



The Elliot VNA

Formerly the Visiting Nurse Association of Manchester and Southern NH

Compassion Connection

Fall 2025



A Note from the VP of Home and Community Services

Autumn in New England is truly a special time — the crisp air brings a refreshing sense of renewal, and the beauty of the changing leaves never fails to inspire. I hope you've been enjoying all the season has to offer, from apple cider donuts to scenic leaf-peeping adventures.

Our VNA team has been both busy and engaged, and we're excited to share some highlights with you in this newsletter. Perhaps you've even spotted us out and about in the community!



I'm very proud to share some exciting news: as of June 2025, the VNA of Manchester and Southern NH has officially rebranded as The Elliot VNA. This new name reflects our strong connection to and alignment with the Elliot Health System and reinforces our commitment to delivering exceptional home health, hospice, and maternal-child health services. While our name has changed, our dedication to providing compassionate, high-quality care in the comfort of home remains stronger than ever.

Our Philanthropy Committee has also had a remarkable year, raising vital funds to ensure we can continue offering care to those who need it most. With that in mind, we're thrilled to invite you to a brand-new community event: Manchester's first Festival of Trees – "Evergreens for Elliot."

If you've never been to a Festival of Trees, you're in for a festive experience! Held at SNHU, the event will feature beautifully decorated trees and wreaths of all sizes, all available through a raffle. It promises to be a wonderful celebration for a great cause — we hope to see you there!

Warmly,

Catherine Frasco

Catherine Frasco, PT, DPT, MS

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Employee Appreciation Car Wash

The Elliot VNA held an event to honor and celebrate our staff in a super fun way! Being a 90% mobile workforce, we thought, what better way to show our thanks than to wash their car while they enjoy the ice cream truck! The Leadership team washed and scrubbed cars as staff pulled up outside of our office building. Not only was this a meaningful event for staff, but the bonding that occurred within the Leadership team was palpable. We also raffled off two 4 pack tickets to a Fischer Cats game and provided each staff member with a new Elliot VNA branded jacket. Here's to honoring and valuing employee's; they are our best asset hands down!



Celebrating Excellence: The Elliot VNA Employee of the Month Program

At The Elliot VNA we believe that our greatest asset is our people. Every day, our team members go above and beyond to contribute to our success, uphold our values, and make a positive impact. That's why we're proud to shine a spotlight on our exceptional employees through our recently launched **Employee of the Month** program!

Acknowledging hard work fosters a culture of appreciation, motivates our team, and encourages everyone to strive for their best. It also gives us a chance to publicly thank those who make a real difference—in ways that go beyond what's expected.

The Employee of the Month program is designed to recognize outstanding individuals who consistently demonstrate:

- Excellence in performance and work ethic
- A positive and supportive attitude
- Initiative and leadership
- Commitment to our core values
- Exceptional service to clients, colleagues, or the community

Each month, one employee is selected based on peer nominations, manager feedback, and overall impact. Winners receive well-deserved recognition and a special reward.



Caring for Caregivers Conference

The Caring for Caregivers Conference held Wednesday October 1st at Elliot Rivers Edge was well attended! A presentation by experts from Elliot VNA and Elliot Hospital provided tips, shared resources in the community and offered coping strategies to support caregivers. The audience of caregivers included spouses, parents, and siblings. Despite having different caregiving scenarios, attendees shared that the challenges they face are all similar. Topics included strategies to manage stress, grief and burnout, mindfulness self-compassion, coping techniques and eating well to preserve energy! Participants took the opportunity to share stories among the group and provided support for each other. The Elliot VNA and EHS plan to host several of these community events in the future!



Evergreens for Elliot

Benefiting
 **The Elliot VNA**
Formerly the Visiting Nurse Association of Manchester and Southern NH

*Please join us as we kick off the holidays with our
Inaugural Evergreens for the Elliot.*



Southern New Hampshire University Dining Hall
2500 North River Road, Manchester, NH 03106-1045

Join us for an inspiring evening dedicated to supporting in-home hospice care—a vital service that brings comfort, dignity, and compassion to individuals facing life-limiting illnesses in the warmth of their own homes. This fundraising event will shine a light on the incredible work of caregivers and healthcare professionals who provide personalized end-of-life care, while raising essential funds to expand access, improve resources, and ensure that no one faces their final journey alone. Together, we can make a meaningful difference in the lives of patients and families when they need it most.

**Preview
Party!**

Friday, December 5th
5:30-7:30 PM | \$50 per person

Highlights of the event include: Drink ticket, cash bar, heavy hors d'oeuvres, holiday desserts, Tree/Wreath drawing, 50/50 raffle, special Elliot VNA ornament sale, entertainment and a visit from Santa.



Saturday, December 6th
9:00 AM - 4:00 PM
Adults \$15 | Children over six \$10

Highlights of the day include: A Children's Scavenger Hunt, a Santa Visit, hot chocolate & cookies, a chance to bring home your favorite trees, and more!

**Festival
of trees**

If you would like to donate a tree, mini-tree, or wreath, please contact Kathleen Sullivan at 603-663-3071 or kathleen.sullivan@elliott-hs.org
donate.elliotthospital.org/evergreen



Elliot VNA Showcases Excellence at Nurses Week Poster Presentation

The Elliot VNA was proudly represented at Elliot Hospital's Nurses Week Poster Presentation this past May.

With the theme "Planting the Seeds of Success!," Elliot Health System nurses were invited to create and submit posters highlighting their work projects, quality improvement initiatives, practice changes, or research completed over the past year. The final posters were displayed for two days at both Elliot Hospital and Elliot River's Edge, where presenters engaged with colleagues, shared insights, and answered questions.

Lynda Martin Heaney, BSN, RN, COS-C, presented "Reducing Hospital Readmissions for Heart Failure Patients", illustrating how the Elliot VNA has the ability to collaborate with hospital departments to help patients remain at home by managing early signs of heart failure through an IV diuretic protocol.

Jeanne Thibault, RN, and Alexa Rennie, RN, showcased "With Life Comes Death", depicting the continuum of care provided by VNA services—from home health through hospice—and the profound impact on patients' quality of life.

Jennifer Finn, MSN, RN, presented the VNA's four-year journey to improving its Centers for Medicare and Medicaid Services (CMS) Quality Star Rating. By sharing data and outlining strategies, she demonstrated how the agency elevated its quality rating to 4 out of 5 stars, reflecting notable improvements in care outcomes.

This event offered a meaningful opportunity to highlight the Elliot VNA's integral role within the Elliot Health System and to reaffirm our dedication to delivering exceptional care to the patients we serve in the community.



Golden Forklift Award

Donna Frizzell, MSN, RN, Director of Clinical Operations – Home Health and Hospice, was awarded the Golden Forklift Award. The Golden Forklift award recognizes the achievement of leaders across the organization who foster a culture of continuous improvement and respect for people in their department, unit, or practice.

The Forklift symbolizes a leader's role in supporting the lifting the capability of colleagues in their area, shifting from the problem solver to supporting the problem-solving capability of those around them. Donna's contributions to leadership are infinite. She leads with heart and soul and her stewardship of our business and VNA is people centric. For 39 years she has given back to The Elliot VNA, and we are so blessed to work with her.



Congratulations, Donna!



CAHPS Corner

CAHPS Corner shares comments that are written in by survey respondents when responding to the Home Health Patient Satisfaction survey or the Hospice Family/Caregiver Satisfaction survey, after receiving care from our VNA

I AM SATISFIED with
my services. The people
who helped me were
kind and helpful
to me.
Thank you! ♥

Erica (PT) Jody (OT)
were professional, pleasant
knowledgeable, very helpful
went beyond to help
us.

Both did an A+
job loved helping me
made me comfortable
I can't say enough good
things about their care
I am grateful
for all the care & concern
Thank you all for
always being on time
being respectful
including family member
We loved both of you! ♥

I had home PT.
She was wonderful.
I was in a lot of pain
and she took that into
consideration. If I ever
needed that again, I would
want her to come back.
I don't remember her name.
However, I would like for
her supervisors to know
how great she was.
Thank you

WAS HAPPY TO HAVE VNA
COME INTO OUR HOME.
EVERYONE WAS RESPECTFUL
& KNOWLEDGEABLE AS TO
THEIR MODALITY.
IT WAS GOOD TO SEE ALL
OF YOUR REPRESENTATIVES.



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Volunteer Spotlight: Terry Flahive



The Elliot VNA's hospice volunteer program is honored to recognize Terry Flahive, whose dedication to service spans decades—from military duty to compassionate volunteerism with the Elliot VNA.

Terry served in the U.S. Army from 1970 to 1976, stationed at Fort Knox, Kentucky, for the entirety of his service. Following his military service, Terry built a distinguished career in the hospitality industry. He served many years as Vice President and Regional Director of a hotel management group based out of Hampton, NH. Among the properties under his leadership was the historic Parker House in Boston—the oldest continuously operating hotel in the United States. Terry then transitioned into a young, real estate development firm specializing in multifamily apartment buildings across Massachusetts, New Hampshire, and Maine. He served as the company's President until his retirement in 2021.

In retirement, Terry has continued to live an active lifestyle. He enjoys golfing, skiing, hiking, and bicycling. Notably, he has completed 17 consecutive Pan-Mass Challenges, riding 192 miles each year, and raising a total of \$300,000 for Dana Farber cancer research. Terry and his wife Bonnie also travel extensively and have visited countries around the world. They recently returned from a trip to France and their favorite destination over the years was to Mongolia. The couple resides in Bedford, NH, where they raised their three children and have lived for more than 40 years. They treasure time spent with their seven grandchildren and are celebrating 55 years of marriage this year.

Terry's journey to hospice volunteering began with a deeply personal experience. His brother-in-law David, who resided in Charleston, SC, received a terminal diagnosis of Glioblastoma. While visiting David, Terry was truly impressed with the care and compassion provided by David's hospice caregivers. He also realized how comfortable he felt in that environment, when others did not, and that sparked his interest in becoming a hospice volunteer. Shortly after retirement, a friend encouraged Terry to consider the Elliot VNA and we are so glad he did. Terry has been an active volunteer since fall of 2022.

Terry volunteers approximately seven hours each week, with a focus on patient companionship and Veteran recognition. He spends three hours per week at Maple Leaf Nursing Home, where he is a source of companionship and quiet comfort for residents on our service. When called upon for additional volunteer activities, such as visiting hospice patients in their homes, Terry is quick to reply and always willing to lend a hand. One of Terry's most impactful contributions has been his instrumental role in developing the We Honor Veterans program—a relatively new initiative within the VNA volunteer program. Terry helps coordinate and conduct pinning ceremonies that honor the military service of hospice patients. Reflecting on these moments, Terry shared, "You see the person react emotionally to it, and it's just incredible." His words capture the profound significance of recognizing veterans during their final chapter.

Terry finds his volunteer work incredibly rewarding. He's met wonderful people and feels grateful to have made a small but meaningful difference in their lives during such a critical time. We are deeply thankful for Terry's service—past and present—and proud to have him as part of our VNA Hospice family.

How a Home Health Visit from The Elliot VNA Saved a Patient's Life

A Home Care Success Story in New Hampshire

The Role of Visiting Nurses in Emergency Detection

Robin remembers feeling unusually weak while home alone. She had fallen twice and was having difficulty moving. She didn't realize Jessica, her PT, was scheduled to visit that day, but it turned out to be a life-saving visit.

Jessica immediately noticed Robin's condition and took her temperature. It read 103.4 degrees. Recognizing signs of sepsis, Jessica quickly called an ambulance. Robin was admitted to Elliot Hospital for six days, where she was treated for a bone infection that had turned septic.

"If it wasn't for Jessica," Robin shared, "who knows what would have happened to me?"



Recognizing Sepsis Matters in Home Care

Sepsis is a critical health emergency. It's the body's extreme reaction to infection and can lead to organ failure or death if untreated. Its symptoms often resemble other illnesses, making early detection by trained home care providers essential.

People at higher risk include:

- Adults over 65
- Infants under 1 year
- People with chronic health conditions

The Elliot VNA: High-Quality Home Health Care Services

Thanks to The Elliot VNA's commitment to patient well-being, Robin received urgent care just in time. She no longer needs home care services, but credits her recovery, and her life, to the skilled and compassionate visiting nurses and therapists who supported her. "If you need physical therapy at home, ask for The Elliot VNA," she said.

Trusted Visiting Nurses in New Hampshire

The Elliot VNA provides high-quality, compassionate home health care services that help patients regain independence and stay safe at home. Their services include:

- Skilled nursing and in-home care
- Hospice and palliative care
- Maternal and child health programs
- Physical, occupational, and speech therapy

Whether recovering from surgery, managing a chronic illness, or supporting a loved one in their final stage of life, The Elliot VNA offers personalized, professional care right at home.



We Honor Vets

As of today, we have completed eight pinning ceremonies for veterans on our service. There were two additional ceremonies scheduled that unfortunately did not occur because the patients passed prior. Moving forward, we will encourage families to schedule the ceremony asap vs. the following week or two. A huge shout out to our volunteer veterans Terry Flahive and Ron Jones, who have been coordinating and completing these ceremonies. Terry was also instrumental in getting this program off the ground. Additionally, we have a new volunteer, Lin Huelle, who is a professional photographer and has offered to capture these moments at no cost to the family. She does a fabulous job! Check out the following link for photos of George Pratt's ceremony on 6/25/25. [Veteran Pinning Ceremony](#).

During a pinning ceremony, the volunteer veteran(s) connects with the patient, sharing military stories and experiences. These conversations are beautiful to witness and the feeling of camaraderie between the patient and volunteer is palpable! The patient is then pinned with the American flag and the National Anthem is played. The patients' reactions have been nothing short of incredible. We have seen veterans active in the dying process raise their hand to salute and others pull themselves to a stand at full attention when it didn't seem possible. The Veteran is then presented with a certificate of appreciation and many thanks are shared. The ceremony concludes with the official song of their military branch. We have found that these ceremonies have been just as, if not more, impactful the patients' families. George P's family provided the following testimonial shortly after his passing:

“Our home visit from the Visiting Nurses Association of Manchester and Southern New Hampshire to honor our father's time serving in the military was a very special experience. The ceremony was meaningful to our father, George, as well as our family that was present. The celebration was personal, meaningful, respectful, and well executed. This commemoration had a balance of patriotism, respect, and honor within an appropriate amount of time. We were also fortunate to have photos taken of the ceremony and will cherish the memories and photos for years to come. Our family would like to personally thank Ron, Terry and Lin for volunteering their time and participating in this special honor with us.”

- The Pratte Family



Photos provided by Lin Huelle of Life! by Lin Photography, LLC