



GARDNER VNA

# Your Home Connection.

## Gardner VNA and Mount Wachusett Community College Partner to Bring Internationally Known Speaker to Community

The Gardner VNA, in partnership with Mount Wachusett Community College (MWCC), presented "An Evening with Gary Guller: Scaling New Heights—Reach your True Potential" on Thursday, April 29th.

Gary Guller is an international motivational speaker, film producer, adventurer and Mount Everest summiteer, who demonstrates how belief, teamwork, passion and compassion make anything possible! In addition to his professional career, Gary also led the largest cross-disability group to reach Mount Everest Base Camp at 17,500 feet, before setting another record, becoming the first person with one arm to summit Mount Everest!

"The Gardner VNA and MWCC were thrilled to offer this exceptional opportunity to the community," said Elaine Fluet, CEO of the Gardner VNA. "The collaboration between the Gardner VNA and MWCC was a perfect match, as we share a similar mission of offering the communities we serve top quality educational experiences. We are truly committed to the well-being of the residents who live and work in these communities," she said, adding "we were also very determined to make the event affordable for everyone to enjoy." Fluet also noted that the Theatre at the Mount was the perfect location for this event, it is centrally located and easily accessible to the community."

Fluet noted how grateful we are for the support of event sponsors including Mount Wachusett Community College, Heywood Hospital, Baystate Benefit Services Inc., Protocol Networks and Provo Financial Services Inc. "The commitment of these sponsors to the wellness and education of our community is inspiring," she said.



*Daniel Asquino, President, MWCC, Elaine Fluet, CEO, Gardner VNA, Gary Guller*



*Community Presentation on Thursday, April 29th.*



*Photos by Latrice Cooper*

## Gardner VNA Receives Patient Satisfaction Award of Distinction

The Gardner VNA recently received notification from Fazzi Associates, a national consulting, benchmarking and research firm, that the agency was named a national best practice agency. The honor came as a result of the Gardner VNA's overall patient satisfaction results for the year 2009.



According to Gina Mazza, RN, BSN, Total Performance Director for Fazzi Associates, agencies named as national best practice are proven leaders and have excelled in one of the most important measures of an agency's quality program—patient satisfaction. She also noted what a significant accomplishment this is for an agency to achieve and something for all employees and board members to be incredibly proud of. "It is because of this level of success that the Gardner VNA was awarded the Patient Satisfaction Award of Distinction," said Mazza.

"We are honored to be placed in the top 25% of the 350 agencies that Fazzi represents in the National Patient Satisfaction database," said Elaine Fluet, CEO of the Gardner VNA. "We take great pride in offering exceptional customer service to our patients," she said. "Our staff are top quality and offer their expertise in a compassionate way to each and every patient we serve," she added.

Check out the new  
Gardner VNA Website  
[www.gardnervna.org](http://www.gardnervna.org)

# Gardner VNA Reflects on Accomplishments in 2009 at Annual Meeting

The Gardner VNA held its Annual Meeting on Tuesday, March 23rd at the Colonial Hotel in Gardner. According to Elaine Fluet, CEO, this year's meeting was a celebration all of our accomplishments during the past year, as well as an opportunity to acknowledge and thank our employees, board members and volunteers for their unwavering dedication to the Gardner VNA.

"The Gardner VNA feels very privileged to be the agency of choice for many individuals who need our medical expertise to improve their health while remaining independent," said Fluet. "Our commitment to the community is to be strong by constantly adjusting to new trends and best practices for the delivery of home health and hospice care," she said. "Technology continues to be at the center of our delivery of care, last year our Telehealth program supported fifty individuals managing specific chronic diseases," she added. "This form of homecare technology and communication often averted a health crisis and/or hospitalization for our patients," said Fluet.



*Elaine Fluet, CEO*

The Gardner VNA participated in a two year Medicare Home Health Pay for Performance Demonstration, which was conducted in seven states, to evaluate the impact incentive payments would have on improving quality of care. The demonstration compared agencies in the region on seven quality measures taken from the OASIS data set (assessments done at certain intervals when providing homecare). "I am thrilled to share with the community that the Gardner VNA was in the top 20% of high performing or most improved agencies," she said.

The Gardner VNA Board of Directors for 2010 include Gerald Bankowski, Andrew Boucher, Charles Brownlee, Paulette Carroll, John Flick, Ellie Fox, Michael Gerry, Heather Layton, Peter Erickson, Scott Graves, Brian Jette, Joyce LaFontaine, Roberta Lesperance, Nancy Monette and Debbie Orre. The newest members to join the Board are Kenneth Tomasetti and Jan LeClair.



*(L to R): Outgoing Board President, Brian Jette; Incoming President, Deb Orre; Gardner VNA's CEO, Elaine Fluet; Treasurer, Gerald Bankowski and Vice President, Scott Graves*

Elected Board Officers for 2010 are Debbie Orre, President; Scott Graves, Vice President; Gerald Bankowski, Treasurer and Heather Layton, Secretary.

"We have such a dedicated group of Directors who are committed to the mission and values of our agency," said Fluet. "We have accomplished so much throughout the years and this would not have been possible without these community members who volunteer their time and expertise to our Board of Directors," she added.

Several Gardner VNA employees were recognized at the Annual Meeting for their years of service to the agency. Employee's recognized for five years of service included Jessica Mosher, Nikki Osborne, Florence Pelletier, Ann Hazzard, Laura LaBrack, Doris King, Jenne Mulvey and Cindy Winslow. Those recognized for ten years of service included Sharon Hayes, Augustine Gauthier, Deborah LaBonte, Judy Page, Robin Barnes and Karen Linabury. Recognition for twenty years of service was Gail Dorval.



*Service Award Recipients (L to R): Laura LaBrack, Karen Linabury, Sharon Hayes, Augustine Gauthier, Cindy Winslow and Gail Dorval*



*Incoming Board President, Deb Orre, presents Augustine Gauthier with her 10-year service award*

# Haiti Experience

## *Experiencing Haiti After the Quake*

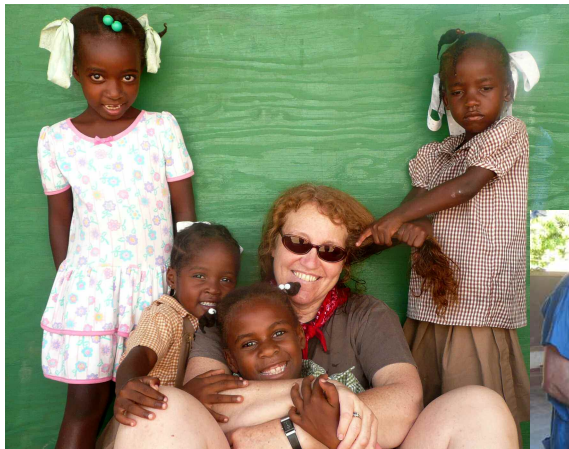
*It was a rare opportunity, both exciting and frightening,  
And one that would move me beyond my ordinary 'self'.*

*It brought me to a disorientating place,  
Allowing me to step out of time and space,  
And produced in me a sense of awe and humility.*

*Here, there was nothing that needed doing,  
Except to follow the flow of energy,  
commitment and connection.*

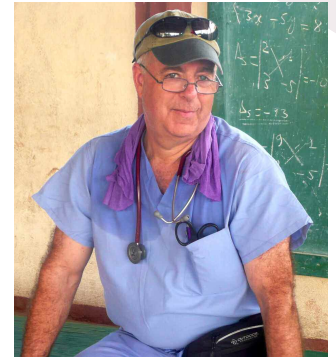
*But when I again returned to the 'present',  
I had become someone more than the person I once was.*

*Deb Orre, RN, MS*



*The eight days I spent in  
Haiti with the "Forward In  
Health" group was indeed a  
life changing experience.  
Despite the extreme poverty  
and suffering I witnessed,  
I came away with an  
appreciation of the great  
courage, patience and  
beauty of the Haitian people.*

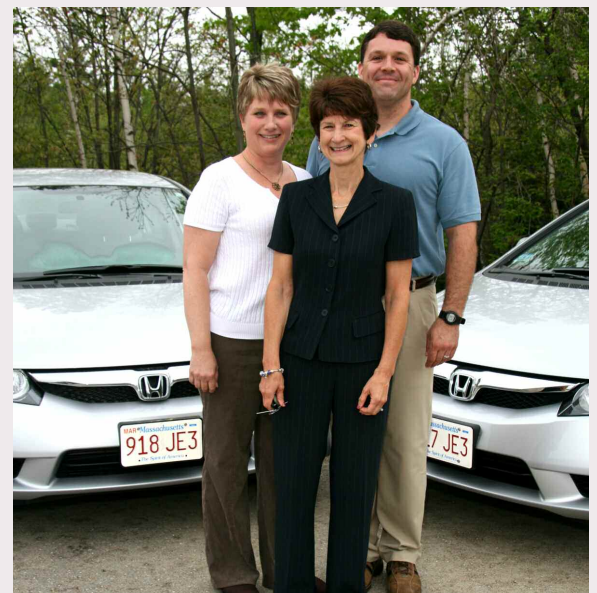
*George Simmons, MS, PT, RN, WOCN*



## Gardner VNA Pilots Company Car Program for Staff

The Gardner VNA launched a pilot program to provide their Rehab staff with a company car. "We are excited to pilot this new employee benefit," said Elaine Fluet, CEO of the Gardner VNA. "Recruitment in the healthcare field is challenging, so any proactive steps we can take to be the agency of choice for employment will be a benefit for all of us," she said.

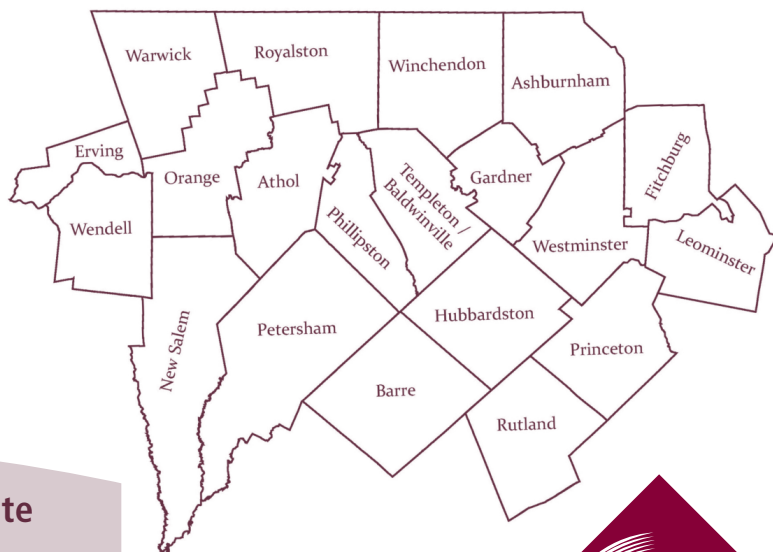
"The agency decided to pilot this company car program because field staff had expressed interest in this type of employee benefit," said Fluet. "The agency wanted to respond to this request and decided to extend this benefit to full-time physical therapists," she said. "If this pilot program goes well, then it will be evaluated for possible expansion to include our Homecare and Hospice staff," she added. "In these tough economic times, our first goal is to help employees alleviate the wear and tear on their personal vehicles," she added.



*Eileen Hurley, Physical Therapist, Elaine Fluet, CEO  
Steve LeBlanc, Physical Therapist*

# Did You Know...

The Gardner VNA serves 24 cities and towns in the North Central and North Quabbin areas of Massachusetts.



Check out the new Gardner VNA Website  
[www.gardnervna.org](http://www.gardnervna.org)

## Gardner VNA Services

Adult Day Health Services – *Gardner, Fitchburg & Athol*

Community Education Programs

Corporate Wellness

Home Assisted Living™ – *Group Adult Foster Care*

Homecare Services

- *Skilled Nursing*
- *Maternal/Child Health Services*
- *Wound/Ostomy Specialist*
- *Rehabilitation Therapists– Occupational, Physical & Speech*
- *Medical Social Services*
- *Home Health Aides*
- *Telehealth Program*

Hospice

Lifeline/Medication Management Systems

My Home Connection™ – *A Private Duty Service*

Public Health-Flu & Blood Pressure Clinics

Support Groups

- *Caregiver's Support Groups– Fitchburg & Gardner*
- *Bereavement Support Group*
- *New Beginnings Support Group*

## Community Outreach Programs

Gardner VNA Community Services Center:

- *HIV Prevention & Education*
- *HIV Counseling & Testing*

## Gardner VNA Mission

We build healthy communities by delivering high quality health and social services in a fiscally responsible manner in the homes and neighborhoods of North Central and North Quabbin areas of Massachusetts.

## Gardner VNA Customer Service Standards

- We value our employees and their commitment to our customers and the agency.
- We believe that health and well-being are an individual's most valuable possessions.
- We value the trust placed in us by our customers.
- We provide excellent service.

## Donations

The Gardner VNA is grateful for the generous support of our donors. If you are interested in making a tax-deductible donation to the Gardner VNA or if you have any questions regarding how to make a donation, please call (978) 632-1230, ext. 3024.

*"We want to thank you for all the wonderful nurses, physical therapists and health aides you have sent to us."*

*If you would like to share any thoughts with our CEO, Elaine Fluet, please drop us a line at 34 Pearly Lane, Gardner, MA 01440 or email her at [elaine.fluet@gardnervna.org](mailto:elaine.fluet@gardnervna.org).*

*For any other questions about the Gardner VNA or our services, please call 978-632-1230.*