entry memorial stone, which will cost approximately \$16,000.

It will be the first permanent installation at our facility with a depiction of the original soldiers' home, reminding everyone of our extended and committed history of service to our veterans for over a century.

Clinical Priorities

We will continue to strengthen our commitment to Palliative Care and Hospice. We will continue to improve our Resident Centered care, utilizing the MDS 3.0 and "I" care planning based on meeting the challenges that are important to our individual residents.

In order to prepare for our transition to an Electronic Medical Record, we need to remain committed to improving our knowledge and skills surrounding technology. In order to make technology work for us, we need to learn to use technology effectively and efficiently.

We are committed to continue to develop and strengthen our residents' creative outlets. The Art Committee meets monthly.

Community Involvement

We will continue to encourage our residents to remain connected to the community, participating in local events as well as hosting events at the New Hampshire Veterans Home. Events such as Family Fun Day, Grandparent's day, Volunteer Appreciation Week, and the Candidate's Forum, to name a few. Our residents thrive by participating in the Annual Old Home Day Parade in Tilton, attending ball games, and apple picking.

Intergenerational Program

This very important program brings together community school children of all ages with our elders in the Home. It is a win/win program for all whom have participated in the program. The residents of our home have so much to share and to give to the younger generation. The younger generation, in turn, have much to share with our elders.



The Year in Review

(Continued from Page 4)

New window treatments were also installed to enhance the room's ambiance and to improve the overall atmosphere. The addition of the new sound system and stage also allows us greater flexibility to utilize the room for group or public events and forums.

Quality Of Life

(continued from page 5)

residents rose over \$600.00 this past year. Seniors Aid New Hampshire (SANH) is a group of residents who live in New Hampshire nursing homes, assisted living, and The policy makers on policy issues that affect long-term care and independent living residents. One of their primary objectives is to change the culture among policy makers and advocates to reflect the need for resident inclusion in the policy making process.



Old Soldiers' Home



New Hampshire Veterans Home (current)

About the New Hampshire Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldiers' Home for Civil War veterans. Today we are home to over 200 men and women who have served their country and fellow New Hampshire Citizens in World War II, Korea, Vietnam, and the Gulf War. New Hampshire Veterans Home is the only long term care facility in New Hampshire dedicated exclusively to veterans.

As a professional health care provider, NHVH offers a full range of services including residential, medical, dental, nursing, pharmacy, physical and occupational therapy, dietary and social services. A Chaplain provides spiritual and emotional support to residents, family, and friends. Religious services are held routinely in our in-house chapel. NHVH has an in-house library / multimedia center for residents looking for reading material or simply browsing the internet. Wi-Fi connectivity is available in our library for family members and staff. Banking services allow our residents quick and easy access to their funds, and a Barber/Beauty Shop is just around the corner. Dedicated staff members work in partnership with volunteers from the communities and numerous service organizations to help enrich our residents' lives.

Please contact us if you would like more information or if you are interested in having a tour. We thank you for your interest in and support for the New Hampshire Veterans Home.

New Hampshire Veterans Home

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Barry E. Conway, Commandant

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www.nh.gov/veterans

