Family remembers mom’s love of life and “amazing” hospice team who cared for her

Elizabeth “Bettie” Copplestone’s name appears on the memorial plaque just inside the Stanley R. Tippett Hospice Home in Needham.

“The sparkle in her was so contagious,” said Nancy Hazeltine, RN, a hospice nurse who cared for Bettie at home and at the Tippett Home for a year.

Bettie always had a smile and a story to tell. She was known for her daily swims across Morses Pond in Wellesley. Her careers included school bus driver, fitness instructor, and manager and then owner of an industrial supply company. Bettie founded the nursery at Trinity Church in Boston and helped care for the children there for 58 years.

She loved books, old movies, acting in the Wellesley Players and Big Theater for Little People, and spending time with her four children, seven grandchildren, and four great-grandchildren.

Bettie remained active into her 90’s. When her health began failing at age 94, her family turned to VNA Hospice & Palliative Care for support.

“We’re not medical people,” said Sherry Landry, one of Bettie’s daughters. “Just having Nancy on the other side of the phone made it possible for Mom to stay home longer.”

Sherry remembered, “My first experience with hospice was when Jaya (Asthana), the social worker, asked to meet. We didn’t think we needed a social worker. When we met her, our minds changed. She was a wonderful, neutral ear … and wonderful support for us.”

Jaya also introduced the family to the Stanley R. Tippett Hospice Home, one of three hospice residences operated by VNA Hospice & Palliative Care. The residence provides hospice care in homelike surroundings for times when it is not possible or optimal to remain at home. Bettie spent...continued on p. 6
Yoffies’ legacy advances patient care through clinical education

VNA of Boston, VNA Care Network, and VNA Hospice & Palliative Care are able to provide advanced health care services in patients’ homes in part from donor support of educational opportunities.

Physical therapists Nikki Ducey and Karen Patterson achieved certification in geriatrics from the American Board of Physical Therapy Specialists thanks to a bequest from William A. Yoffie and Judith S. Yoffie. These therapists’ advanced clinical knowledge enables them to mentor other clinicians and provide highly skilled care to help older patients continue living safely at home.

The Yoffies’ support of clinical education has been instrumental in establishing new programs. The bequest enabled clinicians to complete training in the Lee Silverman Voice Treatment (LSVT) BIG® and LSVT LOUD® therapies for Parkinson’s patients and vestibular therapy to treat people with inner ear problems that cause chronic dizziness or imbalance.

VNA Care awarded reaccreditation

The country’s largest standards-setting and accrediting organization in health care recently awarded reaccreditation to VNA of Boston, VNA Care Network, and VNA Hospice & Palliative Care, all part of VNA Care.

The Joint Commission’s mission is “to continuously improve health care for the public, in collaboration with stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.”

Surveyors from The Joint Commission visited several of VNA Care’s offices and accompanied clinicians on visits to patients and families as part of the voluntary reaccreditation process. VNA Care has maintained The Joint Commission’s “gold seal of approval” for many years as part of our continued commitment to providing exceptional patient care.

Bequest Society honors donors during their lifetime

The Caring Bequest Society recognizes individuals during their lifetime for including VNA Care Network, VNA Hospice & Palliative Care, and/or VNA of Boston in their estate plans.

Individuals may leave a specific dollar amount, a percentage, the residual of their estate, or an asset, such as real estate, through their will. If you already have a will, a codicil allows you to add a bequest or make other changes without replacing the will.

Your legal counsel can provide assistance in making a bequest. We generally recommend:

1. Naming VNA Care Network/VNA Hospice & Palliative Care/VNA of Boston as the designated organization. All are 501(c)3 nonprofit organizations.

2. Make the gift unrestricted (this is preferred because it gives us flexibility to respond to the health care challenges and needs of the future) or specify a certain area, such as hospice, hospice residence, or home health care.

3. Specify the amount or percentage of the gift.

If donors advise VNA Care about their bequest, they are welcomed as members of the Caring Bequest Society during their lifetime.

For more information about how your legacy can make a lasting impact, please contact Jane Woodbury, vice president of fund development, at 888-663-3688, ext. 1360 or Jane_Woodbury@vnacare.org.
Milestones made possible through your support: VNA of Worcester celebrates 125th, Rose Monahan Hospice Home marks 20th anniversary

During the early 1890s, Dr. Homer Gage observed that many months of hospital care were often undone when patients did not receive any care at home.

He proposed to the executive committee of the Memorial Hospital trustees that a nurse could visit patients in their homes to change dressings, teach families to give care, and more so the hospital’s work was not in vain. Dr. Gage supplied $600, donated by friends of the hospital, to support the work of a visiting nurse for one year. Miss Elizabeth Penny became Worcester’s first “district nurse” in 1892.

This was one of many firsts in the nonprofit’s 125-year history, including becoming the first home health agency in Massachusetts to receive Medicare certification. VNA of Worcester established Hospice of Central Massachusetts, which would become the first Medicare-certified hospice in the Commonwealth in 1984.

Donors have played a critical role in the organization’s history. The community’s support made it possible for the agency to open the first hospice home in Central Massachusetts, the Hospice Residence on Coes Pond in Worcester, 20 years ago. When it became clear that the residence needed to offer more complex care, the community generously responded once again. A capital campaign funded improvements to convert the residence into the first inpatient hospice in Central Massachusetts and only the second in the state in 2007. At this time, the home was named in honor of Rose Monahan.

As our home health care and hospice services have evolved, so too have our names. VNA of Worcester is now VNA Care Network, and Hospice of Central Massachusetts is VNA Hospice & Palliative Care. Both organizations are part of the VNA Care family of nonprofit, community-based visiting nurse associations. We are grateful for the support of our donors, volunteers, and staff for making these milestone anniversaries possible!
VNA of Boston presented Heroes in Health Care Awards to three honorees for their profound and sustained roles in shaping our community. From left: Michael Minogue, Heroes honoree and CEO, president, and chairman of Abiomed; Diane Leclair, chair of the VNA Care board of directors; Mary Ann O’Connor, president, and CEO of VNA Care; Diane Bergeron, Heroes honoree and former vice president of hospice and advanced illness management for VNA Hospice & Palliative Care; and John Greed, president and CEO of Mutual of America, who accepted the Heroes award on behalf of his company.

11th annual Heroes in Health Care Gala funds vital home health care

The unwavering support and generosity of sponsors and friends of VNA of Boston made the 11th annual Heroes in Health Care Gala at the Mandarin Oriental, Boston, one of the most successful to date. The evening raised over $290,000 for the Maternal Child Health Program and Charitable Care Fund as well as the annual Fund the Mission drive, which was dedicated to the new Palliative Care Program for patients with serious illnesses.

Mistress of Ceremonies
Dr. Mallika Marshall

Fund the Mission Ambassador
David Brown

From left: Jason Hurd, Dr. Mallika Marshall, Emily Rooney, and David Brown

Susan and Arnie Servais

From left: Linda Hope-Springer, Loriann Meagher, Debra Angeloni, and Renee Picard Walsh

From left: Belinda and Henri Termeer and Mary Ann O’Connor

From left: Belinda and Henri Termeer, Diane Leclair, and Mary Ann O’Connor
Presenting Sponsor ($25,000)

Amy & Joshua Boger

Benefactors ($5,000)
Diane Bergeron
Atlantic Charter
Beth Israel Deaconess Medical Center
Boston Children’s Hospital
Byram Healthcare
CVS Health
Forcura
McBee
Medline Industries
Suburban Homemaking & Maternity Agency
Sullivan’s Pharmacy & Medical Supply
TD Bank

Supporters ($3,000)
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CeltiCare Health
ClinLogica
Coram CVS Specialty Infusion Services
Dana-Farber Cancer Institute
Eastern Bank
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Hologic
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Richard and Melissa Rakowski of patron sponsor Medically Home

Trustee ($15,000)

MUTUAL OF AMERICA
Your Retirement Company

From left: Joe and Kate Gerardi, Chris and Meggan Bailey, and Mike and Jean Maguire from trustee sponsor Mutual of America

Supporters ($3,000)

Jason MacKey and Heidi Williams from benefactor sponsor Sullivan’s Pharmacy & Medical Supply

Trustee ($15,000)

Shawnda and Ronald Walker

From left: Joe and Kate Gerardi, Chris and Meggan Bailey, and Mike and Jean Maguire from trustee sponsor Mutual of America

Jason MacKey and Heidi Williams from benefactor sponsor Sullivan’s Pharmacy & Medical Supply

From left: Joe and Kate Gerardi, Chris and Meggan Bailey, and Mike and Jean Maguire from trustee sponsor Mutual of America

Shawnda and Ronald Walker
We can’t do it without you!

Donors like you are making a difference in local communities by planning fundraisers and other events that gain vital support for home health and hospice care. Learn more about volunteering on a Community Cabinet or Friends group.

Contact Jane Woodbury, vice president of fund development, at 888-663-3688, ext. 1360 or Jane_Woodbury@vnacare.org.
Spring cleaning: how to safely dispose of unused medications

Does your medicine cabinet contain medications that are past the expiration date or simply no longer needed or wanted? Taking care in disposing of them brings more benefits than additional shelf space.

A few extra steps will help protect your identity, prevent harm to kids and animals who may come across the medications, and protect the environment from contamination.

Locate a Medicine Take-Back Program

Medicine take-back programs will safely dispose of medications for you. These are typically free and often part of police departments. To locate one in your community:

- Visit the Massachusetts Office of Energy and Environmental Affairs’ website (http://www.mass.gov/eea/) and put “waste medication kiosks” in the search box at the top of the page. Use the interactive map of disposal locations or download a list of kiosks throughout the state.
- Go to the U.S. Department of Justice Diversion Control Division’s website at https://www.deadiversion.usdoj.gov/ and click on the “Got Drugs?” button. Search for locations within five to 50 miles of your city or zip code.
- Talk to your pharmacist.
- Call your police department or local board of health.

Other Options

If a medicine take-back program is not available in your community, check the information that came with your prescription or over-the-counter medicine for specific instructions.

The Food and Drug Administration provides directions for preparing medications to be thrown in household trash and a list of medications that can be flushed. Visit http://www.fda.gov/ForConsumers and search for “how to dispose of unused medicines” or use the link on the right.

Chemotherapy and anti-cancer drugs require special handling and disposal. Oral chemotherapy should be considered hazardous waste and should not be flushed or thrown away. Return unused medication to the oncology clinic, pharmacy, or community take-back program.

Remove Personal Information

Be sure to remove or scratch out any personal information on the packaging before disposal. This will help protect your identity.

This information is intended for educational purposes only. For medical advice, please contact your health care provider.

Upcoming events

May 6
Kentucky Derby Party
Salem Country Club, Peabody
www.vnacare.org/derby

May 15
New England Coffee Charity Golf Classic
Andover Country Club
www.newenglandcoffee.com/golf-tournament

September 22
More Cool Hot Jazz
Needham Golf Club
www.vnacare.org/jazz

October 1
Step Out for Hospice Walk/Run
Irish American Club of Woburn
www.vnacare.org/stepout

November 11
Heroes in Health Care Gala
Mandarin Oriental, Boston
www.vnacare.org/gala

Fall 2017
Anniversary Celebration:
125 Years of Home Health Care in Worcester County
20 Years of End-of-Life Care at the Rose Monahan Hospice Home
Details coming soon.

Please join us at one of our upcoming events. For more information, visit www.vnacare.org/donors, call 888-663-3688, ext. 1361, or email giving@vnacare.org. Your tickets, sponsorship, and auction donations support vital patient care. Thank you for making a difference!
Longtime supporter becomes first-time patient, gets back to work with joint replacement program

Louise Condon, a longtime supporter of VNA Care, found her first time as a home health care patient to be very educational.

“Now I’ve experienced for myself why everyone’s so happy when staff from VNA Care come to their home,” she said.

Louise, owner of Louise Condon Realty in Needham, recently underwent a total knee replacement. After a brief hospital stay, she went directly home with VNA Care’s Total Joint Replacement Program.

Provided by both VNA Care Network and VNA of Boston, the program focuses on helping individuals recover safely at home after total knee or hip replacement surgery. The care often allows people to bypass a stay at a rehabilitation facility.

The Joint Replacement team includes physical therapists, nurses, and occupational therapists. A personalized care plan, made in consultation with the surgeon, enables patients to get back on their feet and make the transition to outpatient physical therapy.

The team monitored Louise’s healing, taught her exercises and had her walking around her home, and showed her how to safely take care of everyday activities like making the bed and maneuvering around the kitchen. Clinicians also took time to answer her husband Frank’s questions about her health and recovery.

While this was Louise’s first time as a patient, she’s been involved with our nonprofit as a donor, volunteer, and caregiver for more than 20 years. Louise’s friendship with Harriett and Stan Tippett, who championed VNA Care Network’s...continued on p. 6

Total Joint Replacement Program takes home gold

Modern Healthcare’s Excellence in Nursing Awards recently gave the Gold distinction to the Total Joint Replacement Program Improvement Team, a partnership between Atrius Health and VNA Care.

The team uses highly coordinated, pre- and post-operative care from the physician group and home health agency to enable more people to return home after surgery.

Before the program started, 67% of Atrius Health’s joint replacement patients went to a skilled nursing facility after surgery in 2013. Because of the collaborative effort, this number dropped to 29% in 2015. This is just one of the ways VNA Care and Atrius Health are working together to improve patient care while lowering health care costs.