

Hanover Community Nursing Advisory Committee

Meeting minutes for Monday, March 13, 2023

In attendance (in Murray Room): Jodi Austin, Bill Boyle, Jen Gantrish, Mike Gilbert (HFD), Pat Glowa, Bridget Mudge, and Doris Yates

In attendance (via Zoom): Kathy Barth, Katie Williams

Absent: Marilyn Denk, Matt Ufford (HPD)

Location: Howe Library, Murray Room/ZOOM

1. Welcome/Intros:

- a. Warm welcome to Katie Williams, newly hired HR Director for the Town of Hanover.

2. Review and Approval of minutes from December 12, 2022.

- a. Jen will see that the minutes are posted on the Town of Hanover's website minus any personal stories shared by Doris.

3. Town Nurse Report: Doris

- a. Doris reported that she spends an average of five hours/month in meetings, such as the Elder Forum (bi-monthly), Community Nurse Connect (monthly), and Geriatric ED meeting.
- b. Discussion of VNA staffing issues and Community Nurses being asked to fill roles that VNA nurses normally provide. Lake Sunapee VNA no longer providing services in Hanover.
- c. Doris spends some time picking up patients' medication at CVS/DH.
- d. Hopeful that Hanover Selectboard will approve an additional community nurse for a total of 20 hours to be shared between Doris and new nurse.
- e. Bill asked about best practices of other Community Nurses work hours; Doris reported all are working over their designated hours.
- f. Question asked of Katie about the funds paid by the Town of Hanover to VNA especially considering the cutback in services provided. TOH allocates \$35k to VNA/VNH.

4. Community Nurse Connect: Doris

- a. Doris reported on updates on Community Nurses in other communities. Strafford and Tunbridge are sharing a CN; Thetford is hiring a CN for 12-15 hours, starting 4/1/23; Lyme CN is also covering Norwich; Hartland doubled its CN budget.

5. Volunteers to help residents in Hanover

- a. Bill Hammond, Hanover Lyons Club, has been approached about their group helping with volunteer work for Hanover elderly residents aging in place. Question about how much help is needed. Volunteers would help with transportation, shopping, medication pick-up, etc.
- b. Discussion of whether new hire, a “Marketing Position”, at the Hanover Senior Center could assist with coordinating volunteers.
- c. Jodi reported that the Hanover Senior Center is open again for group activities (bingo, table games with YIA, open meeting time) in the community room, but fewer people are attending events compared to before the COVID pandemic. The same issue has been reported in assisted living communities and nursing homes. How do we get people back out again? When seniors are picking up lunch, once a month, they are trying to encourage them to come inside to eat, play bingo, etc.

6. Review Quarterly/Monthly Data from Community Nurse Connect: Bridget

- a. Not much difference in practice since last report. The bulk of Doris’s work continues to be providing emotional support, education or assistance with medication, and education or assistance with symptom management.
- b. Discussion of new CNC satisfaction survey. Concerns about process of having CN’s administrating a survey to their patients and then inputting the data. Discussion about how to improve the process and make it more anonymous. Doris will continue the survey process, and we will continue the discussion at our next meeting.

- c. Bridget will reach out to Kristin Barnum, CNC, about survey process and suggestions for improvements. She will also ask about having access to other community nurse REDCap data to compare their work.

7. Hiring a part-time community nurse: Process

- a. The Hanover Selectboard has added five hours to the community nurse budget. Approval will occur at the Town Meeting in May. Funds will be allocated in July.
- b. With five additional hours, a second community nurse will be hired to share the twenty hours with Doris. Discussion that both nurses would be expected to share the same job description.
- c. Discussion of the hiring process. Suggested that Katie and Doris would initially interview candidates. The favorite candidates would come before the HCNAC. The final candidate would then meet with the Town Manager for final approval.
- d. Katie will explore advertising for the position before it's officially approved.
- e. HCNAC members will review the job description before our next meeting. Moving the next meeting up to Monday, May 8, 2023, at 3:30PM. Town Meeting is Tuesday, May 9, 2023.

8. New Business: Goals for the committee

- a. Bridget asked that each committee member think about their own personal goals for HCNAC moving forward. We can share our ideas at the next meeting.
- b. Jodi shared information about having a positive experience with DH's new Geriatric Emergency Department. The new website offered by DH's Geriatric Center of Excellence is <https://www.dartmouth-health.org/geriatric>
- c. Following up on a topic from last meeting, Jodi shared that the Aging Resource Center (ARC) offers a conference room to view virtual presentations for elderly residents with limited access to the internet. Rooms can be reserved in advance by calling the ARC.

d. ARC also offers a Balance Testing Program both in-person and online with follow-up resources for balance issues.

Next Meetings: All starting at 3:30PM in the Murray Room & via Zoom

Monday, May 8, 2023

Monday, September 11, 2023

