



Thanks to you... the VNA is thriving!

2017 GRATITUDE REPORT



Visiting Nurse Association
of Chittenden and Grand Isle Counties



“My nurse was so helpful and kind, and explained everything I needed to know and what to expect with my recovery.”

This year, the VNA's annual report is really a letter of appreciation and gratitude from us to you...



“Home health agencies, including our VNA, are at the forefront of that transformation from a system focused on acute and urgent care to one of prevention and care management.”

Judy Peterson
President & CEO

Thanks to you, the Visiting Nurse Association of Chittenden and Grand Isle Counties (VNA) has completed another successful year providing home health, hospice and supportive services to more than 11,045 Vermonters – your family, friends and neighbors. As you read through the pages of this report we hope you feel proud of what we, together, have accomplished to improve the health of our community.

The VNA is an active participant in the health care reform movement in Vermont. It has become increasingly clear the future success of health care reform lies in the transition of many clinical services away from acute care facilities like hospitals to the home and other community settings. Home health agencies, including our VNA, are at the forefront of that transformation from a system focused on acute and urgent care to one of wellness, prevention and care management.

During this time of unprecedented change, the VNA Board of Directors has positioned our organization to remain a central, valued partner in Vermont's health care landscape. In November 2017, the board voted to become the first home health agency to join the UVM Health Network. The affiliation brings new resources to the VNA and links us in a formal and fundamental way to the larger integrated system of care. Building on our shared mission of improving the lives of people in our community, our seat at the Network table ensures your VNA will continue to be a strong voice for community-based services and patient-centered care.

Once again, we express our tremendous gratitude to you, our community, for supporting the important work of the VNA. We could not do it without you.

All our best to you in 2018,



Judy Peterson
President & CEO



Barbara Martin
Board Chairperson



“The care and professional staff at my VNA was outstanding and I credit their guidance with the excellent recovery from my stroke that I am experiencing. How lucky I was to have them here to help me with a return to my old lifestyle!”



Home Health Services

Thanks to you, every day, in 22 towns throughout Chittenden and Grand Isle Counties, our nurses, rehabilitation therapists, medical social workers, and other caregivers bring high-quality, compassionate care to clients in their homes.

We offer skilled care for clients after surgery or hospitalization, parenting education for at-risk families and support for those managing chronic illness. The VNA provides compassionate, individualized care to clients of all ages and all stages of life.

By the Numbers

46,687 | nursing visits

26,572 | physical, occupational and
speech therapy visits

11,830 | social work visits

1,580 | family educator visits

749 | translator-facilitated visits



“My mother passed away at the Respite House. They were the port in our storm and were kind, loving and gentle with our entire family. They were a gift.”



Hospice and Palliative Care

Thanks to you, the VNA is able to offer individualized patient-centered approach to caring for our hospice and palliative care clients. The physical, emotional, and spiritual needs of those we serve are our highest priority.

Our palliative care program offers pain and symptom management for anyone with a serious illness, regardless of life expectancy. Our hospice program provides end-of-life care to people in their homes, nursing homes, and in our own in-patient hospice residence, the McClure Miller VNA Respite House. The hospice program also includes grief and bereavement counseling, support groups, and Camp Knock Knock – a weekend family bereavement camp that celebrated its 20th anniversary this year. They all serve a single goal: to provide support for families facing the death of a loved one.

By the Numbers

237

individuals received Palliative Care

732

individuals received Hospice Care

21,807

days of care provided through
Community Hospice

3,137

days of care provided at the McClure
Miller VNA Respite House

16,620

volunteer hours supporting hospice
clients and their families



“I have met a lot of friends and it helps me from being home alone!”



Community Care Services:

Adult Day Program | Private Care | Long-Term Care

Thanks to you, our Community Care Services help your friends and neighbors maintain their independence and quality of life.

We assist our clients – adults with disabilities, seniors and people with memory impairment – with everyday tasks like grocery shopping, meal prep, house cleaning and personal care. For those needing long-term care services, our caregivers help clients with the activities of daily living including morning and evening routines, bathing and other assistance that allows them to live independently. Our Adult Day Program provides therapeutic and recreational opportunities along with healthy meals and nursing oversight in a home-like environment.

The VNA's comprehensive Community Care Services offer personalized, client-centered care and support that promotes physical and mental well-being as well as meaningful social connections.

By the Numbers

206

individuals served through our Adult Day Program

134,792

hours of care provided through our Adult Day Program

272

individuals served through our Private Care Services

48,056

hours of care provided through our Private Care Services

602

individuals served through our Long-Term Care Services

196,483

hours of care provided through our Long-Term Care Program

Giving Back: A story of recovery

Thanks to you, VNA is able to bring medically complex, compassionate care into the home for people like Liz Kiggen of Colchester. Two years ago, while hiking Camels Hump on a beautiful summer afternoon, Liz took a serious fall, breaking her leg in two places. After several extensive surgeries and an inpatient rehabilitation stay, she was finally able to return home, but was confined to a wheelchair.

For the next two months, Liz had the support of VNA nurses, personal care attendants and physical and occupational therapists. Our staff suggested the necessary modifications to her home that enabled Liz to recuperate comfortably in familiar surroundings.

Since making a full recovery, Liz has decided she wants to give back to the VNA. She enrolled her dog Sophie in a program to become a therapy dog, and once a week Liz and Sophie now warmly engage with residents at the Adult Day Program in Colchester and at the McClure Miller VNA Respite House.

“The VNA is such a wonderful organization that brings many necessary services to those in our community. It’s an honor and a privilege to be able to give back to the agency that literally got me back on my feet.”



At Your Service

When Liz Kiggen was discharged following her inpatient rehabilitation stay, VNA case managers evaluated her individual needs and home environment while working in collaboration with her physicians to carry out a plan of care that would get her back on her feet.

Every patient’s journey is unique. VNA is there every day, every step of the way.

- **Case management**
- **Home health nursing visits**
- **Physical therapy**
- **Occupational therapy**



“I’m thankful to the VNA for the excellent care I received. I wouldn’t be where I am today without the many services I received from the VNA after my accident.”

Our Generous Community

The VNA is grateful to our generous donors whose support helped us provide a total of **\$1.57 million in unreimbursed care to our community** through memorial and annual donations, endowment and legacy gifts and special event support. From July 1, 2016–June 30, 2017, more than **3,771 donors gave a total of \$2,708,180 in gifts** to the VNA to support our programs and services.

We also acknowledge the forward-thinking individuals who named VNA to receive a legacy gift. We thank the Julia Smith Wheeler Founders' Society members identified in FY17:

James E. Brooker

Philip A. Kolvoord

David and Meredith Babbott

Mr. and Mrs. Ronald J. Perron

Simone B. Duquette

Marion Brown Thorpe Estate

You can find a complete list of our FY17 donors and our Julia Smith Wheeler planned giving donors at vnacares.org/generousfriends.

VNA Endowment

Gifts to the VNA Endowment help us meet the increased demand for charitable care, provide for advances in program services, and ensure VNA care for future generations. We thank the following donors who have established Family Funds of \$25,000 or more in support of our mission:

Bergeron Family Fund

Gottesman Family Fund

Antonio and Rita Pomerleau
Family Fund

Robert W. and Roxane P. Berta
Family Fund

Hauke Family Fund

Dee and Ernie Pomerleau
Family Fund

Minna Aust Coates Fund

Louisa Howard Endowment Fund

Robins/Schamberg Family Fund

June Davis Family Fund

Lanou-Hindes Family Fund

Dillon Family Fund

Martin Family Fund for
VNA Staff Development

Benjamin F. and Margo M.
Schweyer Family Fund

Dousevicz Family Fund

McClure Family Fund

Soule Family Fund

DuBrul Family Fund

Holly and Robert Miller
Community Fund

Terrien Family Fund

Foster Family Fund

Faith Parker Family Fund

Thompson Family Fund

Golodetz Family Fund

Wadhams Family Fund

Should you wish to contribute to the VNA Endowment, please contact Development Director Ayesah Raftery at 802.860.4475 or raftery@vnacares.org.

In addition to general support from our friends through donations and planned gifts, the VNA also receives vital financial support from local, state and federal agencies, businesses, corporations, foundations and the cities and towns we serve.

Cities and Towns

Alburgh	Colchester	Huntington	North Hero	South Hero	Williston
Bolton	Essex	Isle La Motte	Richmond	St. George	Winooski
Burlington	Grand Isle	Jericho	Shelburne	Underhill	
Charlotte	Hinesburg	Milton	So. Burlington	Westford	

VNA Event Sponsors

Bergeron Paradis & Fitzpatrick LLP	New England Federal Credit Union
BerryDunn	NFP Property & Casualty Services, Inc.
Claussen's	Peregrine Design Build
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FreePress Media	Snyder Homes
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Hanson & Doremus Investment Management	The University of Vermont Medical Center
Lamoureux & Dickinson Consulting Engineers	Vermont Tent Company
Malletts Bay School	Wake Robin
Mirror Mirror	Willie Racine's Jeep, Inc.
New England Air Systems	WCAX

In Memoriam

Between July 1, 2016 and June 30, 2017, VNA received many gifts in memory of friends and loved ones. The VNA is honored to receive these gifts that support our programs. To view a list of the people remembered through memorial gifts to the VNA, please visit vnacares.org/generousfriends.

McClure Miller Respite House Capital Campaign Completed

The generosity of 567 donors, led by benefactors Lois McClure and Holly and Bob Miller, for whom the VNA Respite House is named, combined with the sale of the VNA's original Vermont Respite House property in Williston, allowed the McClure Miller VNA Respite House Capital Campaign to successfully raise \$7.1 million dollars to fund construction of our larger, state-of-the-art hospice residence in Colchester.



A combination of astute budget stewardship and generosity from the REM Development design/build team and the donation of 25 idyllic acres of land from the Millers allowed the project to be completed in less than a year and significantly under budget. A generous \$500,000 donation from the Pomerleau Family Foundation funded an endowment in memory of Anne Marie and Ellen Pomerleau. The difference high-quality, person-centered hospice care can make in the lives of families facing a terminal illness cannot be underestimated. We're so grateful for the overwhelming support we received from the community that has embraced this project. Admissions have increased by 50 percent since the first residents moved into the new building on September 16, 2016.

VNA by the Numbers

536 | volunteers

602 | employees

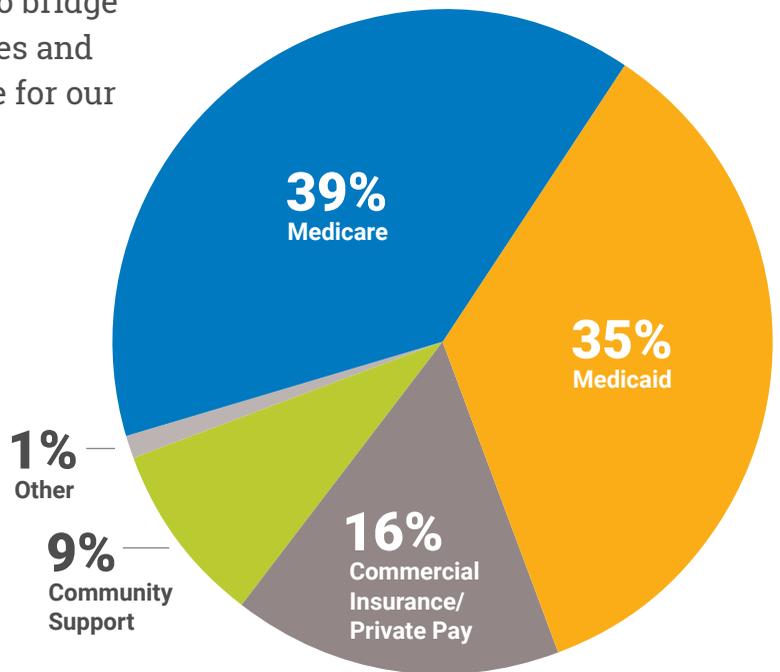
84,056 | home visits

1,081,193 | miles driven by VNA caregivers

Financials

Thanks to you, we are able to bridge the gap between our revenues and expenditures to provide care for our neighbors in need.

Thank you for your continued support.



Source		Percent
Medicare	\$13,483,459	39.10%
Medicaid	\$12,156,095	35.25%
Insurance and Private Pay	\$5,532,543	16.04%
Contributions	\$880,525	2.55%
Grants and Contracts	\$565,593	1.64%
Endowment and Investment Revenue	\$1,152,808	3.34%
Cities and Towns	\$337,143	0.98%
United Way	\$178,003	0.52%
Special Events	\$77,456	0.22%
Other	\$118,045	0.34%

Total Revenue

\$34,481,670

Leadership

Board Members

Barbara Martin, EdD <i>Chairperson</i>	Brian Harwood
Jeanne B. Hutchins, MA <i>Vice Chairperson</i>	Dick Mazza
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Michael W. Breen	Robert E. Miller
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Molly Dillon	Ernest Pomerleau
Gary Eley	Andrea Rogers
J. Churchill Hindes, PhD	Kay Ryder
James W. Madison	Janet Stackpole
Joan H. Madison, MD	Patricia Thomas
Johan W.E. Maitland	Delight Wing, MD



Zail Berry MD, Associate Medical Director for the VNA hospice program, accepted the inaugural VNA Madison-Deane Award for Excellence in End-of-Life Care from MDI co-founders Joan Madison and Estelle Deane.

Madison-Deane Initiative Celebrates 20th Anniversary

On October 24, 2017, a host of friends and supporters from across the community gathered at the Burlington Country Club for “An Evening of Gratitude” celebrating Madison-Deane Initiative’s (MDI) 20 years of transformative work in the field of end-of-life care.

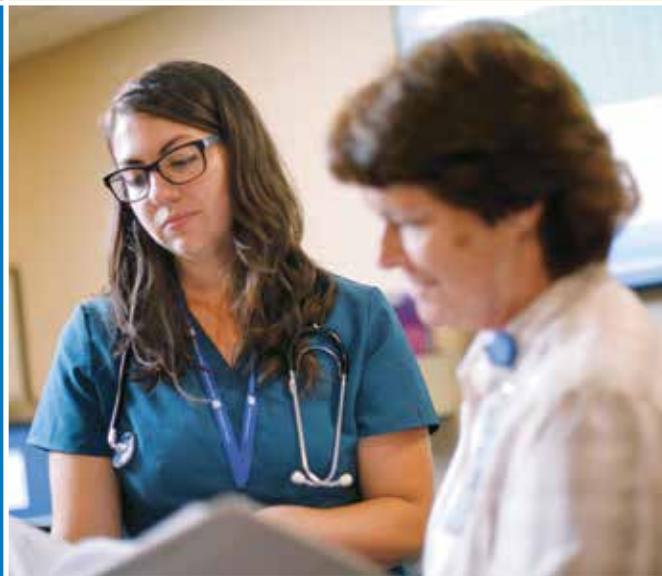
The event culminated in Dr. Zail Berry receiving the inaugural VNA Madison-Deane Award for Excellence in End-of-Life Care from Joan Madison, MD and Estelle Deane. A scholarship for Vermont nurses pursuing continuing education in hospice and palliative care was created in honor of former VNA hospice nurse, Betsy Gardner, RN.

The 20th anniversary also brought the transition of MDI from a VNA program with a volunteer advisory committee to an education fund within our Hospice & Palliative Care Program. The Madison-Deane Education Fund will continue the legacy and impact of MDI’s mission through educational initiatives supported by the VNA hospice team and through continued partnerships in the community.



“Thank you for all your advice and support. We are a better family for having met you.”

“As a result of the VNA hospice service, my husband died with the dignity and the care he deserved and desired.”



“Your nurses are highly skilled and a credit to their profession. Your organization does very important work and does it well.”



Health care is coming home.



Visiting Nurse Association
of Chittenden and Grand Isle Counties

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Colchester, VT 05446
802.658.1900
vnacares.org



United Way of
Northwest Vermont

Member of
vna
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