

A Message from our President

With all of the challenges we have experienced – and responded to -- during the past decade, you might wonder what keeps our nonprofit home care agency motivated. It is really quite simple: our unwavering commitment to give our patients the kind of compassionate, quality care that we ourselves would like to receive in our homes.

We strive to run an efficient agency, while at the same time focusing on our mission of providing patients in our local communities with the best care possible.

Our staff has responded positively to the many challenges of the past decade, including increased regulatory burdens, demand for improved patient outcomes, and decreased reimbursement rates from Medicare. We use every resource at our disposal -- including donations -- to provide care to all residents of Litchfield County regardless of ability to pay.

We live in the local communities we serve, and take pride in the feedback we receive, including the following:

“After having a stroke...VNA Northwest has been supportive, competent, responsible...[I] learned a lot about safety...how to cope and exercise properly – and use a walker. Now I’m feeling much better, encouraged, and able to return to bike and Pilates in my home.” -- Kent

“Both my nurse and physical therapist were superb!”-- Harwinton

“We...want to thank you for your wonderful help, service, care and support...” -- North Canaan

We have structured our programs to provide different levels of care to fit various needs. We offer skilled home health care, hospice, private duty care, travel health counseling, as well as community wellness programs to our local communities.

Our agency places strong emphasis on chronic disease management, because conditions such as chronic obstructive pulmonary disease or congestive heart failure can severely impair quality of life. Chronic conditions make one susceptible to frequent exacerbations that may lead to hospitalization. We provide care and education that empowers our clients and helps them to live life proactively, so they may enjoy optimal health.

This year, we created the position of Transitions Nurse to make the transition from facility to home as seamless and safe as possible for patients. This nurse visits patients while they are still in the hospital or skilled nursing facility to assess their home care needs, and starts the education process related to their conditions so they are better equipped to manage their home regimen. We continue to employ state-of-the-art technology, including telemonitors, point of care patient records, and testing equipment to improve our patients’ level of care. We also offer ongoing educational opportunities to our staff, including wound care and hospice certifications, and our patients benefit from this expertise.

In May, we presented a second hospice education program to the local community, with the help of Thomaston Savings Bank Foundation. Linda Campanella, author of *When All That’s Left of Me is Love*, spoke candidly about her family’s experience with hospice care. Members of the audience told us they were grateful for the opportunity to learn more about what hospice has to offer.

VNA Northwest plans to stay the course through these turbulent times and continue to do what we do best -- care for patients in their homes with compassion and excellence.