

VISITING NURSE ASSOCIATION
OF SOUTHEASTERN CONNECTICUT
ANNUAL REPORT



2015



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**DEDICATED TO OPTIMIZING
THE HEALTH AND WELL-BEING
OF THE PEOPLE IN OUR REGION.**

A Message from the Chair and the President

The only constant is change, and 2015 was no exception. At the Visiting Nurse Association of Southeastern Connecticut, we embrace the ongoing evolution of healthcare by continually incorporating state-of-the-art technologies and advanced clinical practice to bring hope and healing to all who turn to us.

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Even when the changes are daunting – as is the Centers for Medicare and Medicaid Services (CMS)'s initiative linking reimbursement rates to improved patient outcomes and greater patient satisfaction – we strive to transform every challenge into an opportunity to excel. As we pursue improvements in outcomes and patients' perceptions of care, we simultaneously endeavor to drive down the cost of delivering excellent, home-based care.

By linking levels of reimbursement to improved patient outcomes and greater patient satisfaction, CMS has, in effect, created a financial incentive for healthcare providers to deliver superior, patient-centered, cost-effective care. As mentioned in last year's annual report, we had long anticipated this "value-based" reimbursement structure and have worked tirelessly to put information collection and reporting systems in place to facilitate this transition. We are pleased to report that VNASC is ready for the next phase of healthcare reimbursement, thanks in large part to the team work and dedication of our staff.

CMS has established benchmarks that hold all providers to the same evidence-based standards. The most recent addition to those benchmarks is a five-star rating system which ranks home healthcare agencies based on nine individual quality measures. We are proud to say that VNASC's rating is 3.5 Stars. This is above average for both the state of Connecticut and the entire nation. As this rating system evolves additional quality and patient satisfaction measures will be added. You can see the scoring and other information regarding home healthcare agencies at <https://www.medicare.gov/homehealthcompare>.

VNASC was also named to National Research Corporation's 2015 HomeCare Elite™, an independent analysis recognizing the top 25% of Medicare-certified home health agencies. To earn Elite designation, agencies must excel in performance measures such as quality outcomes, best practice implementation, patient experience, quality improvement and consistency, and financial performance. NRC's rankings are based on data from Medicare, and provide an objective validation of VNASC's high standards and excellent outcomes, as well as the professionalism of our staff.

With healthcare reform has come an increased drive toward teamwork and collaboration among diverse healthcare organizations. This integrated model raises the quality of patient care and increases efficiencies of each provider. Having served the home health needs of our community for over 100 years, VNASC's expertise in care coordination is undisputed. It was natural then that we should take the lead in a monthly Community Collaborative where representatives from across the continuum of care – rehabilitation centers, nursing homes, assisted living facilities – come together to coordinate care for patients at the highest risk for re-hospitalization. At these forums, we share ideas and strategies, develop "best practices," and devise innovations to enhance services delivered in all settings.

As the healthcare system has evolved to meet the needs of growing number of older patients, the settings in which care is delivered have multiplied. Most people prefer receiving care in the least restrictive and often the least expensive environment – ideally, in the comfort of their homes.



VNASC was recognized as a Top Agency in the 2015 HomeCare Elite rankings.



Left, Mary Lenzini, President and CEO, and Kathleen Crook, Board Chair.

Our Board and leadership remain committed to ensuring VNASC's readiness to meet the growing home health needs of the people of southeastern Connecticut. The generosity of our many supporters allows us to respond to all who need our help, regardless of their insurance coverage or financial resources; for this we are most grateful.

No matter what changes in the healthcare environment arise, our affiliation with L+M Healthcare and our unsurpassed expertise in home care – as demonstrated by superior clinical outcomes, positive patient experience and strong financial management – ensure that VNASC will continue its pivotal role in the continuum of care.

Kathleen Crook
Board Chair

Mary Lenzini
President and CEO

Home Visits by Town

East Haddam	2	Norwich	4
East Lyme	3,144	Oakdale	1,661
Gales Ferry	805	Old Lyme	1,020
Groton	15,335	Old Mystic	27
Groton Long Point ...	398	Old Saybrook	224
Ledyard	862	Pawcatuck	6,940
Lyme	42	Quaker Hill	1,965
Mashantucket	44	Salem	688
Montville	132	South Lyme	4
Mystic	9,449	Stonington	3,082
New London	19,470	Uncasville	3,540
Niantic	9,307	Waterford	11,570
Noank	967	TOTAL VISITS ...	93,753
North Stonington ..	3,071		

SUPPORTERS OF VNASC

Anderson-Paffard Foundation	\$3,000
Bequests & Contributions	\$82,730
Bodenwein Public Benevolent Fund	\$3,000
William T. Christopher Fund for Children's Health	\$9,890
Community Foundation of Eastern Connecticut	\$10,628
CFECT Women & Girls Fund – Southeast Area	\$15,000
CFECT Anonymous III Fund ..	\$11,465
Senior Resources Agency on Aging, HHA	\$22,884
Senior Resources Agency on Aging, MH	\$26,931
Gardiner Family Foundation ..	\$15,000
Chester Kitchings Family Foundation	\$20,000
Frank Loomis Palmer Fund	\$25,000
Patients' Share	\$82,411
The Rotary Club of Montville	\$250
New London Rotary Foundation, Inc.	\$500
Niantic Rotary Foundation, Inc.	\$500
Sails Up 4 Cancer	\$2,500
Sound Community Service (SMHA)	\$32,946
Town of East Lyme	\$11,908
Town of Groton	\$68,820
Town of North Stonington	\$1,899
Town of Old Saybrook	\$28,247
Town of Stonington	\$32,791
Town of Waterford	\$36,863
United Way	\$104,691
TOTAL RECEIPTS	\$649,855



“My guardian angels are from the VNA.”

Happily married for 55 years, retired with four grown children, financially sound and in good health, Mary and Bob Price of Groton were looking forward to a cruise to the Caribbean for a little “fun in the sun.”

That was six years ago, and Mary and Bob never got to go on that vacation.

The days, months and years since have been an ongoing and torturous medical ordeal – at times a life-and-death struggle against an extraordinarily rare and debilitating skin disease that, only recently, with the help of the Visiting Nurse Association of Southeastern Connecticut, is getting better.

“We wouldn’t be where we are today without the help of the VNA,” Bob says. “The worst is behind us now. Everything is healing.”

“My guardian angels are from the VNA,” says Mary. “I’m willing to talk about this only because I think my story can offer help to others, not to give up.”

The saga began shortly before the anticipated cruise. That’s when Mary’s

doctor, during a routine checkup, prescribed a new medication in hopes of providing better relief for her minor arthritis. Unknown at the time, Mary was among about one in four million people for whom certain medications can trigger the onset of a dreadful skin disease, a form of toxic epidermal necrolysis that can be fatal.

At first, when the blistering began all over her skin, medical experts were dumbfounded.

“The blisters were everywhere, and I hated to look at myself,” Mary recalls. “I couldn’t believe it.”

A dermatologist at L+M Hospital, Dr. Jennifer Gray, finally made the correct diagnosis. Mary had Stevens-Johnson Syndrome, or SJS, and it was most likely triggered by a reaction to her new arthritis medication. The diagnosis also came with a terrifying caution: if the blistering had spread internally, to her liver and kidneys, she likely would die.

Bob Price can hardly discuss the details of Mary’s ordeal without shedding tears. He was at her side round the clock, for weeks and months, at L+M Hospital, Yale-New Haven Hospital and at several area nursing homes. Bob stuck by his wife through her suffering, including difficult curative treatments of “plasmapheresis,” a method of removing plasma from her blood to try to cure the condition.

Medical students at Yale visited Mary regularly, with her permission, simply to see a case of a disease they might never have chance to see again. “The pain was unbelievable,” Mary recalls. “I didn’t think I was going to make it and I said at one point, I’ll go to heaven first. I never thought I was going to get this far.”

Mary eventually came home. A hospice nurse visited their Groton home. But Mary leaned hard on her faith. Bob never left her side. And, new treatments were tried at home, switching her skin dressings from a wet to a dry protocol. With VNASC nurses working closely with Bob to treat Mary’s skin, she began to show small signs of improvement.

“The best part of this story is when the VNA took over,” Bob said.

"When the nurses came, I'd often start crying," Mary said. "And they'd talk to me, just to give me hope. They told me not to give up and to keep fighting. It was pretty hard. I broke down many times, thinking, this is ridiculous, I'm in so much pain."

And then, Mary began healing. She would say her Rosary every morning and healthy skin began to grow. She and Bob began to have glimmers of hope for a better day.

Today, Mary's skin has improved to the point where her care from VNASC has been redirected, from nurses changing dressings to physical therapy to help her build strength. Krista Smolen, a VNASC Physical Therapist, attends to Mary three times each week, helping her learn to walk again after years of bedridden struggles.

Mary's ordeal also included a fall, and today she is walking on a broken (yet weight-bearing) hip. One day, if she's well enough, she hopes to have it repaired at L+M Hospital's Joint Replacement Center.

"Krista is like a tough sergeant," Mary said, joking. "She really pushes me. I don't know what I would do without her."

Smolen takes pride in helping Mary regain her mobility. "She's really stepped up, and she's done everything I've asked," Smolen said. "We really take pride in helping patients and to see someone like Mary doing so well, it's an inspiration. It's why I love my job."

Mary's story has been an inspiration for many VNASC staff members who have been involved with her care, says Mary Lenzini, president of VNASC.

"The exact reason for Mary's recovery may be a combination of factors, from the love and support of her husband, Bob, to her faith, to the support of her children and her love of life," Lenzini says.

"Knowing also that our team of nurses and therapists played a part in restoring Mary's health speaks directly to our mission. It gives all of us a reason to get up in the morning and do our jobs as well as we can."

Soon, with Smolen's help, Mary hopes to be able to get to her car, so she and



Bob can take short trips. Now in their 61st year of marriage and both 82 years of age, they hope to find more happiness together, looking ahead, not back. The couple also hasn't ruled out the possibility of taking that long-postponed cruise, to sit on the ship's deck together and enjoy the views.

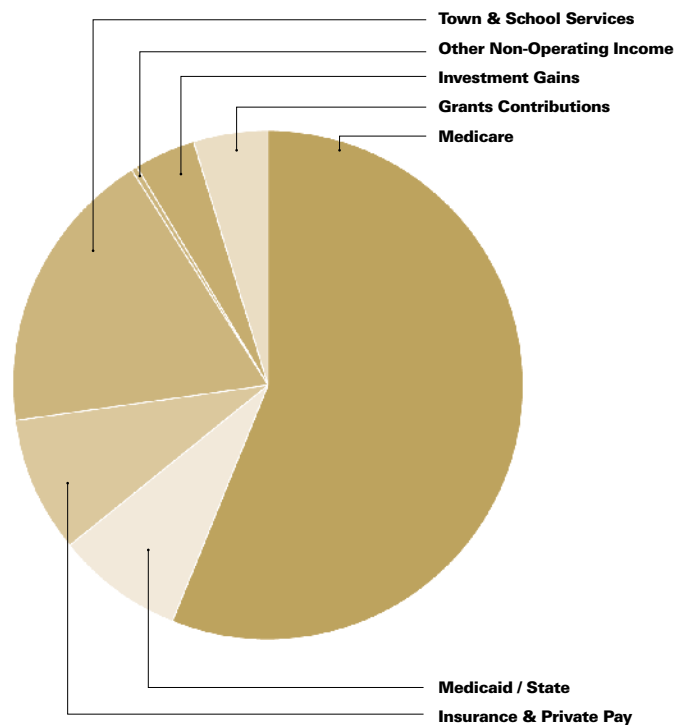
Opposite page: Bob and Mary Price have been happily married for 61 years.

This page: Mary works regularly with VNASC Physical Therapist Krista Smolen.

VNASC 2015 Financial Statement (Unaudited)

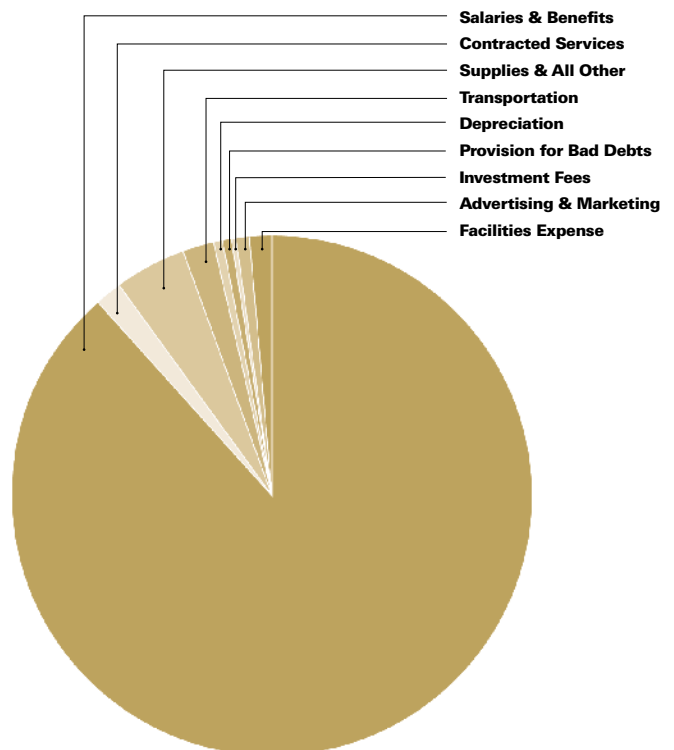
Revenue

Medicare	10,036,939
Medicaid/State	1,447,883
Insurance & Private Pay	1,574,081
Town & School Services	3,288,771
Other Non-Operating Income	6,881
Investment Gains	718,020
Grants/Contributions	810,191
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Total Revenue	17,882,766



Expenses

Salaries & Benefits	13,973,751
Contracted Services	231,043
Supplies & All Other	718,419
Transportation	296,038
Depreciation	92,067
Provision for Bad Debts	75,000
Investment Fees	53,629
Advertising & Marketing	129,367
Facilities Expense	207,976
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Total Expenses	15,777,290



VISITING NURSE ASSOCIATION OF SOUTHEASTERN CONNECTICUT **GIFTS** October 1, 2014, to September 30, 2015

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Pfizer United Way Campaign
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Area residents voted VNASC the #1 Home Care agency in The Day's 2015 Readers' Choice Awards.

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Mr. & Mrs. Robert L. Montgomery
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Mr. Bill Morse
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Speech therapist Erin Mullane heads out for another busy day of home visits.

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Sails Up 4 Cancer board member Joanie Joplin and CEO Bob Davis present a \$2,500 check to VNASC President Mary Lenzini. This grant helped provide free and subsidized home healthcare and supplies to local cancer patients in need.

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VNAngel members enjoy drinks, hors d'oeuvres and conversation on a beautiful Sunday afternoon at Enders Island. Read more about VNAngels on the next page.

† Deceased

VNASC Memorial Gifts

Gifts made in memory of deceased loved ones are an especially meaningful way for family and friends to honor those who have passed away. While paying tribute to our beloved deceased, memorial contributions also help ensure the viability of high quality, compassionate, home-based healthcare services which so many people in our area depend on VNASC to provide. We are grateful to all who made gifts in memory of the following individuals between October 1, 2014, and September 30, 2015.

Arnold Avery
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VNAngels are a core group of supporters dedicated to VNASC's mission to optimize the health and well-being of everyone living in southeastern Connecticut.

VNAngels had its genesis in our 2009 centennial, when a friend designed the VNAngel logo and commissioned a pin to commemorate VNASC's "Century of Caring." Inspired by this gesture and anticipating our second century of service, we carried the idea forward, inviting supporters to celebrate their commitment to our mission by joining VNAngels.

Annual membership dues fund VNASC's Home Health, School Nurse and Community Wellness programs, to date providing more than \$50,000 to support new initiatives and enhance existing programs. Gifts from VNAngels are essential to ensuring VNASC's continued ability to provide area residents with the finest patient-centered, in-home healthcare, delivered by exceptional and compassionate staff.

VNAngels are invited to semi-annual receptions where they can socialize with fellow Angels and learn more about the organization's accomplishments and challenges. To learn more about becoming a member of VNAngels, call 860.444.1111, ext. 319, or visit www.vnasc.org.

We gratefully acknowledge these VNAngel members for their generosity and support during 2015.

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A Partnership to Prepare Tomorrow's Home Health Nurses



Visiting Nurse Association of Southeastern Connecticut is collaborating with Three Rivers Community College on an innovative home healthcare clinical practicum for students in the College's nursing program. Launched in Fall 2015, the pilot program partners each nursing student with a seasoned VNASC registered nurse for five weeks of experiential learning. For two full days each week, student nurses accompany their "preceptor" RNs on home visits, where students observe and participate in direct care, and gain valuable hands-on training in the growing field of home-based nursing care. Edith Ouellet, director of nursing and allied health at Three Rivers, expects participation in the VNASC program to double in Spring 2016 semester.

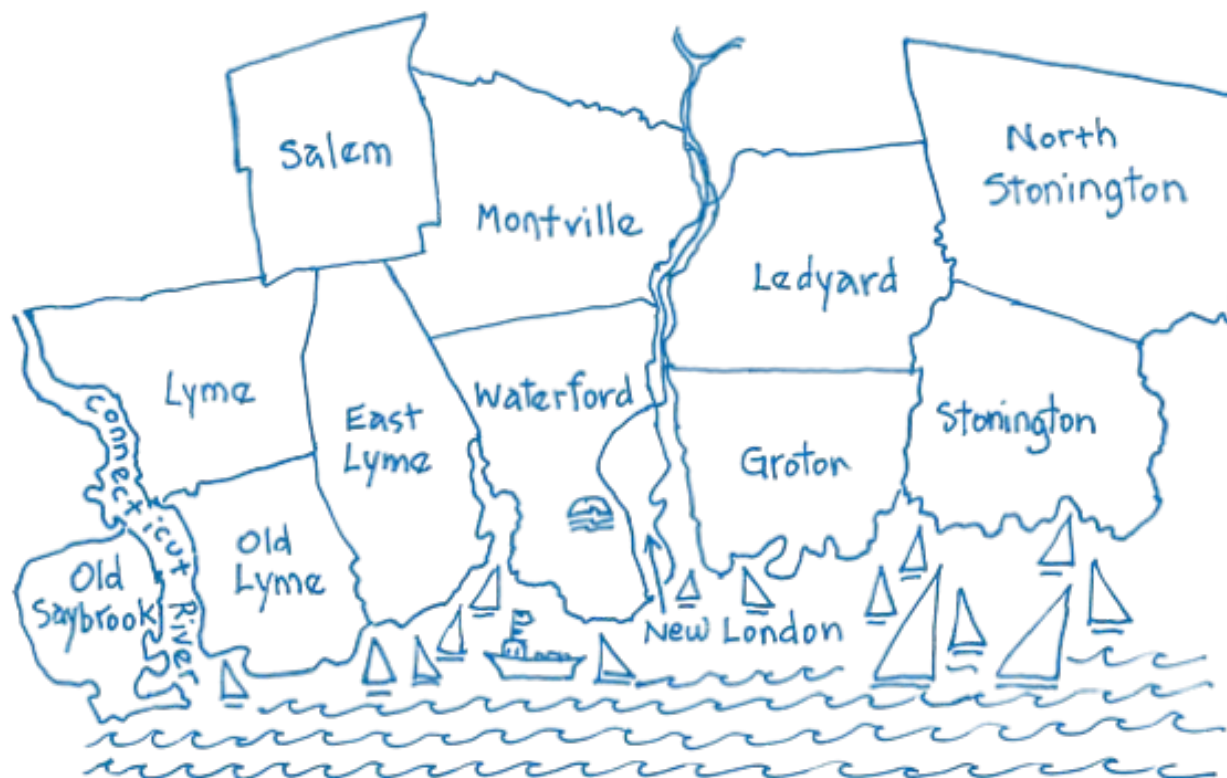
VNASC president Mary Lenzini notes that demand for home-based healthcare continues to rise. Home healthcare not only makes economic sense, there is also clinical evidence of better outcomes and greater patient satisfaction. "Studies show that people heal more quickly and have a greater sense of well-being when they are cared for in the privacy and comfort of their own homes," Mary said.

Connecticut nursing leaders have high praise for the VNASC-Three Rivers partnership, citing it as an important innovation in nursing education and a model for preparing students to enter the increasingly crucial field of community public health.

Participants in the VNASC-Three Rivers pilot program to provide student nurses with hands-on training in home health nursing. *Seated left to right:* Karen Cullen, Lindsey Sawaryn, Jamie Stamatien, Sarah Sparen, and Heather Mayernik. *Standing left to right:* Jan Gingrich, Vicky Zhang, Three Rivers clinical instructor Carol Emmerthal, Heather Laithwaite Couch, and Three Rivers director of nursing and allied studies Edie Ouellet. All eight students graduated from Three Rivers with associate degrees in nursing in December 2015.

ON THE FRONT COVER, clockwise from top right: Three Rivers Community College student nurse Heather Laithwaite Couch with her VNASC "preceptor" Lauren Quick, RN. *Center (l to r):* Lisa Mellow, PT; Janelle Dubicki, PT; Margie Sydney, OT; Krista Smolen, PT; Kendra Price, PT. Christopher Wall, intake clerk at VNASC's Waterford office. Home care nurse Kim Rice, RN with home health aide Joanne Mounts, VNASC clinical director Mary McMahon, and scheduler Kathy Roberts. Intake nurse Leslie Kelly, RN.

THE COMMUNITY WE SERVE



Thank you

Visiting Nurse Association of Southeastern Connecticut is honored to recognize our many friends whose names appear in this Annual Report for their cumulative gifts from October 2014 through September 2015. We are grateful for their outstanding generosity in support of our mission to optimize the health and well-being of the people of southeastern Connecticut. Without the help of these friends, we would be hard pressed to fulfill that mission, especially the free and subsidized care we provide to the most vulnerable members of our community — the un- or under-insured, families living on the edge of poverty, the homeless and others who are unable to afford healthcare services. Last year alone, VNASC supplied more than \$550,000 in direct care to needy area residents. With our donors' help, VNASC will continue "bringing the healing home" to all who turn to us, regardless of their insurance coverage or financial resources.



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