



MOUNTAIN VALLEY HOSPICE & THE NANCY DOWD HOSPICE HOME
Proudly serving Fulton, Montgomery, Hamilton and Saratoga Counties

2019 Annual Report



Message from the CEO



Dear friends, partners, and families of MVH & NDHH –

In many ways, 2019 challenged the MVH team to recommit to our Mission & Vision: to enhance the lives of those we serve by supporting what matters most to them & to be everyone's first thought for those in need of comfort, compassion, dignity, & quality of life.

The MVH team persevered to provide the highest quality compassionate care despite staffing shortages, fluctuating patient census, alterations in the federal reimbursement model, & increasingly stringent regulations. Even with these unpredictable changes in the Hospice landscape, MVH accomplished an astonishing number of projects in 2019, ending the year with more to celebrate than regret. Clearly, the MVH Values provided the guidepost for our

staff & Volunteers: T.I.E.S. that bind us together – Teamwork, Integrity/Accountability, Empathy, & Service.

In the first quarter of 2019, Volunteer Services & Community Outreach Manager Kelly Montanye relaunched the MVH Volunteer program, incorporating rolling, flexible orientation to accommodate the busy schedules of students, the workforce, & retirees. She also brought us up to compliance with our documentation & required regulatory tracking. We ended 2019 with a talented group of 33 Volunteers & exceeded the federal requirement that we replace 5% of patient care staffed hours with Volunteers. Kelly's amazing work was acknowledged by the Fulton Montgomery Chamber of Commerce as Young Business Professional of the year.

Also during the first three months of the year, the MVH Foundation Board kicked off a "Burn the Mortgage" campaign, raising over \$200,000 in donations & pledges toward our goal of \$300,000. It was a perfect opportunity for Foundation Board members to reconnect with donors who supported the creation of the Nancy Dowd Hospice Home back in 2005.

At the beginning of the year, we transitioned to a new electronic health system Suncoast for patient documentation. The MVH team worked diligently throughout 2019 to learn the ins and outs of the system, optimize additional modules for efficiency & regulatory compliance, & work through the expected bugs & growing pains. There was a significant learning curve, but we are better organization for it.

In the second quarter of 2019, we launched a Speakers Bureau to educate the community & healthcare providers on Hospice care & debunk the many myths in circulation. From financial planning to grief counselling to determining the "right" time to call us for help, our team of experts made a concerted effort to have a presence in each of the four counties MVH serves: Fulton, Montgomery, Saratoga, & Hamilton. We also drew a nice media presence as a result of our awareness campaign.

In the spring of 2019, we hosted a Pet Therapy training class, thanks to the generosity of St. Mary's Healthcare & CDPHP. Six dogs & trainers graduated with a dual certification in AKC Good Citizen & Therapy Dogs International, both recognized across the country in a variety of volunteer settings.

At the annual staff recognition event in May, MVH celebrated the 20-year anniversary of our most tenured employee Robin Jusenius, RN. MVH founder Nancy Dowd hired Robin, who is beloved by families across our service area.

We were honored in the last part of the year to receive a \$20,000 grant from the Johnstown Hospital Foundation to pursue a new service line in Palliative Care. Palliative Care is a model that focuses on

patients with complex, chronic ailments who do not have the six-month-or-less prognosis required by Hospice. Palliative Care aims to keep patients out of the hospital & emergency room, while supporting their personal goals. Our region has a significant need for this service. MVH is excited to begin this work & become the preferred provider for the Mohawk Valley.

In addition to receiving the grant, MVH hosted a full-day community workshop on Palliative Care at the Holiday Inn Johnstown. Sponsored by Fulton County Office for the Aging, MVH brought in national keynote speaker Lori Bishop, MHA, BSN, RN, CHPN, Vice President of Palliative & Advanced Care at the National Hospice & Palliative Care Organization (NHPCO). An afternoon speaking panel included Dr. Sheridan from St. Mary's Healthcare & Nurse Practitioner Sue Casler from the Stratton V.A. in Albany. More than 40 participants from the community attended the event.

In the fall of 2019, we also celebrated the 2nd Annual Nancy J. Dowd Humanitarian Award in our 31st year of business, recognizing a lifetime's worth of community service by Jack Scott. Recently retired from local radio station WENT, Jack continues to serve on both the MVH Board of Directors, as well as the MVH Foundation Board.


As you can see, 2019 was a year to be proud of in many ways, despite our struggle to sustain our nonprofit organization in a fragile healthcare environment wrought with uncertainty. If you haven't visited recently, I encourage you to contact us for a tour & cup of coffee. If you haven't donated in awhile, we rely on & appreciate the support.

We wish you health & wellness. And we remain honored to serve you in your home or ours!

Respectfully,



Kara Ulasewicz Travis
President/CEO



“Having the support of MVH allowed us to keep my husband at home and that was very important to us. We are so glad everything worked out, as it was meant to. I would recommend their services to absolutely anyone!”

– Joan Dudley

Who We Are

MISSION

Mountain Valley Hospice's mission is to enhance the lives of those we serve by supporting what matters most to them.

VISION

Our vision is to be everyone's first thought for those in need of comfort, compassion, dignity, and quality of life.

QUALITY HIGHLIGHTS

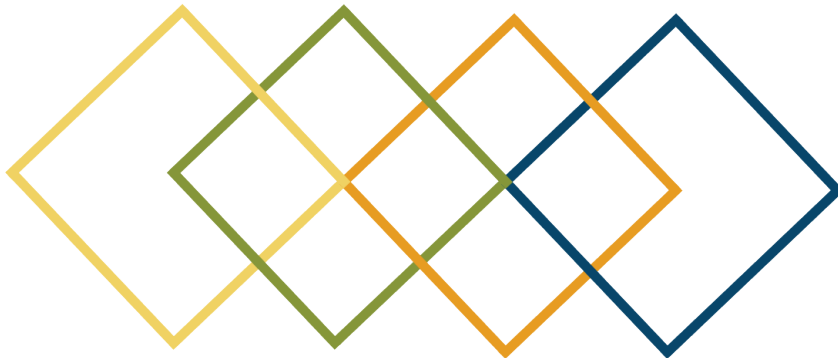
95% of the family caregivers would recommend our Hospice to friends & family

90% of the family caregivers were very satisfied with their experience with MVH

20% of our total employees have 5+ years of service

41 total employees

20 full time employees



Teamwork | Integrity/Accountability | Empathy | Service

MVH Values: The TIES that Bind Us Together



A local club donates knitted hats for MVH patients.



Arts and crafts at Wells House.



Members of the MVH Leadership Team.

Board of Directors & Foundation

2019 BOARD OF DIRECTORS

CHAIR

Amy Karas, *Ruby & Quiri*

VICE CHAIR

Patrick Dowd, *The Arc Lexington*

TREASURER

Susan Hathaway-Ringland, *Community Leader*

SECRETARY

Dr. Frederick Goldberg,
Nathan Littauer Hospital & Nursing Home

BOARD MEMBERS

Dr. Arsyl DeJesus, *New York Oncology Hematology*
Dr. Kevin Cope, *Broadalbin Perth Family Health*
Jack Scott, *Community Leader*
John Blackmon, *Fulton County Supervisor*
Dr. Earl Johnson, *Siena College*
Rev. Laurie Garramone, *St. John's Episcopal Church*
Susan Putman, *Putman Enterprises*
Tim Keegan, *Community Leader*
Todd Rulison, *Community Leader*

NEWLY JOINED IN 2020

Tom Ciacchio,
Superintendent of Fonda-Fultonville Central School
Michael Chase,
The Managing Anger Naturally (M.A.N.) Program

2019 FOUNDATION

CHAIR

Clayton Sitterly, *Coldwell Banker Arlene M Sitterly Inc*

TREASURER/SECRETARY

Tina Delaney, *The Wesson Group, LLC*

BOARD MEMBERS

Del Salmon, Esq, *The Salmon Law Firm LLC*
Donald Fleischut, *Community Leader*
Jack Scott, *Community Leader*
Jeff Brown, *Brown's Ford*
John Stewart, *Walrath & Stewart Funeral Home*
Tammy Warner, *NBT Bank*

NEWLY JOINED IN 2020

John Blackmon, *Fulton County Supervisor*
Susan Putman, *Putman Enterprises*

FOUNDATION HIGHLIGHT

The community came together in 2004 for MVH and raised an astonishing \$2.5M that was needed to pair with a construction loan to build our Nancy Dowd Hospice Home and finance the land on which it sits. In 2019, the MVH Foundation raised \$200K in pledges to help "Burn the Mortgage" on the \$300K loan balance. Eliminating the financial burden of the mortgage allows us to spend more money on the care of hospice patients and families. Thank you to everyone who generously donated to the campaign!



Patient Care Highlights or By The Numbers



We have celebrated **31** Years of delivering compassionate care with dignity.

We provided compassionate care to **233** patients and their families.

Over **73%** of our patients were able to peacefully pass at their homes.

MVH provided **48** days of respite care at the NDHH. This service is ideal for caregivers who have to be out of town or have an obligation that conflicts with round-the-clock care. Current state and federal law prohibit Hospices from billing for these “Respite Stays,” which essentially results in charity care at \$300 per day or \$1,500 each week.

18% percent of MVH patients were under the age of 64.

On average, MVH supported **25** patients daily throughout the four-county region.

PATIENTS SERVED BY LOCATION

73.1% of patients served at home

22.3% of patients served at NDHH

3.8% of patients served in the Nursing Home

.9% of patients served in the hospital



PATIENTS SERVED BY GEOGRAPHICAL AREA

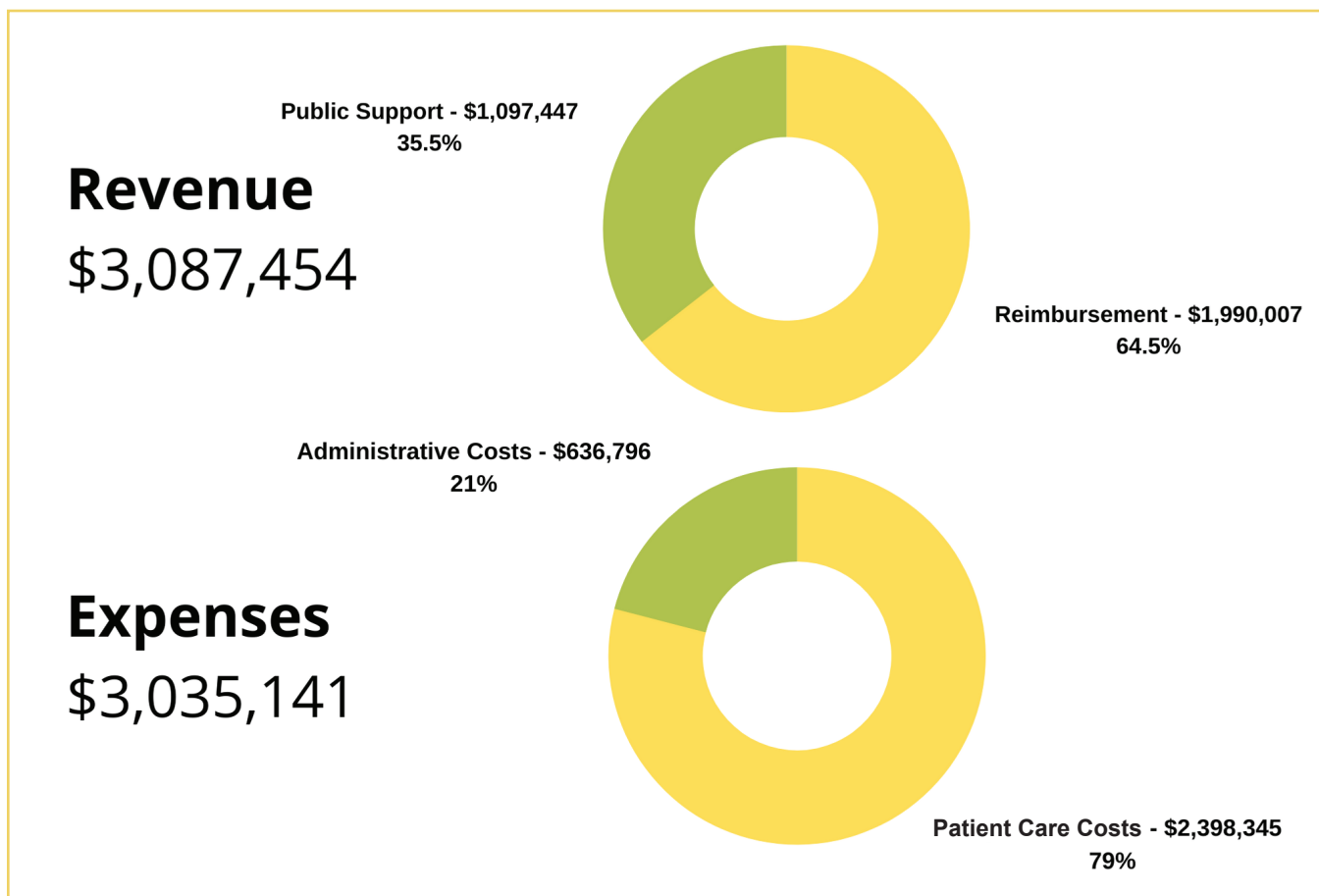
77.57% of patients served in Fulton County

20.53% of patients served in Montgomery County

1.52% of patient served in Saratoga County

.38% of patients served in Hamilton County

Financial Snapshot



“I used Mountain Valley Hospice for grief counseling after losing my mom, at my daughters’ suggestion, and it was the best thing I did for myself.”

– Gail Shafer



Interdisciplinary Approach to Care

YOUR CARE, YOUR CHOICE! Physical, emotional, spiritual and social support is provided by our interdisciplinary care team, which includes the following: Certified Home Health Aides, Certified Massage Therapists, Certified Pet Therapists, Chaplain, Licensed Practical Nurses, Masters' Prepared Social Workers, Nurse Practitioner, Physician as Medical Director, Registered Dietitian, Registered Nurses, Volunteers and more.



The MVH Staff on "Flannel Friday."

BEREAVEMENT SERVICES

Grief support services and bereavement counseling sessions are provided free of charge, regardless of whether an individual has a connection to MVH.

27 people – Average monthly support group attendance

Bereavement Counseling Breakdown:

29% Hospice Family Members

71% Community Members

190 individual bereavement counseling sessions provided

88 family members attended our Memorial Services



MVH Chaplain Dr. Rev. R. W. Williams. Photograph by Carrie Marie.

SPIRITUAL CARE

391 visits provided by our Chaplain to patients & family members for spiritual support. Like all our services, chaplaincy is optional. You do not have to have any spiritual or religious support unless you choose to.

VOLUNTEER SERVICES

Mountain Valley Hospice relies upon the generous commitment of time and talent from Volunteers to fulfill our mission.

33 volunteers donated over **1,350** hours of their time in 2019 which generated a cost savings of **\$23,038** to the organization.



COMPLIMENTARY THERAPIES

182 massages were given to 61 patients while on Hospice Care
Over **26%** of patients received massage therapy

“I can’t thank the entire Mountain Valley Hospice staff enough for the care they gave my father. He was only on Hospice for two days, but they were the two best cared for days of his entire life. I have given several people the hope of using Hospice for their owned loved ones.”

– Pamela M.

Community Outreach

Educating our communities about our mission is the first step to ensuring those in need of comfort, compassion, dignity and quality of life are served.

Over **1,100** community members attended our educational programs.
45 presentations were delivered by the MVH Speakers Bureau.



Lunch & Learn at Broadalbin Perth Family Health – September 2019 (Jacqualin Ross, Director of Business Development & Strategic Partnerships)



Palliative Care in Our Community Workshop in collaboration with the FCOFA – November 2019 (Kara Travis, President/CEO & Cora Jones, HR Manager)



Healthlink Littauer's Vitality Plus VIP Luncheon – April 2019 (Kelly Montanye, Manager of Community Outreach & Volunteer Services)



Relay For Life at Groversville Middle School – June 2019 (Kara Travis, President/CEO)



St. Mary's Nurse Residency Program: Palliative Care and Hospice Day – October 2019 (Heidi Parker, LMSW, FT)



Foothills PTECH Summer Bridge Workplace Tour at the NDHH (Ashley Fonda, LPN)

2019 Moments to Celebrate



Jack Scott was honored with the 2nd Annual Nancy J. Dowd Humanitarian Award. (Pictured: Jack & Shirley Scott)



Veterans Appreciation Day made possible by the 5th graders at Boulevard Elementary in Groversville.



MVH & The Fulton County Office for Aging co-hosted Palliative Care in our Community at the Johnstown Holiday Inn. (Pictured Left to Right: Lori Bishop, NHPCO; Andrea Fettingner, FCOFA; Assemblyman Robert Smullen, District 118; Kara Travis, MVH)



Robin Jusenius, RN, Senior Case Manager, celebrated 20 years of service to MVH.



Pet Therapy Training Program sponsored by CDPHP & St. Mary's Healthcare



MVH volunteers helped orchestrate the first ever American Red Cross Blood Drive at the NDHH.

Donations

WE GRATEFULLY ACKNOWLEDGE THE GENEROUS DONATIONS that help us provide charitable care services to the patients in our community. These gifts also help support specific capital needs and special projects. As a not-for-profit agency, we are honored to merit your support.

Thank you to the following community members/organizations for donating your event proceeds to MVH:

- Gloversville Field Hockey
- Great Sacandaga Lake Fun Run
- Raymond VanAuken Memorial Golf Tournament
- Runnings of Gloversville Ladies Night
- SEFCU – Skidmore Branch Employee Fundraising Contest





**OUR LADIES NIGHT
BUCKET IS BACK!**

BUCKET IS \$2.00 WITH A PORTION
OF THE PROCEEDS GOING TO A LOCAL
CANCER CHARITY

WEDNESDAY,
October 16th
5:00 TO 8:00 PM

Enter to Win
**TWO \$500
GIFT CARDS**

... PLUS ...
**\$100 GIFT CARD
GIVEN AWAY
EVERY HOUR**
AT EACH PARTICIPATING STORE
**DESIGNER
PURSES**

20% OFF
REGULAR & CLEARANCE PRICED
**CLOTHING
&
FOOTWEAR**
THAT FITS INSIDE
THE BUCKET

10% OFF
JUST ABOUT
**EVERYTHING
ELSE**
REGULAR & CLEARANCE
PRICED THAT FITS INSIDE
THE BUCKET
Some Exclusions Apply

JOIN US FOR FOOD SAMPLES, FREEBIES,
LOCAL VENDORS & MORE!

“Words cannot express my gratitude for the loving care my family member received. I give Mountain Valley Hospice high praise and encourage others to avail their family members of this wonderful, caring facility. The whole staff, from nurses to maintenance, are wonderful, caring people. They all became like family. I love them all.”

– Karen Voss





108 Steele Avenue
Gloversville New York 12078

Phone: (518) 725-4545

Fax: (518) 773-2053

Email: receptionist@mvhcares.org

Website: MVHcares.org

Connect with us!  **MVHcares**

Honored to serve you in your home or ours!



Thank you to volunteer photographers Anne Peck & Donna Altshul for capturing many of the photos included in this report.

Mountain Valley Hospice is a non-profit 501(c)(3) organization offering grief support services throughout a four-county area free of charge, based on grants and contributions. Tax-deductible donations can be made to MVH by mail, online at MVHcares.org, or by calling (518) 725-4545.