

The Veterans Voice



Newsletter of the New Hampshire Veterans Home, Summer, 2015

Commandant's Report

Margaret "Peggy" LaBrecque



A year of milestones

Halfway through 2015 (the year there was no spring) and we find there's a lot to celebrate in recent events here at the New Hampshire Veterans Home.

After several years of false starts, a contract for the installation and implementation of an electronic medical records system for the Home was finally approved by the Governor and Executive Council on May 27.

This long-awaited technology update, one of the Home's top priorities for at least the last five years, will replace the current laborious paper-based system with wirelessly connected laptop computers on nurses' carts that will track various patient interactions through a central database server.

Residents will benefit in a number of ways, particularly by reducing the possibility of medication errors. Once things are in place, physicians' orders will go directly into the computer system without the labor-intensive transcription and manual-entry steps they go through now. Laptop computers on medical carts on the units will allow nursing staff to double-check the dose with the resident's medical orders when they are dispensed.

The launch date is at least several months away. The chosen vendor has to do a lot of cable-pulling and installing of hardware to make sure the signal gets to all corners of our sprawling facility, and staff at all levels will have to be trained. We'll keep you posted.

More from the good news category: We're pleased to have had ZERO citations for clinical-care deficiencies in our annual

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Safford Award Winners



Bill Bertholdt, left, and Francis "Sharky" Madden are 2015's co-recipients of the New Hampshire Veterans Home Charles Safford award, an annual honor selected by a vote of the Home's residents to recognize a resident or residents who've displayed outstanding acts of caring and advocating for the interests of others in the preceding year. The award, presented at the monthly Commandant's Update on June 24, was named in honor of the late Charles "Charlie" Safford, a former president of the Home's Resident Council. It acknowledges the personal time and efforts donated selflessly for improving the quality of life for others. Bertholdt is currently Resident Council president and deeply involved in advocating residents' causes. Madden was recognized for his kindness and helpfulness to other residents.

Six Awarded Fogarty Scholarships

The Daniel C. Fogarty Memorial Scholarship Program has awarded a total of \$2,200 in scholarships this year to six students with various ties to the New Hampshire Veterans Home.

The recipients are:

Elizabeth Gagnon, a 2012 graduate of Belmont High School, who enters her senior year at Plymouth State University in the fall, majoring in elementary education. Her mother, April Gagnon, works at the Home.

Nicole Rosas, a 2015 graduate of Belmont High School, who starts her first year at Arizona State this fall, majoring in nurs-

ing. Nicole volunteered at the Home for two years.

Ashley Simpson, a 2015 graduate of Franklin High School, who will start her first year at Lakes Region Community College, majoring in business management. Her father, David Simpson, works at the Home.

Monique Sherburne, a 2015 graduate of Gilford High School, who will begin her first year at Lakes Region Community College, majoring in nursing. She volunteered at the Home for three years.

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GOVERNOR AT NHVH — New Hampshire Gov. Maggie Hassan paid a special visit to the New Hampshire Veterans Home on Monday, June 29. After a discussion of some pending legislation with the officers of the Resident Council, bottom left, she got a short tour of the Home from Commandant Peggy LaBrecque, and was warmly welcomed by residents during a break in the birthday bingo game that was going on in the Town Hall.



Commandant

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site survey by the Veterans Administration, something we think reflects the high quality of the care the Home gives to your loved ones.

The VA survey is a top-to-bottom review of our operations conducted each year as part of our federal funding agreements. (the Home is a state agency, but we receive resident per diem payments and capital funds from the VA.) A team including auditors and accountants, registered nurses, environmental specialists and physical plant experts looks at everything, interviews staff and residents, and writes up their findings.

This year, they seemed very pleased. There were a number of small, physical-plant related items that did get mentioned in the final report, but they were not unexpected given the age of our buildings. Corrective Action Plans are already underway.

The VA survey findings were a nice anniversary gift of sorts for Director of Resident Services Michelle Pelletier, who marked her first year in the position in June. Michelle, who has more than 15 years of nursing experience and has been at the Home since 2005, has very ably stepped into the big shoes left by her predecessor Anne Howe, who was nursing director for more than 20 years.

And, finally, plans are progressing well for December's celebration of the Home's 125th birthday. We've got some new banners celebrating the date that will be carried in some local parades this year. (You may have seen one of them at the front desk). We're working on some other commemorative items and pulling everything together for an exciting event on Thursday, Dec. 3.

Mark your calendars.

Peggy LaBrecque

Scholarships

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Scott Magoon Jr., a 2014 graduate of Winnisquam Regional High School, who will return for a second year at Lakes Region Community College, majoring in auto mechanics. His mother, Susan Magoon, works at the Home.



Daniel C. Fogarty

Torrey Martinez, a 2015 graduate of Winnisquam Regional High School, who will start his first year at Flagler College in Florida, majoring in sports management. His mother, Lorraine

Martinez, works at the Home.

The scholarship is sponsored by the Fogarty family of Laconia in memory of Daniel "Chuck" Fogarty, who passed away here in 2013.

Mr. Fogarty, known to many by the nickname "Coach," during his two years at the Home, was a widely known insurance agent and financial consultant in the Laconia area for many years, a college athlete and an Army captain who served five years in Vietnam. He had a life-long commitment to education and was involved with local high school sports much of his life.

Natalie Fogarty, Mr. Fogarty's widow, said the schol-

arship is the family's way of recognizing the staff of the New Hampshire Veterans Home "for the skilled and loving care given to New Hampshire Veterans."

In 2014, the program's first year, six individuals with various ties to the Home received a total of \$2,000 in scholarships.

A fundraising golf tournament was to be held June 27 at the Den Brae Golf Course in Sanbornton.

The program is administered by the Lakes Region Scholarship Foundation. The LRSF web site is www.lrscholarship.org, and it can be contacted by email at scholarship@metrocast.net or at 603-527-3533.

Electronic medical records system coming to NHVH

Medical carts with wirelessly connected laptop computers will soon be rolling down the halls of the New Hampshire Veterans Home as the Home moves into a new digital era of medical record keeping.

The New Hampshire Executive Council's approval of a \$378,000 contract with Wescom Solutions on May 27 was the final step needed to begin installation of an electronic medical records system throughout the Home that will replace current paper-based documentation of medicines and care.

Installation should begin this winter, and it's hoped to have staff trained and the system in operation by the end of 2016.

This computerization of records aims to improve efficiency, reduce redundant data entry and reduce the possibility of medication errors. It will allow the doctor's pre-

scription to be directly entered into the computer system, eliminating the labor-intensive manual transcription and re-entry of handwritten orders, and provide nursing staff with processes to double-check that the right resident gets the right dose.

Eventually, the new EMR system will supplant most types of paper record-keeping to document other important aspects of care: participation in activities, staff contact hours, and more.

Implementing EMR, which is common in the current healthcare industry, has seen some challenges at the Home. It took some time to find the right solution.

While EMR has been a high priority for the Home for several years, two previous rounds of bid proposals did not produce a vendor with a cost-effective solution.

Wescom was already providing other software services to the Home, and adding software modules and functionalities to their system, rather than replacing it, was the best way to go.

The project has already been approved by the federal Department of Veterans Affairs, which will provide 65 percent of the capital funding.

Providing wireless capability in older steel-and-concrete structures requires placing wireless routers and repeaters throughout the facility to ensure buildingwide connectivity, as well as updated copper and fiber-optic cabling.

But once all the hardware installation is done and software is run, the Home will be better equipped than ever to provide the excellent care that our veterans – your loved ones – so richly deserve.

Roll Call

ADMISSIONS

Herbert Berry	03/04/2015
Jefferson Morley	03/05/2015
Charles Caldwell	03/10/2015
Horace Kingsbury	03/11/2015
Armand Benoit	03/12/2015
Walter Borchert	03/18/2015
Winston Caldon	03/19/2015
Harold Mastin	03/25/2015
William Burt	03/26/2015
Paul Fortier	04/01/2015
Merton Swett	04/02/2015
James Therrien	04/08/2015
Dennis Nickerson	04/09/2015
Raymond Lozeau	04/16/2015
John Bohuslaw	04/22/2015
Donald Bickford	04/23/2015
Richard Seuffert	04/29/2015
Arnold Boynton	05/07/2015
Russell O'Connell	05/13/2015
Edmond Krolikowski	05/14/2015
Myron Kalisz	05/19/2015
Robert McGloan	06/02/2015
Norman Dalbec	06/03/2015
Walton Thompson	06/09/2015
Joseph Courchene	06/10/2015
Robert Pratte	06/16/2015
Andrew Clark	06/17/2015
Robert Davis	06/23/2015
Shirley Greenwood	06/24/2015
Norman Greenwood	06/24/2015



FINAL SALUTES

Harold King	03/12/2015	Harold Surago	05/24/2015
John Bean Jr.	03/25/2015	Daniel Caruso	05/28/2015
Rufus Mcfarland	03/26/2015	William Block	06/05/2015
Charles Caldwell	04/09/2015	Raymond Smart	06/21/2015
Winston Caldon	04/20/2015	Merton Johnston	06/22/2015
Francis Gorski	05/03/2015	Joseph Long	06/23/2015
Stanley Strout	05/11/2015	Henry Boucher	06/26/2015
Arne Peterson	05/13/2015	Perley Frost	06/26/2015
Herbert Berry	05/14/2015		



New Hampshire Veterans Home

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Return Service Requested

New Hampshire Veterans Home
Annual Classic Cruise Night
Thursday, Aug. 6, 2015, 6-8 p.m. / Rain Date Aug. 13

Enjoy classics from
the Golden Age
of Horsepower

Free Admission, no Entry Fee
Registration 5-6 p.m.
at the Pavillion

- ♦ Doo-wop by the Bel Airs
- ♦ Light refreshments
- ♦ 50/50 raffle

 The New Hampshire Veterans
Home and grounds are smoke-free

For more information: Patricia Copeland, 527-4818
Maureen Campbell, 527-4889
www.nh.gov/veterans / www.facebook.com/nhveteranshome