



VNA Care Network
VNA of Boston
VNA Hospice & Palliative Care

Caring Matters

Spring 2024

Your Impact in Action

Bringing hope and comfort when people need it most



Couple turns to VNA Care for cardiac care while recovering from left ventricular assist device surgery and awaiting heart transplant

VNA Care's clinicians treat patients with thousands of unique diagnoses each year. Edward Boynton's is among the rarest.

Ed underwent surgery to implant a left ventricular assist device (LVAD) in his chest to help his heart continue pumping blood while he awaits a heart transplant. The device is connected through a small opening in the skin to an external controller and battery pack that weigh about 10 lbs.

After a 24-day hospitalization, Ed opted to bypass a stay at a rehabilitation facility and returned home under the expert care of VNA Care's home health care team.

"To be able to lay in my own bed was absolutely amazing," remembered Ed.

Knowing the specialized nature of his care, Ed wanted to be sure that his clinical team was well versed with his medical condition. He conducted brief interviews to learn about their education and experience.

"I want to be a good patient, but I want to be a good consumer too," said Ed, who has congestive heart failure.

His team members, Cristopher Adorio, RN; Connor Gosselin, PT; Lauren Indelicato, RN, IV specialist; and Leah Micu, OT, not only aced their interviews but would provide care that Ed called "amazing."



Edward Boynton discusses his left ventricular assist device (LVAD) with Lauren Indelicato, RN, IV specialist.

"All of my clinicians were highly skilled and knowledgeable, friendly, and courteous. They made us feel comfortable. They were very dedicated to what they were doing," he said.

His wife Christine added, "We felt like we were in great hands from day one."

Lauren's extensive experience with and knowledge of LVADs, including time as a cardiothoracic intensive care unit nurse before joining VNA Care, was a great resource for the Boyntons.

Lauren taught Christine how to change Ed's bandages and things to look for that might indicate a problem. Christine said she would have been a wreck without Lauren in her corner.

"I felt in a heartbeat that I could call Lauren... I can't tell you how much I appreciated her," said Christine.

Ed's active in the LVAD patient community, empowering and mentoring others on their journey. He understands how the progression of congestive heart failure brings not only physical challenges, but emotional ones as well.

"Nurses like Lauren get that," he said. "To find someone like her is like finding a needle in a haystack."

Ed's already given VNA Care's phone number to at least three other people within the LVAD community so far. He added, "The team was fantastic!"

How to reach us

Service Information:

800-521-5539

Donations and Mailing List:

508-658-7700 or
giving@vnacare.org

Website:

VNACare.org

Follow Us

Facebook: @vnacare.org

Instagram: @vna_care

"I felt in a heartbeat that I could call Lauren (Indelicato, RN, IV specialist)... I can't tell you how much I appreciated her."

—Christine Boynton

*Pictured, from left:
Lauren with Ed and Christine*



YOUR IMPACT IN ACTION

HOME HEALTH CARE

Patients Served
25,118

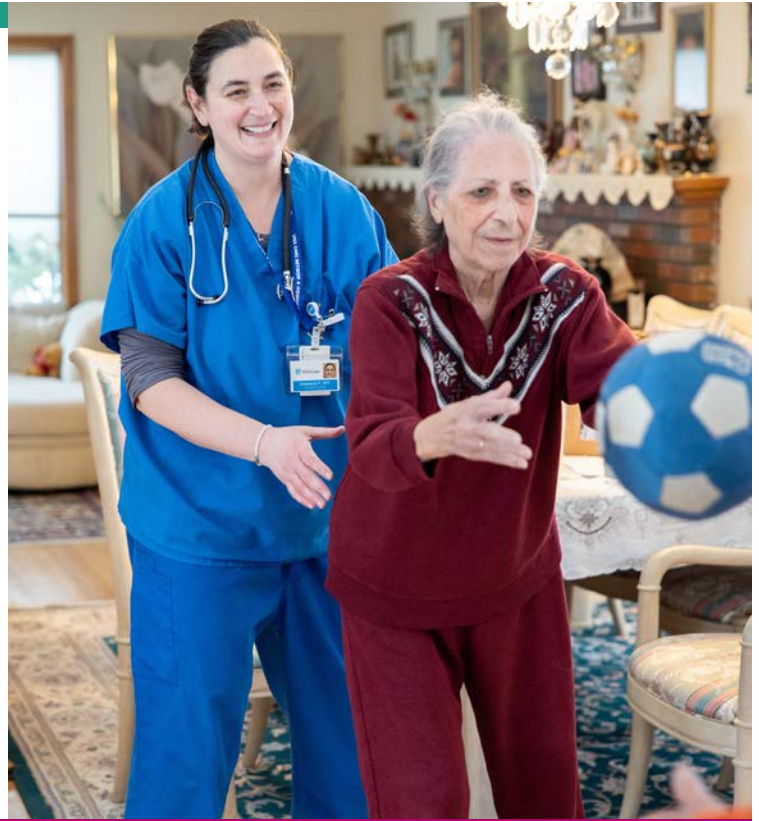
Total Visits
337,811

Age Range
0 to 112

Visits by Discipline
Skilled Nursing: 43%
Physical Therapy: 41%
Occupational Therapy: 12%
Home Health Aides: 2%
Other: 2%

Specialty Services
IV Therapy
Cardiac Care
Chronic Disease Management
Wound and Ostomy Treatments
Fall Prevention
Medication Management
Total Joint Replacement Program, among others

Top Diagnoses
Cardiovascular
Cancer
Post-Surgical
Respiratory...and more than 2,780 unique diagnoses



VNA Care Clinicians and Staff: 873

Clinical and Staff Education
5,536 Sessions

Miles Driven
2,195,916

Languages/Dialects Spoken
24 with additional languages through our translator services



HOSPICE & PALLIATIVE CARE

Patients Served
2,232

Total Visits
47,524

Rose Monahan Hospice Home
278 Patients, and Support for Families and Loved Ones

Average Patient Days
54

Age Range
34 to 108

Top Diagnoses
Cancer
Cardiovascular
Respiratory
Dementia

Bereavement Outreach and Support
6,604 Sessions

Hospice Volunteers
116

Care Providers
Nurses and Nurse Practitioners, Physicians, Physical Therapists, Occupational Therapists, Speech Therapists, Home Health Aides, Medical Social Workers, and Chaplains

Recognizing extraordinary care through Thanks for Caring Society

Patients and family members warmly express their appreciation by recognizing the compassionate, skilled care of their nurses and clinicians through meaningful donations. These gifts strengthen the home health and hospices services we provide and support our dedicated clinicians. The following staff were honored in 2023 through our **Thanks for Caring Society**.

Nursing

Mayara Abecassis
 Augustine Abunaw
 Mackenzie Adams
 Deborah Akresi
 Lisa Arbogast
 Rhoda Asante
 Dana Aspero
 David Auger
 Brittany Augusto
 Heather Barrows
 Juliette Belsito
 Eunice Berfi
 Carrie Lee Bergman
 Amy Berthiaume
 Jill Beverly
 Hailee Bibeau
 Andrew Binder
 Heather Bliss
 Nancy Borgatti-Krouse
 Elia Borges
 Charlotte Boyer
 Susan Bradley
 Susan Carrigan
 Oya Celik
 Emeka Chidebe
 Suze Christalin
 Nicole Cicero
 AnnMarie Clue-Melville
 Kimberly Connelly
 Elizabeth Costa
 Regina Cunningham
 ElJan Daulo
 Marlie Degand-Raphino
 Nancy Egger
 Eseosa Enomayo-Iyoha
 Vickie Falcon

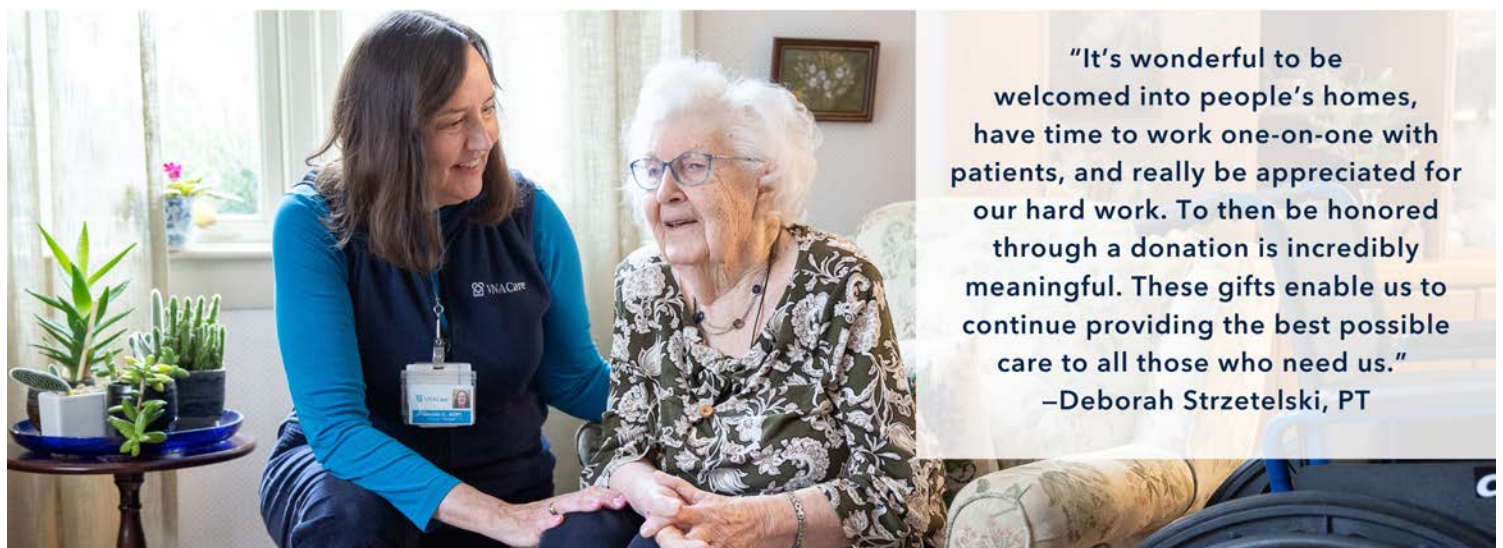
Brianna Farrar
 Sierra Fleming
 Cathleen Foley
 Deneajah Francois
 Kimberly Galka
 Deborah Gallahue
 Freida Gathingo
 Deborah Giniewicz
 Jean Marie Giurleo
 Nicole Glasberg
 Gina Grady
 Mona Grandin
 Alyssa Gray
 Valerie Green
 Kristin Gutzeit
 Kerrie Hagan
 Paulette Hallihan
 Laurine Hanlon
 David Heredia
 Joan Hurton
 Anne Irish
 Shannon Jannery
 Herta Jean
 Tiffany Kaitbenski
 Matthew Keleher
 Margo Kiss
 Diane Kizito
 Sophia Kontoes
 Michelle Krug
 Carley Lakritz
 Heather Lambert
 Sheila LaPointe
 Angela Lee
 Stacey Maenzo
 Eva Magabe
 Amber Main
 Melisa Mantha

Jemima Mas-Oud
 Delsye West Mason
 Mary McCarthy
 Maureen McDermott
 Calvin McKemmie
 Katie Mechan
 Jorge Medina-Rivera
 Debra Milliken
 Laurie Morris
 Margaret Murphy
 Lisa Nelson
 Delores Nimely
 Lucy Njeri
 Esther Njoroge
 Kerry O'Connor
 Tiffany Odell
 Patricia O'Dell
 Janice Oliveira
 Mary Ortgiesen
 Maryanne Palizzolo
 Kristin Panzarella
 Danielle Piehl
 Jessica Piper
 Iraida Ramos
 Erica Roesch
 Miriam Rogers-Montalvo
 Danielle Scotto
 George Shedd
 Michelle Tedoldi
 Linda Tello
 Dennis Tobin
 Ahn Tran
 Vivian Tran
 Verna Wilson-Lewis
 Lori Zinkavich

Rehabilitation Therapy

Shawn Allan
 Kris-Ann Amato
 Mauro Bernardino
 Nigel Best
 Michelle Bourgeois
 Kenneth Breitenstein
 Debra Brown
 Galina Brusilovsky
 John Budrow
 Teresa Burgess
 Amy Calhoun
 Mary Cantor
 Ryan Carew
 Natalie Carlson
 Cynthia Carpenter
 Linda Carroll
 Victoria Catalan
 Jasmine Chitouras
 Amy Clark
 Vincent Clark
 Alison Dahl
 Nicole DelGiudice
 Alexandra DesLauriers
 Barbara Devecis
 Joanna Donato
 Erica Donnelly
 Mary Dow
 Susan Drapeau
 Nikki Ducey
 Thomas "Tom" Duffy
 Robert Dulfan
 Michael Edwards
 Kelly Feiz
 Jenessa Fisk
 Amanda Floersheim

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**"It's wonderful to be welcomed into people's homes, have time to work one-on-one with patients, and really be appreciated for our hard work. To then be honored through a donation is incredibly meaningful. These gifts enable us to continue providing the best possible care to all those who need us."
 –Deborah Strzetelski, PT**

Behind the scenes with Freida Gathingo, RN

Freida Gathingo, RN, firmly believes there's no place like home for people to heal and nurses to grow both professionally and personally.

With more than two decades of nursing experience in a variety of settings, Freida joined VNA Care two years ago and is among the clinicians recognized in the Thanks for Caring Society. She finds that her patients gain "so much comfort and peace of mind being able to receive health care in their own home."

Consistent education combined with one-on-one care and support over a period of time are a valuable combination in helping individuals reach their optimal health at home. Freida's patients have included people with diabetes whose blood sugar levels are dangerously high.

"As a visiting nurse, you provide education about diabetes and diet, how to properly take medications, and more. By discharge, you see the blood sugars are better controlled and

the patient is much more comfortable managing their disease. That's huge," said Freida.

This approach to care is equally impactful for the many other diagnoses Freida and her colleagues treat in the home setting – from chronic obstructive pulmonary disease to wounds – and brings deep satisfaction for nurses and other clinicians seeing such progress in just weeks or months.

Freida never knows what she may be faced with when walking into a patient's home for the first time. She said, "Even though I go into these homes by myself, I never feel that I'm alone. If I have a question, my clinical manager, wound care and other specialists, and colleagues are just a call away."

Some patients live in challenging situations, facing food insecurity and other economic and social challenges. Freida and the social worker on her team "connect patients and families



Freida Gathingo, RN

to resources that are available in the community to help them be able to live better. We try to get those issues resolved one way or another."

Freida particularly enjoys visiting elderly patients. "They have so much to share," she said. "As a nurse, you leave feeling you've made a difference but you also take that connection with you."

Freida shared that her time as a visiting nurse "has really helped me grow as a nurse, as an individual, as a mother, and as a daughter."

Thanks for Caring Society...continued from page 4

Keith Fritze
Jennifer Gagnon
Jeremy Gately
Susan Gauthier
Allison Gill
William Giuffre
Natalie Green
Erwin Guevarra
Brian Hailey
Denise Hall
Jamie Hebert
Rodney Hemingway
Michael Hoadley
Emily Hoadley
Helen Hobson
Kathryn Huss
Thomas Johnson
Becky Johnson
Olga Karaban
Harriet Katz
Matthew King
Erin Kruse
Sharon Kuebler
Jill Kukis
Lisa Lessard

Diane Luca
Kelly Maguire
Sharon Matulis
Lauren Decker McKay
Nicole Merrifield
Leah Micu
Rachel Murphy
Kelsey Murray
Ryan Murray
Kyrenya Nava-McNamara
Debra Nowak
Heather O'Hare
Yvonne Oliveira
Cheryl O'Malley
Stephen Pallazola
Anastasia Panagopoulos
Nigma Patel
Rhonda Peabody
Erik Pfundstein
Robert Pillis, Jr.
Barbara Ranieri
LeeAnn Reger
Emily Seaver
Andrea Segel
Diane Sinanin

Crisolito Sol Cruz
Jennifer Stanwick
Jamie Starta
Lisa Sternstrom
Kerri Stevens
Deborah Strzetelski
Alexandra Sztrykier
Deborah Tanner
Diana Thompson
Alexandra Tisdale
Matthew Towers
Joseph Twiraga
Christopher Varney
Susan Walker
Tina Weidner
Megan Welsh
Jessica Whalen
Danielle Wheeler
Lauren Wheeler
Emily Zippin

Medical Social Work

Lauren Abraham
Jaya Asthana
Christine Camoreyt

Glenn Degere
Kim Frechette
Doreen Moscaritolo
Sarah Phillips

Hospice Physicians

Charles Rosenbaum, MD
Deborah Turiano, MD

Hospice Aides and Caregivers

Stella Denis
Elisa Diaz
Lynda Donaldson
Marion Kettell
Paula Leger De Cesar
Sharon Sawyer

Hospice Spiritual Counselors

Kryisia Burnham
Debra J. Cottis
Ted MacNeil
Nancy Small
MaryAnn Thibeault-Vandette
Andrew Tripp

Hospice making it possible... continued from back cover

care for our country's veterans and their families.

Hospice team members are frequent visitors and are only a text or phone call away if Ed and Maureen need assistance or have a question. Nancy Borgatti-Krouse, hospice RN case manager, serves as the Hatches' primary nurse. Maureen said Nancy asks all the right questions as she assesses Ed's wellbeing. When Nancy thought it was time to make a change to Ed's medications, she worked with Dr. Joel Bauman, one of VNA Care's hospice physicians, in consultation with Maureen.

"Nancy's very thorough, and she cares about Ed, which means the world to me. She's worked really hard to get the medicines right," said Maureen.

Dan Retelle, MPMIN, hospice spiritual counselor, brings communion to the Hatches weekly. Dan has found ways to connect with Ed over football and history, and the two have talked about the Vietnam War.

Philip Wiafe, hospice aide, is a near daily presence at the Hatches' home. He assists Ed with his personal care, including showering and dressing. Philip has become Ed's confidant. Maureen said, "If Ed has something on his mind, he knows he can talk to Philip about it."

Maureen receives a great deal of support during weekly visits from social worker Sarah Robinson Phillips, LCSW. "She's an incredible listener. She gives



Edward Hatch (seated) with (from left) Michelle Morfiris, LPN; Nancy Borgatti-Krouse, RN; his wife, Maureen Hatch; Philip Wiafe, hospice aide; and Marc Reiss, RN, hospice volunteer

me ideas about how I can cope with the stresses that I have... She sees this (Ed's health) as an issue for both of us, not just for Ed. She spends a lot of time with me, and I really appreciate that."

The Hatches are also incredibly grateful for the additional care and support they receive from Michelle Morfiris, LPN; Edoualda Chrispin-Lovaincy, RN; and Marc Reiss, hospice volunteer, retired nurse, and Coast Guard veteran.

Ed said, "They've done a wonderful job." Maureen added, "They're talented, they're intelligent, and they're compassionate. We're really lucky."

Hospice is all about celebrating life, and the team turned Ed's 80th birthday into a very special occasion. Maureen ordered a cake, but the team surprised the couple with balloons, ice cream,

fresh strawberries, beautiful flowers, and "it's my 80th birthday" sunglasses for Ed. Maureen said, "It was just such a thoughtful and happy thing that they did. It couldn't have been nicer."

Maureen shared, "This team makes it possible for Ed to be at home. The circumstances would be difficult wherever he would be, but it's much better for him to be in his own home with somebody who loves him."



Dan Retelle, MPMIN, with Ed and Maureen Hatch

\$2,683,400 in Charity Care: Our commitment to the community

At VNA Care, it is our belief that every person deserves the highest quality of care when recovering from injury or illness or facing a life-limiting disease. We are deeply committed to ensuring all our neighbors, including the most vulnerable, receive the full scope of care when needed most.

As part of this mission, in 2023 VNA Care's nurses, clinicians, and social workers provided 10,866 charitable care patient visits within our community, alongside a wide range of programs and services.

Former board chair leaves a legacy of caring for the community

John Talbourdet remembers his mother Carolyn as a tireless advocate for local causes, giving countless hours to improve the lives of vulnerable community members.

VNA Care's mission was of particular importance to Carolyn. She volunteered on the board of directors for many years and included a bequest to VNA Care in her will to promote access to vital, home-based health care services for all in need.

"She felt that if you had people who were ill being transitioned from a hospital or rehab facility to home, having a visiting nurse come and provide a high level of medical attention in the home environment was key to helping people return to health as quickly as possible," said John.

Carolyn provided leadership, including serving as chair of the board of directors, during pivotal times in VNA Care's history. She was part of efforts to join small visiting nurse associations that would evolve to become today's VNA Care. Working together made it possible to bring more advanced treatments into patients' homes across the region, such as developing disease management programs to address growing numbers of people living with chronic conditions.

John Archer, chair of VNA Care's North Shore Community Cabinet and former board member, and Michael Morris, member of the board of directors and



Carolyn at her 99th birthday party



Carolyn Talbourdet (left) and Susan Comparone, then president and CEO of VNA of North Shore, in 1989

Community Cabinet, both have very fond memories of Carolyn and their times working together on important developments in home-based health care and fundraisers to support VNA Care's programs and services.

John said Carolyn was "a very astute businessperson and incredibly valuable to the agency. She was just so smart. We were lucky to have Carolyn on the board."

Michael shared that Carolyn "always had great questions, always knew the subject matter, and always was a proponent for patients. She was just a kind-hearted, really wonderful person."

Later in life, Carolyn experienced the impact of VNA Care's work as a recipient of home health care services. She was able to remain independent in her own home until her 99th birthday when she opted to move to an assisted living facility. Carolyn passed away peacefully nearly six months later on Sept. 3, 2022, surrounded by family and friends.

VNA Care is incredibly grateful that Carolyn remembered the agency through one last charitable gift, a bequest in her will that was given to our agency last year. Gifts such as these are essential to sustaining

VNA Care's charitable mission and providing comprehensive and compassionate home health and hospice care.

Carolyn had previously shared with her son John that she planned to include VNA Care in her will as part of her legacy. "It was important to my mom to help VNA Care and provide some monetary support at the end of life. I'm glad this is helping the community."



Thursday, May 23, 2024
MIT Endicott House, Dedham

We invite you to join us for an unforgettable evening! All proceeds support compassionate care for patients with life-limiting illnesses and their families and community nursing in Needham and surrounding towns.

Visit VNACare.org/Stars to purchase tickets or make a donation.

For sponsorship opportunities, please email:
Laura_Wise@VNACare.org



2 Supporting couple after LVAD surgery



5 Behind the scenes with a visiting nurse



7 Leaving a legacy of caring for the community



VNA Care Network
VNA of Boston
VNA Hospice & Palliative Care

Fund Development Office

100 TradeCenter, Suite G-500
Woburn, MA 01801

Hospice making it possible for Marine Corps Veteran to remain at home

As Edward Hatch enlisted in the Marines in 1965, he asked a sergeant if he'd get to travel. He laughs as he remembers the sergeant's response, "I guarantee it."

Ed was deployed to Vietnam. His tour of duty included fighting in the Tet Offensive, one of the largest military campaigns of the Vietnam War. Decades later, Ed and his wife Maureen are facing the aftermath of his service – exposure to the toxic chemical Agent Orange used by the United States military to clear foliage during the war.

Their ordeal began in 2001 when Ed was diagnosed with kidney cancer and his left kidney was removed. The cancer later spread to his lungs. Doctors thought the cancer was stable, but Ed began experiencing blurry vision and headaches in 2021. The cancer had spread again, this time to Ed's brain and optic nerve. Surgery to remove the tumors was expected to

last three hours, but took nine hours and left Ed hospitalized for 23 days.

Ed was finally able to return home with the support of VNA Care's home health care team, who monitored his recovery. Fortunately, Julie Kelly, RN, was visiting when Ed passed out and stopped breathing. Ed's condition later prompted Julie to speak with the Hatches about VNA Care's hospice program, which could provide both of them with additional, specialized care and support to help Ed live as fully as possible during this difficult time.

Married for nearly 50 years, the Hatches' goal is to keep Ed safe at home, and each member of VNA Care's hospice team has been working to make that possible. Through a combination of physical, emotional, social, and spiritual support, their care promotes Ed's dignity and quality of life and eases Maureen's worries. VNA Care has achieved a four-star rating through the national



Edward Hatch celebrated a milestone birthday at a party with his wife Maureen and members of VNA Care's hospice team.

We Honor Veterans program, an initiative led by the Department of Veterans Administration and the National Hospice and Palliative Care Organization, to elevate end-of-life

Hospice making it possible...continued on page 6