Call to Grace

FOR OUR GENEROUS DONORS AND SUPPORTERS

Special 2021 Edition

Driving into Our Next Century of Care

NVNA and HOSPICE: 100 YEARS

Driving into Our Next Century of Care
IN THIS ISSUE

2 Funding the Mission
   The Grace Campaign Soars
6 Our Next 100 Years
   Growing the Legacy of Care
8 Perspectives from Clinicians
   Thoughts on the Pandemic
12 A Holistic Approach
   Leading the Conversation on Home Care
16 A Fall Ride
   A Hospice Story
27 Summer Board Gathering
   Boards Reunite in Person
28 Words of Gratitude
   Patient Reflections

NVNA and Hospice
120 Longwater Drive
Norwell, MA 02061
781.659.2342
nvna.org

1927 Ford Model T on cover provided courtesy of Bernard McLaughlin
Photographers: Scott Eisen, Barrie Smith, and Robin Chan
Design/Print by ColorMax Graphics, Inc.

All photos and content © 2021 NVNA and Hospice

Call to Grace 2021 is a Special 100th Anniversary Edition of the NVNA and Hospice Charitable Fund's Call to Care Newsletter.
Our non-profit mission at NVNA and Hospice is to provide quality home care, wellness, and public health services in the community.

Our Grace Campaign was a bold initiative from the start. As a non-profit organization, our sustainability is directly connected to our donors who invest in our mission.

The 100th anniversary campaign was organized by our ability to share with supporters the stories of their impact on our patient care. The resounding response from our community is a testament to a mission with a century of stories—families impacted by a non-profit driven by a clear and powerful mission.

Our investors are our patients, their families, and our donors. We take this responsibility seriously and willingly accept the call to elevate patient care and see what is possible with philanthropy.

Our ability to treat more patients, advance our services, and expand our footprint is due to the generosity of this community.

We respectfully ask for your support as a donor to the Grace Campaign.

The Grace Campaign allowed us to see light in very dark times. We have exceeded our campaign goal by over a million dollars—and still counting. Even still, our story of philanthropy is just beginning. We have been inspired by a community who values and recognizes the importance of home care and hospice for everyone in our region.

Our next century has already launched and the possibilities powered by philanthropy are yet unrealized.

Join us as we invest in your families.

With sincere appreciation,

Bill Scalzulli, Renee McInnes and Jane C. Steinmetz

Renee McInnes, MBA, RN
CEO, NVNA and Hospice

Jane C. Steinmetz,
Chair, Grace Campaign
Boston Office Managing Principal, Ernst & Young LLP

William Scalzulli,
President, Board of Directors
Vice President of Investments, The Kraft Group

"Grace allowed us to see light in very dark times."
As we entered the second year of the 100th Anniversary Grace Campaign, the pandemic stopped everything. I was asked to participate in some challenging strategic conversations on the campaign. We debated altering our plan, but here is the grace of our region: donations soared.

There was so much pain, and yet here was a community recognizing the value of the NVNA and Hospice mission. Our donors responded with overwhelming generosity.

Board of Trustees member, Sara Abbott

As we approach the final months of our Grace Campaign, I am astounded and inspired by your generosity.

Our original goal was to raise $4.5 million for our Pat Roche Hospice Home and palliative care division while funding our agency’s future. Thanks to the strong values held by this community, we currently stand $1.1 million and counting over that goal.

Sometimes in a crisis, it is difficult to find clarity and a sense of what the next step might be to make your way past that crisis. NVNA and Hospice maintained their clarity by advancing every day to care for patients. There was never a retreat or even a pause. The compassionate care continued—no excuses.

Philanthropy is about envisioning what is possible and then investing in that mission. Thank you for continuing to make our possibilities a reality.

Sincerely,

Michael Baker, Chair
NVNA and Hospice Charitable Fund
Board of Trustees
Principal, Baker Law Group

Pictured from left are Board of Trustees members Sara Abbott, Michael Baker, Chair, and Dianne Reilly.

A Message from our Board of Trustees Chair

"As we entered the second year of the 100th Anniversary Grace Campaign, the pandemic stopped everything. I was asked to participate in some challenging strategic conversations on the campaign. We debated altering our plan, but here is the grace of our region: donations soared."

Board of Trustees member, Sara Abbott

"Grace Campaign Soars"

"Dear Friends,

As we approach the final months of our Grace Campaign, I am astounded and inspired by your generosity.

Our original goal was to raise $4.5 million for our Pat Roche Hospice Home and palliative care division while funding our agency’s future. Thanks to the strong values held by this community, we currently stand $1.1 million and counting over that goal.

Sometimes in a crisis, it is difficult to find clarity and a sense of what the next step might be to make your way past that crisis. NVNA and Hospice maintained their clarity by advancing every day to care for patients. There was never a retreat or even a pause. The compassionate care continued—no excuses.

Philanthropy is about envisioning what is possible and then investing in that mission. Thank you for continuing to make our possibilities a reality.

Sincerely,

Michael Baker, Chair
NVNA and Hospice Charitable Fund
Board of Trustees
Principal, Baker Law Group"

""
NVNA and Hospice presented the second annual Amy Sylvester Award for healthcare excellence to honor Gina Vita, co-founder of Bella Vita and former Board of Trustees member, and Reverend Liz Walker, senior pastor of Roxbury Presbyterian Church.

Joining past honorees Barbara Bush and Michael O’Reilly, this year’s honorees inspired attendees with thoughtful reflections on loss, life, and hope.

"We need to talk about death because it helps us to understand more about who we are as human beings and how important we are to each other... It should give us a better sense of our connection to each other, the necessity of treating each other with the utmost dignity that life demands. It is a primer on the hard—but necessary—work of love."

Reverend Liz Walker

Thank you to our generous sponsors:

McKim Family Foundation Contributes $500,000 to Grace Campaign

Norwell-based executive Alan McKim, President & CEO of Clean Harbors, donated $500,000 to NVNA and Hospice’s 100th Anniversary Grace Campaign in May. The donation comes from the McKim Family Foundation and will support the Pat Roche Hospice Home in Hingham.

"No family is turned away for financial reasons at the Pat Roche Hospice Home and that is an important resource for the community," remarked McKim.

"My family and I are honored to support this mission."

With this generous donation, the Grace Campaign has raised $5.6 million to date, exceeding its original goal of $4.5 million. In gratitude, NVNA and Hospice has decided to name one of the Pat Roche Hospice Home’s patient floors after McKim’s mother, Barbara F. McKim.

NVNA and Hospice is truly grateful to the McKim Family Foundation for their generous and meaningful support.

"We need to talk about death because it helps us to understand more about who we are as human beings and how important we are to each other... It should give us a better sense of our connection to each other, the necessity of treating each other with the utmost dignity that life demands. It is a primer on the hard—but necessary—work of love."

Reverend Liz Walker

August 2021, Tosca

Jane C. Steinmetz, Grace Campaign Chair and Boston Office Managing Principal at Ernst & Young LLP, with Alan McKim, President and CEO of Clean Harbors, and Renee McInnes, MBA, RN, CEO of NVNA and Hospice.
NVNA and Hospice first opened its doors in 1920—car doors, that is. The mission of one single nurse traveling around the town of Norwell to visit homebound patients in the wake of a pandemic has traversed an entire century. It is now a vibrant organization bringing compassionate, award-winning care to nearly 30 towns. Our future involves the highest level of care in all our disciplines: nursing, physical therapy, occupational therapy, home health aides, social work, and spiritual care.

Home care, palliative care, hospice, and telehealth are all expected to grow in the coming decades, and we are committed to staying ahead of this trajectory. As NVNA and Hospice plans for its next 100 years of care, we thank our team and our donors for their commitment to driving our original mission to new and novel destinations.

- Average daily patient census: 700
- Growth of telehealth program in 2020: 25%
- Number of patient visits in 2020: 100,600
In 1920, the world navigated a pandemic as NVNA and Hospice established their roots on the South Shore. A century later, NVNA and Hospice once again addressed a national health crisis. Six of our frontline healthcare employees shared their perspectives.

**Kerry Champagne**
Hospice Licensed Practical Nurse

“My coworkers have been dedicated and hardworking throughout the whole COVID-19 pandemic and every day otherwise. I’m always inspired by them.”

**Amy Costello**
Occupational Therapist

“I will always remember how well my colleagues and I worked as a team to keep our patients out of the hospital during the pandemic. The ability to continue giving patients the comfort and security of receiving quality care in their own homes was such a gift and still is.”

**Lisa Doolan**
Hospice Certified Nursing Assistant

“The fact that we figured out a way to keep the Pat Roche Hospice Home open for family visits during the pandemic was amazing to me. Seeing how grateful loved ones were to have the chance to be together at such crucial moments kept me moving forward each day.”

**Alyssa Machovec**
Home Health Aide

“Over this past year, I’ve been lucky enough to have the opportunity to work with some of the most selfless, dedicated, and compassionate people I know. As a member of the PPE distribution team, I’m proud to have played a role in keeping all our employees safe. It’s an honor to be a part of the NVNA and Hospice family.”

**Jocelyn Kittredge**
Physical Therapist

“Going through the pandemic alongside my colleagues has brought us closer together. Despite being physically distanced from each other, our team emerged stronger than ever.”

**Victoria Watkins**
Registered Nurse Case Manager

“It was wonderful to see how much patients and families appreciated having the option to receive care through telehealth this past year when home visits were not always an option for everyone. As a team, we remained committed to keeping our patients safely home while providing education and encouragement. My colleagues are wonderful and I know I can always rely on their expertise.”
Recognizing the value of caregivers during National Family Caregivers Month

November is National Family Caregivers Month – what’s being done to recognize that we really value them?

Renee McInnes, MBA, RN
CEO, NVNA and Hospice

Over the past five years, the number of adults caring for a family member or loved one has increased to more than 40 million individuals. These are people who attend to aging parents, those with serious health conditions, children with disabilities and more. While it’s never been a path easy to navigate, COVID-19 has completely upended the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers. Social distancing mandates, the easy to navigate, COVID-19 has completely upended the overall burden of stress we’ve all come to bear, are making additional responsibilities for home schooling kids, and the lives of these caregivers.

But thankfully, there’s a deep field of professionals to supplement what these family caregivers need, right? Wrong. Throughout the country today, we’re experiencing a shortage of nurses. For years, the RN leadership across the country has led a national dialogue, and although there is still a delta, we are making progress in nursing recruitment. The most urgent challenge today is recruiting home health aides. A critical member of the team, these individuals are paramount in caring for patients. Think about it: who has the most eyes on the patient? They are feeding, bathing and providing a critical voice of advocacy to our nurses as situations surface.

Health care leaders must begin to create a platform by which we invest in our home health aides with education and a united front to increased compensation. Non-profit health care organizations are dealing with a complicated payer system. Although our leaders in Washington are working for reasonable solutions in good faith, there is still a gap in reimbursement. Still, most home health aides view their work as a labor of love; it’s a role that requires arduous physical and emotional strength. Far simpler jobs offer comparable or better pay. Let’s face it, passion doesn’t pay bills. Yet all hope is not lost; there is a move to recognize the true worth of the home health aide. We need to be innovative. As a non-profit, NVNA and Hospice has been the generous beneficiary of a grant that was earmarked for education in the name of our beloved RN, Gerry Sanderson. This forward-thinking donation was made to advance our clinical team’s skills. We have had nurses elevate from a RN to a BSN degree and home health aides begin coursework toward a nursing degree.

Statewide efforts are also being made. The Homecare Alliance of Massachusetts, a non-profit trade association, is lobbying for monies to support an increase in wages for home healthcare employees and other elder care workers with its “Enough Pay to Stay” initiative. Just recently, the Massachusetts House included a call for a 10% rate increase to homemaker and home health rates for the FY21 budget. The coalition argued that this initiative was especially crucial during the COVID-19 pandemic to assist home care and home health agencies when recruiting a workforce to meet the growing needs of the Commonwealth’s most vulnerable population. Yes, steps are being made within organizations like ours and with advocacy efforts both state and nationwide, for which we can all be optimistic. However, family members continue to feel the financial brunt of caregiving. According to the AARP Research Report on Caregiving in the U.S. 2020, about one in five caregivers report experiencing high financial strain as a result of care. The report also found that millennial caregivers on average are paying $6,800 annually in out-of-pocket expenses associated with caregiving—a higher percentage of their income than other generations.

Federal legislation and the Commonwealth’s Paid Family and Medical Leave Act is there to help relieve some of the financial burden caregivers and families are facing, while encouraging employers to become part of the solution that will impact every person at some point in time. There are also many organizations and resources for caregivers that offer support, guidance and assistance with navigating the dynamics of their loved one’s continuously changing care. As an RN myself, I acknowledge the need to heal the fiscal pains associated with caregiving, from the standpoint of both those employed to do the job and those who voluntarily do so for their family and loved ones. A financial fix will only come with a continued focus on rethinking the care of our communities and from recognizing the true value of those committed to doing the work.

Renee McInnes, MBA, RN, is CEO of NVNA and Hospice in Norwell with a daily census of 700 patients. NVNA and Hospice also operates the Pat Roche Hospice Home in Hingham and NVNA WORKS.

This article has been modified to fit the space and reprinted with the permission of The Patriot Ledger.
When Donna Pineau was approached to consider a position on the NVNA and Hospice Board of Directors, she did not realize that all of her experiences led her to be an ideal candidate to provide counsel as a nurse, educator, consumer, and philanthropist.

“Professionally, I see myself as a nurse first. Always a nurse,” says Pineau. “But now, I also serve as a board member. All my passions are interwoven with home care nursing: a holistic approach to the health, wellness, and comfort of the patient and the understanding of my fiduciary responsibilities as a board member.”

In her 40-year career as a nurse, including a tenure as a home care nurse, Donna Pineau is now part of a 13 member volunteer Board of Directors that oversees the strategic and financial platforms of NVNA and Hospice.

As a PhD nurse educator at Emmanuel College, Pineau prepares Masters level candidates, many of whom are currently in nursing leadership positions. Maintaining high quality care and safe standards requires an organizational commitment and Pineau recognized that NVNA and Hospice was responding in step with the unique demands of home care nursing. “At the board level we continue to debate these complex issues,” remarked Pineau. “At its core, we are talking about how we invest in nursing in a federally funded payer system that demands more from our clinicians while continuing to make cuts. We are asking our nurses to assess the patient, treat the patient, and understand the billing documentation process.”

Patients statistically recover more quickly at home. Physicians are more confident to hand their patients to a home care agency that is trusted. The commitment of leadership to push the bar higher for all nurses is at the center of every conversation. “It is certainly not a one step process but rather a multi-layered structure that all home care agencies must approach with an eye on the safety of our hospice and home care patients. I am proud to be a part of a team that is leading that conversation—the leadership team is forward thinking on how to care for complex cases and in tandem inspire nurses to join the ranks of home care nursing.”

NVNA and Hospice invested in a comprehensive preceptor program—nurse driven and led—to onboard new nurses to the organization.

Donna and Bob Pineau

“My role is to elevate this part of the conversation in the Board room and provide nursing administrative context, that in the long run we are saving money with highly educated home care nurses who are onboarded in a demanding residency program when they accept a position as an RN at NVNA and Hospice. As a nurse, I am never driven by the business, but as a Board member, I have to see the importance of disciplined business decisions married to what is best for our patients.”

In appreciation of the inspiring clinical care provided by NVNA and Hospice and in honor of the care Donna’s mother-in-law received at the Pat Roche Hospice Home, Donna and Bob Pineau made a generous gift to the 100th Anniversary Grace Campaign.

“Strategic Healthcare Programs improves quality and optimizes performance of home health agencies, hospices, skilled nursing facilities and hospitals by providing real-time actionable analytics, benchmarks and dashboards.

“As lead philanthropists in the community investing in a number of charities, the Pineaus recognize their values reflected in the mission of NVNA and Hospice. To “nurse” in a patient’s home is a consistent theme that Donna Pineau embraces in her role as a member of the Board of Directors. “I love home care because you are nursing the whole human being. You get into their space, see their limitations and their support, and help them balance these to reach their optimal state of wellness.”

In 2019, NVNA and Hospice was named one of the Top 500 agencies in the nation.

Strategic Healthcare Programs

In 2020, NVNA and Hospice received a 5-star patient satisfaction rating with The Centers for Medicare & Medicaid Services.

In 2021, NVNA and Hospice was awarded Best Home Health Services by South Shore Home, Life & Style magazine.
Leading Our Mission in a National Health Crisis

On March 10, 2020, Governor Baker declared a state of emergency in response to the COVID-19 pandemic. Like all health care organizations in the Commonwealth, NVNA and Hospice began preparing to operate in a space not seen in the United States in generations. “Dealing with a pandemic from an infection perspective was not a crippling problem,” noted NVNA and Hospice CEO Renee McInnes. “We are nurses and we understand infection protocols. The challenges were the outside forces that we had no control over. I knew immediately that our number one priority was keeping our clinical team safe. My team had to be protected so that they would remain healthy and able to treat our patients.”

The morning after the state of emergency, McInnes enacted an operations war room that had a team of four leaders meeting three times a day, seven days a week. The operations center stayed active for the first 90 days of the pandemic.

“Especially in those first few weeks, we were bombarded with new protocols. I spent my days reading directives, processing how to execute in home care and then adjusting the policy accordingly. At 7 a.m. I would send a new update on a protocol with guidance from the Centers for Disease Control (CDC). By 3:30 p.m., the CDC would amend that policy. It changed that quickly and we were altering policies in real time.”

Suzanne Clark
Vice President, Performance Improvement

“At a certain point in late April, we were dangerously low on our personal protective equipment (PPE). It was a national crisis. Our CEO set a tone of calm leadership from the start with a focus on doing what needed to be done. We eventually coordinated with the supply chains and got ahead of it, but some nights I would leave my office late and still have two colleagues out picking up protective gear from a location hours away. At a certain point it all seemed normal. Patients were waiting for our care in the morning.”

Bernadette Ward
Vice President, Clinical Operations

“Our frontline caregivers were extraordinary. My thought process was always about supporting the clinical team. Those initial days were frightening. We reimagined our culture seemingly overnight, and the team responded in kind. Our days were very long, but I always thought about that nurse heading out to see a hospice patient and then dealing with a pandemic.”

Kristen Chapin
Vice President, Human Resources and People Strategies

“I knew we would meet the challenge. It is incredibly heroic to be a clinician on any day, but add a virus that was an unknown quantity and now we’re talking about superstars. Our COVID-19 story was simple: we never missed a day of care. That is what we do.”

Renee McInnes, MBA, RN
CEO

With strong infection protocols in place, we have treated hundreds of COVID-19 patients and have had no patient-to-clinician COVID-19 exposures.

NVNA and Hospice never ceased operations in the pandemic.

The Pat Roche Hospice Home remained open to patients and families with new visitation guidelines adopted in April 2020.

As home care agencies worked to adapt to treating patients virtually, NVNA and Hospice’s established and robust telehealth program provided an advantage for our patient care.

Our COVID-19 story was simple: we never missed a day of care.

That is what we do.”
On a beautiful fall day in November 2020, hospice patient Megan Kennedy received a few special visitors at the Pat Roche Hospice Home. An avid rider since the age of 10, Megan loved her horses dearly, so when she asked to see them again her children, Brendan and Elizabeth, and the Pat Roche team set out to make it happen.

Like her mother, Elizabeth is a lifelong rider. She knew how important it would be for her mother to see their family horse, Cooper, as well as her pony named Sox, whom Elizabeth has been riding since childhood.

The sound of hooves clip-clopping up Turkey Hill Lane soon filled the brisk autumn air.

Ears forward and eyes wide, Cooper and Sox recognized Megan immediately upon their arrival. With the horses’ favorite peppermint candies in hand and riding gear at the ready, the U.S. Pony Club member was quite literally and without hesitation ready to be back in the saddle. “We figured out a way to let her ride. Her nurses went above and beyond what was expected and were so wonderful,” said Elizabeth. Thanks to their collective determination, mother and daughter set off on horseback together.

Elizabeth wasn’t surprised at her mother’s fortitude, as she was beloved by friends and family alike for her graceful strength, sense of humor, and steady nature.

“Hospice care creates a space for a compassionate death,” observed Megan’s cousin Kendra McKinley. “I was inspired by the team at the Pat Roche Hospice Home. They understood what that experience meant to Megan as well as to Brendan and Elizabeth.”

Megan Kennedy passed away on November 8, 2020. “We had the best experience there,” says Elizabeth. “We couldn’t have asked for better.”

A MEANINGFUL REUNION
The past months have brought with them many difficulties and uncertainties, but one thing’s for sure: new volunteer chef Jinnie DeSiata has been lifting spirits at the Pat Roche Hospice Home since her arrival. On any given Friday, Jinnie can be found darting around the kitchen with a bright energy, busy hands, and constant influx of visitors popping in to marvel at her latest creations. Having followed in the footsteps of her grandmother, who taught culinary arts, Jinnie ran a cooking school out of her own home for 10 years and is more than proficient in her craft—but she’s no stranger to this setting either. Prior to her formal venture into the culinary world, Jinnie trained as a nurse in England where she carried out a rotation in hospice care. She thinks this may be why, when scrolling through Facebook one day this summer, a call for volunteer chefs at the Pat Roche Hospice Home first caught her eye.

Jinnie’s preferred approach in the Pat Roche kitchen is comfort food, mentioning that the atmosphere it creates almost feels like aromatherapy for patients, visitors, and clinicians alike. With a bouquet of buttery chicken pot pie or curried carrot soup floating through the air each week, one would have to agree.

If you would like to volunteer with us, please contact Jonathan Pierce at JPierce@nvna.org.
Michael Baker, Chair of the NVNA and Hospice Charitable Fund Board of Trustees, presented Michelle Cully with a commemorative gift in gratitude for her time as Chair. Baker noted that under Michelle Cully’s leadership, the NVNA and Hospice Charitable Fund raised $5 million.

With the help of Senator Patrick O’Connor, the State of Massachusetts granted NVNA and Hospice $80,000 for telehealth expansion.

NVNA and Hospice held a Volunteer Luncheon in July to recognize those who selflessly give their time to our organization and our patients. Volunteers gathered alongside grateful board members and staff at the Cohasset Lightkeepers House. Over 100 individuals volunteer for NVNA and Hospice.

After two years serving as Chair of the South Shore Chamber Board of Directors, Renee McInnes will end her tenure in December. Deirdre Savage, Vice President of Blue Cross Blue Shield of Massachusetts, will succeed Renee as the new Chair. “The chamber is an incredible organization that advocates strongly on important economic issues affecting our region,” remarked McInnes.

In continuation of our 100th anniversary celebrations, NVNA and Hospice delivered treats in April to community partners like the Hingham Police in gratitude for their ongoing support of our mission.

Amy Sylvester Award winner Gina Vita is flanked by friends at the August Amy Sylvester Award breakfast.

Showing Appreciation: Volunteer Luncheon

Thanking Community Partners
Q: All of you are involved in multiple non-profits as donors and board members. Is it the concept of becoming inspired that draws you into the mission?

DP: I think it is a number of factors but yes, inspiration is the driver. I have been supportive of a variety of charities that I had very little personal connection to, but NVNA and Hospice is an example where it was the personal connection that made the difference. My mom was at the Pat Roche Hospice Home. I was interested but I had questions as a business owner. “Insurance doesn’t cover the cost?”

BS: Something has to resonate, and I don’t think it takes long. If a mission resonates, you get it.

JL: Having been involved as the Grace Campaign Chair for three years, I have adopted the phrase continuum of care. My passion for the hospice home was immediate from my first tour, but I have become educated on how vital home care is for all of us. We all have loved ones who either have or will need the support. That, to me, is when it becomes personal.

GA: And that puts intense pressure on the patient’s family.

RM: As nurses, we holistically care for the whole family. It becomes about taking the time to educate the patient and the loved ones. In truth, that is how home care has evolved and elevated. My team now includes social workers and chaplains.

JC: People are not talking about it enough. Having connectors, advocates—the NVNA team—is so important.

JS: This all goes back to the original discussion of inspiration and philanthropy.

RM: The demand on home care will only build locally and nationally. We are already seeing the cracks. The reimbursement system is at a fragile point. We only advance effectively with philanthropy as a partner.

TS: People don’t understand that. It’s about getting the message out and saying, “We cannot do this without your support.” That may be writing a check or offering their counsel as board members. Identifying people who have a real connection and enabling them to help is important.

People want to help. They want to put their time in.

Q: Understanding a mission is never a simple story. Every non-profit has multiple layers and, frankly, priorities for funding. How do non-profit organizations tell their story more effectively?

RM: Patient and family stories are powerful. And the reimbursement part of our mission is a challenging weight, as our Board members know well. I think that is why our fundraising board is so effective. No one tells our story better.

DP: I agree, Renee. I hope I bring that energy when I tell my story. This is a critical need and we need donors who are passionate and then in turn inspire others.

TS: You can hear a common theme—it really is a reflection on the community. The community makes it happen.

BS: It certainly does. The community has funded our hospice home. We have raised $10 million in the last six years.

TS: I personally believe it is incumbent upon all of us to help one another gain connection and purpose.

JC: For me, too, it was the immediate connection when I toured the residence. Everyone should have the same end-of-life care regardless of their ability to pay and honestly, that’s what did it.

GA: My decision to become involved was when the president of Coastal Heritage Bank, Bob Terravecchia, asked me to come to an event to learn more about the hospice home. I was interested but I had questions as a business owner. “Insurance doesn’t cover the cost?”

DP: People don’t talk about it enough. Having connectors, advocates—the NVNA team—is so important.

JS: This all goes back to the original discussion of inspiration and philanthropy.

RM: The demand on home care will only build locally and nationally. We are already seeing the cracks. The reimbursement system is at a fragile point. We only advance effectively with philanthropy as a partner.

TS: People don’t understand that. It’s about getting the message out and saying, “We cannot do this without your support.” That may be writing a check or offering their counsel as board members. Identifying people who have a real connection and enabling them to help is important.

People want to help. They want to put their time in.

JS: Having been involved as the Grace Campaign Chair for three years, I have adopted the phrase continuum of care. My passion for the hospice home was immediate from my first tour, but I have become educated on how vital home care is for all of us. We all have loved ones who either have or will need the support. That, to me, is when it becomes personal.

BS: Educating the consumer is so necessary.

GA: But that puts intense pressure on the patient’s family.

RM: As nurses, we holistically take care for the whole family. It becomes about taking the time to educate the patient and the loved ones. In truth, that is how home care has evolved and elevated. My team now includes social workers and chaplains.

JC: People are not talking about it enough. Having connectors, advocates—the NVNA team—is so important.

JS: This all goes back to the original discussion of inspiration and philanthropy.

RM: The demand on home care will only build locally and nationally. We are already seeing the cracks. The reimbursement system is at a fragile point. We only advance effectively with philanthropy as a partner.

TS: People don’t understand that. It’s about getting the message out and saying, “We cannot do this without your support.” That may be writing a check or offering their counsel as board members. Identifying people who have a real connection and enabling them to help is important.

People want to help. They want to put their time in.
"Hope" has different meanings for different people, especially when a family experiences a loved one’s end-of-life journey. “Every minute is about living,” says hospice nurse Kay Golden. “We embrace that and try to make it the best it can be for all of our patients.” Kay would know, as she and her sisters Helen Golden and Mary Garrett have 20 collective years of hospice expertise working for NVNA and Hospice. These three sisters all found their way to NVNA and Hospice despite diverse clinical backgrounds, motivated by a mutual desire to help families navigate end-of-life care.

Mary, with prior experience in cardiology and acute care nursing, was the first to come to NVNA and Hospice. She immediately developed an affinity for the human connections forged in hospice care. Helen was next to follow after many years in pediatric nursing, and Kay arrived from a long career in private duty nursing.

Helen, Kay, and Mary say they always suspected they would each end up in the hospice field someday. “We share the same values and a similar approach to our work,” says Kay. “It always makes us laugh when a patient Helen or I are caring for makes the connection that it was our sister Mary who admitted them at the start of their care.” These associations are something of which they’re proud. “We have the utmost respect for each other,” Helen says.

Recently, the sisters were honored in The Boston Globe’s 2021 Salute to Nurses by the grateful daughter of a patient they cared for together.

“Every patient is on their own journey. We meet them where they’re at to find out how we can meet their needs, one day at a time.” Working with the hospice team, the sisters reflected on how each piece of hospice care is vital: nursing, social work, and spiritual care. “Sometimes we learn that there is something our patient is holding on for and we think, ‘How can we address this?’ And so they call upon their hospice colleagues for support. “It brings so much serenity, which is so rewarding: when someone is peaceful and not afraid.”

The sisters acknowledge that they focus on hope. “The three of us try to embrace that hospice is about living, offering hope, and helping people take some control of their lives and get that hope back. We’re just hoping for different things.” “It’s a gift to be able to do what we do,” affirms Mary.

Celebrating and Remembering

Families Honor Their Loved Ones

Each year, NVNA and Hospice invites families to gather at the Pat Roche Hospice Home for a ceremony honoring loved ones who are newly memorialized on our Wall of Remembrance.

This year’s June 27th event was our largest yet, as we hosted two ceremonies and welcomed over 300 guests to remember their loved ones under the summer sun. Their strength was, as always, inspiring.

For more information on honoring your loved one, please contact Lisa Mullen at 781.610.1519 or LMullen@nvna.org.
Helping THE COMMUNITY TO THRIVE

Founded in 1912 with a mission to identify and assist those in need from all age groups, the Social Service League of Cohasset is unwaveringly committed to helping its community thrive. This vital resource is a fully volunteer run operation, led by a seven member Board of Directors who dedicate their time to identifying needs and developing programs to address them. The Social Service League has always understood how to help. The scope of their services has included supporting citizens with food insecurity, providing friendly help and conversation to seniors, offering scholarships to outstanding and disadvantaged high school seniors, and buffering the demands of unexpected heating and medical bills.

In 2020, NVNA and Hospice received a leadership grant for the Pat Roche Hospice Home. “The grant was incredible—and then they followed up with gift cards for all our home health aides,” noted Bernadette Ward, Vice President of Clinical Operations. We are profoundly appreciative of the impact made by the Cohasset Social Service League’s contributions. They are truly neighbors helping neighbors, and NVNA and Hospice is proud to be one.

A Long Awaited Gathering

After meeting virtually for well over a year, the NVNA and Hospice Charitable Fund Board of Trustees held an in-person Board meeting in June for the first time since December 2019. Following the board meeting, members gathered for a reception.

Board of Trustees member Marisa Costello, Board of Directors member Claudia Dolphin, and Board of Trustees member Martha Falvey

Board of Trustees members Lisa Allen and Tracy Clifford

Board of Trustees members Jill Setian and Martin O'Neil

Board of Trustees member Dennis Keohane
Gratitude

The clinical team at NVNA and Hospice goes above and beyond each day to provide care across the community. Here, we recognize them through the words of anonymous patients and families whose lives have been touched by the care they received.

“The care has been excellent. Everyone has been wonderful, compassionate, and a bright light in my life. I don’t know how I would make it through this without your help.”

“You have a great team that is very responsive and helpful. I know I can rely on you, and you know what you are doing.”

“Everyone is courteous, understanding, and encouraging. I couldn’t ask for a better service. I can’t be any happier with the service through NVNA and Hospice. It has been unbelievable.”

“This has been an amazing experience. Everyone has done a phenomenal job with care and commitment and has gone above and beyond what I thought therapy would be in the home.”

“Every person that we have seen has been more than polite, informative, accommodating, caring... and you can tell they love their job. They are not just doing it for a job—they actually care.”

Join us for a panel discussion on LEADERSHIP and EMPATHY in a TIME of CRISIS

September 24, 2021 - 7:30 AM
The Company Theatre
30 Accord Park Drive
Norwell, MA

Register by email rsvp@nvna.org
Continental breakfast served
For more info, please contact Lisa Mullen at (781) 610-1519 or LMullen@nvna.org

MODERATOR
Carolyn Ryan
Deputy Managing Editor
The New York Times

Carol Bulman
President and CEO
Jack Conway & Co.

Jane C. Steinmetz
Boston Office
Managing Principal
Ernst & Young LLP

Bob Terravecchia
President and CEO
Coastal Heritage Bank

Renee McInnes, MBA, RN
CEO
NVNA and Hospice

Christa Hagearty
President and CEO
Dependable Cleaners

nvna.org
Thank You to Our Board Members

**NVNA and Hospice Charitable Fund Board of Trustees**

Michael Baker, Chair  
Sara Abbott  
Lisa Allen  
Lizzy Antonik  
Nancy Bailey  
Kathleen Boehman  
Allen Bottomley  
Jill Clifford  
Kaitlin Bulman Clifford  
Tracy Clifford  
Tim Corbett  
Marisa Costello  
Michelle Cully  
Claudia Dolphin  
Maureen Faherty  
Christine Falvey  
Martina Falvey  
Katherine Greaney  
Paula Harris  
Michelle Hatch  
Julie Heapes  
Darlene Hollywood  
Michael Rogers  
Dennis Keohane  
Rob MacElhone  
Renee McInnes  
Martina O’Neill  
Stacey Page  
Dianne Reilly  
Rob Reilly  
Patrick Rena  
Cara Rinaldi  
Michael Rogers  
Kevin Schiller  
Jill Setian  
Bonnie Simmonds  
Molly Smith  
Beth Sullivan  
Jill Tallman  
Robert Terravecchia  
Laura Tuttle  
Kristen Walker  
Laura Winters

**NVNA and Hospice Charitable Fund Board of Directors**

William Scalzulli  
President  
Karen Mullaney  
Treasurer  
Ben Bembrne  
Clerk  
John Burke  
Anita Comerford  
Claudia Dolphin  
Shaun Golden  
Elena Kirkies  
Linda Mahonen  
Renee McInnes  
Donna Pineau  
Deirdre Prescott

The NVNA and Hospice Charitable Fund Development Team includes:

Michael Rogers  Vice President, Advancement  Mr.rogers@nvna.org  
Linda Brown  Director of Development  Lbrown@nvna.org  
Lisa Mullen  Development Officer  lmullen@nvna.org  
Sarah Shaughnessy  Development Officer  sshaughnessy@nvna.org  
Deanna Tavares  Development Officer, Operations  dtavares@nvna.org  
Dale O’Reilly  Development Assistant  doreilly@nvna.org  
Liz Silvia  Communications Coordinator  lsilvia@nvna.org

---

The NVNA and Hospice Grace Campaign has raised $5.6 million to date

Since 2014, NVNA and Hospice Charitable Fund Board of Trustees has raised over $10 million

In five years, NVNA and Hospice has received over 17,000 gifts

---

Thank you to our generous 2021 sponsors:

- THE LUCIBELLO WEALTH MANAGEMENT GROUP of Wells Fargo Advisors
- HINGHAM INVESTOR CENTER
- FP Gigo properties
- an evening to support the Pat Roche Hospice Home

---

For sponsorship opportunities or information about “The 12” event planned for next year, please contact Lisa Mullen at 781.610.1519 or LMullen@nvna.org.
Call to Grace
FOR OUR GENEROUS DONORS AND SUPPORTERS
Special 2021 Edition

Keep track of updates and news
facebook.com/NVNAandHospice

Follow us on Instagram
@NVNAandHospice

Quincy Mutual Group is a proud supporter of NVNA and Hospice as they celebrate 100 years of compassionate care.