



Margaret D. LaBrecque
Commandant

New Hampshire Veterans Home
139 Winter Street
Tilton, NH 03276-5415
www.nh.gov/veterans



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September 5, 2013

Her Excellency, Governor Margaret Wood Hassan
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 20:7 and RSA 119:13, it is hereby requested that you accept the attached Annual Report of the New Hampshire Veterans Home for the Fiscal Year 2013.

EXPLANATION

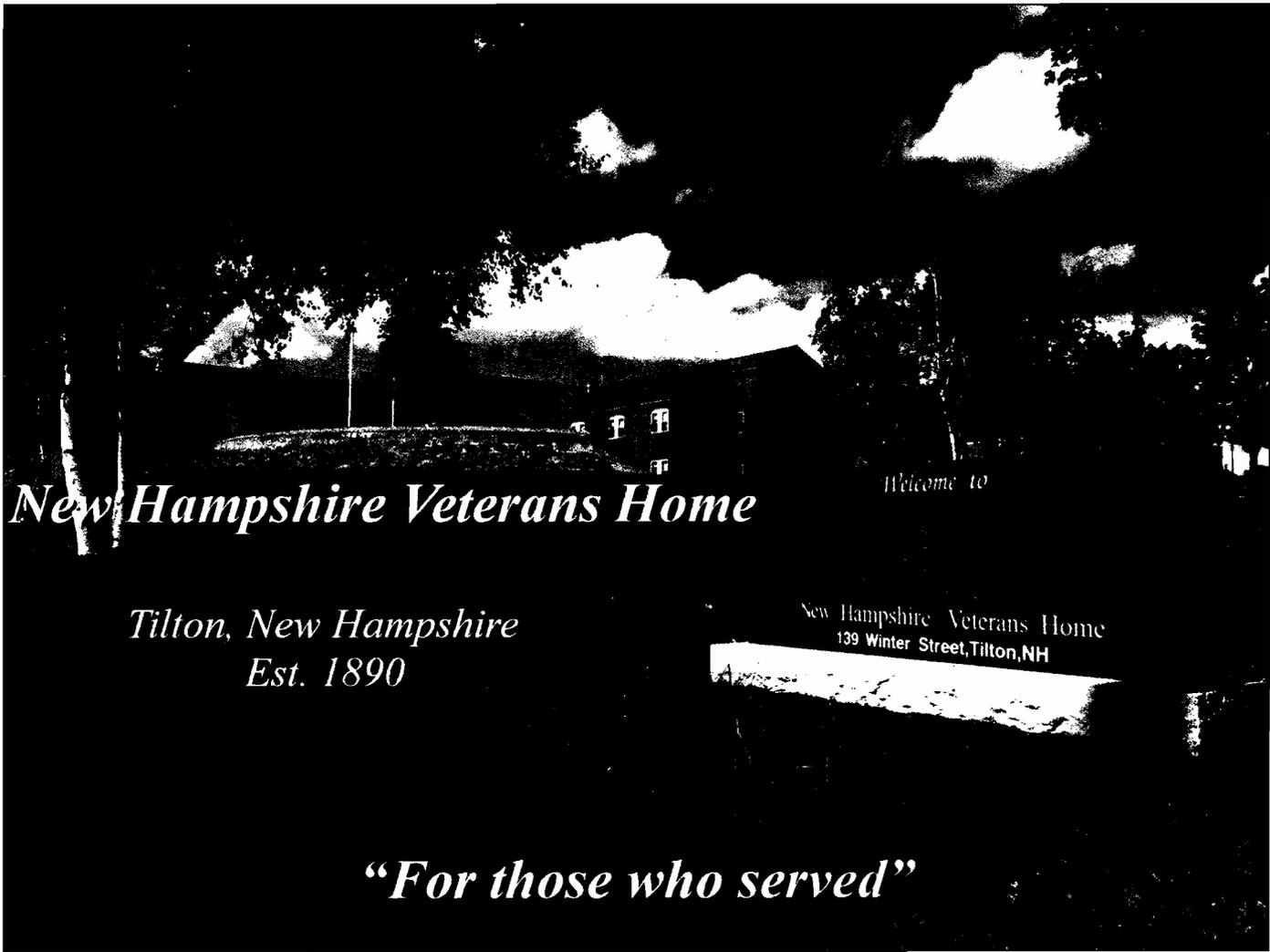
I am pleased to offer the Annual Report in order to summarize activities of the New Hampshire Veterans Home during the past year and intentions for the coming year. The mission of the New Hampshire Veterans Home is to provide high quality, professional long-term care services to the Granite State's elderly and disabled veterans.

Sincerely,

Margaret D LaBrecque
Margaret D. LaBrecque
Commandant

MDL:amb

Attachment



New Hampshire Veterans Home

*Tilton, New Hampshire
Est. 1890*

Welcome to

*New Hampshire Veterans Home
139 Winter Street, Tilton, NH*

“For those who served”



Annual Report

Fiscal Year Ended June 30, 2013

October 1, 2013 Pursuant to RSA 119:13

*Committed to providing meaningful quality of
life for veterans of past, present and future gen-
erations.*



State of New Hampshire



Governor

Margaret Wood Hassan

Executive Council

Raymond S. Burton

Colin Van Ostern

Christopher T. Sununu

Christopher C. Pappas

Debora B. Pignatelli

New Hampshire Veterans Home

Board of Managers 2012-2013

Robert J. Wyman, Chairman

Junious B. Owens, Secretary

Raymond J. Goulet, Jr.

Kenneth B. Maynard, Jr.

Irene A. Lewis

Richard L. Murphy

Paul J. Lloyd

Benjamin F. Saxon

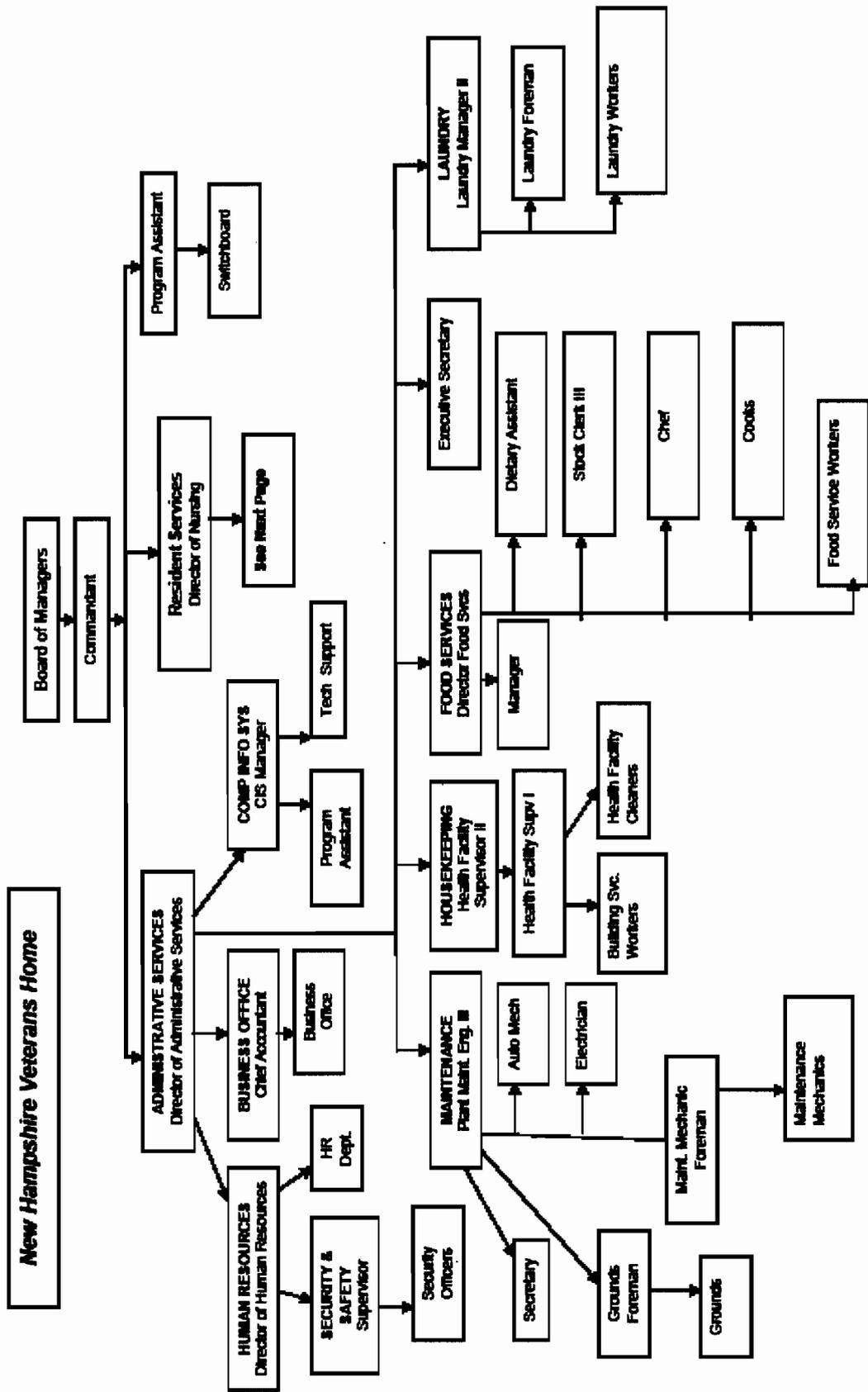
Gregory P. Lynch

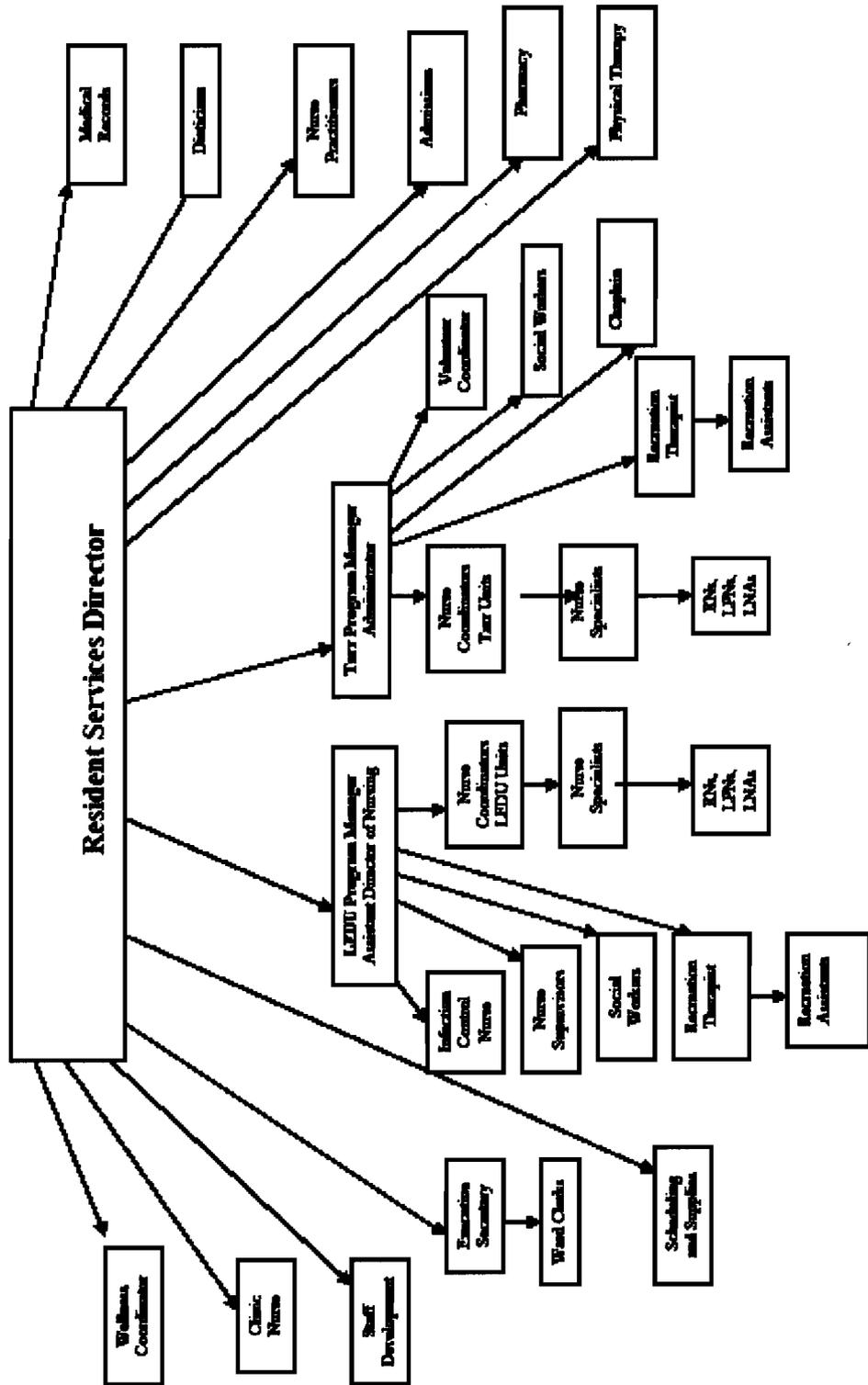
New Hampshire Veterans Home



Commandant

Margaret D. LaBrecque





Physical plant and property

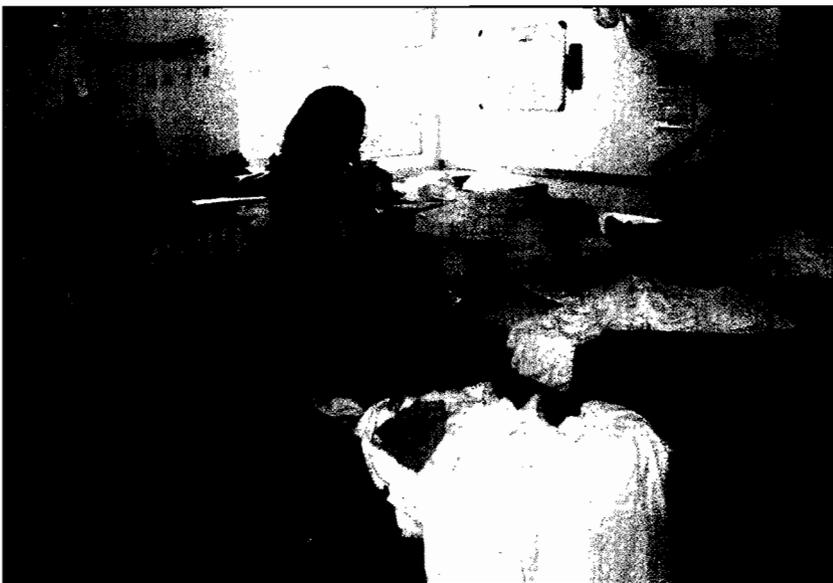
Fiscal year ended June 30, 2013



| | |
|---------------------------------|---------------------|
| Physical Plant | \$36,060,729 |
| Equipment | \$227,008 |
| Highway/Roads | \$95,000 |
| Total Property and Plant | \$36,382,737 |

Personnel Statistics

Unclassified 1 Classified 369 Part-time/per diem 85



New Hampshire Veterans Home

FY 13 Actual & FY14 Projected

| | FY 13 Actual | FY 14 Projected |
|--|-------------------|--------------------|
| <u>Revenue</u> | | |
| Federal Funds | 7,737,862 | 7,690,059 |
| Agency Income | 6,465,133 | 7,592,011 |
| General Funds | 13,298,497 | 15,831,377 |
| | | |
| Total Revenue | 27,501,492 | 31,113,447 |
| <u>Expense</u> | | |
| Personnel Services | 14,135,878 | 15,271,953 |
| Personnel - Commandant | 110,084 | 105,953 |
| Overtime | 118,701 | 152,412 |
| Holiday | 324,411 | 368,099 |
| Benefits | <u>7,642,187</u> | <u>9,023,477</u> |
| Sub-Total Personnel & Benefits | 22,331,261 | 24,921,894 |
| | | |
| Supplies | 916,799 | 980,490 |
| Food | 565,690 | 614,262 |
| Rents | 25,685 | 34,000 |
| Utilities | 862,678 | 864,828 |
| Maintenance | 31,221 | 56,785 |
| Organizational Dues | 1,960 | 2,000 |
| OIT | 68,857 | 169,290 |
| Equipment | 1,686 | 290,925 |
| Shared Services | 0 | 30,490 |
| Telecommunications | 0 | 21,340 |
| Indirect Cost | 0 | 246,430 |
| Audit Set Aside | 6,055 | 12,766 |
| Consultants | 211,523 | 249,480 |
| Own Force Maintenance | 31,983 | 50,000 |
| Contract Maintenance | 180,745 | 307,900 |
| Temporary Personnel | 743,444 | 764,091 |
| | | |
| Travel - In State to Transport Clients | 4,802 | 6,394 |
| Travel - Out of State | 0 | 7,500 |
| Pharmacy | 1,023,643 | 1,174,942 |
| Workers Compensation | 472,470 | 300,000 |
| Unemployment | <u>20,989</u> | <u>7,640</u> |
| Sub-Total Other Expense | 5,170,231 | 6,191,553 |
| | | |
| <u>Total Agency</u> | 27,501,492 | 31,113,447 |

Resident Demographics

61



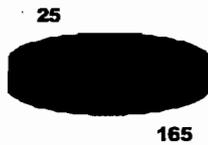
99

Resident Census Changes



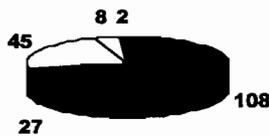
■ Admissions ■ Deaths □ Discharges

Residents by Gender



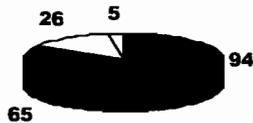
■ Male ■ Female

Residents by Branch of Service



■ Army ■ Air Force □ Navy □ Marines ■ Coast Guard

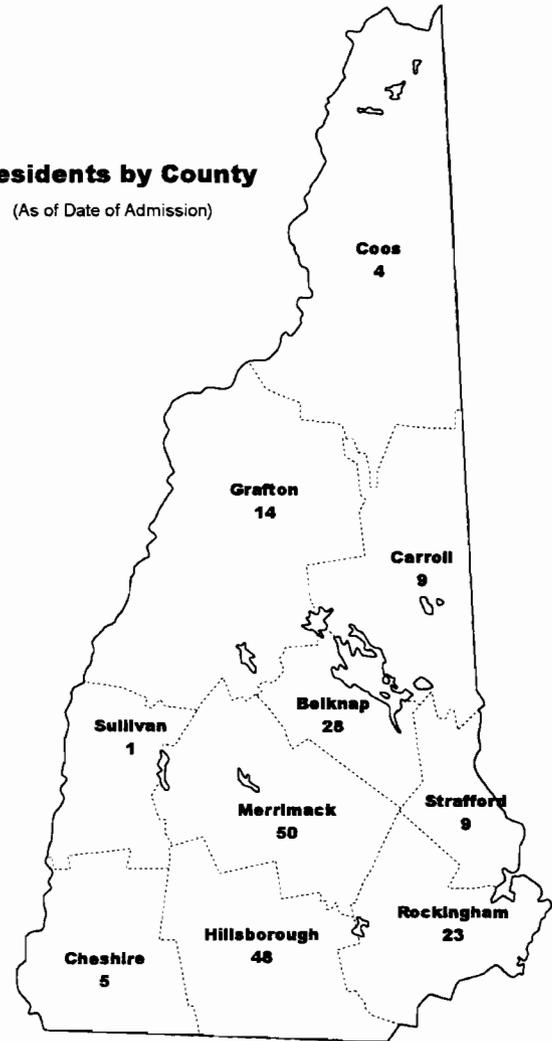
Residents by Conflict



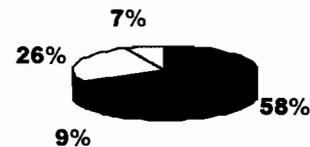
■ WWII ■ Korea □ Vietnam □ Other

Residents by County

(As of Date of Admission)



Referral Sources



■ Family/Friend ■ VA □ Nurse/Social worker □ Other

Year in Review

Quality of Life

The quality of recreational activities at NHVH plays an important part in our residents' lives. There are daily activities in-house, several trips into the surrounding community each week, and some longer excursions.

For instance, a busload of residents attended a Red Sox Game at Fenway Park on June 9, 2013, and multiple trips to the "Veterans Cottage" at Weirs Beach were offered June 17-20, with a different group attending each day. In Laconia, the residents spent the day on the porch of the Cottage watching the activity on bustling Weirs Boulevard. In addition, the residents also enjoyed trips to Hampton Beach where they had a chance to try a sand wheelchair on the beach and get up close to the ocean.

The Franklin Opera House networked with NHVH and other long term care facilities in our area to provide cultural entertainment for our community. Concerts by 39th Army Band and a "USO Show" were among the year's favorite entertainment events.

Groups of our veterans visited local agricultural fairs to enjoy New Hampshire's wholesome lifestyle.

Residents also enjoyed taking part in our equine therapy program where we visit local facilities and engage in grooming and interaction with horses. There's also a miniature horse that visits us at the Home.

NHVH residents came in first in a miniature golf tournament at Chuckster's miniature golf sponsored by the Friends of the Long Term Ombudsman group.

Other sports-related recreation included the Copper Cannon Camp in Franconia Notch, fishing tournaments, and demonstrations from the Northeast Passage program at UNH where residents got to ride on specially adapted bicycles.

In addition to spring, summer, fall and winter dances and Holiday parties, music entertainment is offered weekly to enhance the positive emotional memories of our residents.

Cruise night 2012 was a success with 55 antique cars on display; music was provided by Paul Bordelieu and Rent Party Players.

The Corvette Club sponsored two ice cream socials and provided prizes and musical entertainment and put their prized vehicles on display. The Hawk Composite Squadron Civil Air Patrol facilitated a shoe shining group.

A team from NHVH raised money for the Alzheimer's Association and participated in the Memory Walk in September at Arms Park in Manchester.

The Intergenerational and Volunteer programs continue, with the community and the university system involved in traditional celebrations including an Easter Egg Hunt, October Family Fun Day, and various holiday social gatherings.



Supporting our heroes: Dietary

| | |
|--|------------|
| Full-time staff | 34 |
| Part-time staff | 8 |
| Meals served per year | 219,000+ |
| Spending on fresh produce | \$42,000+ |
| Spending on meats | \$75,000 + |
| Amount of food prepared on-site | 80% |
| Annual average number of special events | 180+ |

Area schools including Winnisquam Regional Middle School, Tilton Prep, and New Hampton carry out projects during the school year to exchange life experiences with NHVH residents. And some residents participated in a mentor program at WRMS, where they visit the nearby school weekly to promote intergenerational cooperation and understanding.

Volunteers from all walks of life help out at events and also share their talents and skills with residents.

Numerous breakfasts and barbecues in our outdoor pavilion area were sponsored by veterans' service organizations including the Disabled American Veterans, Greenland Veterans, Rolling Thunder Motorcycle Group, VFW, and VFW Auxiliary, and American Legion and Elks Club.

Voting for the November elections was facilitated here at NHVH and at the polls in cooperation with the Belknap County Clerk's office.

During the Thanksgiving and Christmas holidays, many Christmas and Chanukah parties were sponsored by veterans' organizations.

Continued on next page



Supporting our heroes: Laundry

| | |
|--------------------|-------|
| Full-time staff | 9 |
| Part-time staff | 2 |
| Days of operation | 365 |
| Average pounds/day | 1,900 |

We clean: All resident bedding and clothing; dietary aprons, tablecloths, cleaning rags, mops; housekeeping and recreation cleaning rags, mops, vehicle blankets.

LNA of the Year

Cathy Ballou, an LNA III who works first shift on the LEDU 1 unit, was nominated by the Home for New Hampshire LNA of the year.

She received a certificate of appreciation during the Licensed Nursing Assistant Day on June 6, 2013 on the lawn of the State House in Concord that was sponsored by the New Hampshire Health Care Association.



She has worked at NHVH since 2009, and was cited by her supervisors for consistently giving that "little bit extra" for her unit's residents. She constantly seeks out education on dementia care, and is taking courses with the objective of becoming a registered nurse.

Community Involvement

The Seniors Aid New Hampshire (SANH) banquet was held on April 22 at the Executive Court in Manchester.

NHVH residents raised \$500 to donate to the organization, a group of residents of New Hampshire nursing homes, assisted living, and independent living communities who collaborate on efforts to benefit those in need. They also work with key state leaders and policy makers on policy issues that affect long-term care and independent-living residents.

One of the key objectives is to change the culture among

policy makers and advocates to reflect the need for resident inclusion in the policy making process.

Education

Social work staff had another successful year with the "I Care" Abuse and Neglect Prevention program, which helps all staff working in long term care to understand that the best antidote for elder abuse is learning to care for oneself. This program is offered three times a year and approximately 100 NHVH employees have participated in the six week-program.

All Recreation Therapy staff attended 6 days of in-service training, which validated the interdisciplinary team approach and resulted in staff more effectively meeting the needs of our veterans.

NHVH also hosted Heather McKay, a nationally recognized expert in dementia care, as a special guest speaker at a staff training event May 2, 2013 in the Town Hall.

And more than 80 staff, family and community participants attended an event on "Dementia Care for America's Heroes."

Priorities

Installation of an Electronic Medical Records system remained a top priority for the New Hampshire Veterans Home for this fiscal year.

Unfortunately, no qualified proposals were received after an RFP for the system was put out to bid in April. The Home is working with the Division of Information Technology to review the general requirements, and a new RFP will be issued.

Capital funds have been approved by the State of New Hampshire project and matching federal (VA) funds are in the approval process.

Providing wireless capability in concrete structures such as the Home's Tarr and Welch neighborhoods presents a number of significant challenges.

Wireless routers must be placed throughout the building to carry signal around sharp corners, and all areas of the Home will require updated copper and fiber-optic cabling to allow for the continuous operation of all devices.

Seamless wireless communication will be vital: laptop computers will be installed on nurses' carts and barcodes will be used to match each resident's daily doses with their medication orders and records on a central server, significantly reducing the chance of medication errors.

This computerization of medication records is the most vital piece of the system, and a phased installation that would address that portion first is one option under consideration.

Allowing a doctor's prescription to be placed directly into the pharmacy system without the need for labor-intensive and

error-prone manual transcription and re-entry of hand-written orders has significant cost and patient-safety advantages.

Buildingwide connectivity is essential to achieve the most efficient use of the system, which would eventually replace paper record-keeping of other types of patient records, such as participation in activities, staff contact hours, and more.

For instance, if a resident is at an activity in the Town Hall or 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.

About the Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans.

The modern facility is home to 200 men and women who have served their county and fellow New Hampshire Citizens.

The mission of the NHVH is to provide high quality, professional long-term care services to the Granite State's elderly and disabled veterans.

NHVH is the only long-term care facility in New Hampshire that is dedicated exclusively to veterans.



Supporting our heroes: Housekeeping

| | |
|------------------------|-----------------------------------|
| Full-time staff | 23 |
| Part-time | 2 |
| What we clean: | 178 resident rooms |
| | 40 offices |
| | 3 conference rooms |
| | 157 toilets |
| | 229 sinks, mirrors & trash cans |
| | Halls, public areas and restrooms |

Resident council:

Representing veterans' interests

The New Hampshire Veterans Home's Resident Council has been instrumental in advocating for meaningful changes that impact the Quality of Life at the Home. Its purpose is:

- To suggest improvements and help the administration provide better programs, surroundings, and services;
- To give residents a greater participation in affairs within the facility;
- To promote friendship and understanding among residents; and
- To provide and receive necessary information for the benefit of all residents.

The Council meets monthly. The officers plan an agenda, but it is flexible and the residents are always invited to express their opinions on any subject. The officers, elected by secret ballot for one-year terms, include President, 1st Vice President, 2nd Vice President, Chaplain, and Sergeant at Arms.



The 2012-2013 officers are: seated, from left, David Clark, sergeant at arms; Ron Barcomb, president; Okie Howe, second vice president. Standing: John Noonan, first vice president, Rev. Al Armstrong, chaplain.

Resident Council Officers work with our Social Work staff to implement as many recommendations as possible. Residents also are represented on many decision-making committees: Board of Managers, Safety Committee, Leadership Team, Art Committee, and Palliative Care Committee.



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