

VISITING NURSE ASSOCIATION

# **Caring for Our Community**

2010 ANNUAL REPORT

**Caring for Our Community**  
*It's up to us!*



*A Tradition of Care You Can Trust<sup>SM</sup>*

Dear Friends,

When starting the first not-for-profit home healthcare agency in Dallas, our founders — volunteer nurses and community leaders — saw the desperate needs for healthcare services in their city and decided, “This is our community . . . these are our neighbors . . . and it is up to us to help them.”

Today, 77 years later, VNA is the only comprehensive community-based not-for-profit home health and hospice agency in North Texas.

This 2010 Annual Report features some very special people who VNA cared for on *your behalf* during this past fiscal year. Thanks to your support, VNA was able to provide this same type of high quality and compassionate home healthcare to more than 11,000 others across North Texas.

Today our community is confronted with a rising incidence of chronic disease, a rapidly-growing senior population, and at the same time a decrease in Medicare reimbursements for home care and state funds for *Meals on Wheels*.

To meet these challenges and care for all who need us, it is up to us as individuals, staff members, volunteers, and donors to raise the level of volunteer and financial support and serve even more community-funded clients.

Together with your partnership, we will do it.

Robert P. Carpenter  
President and CEO

Victor J. Elmore  
Board Chair



## Delivering Nourishment and Friendship Throughout Our Community

At nearly 80 years old, WWII veteran Ernest Lewis is frail and requires a walker. Meal preparation is difficult for him because he needs to keep his hands on the walker while standing. That's why VNA *Meals on Wheels* is such a help.

"I like the people who come to see me," Ernest says, speaking of his delivery drivers. "And I like the food. Oh yes I do."

VNA *Meals on Wheels* serves thousands of people like Ernest throughout Dallas County every year — people who are unable to prepare their own food because of financial need, illness, disability, or advanced age. Daily visits by caring meal-delivery drivers also help relieve the isolation and loneliness that many seniors struggle with living alone. For many this is the only personal contact they receive.

In addition to home-delivered meals, VNA *Meals on Wheels* also serves healthful "congregate" meals in local senior centers every month.

Ernest Lewis (left) depends on *Meals on Wheels* volunteer, Ken Shotts.

Individuals, organizations, businesses, and faith, civic, and social groups throughout the Dallas community donate their time and resources to support VNA *Meals on Wheels* services. A total of 4,124 dedicated volunteers helped deliver meals during 2010, willingly giving their time and friendship to our *Meals on Wheels* recipients.



Shirley Bode (seated) with Donetta, her *Meals on Wheels* delivery driver.

### 2010 VNA *Meals on Wheels* Achievements

- ▶ 5,777 people received home-delivered meals.
- ▶ 1,200 seniors received meals each month at senior centers.
- ▶ VNA carefully prepared and delivered a total of 1,377,478 meals in fiscal year 2010!

“I want the girls to feel the joy of doing a good deed. I know that delivering *Meals on Wheels* to the elderly clients will make a lasting impact on the girls, and they will forever remember bringing the seniors a smile.”

*It's up to us!*



Virginia Garza: Volunteer, Girl Scouts of Northeast Texas Troop Leader.



## Aiding Recovery in the Homes of Our Community

Al and Cathy Ezell have always managed to pay for their own healthcare. But when Cathy fell and broke her hip, the couple needed a little extra help with her rehabilitation after she returned home from the hospital. That's when Cathy's physician arranged for her physical therapy treatments through the Visiting Nurse Association.

In this instance, through the generosity of VNA donors, the Ezells received assistance with Cathy's physical therapy bills, which she says, "really helped us." Cathy also exclaims, "I loved my VNA physical therapist! She helped me so much." Today Cathy dutifully continues her exercises, with an impressive goal of walking three miles a day.

Community support has always been there for VNA when people like Al and Cathy needed a helping hand. Moreover, research shows that recovering patients like Cathy heal more quickly at home, with friends and loved ones nearby providing most of their care. And high-quality home care significantly reduces costs to the community by shortening hospital stays and reducing the incidence of readmission.

**VNA physical therapists helped Cathy Ezell recover in the comfort and convenience of her own home.**



VNA utilizes a telehealth monitor to remotely check a patient's vital signs.

VNA Home Health Care offers a broad range of traditional care and specialized services to meet patients' unique needs. Specialized care is available for patients dealing with cardiac disease, diabetes, lymphedema, Parkinson's disease, COPD, and other chronic diseases. In addition, VNA's physical and occupational therapists and speech-language pathologists are available to help patients in their homes regain mobility, speech, and language skills.

### 2010 VNA Home Health Care Achievements

- ▶ Provided 36,298 Home Health Care visits.
- ▶ Cared for 2,522 patients.

*It's up to us!*

"The chief benefit of VNA Home Health Care is that patients receive medical care in their homes instead of in a hospital. Providing care in a patient's home gives you a new understanding of how important the family is in the care and comfort of a loved one."



Dr. Robert Beard: VNA Associate Medical Director.



## Improving the Health and Well-Being of Our Community

75-year-old Libby Patterson lives alone and rarely drives. Her limited mobility and numerous health challenges mean she needs medical and other assistance to come to her if she is to stay out of a hospital or care facility.

Libby says, “I don’t know what I’d do without VNA. If I couldn’t get the care at home I needed to maintain my independent living, I’d have to live in a nursing home.”

Referred to the Visiting Nurse Association by her physician, Libby began receiving VNA Long-Term Care in 1994 through the Community-Based Alternatives program. Libby also has a VNA Primary Home Care attendant to assist her with bathing, dressing, meal preparation, and light housekeeping.

When lifelong care becomes necessary for people like Libby, VNA Long-Term Care is a cost-effective alternative to institutional care for chronic illness or disability. Funded by the Texas Department of Aging and Disability Services, VNA Long-Term Care consists of two home-based support programs designed to help keep families intact: Community-Based Alternatives and Primary Home Care.

**Libby Patterson (seated) and her VNA nurse, Traci Bartel, R.N.**



Ogan DeFreeze (left) gets a visit each weekday from his personal care attendant, Earlean Brantley.

**Community-Based Alternatives** provides eligible patients over 21 years old with: skilled nursing; physical, occupational, and speech therapies; personal assistance services; respite care; minor home modifications; adaptive aids; and medical supplies.

**Primary Home Care** clients with chronic, long-term illnesses depend on specially trained VNA attendants to assist them with personal care, meal preparation, and light housekeeping.

## 2010 VNA Long-Term Care Achievements

During 2010, VNA Long-Term Care services:

- ▶ Cared for 323 **Primary Home Care** clients.
- ▶ Met the needs of 422 **Community-Based Alternatives** patients.
- ▶ Provided the community with 388,197 total hours of home care.

“Doris always asks me . . . ‘How’s your day, how are you doing?’ It’s always the client she’s concerned about. No matter how bad I’m feeling, she makes me feel good. I think that’s important. She provides companionship, not just a service. She treats me like family.”

*It's up to us!*



Ann Jones: Long-Term Care client,  
Doris Jones: VNA Long-Term Care attendant,  
Faye Francis: LVN, VNA Long-Term Care Supervisor.



## Comforting Our Community at the End of Life

Hayward Woods lost his private health insurance when he could no longer work due to advancing esophageal cancer. Since his family didn't qualify for government assistance, Hayward's physician referred him to the Visiting Nurse Association for hospice services.

Once on VNA Hospice, a VNA nurse and a home health aide each visited Hayward three times a week at his family's home to provide medical and personal care, including pain medication, oxygen, a cane, a walker, and other equipment.

Hayward was able to spend his last days in the comfort of his own home, and passed away with his family near. His wife, Brenda, is deeply grateful for the community support they received. "VNA's care was superb," she says. "It was beyond what I expected."

Through the generosity of community supporters, Hayward, Brenda, and their family received the all-encompassing VNA care they needed at a most difficult time in their lives.

VNA Hospice also offers grief support groups and monthly luncheons to serve the

**Hayward Woods and VNA Hospice nurse, Bobbie Langston, R.N.**

bereavement needs of families like the Woods after their loved one passes.

As the oldest and most experienced hospice organization in Texas, VNA Hospice has since 1978 been meeting the medical, psychological, social, spiritual, and practical needs of patients and their families during a terminal illness. VNA Bridge Care is also available as a transitional program for terminally ill patients who are not ready to embrace hospice.



VNA Bridge Care and Hospice teams provide comfort and reassurance to patients and their families.

## 2010 Bridge Care and Hospice Achievements

- ▶ Comforted 791 patients.
- ▶ Provided 51,202 days of care.
- ▶ Held 70 Bereavement Luncheons for grieving family members.

“When Dad needed hospice care, I didn’t think Mom could handle him by herself. But I felt a lot better once VNA was there. They made sure she had everything she needed. As soon as Dad got home from the nursing home . . . he was so much happier. It all would have been impossible without VNA.”

*It's up to us!*



Kim and Carolyn Schlossberg:  
Hospice family members.



## Rolling Up Our Sleeves to Care for Our Community

Every Tuesday morning, Carol McConnell loads her car with 35 hot lunches and spends the next two hours delivering them to homebound seniors throughout her community of Cedar Hill, Texas.

During one particular delivery last year, Carol knew something was wrong when a client, George Willis, did not answer his door. With help from the apartment manager, Carol found Mr. Willis on the floor with injuries to his arm and leg. Carol called 911 and waited to direct the EMT to her client's door, glad she could be there to help.

Mr. Willis is fine now. And while not every VNA volunteer has a story as alarming as Carol's, all agree that their work is every bit as rewarding. Volunteers were the moving force who started VNA in 1934, and today over 4,500 volunteers from all walks of life find deep personal satisfaction by giving of themselves to make the lives of others more comfortable.

VNA provides a variety of volunteer opportunities for individuals, civic and social groups, congregations, and corporations.

**Carol McConnell (left) delivers hot meals to 35 clients every week.**



There are many ways to volunteer with VNA. Here, faithful volunteers Jane Webb (left front), Myrna and Dick Ridings, (left), and others wrap holiday gifts for *Meals on Wheels* clients.

**VNA Meals on Wheels** volunteers deliver warm, nutritious meals and vital personal contact to the homebound and hungry in Dallas County every weekday throughout the year.

**VNA Eldercare Friends** volunteers provide companionship and general assistance to a specific senior who no longer drives.

**VNA Hospice** volunteers are trained to serve in a variety of capacities, including direct patient care, administrative support, and bereavement services.

### 2010 VNA Volunteer Achievements

- ▶ **4,124 Meals on Wheels** volunteers provided **206,535 hours** of meal delivery service.
- ▶ **204 Eldercare Friends** volunteers dedicated **26,328 hours** of personal companionship.
- ▶ **286 Hospice** volunteers willingly gave **4,974 hours** of compassionate care.

“I appreciate everything our volunteers have done over the years to provide services to the most vulnerable people in our society. Investing our time and resources in VNA has been a great benefit. It’s not only a *good* thing to do; it’s the *right* thing to do for our community.”

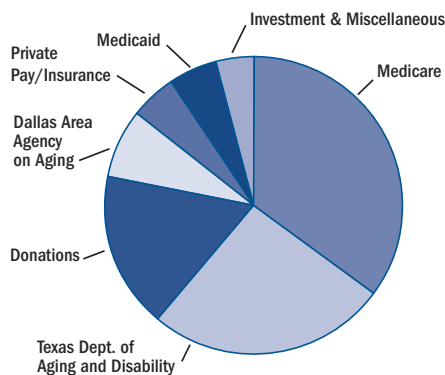
*It's up to us!*



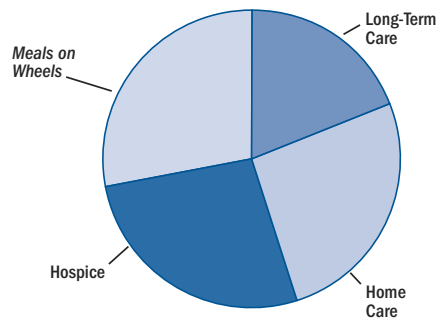
Jan McClendon: Volunteer Coordinator/Highland Park United Methodist Church.

# Revenues and Expenses

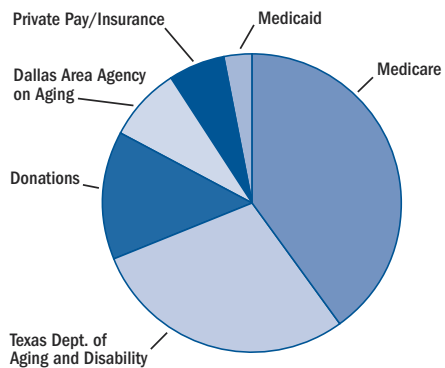
### 2009 Revenues



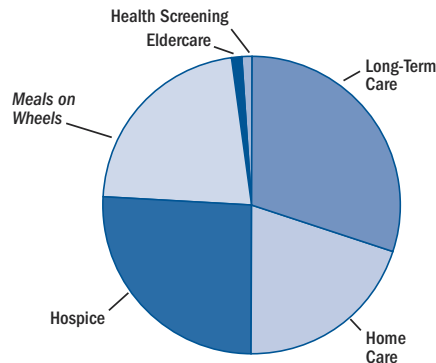
### 2009 Expenses



### 2010 Revenues



### 2010 Expenses



## Revenues

Medicare	\$ 11,338,199
Texas Department of Aging and Disability	8,155,559
Donations	3,934,788
Dallas Area Agency on Aging	2,420,884
Private Pay/Insurance	1,639,834
Medicaid	802,477
<b>Total Revenues</b>	<b><u>\$ 28,291,741</u></b>

## Expenses

Long-Term Care	\$ 8,496,130
Home Care	5,783,693
Hospice	7,122,606
Meals on Wheels	6,304,854
Eldercare	103,987
Health Screening	76,942
<b>Total Expenses</b>	<b><u>\$ 27,888,212</u></b>
<b>Change in net assets</b>	<b>\$ 403,529</b>

## Volunteers Add Value to Financial Gifts

During 2010, **4,614** caring VNA volunteers donated **237,837** hours of service to our patients and clients. Their time is valued at **\$5,106,360**, making every dollar from financial gifts go that much farther.



A Tradition of Care You Can Trust™

## Purpose

Since 1934, the Visiting Nurse Association has kept its finger on the pulse of evolving community home health needs, responding with innovative patient services. VNA nurses, therapists, chaplains, social workers, and other skilled professionals provide the highest quality healthcare in the home across North Texas, especially for those with no place to turn and no means to pay for healthcare. VNA is a tax exempt, not-for-profit organization based in Dallas, Texas.



Megan Vick (left), VNA's Director of Community Nutrition, ensures clients' nutritional needs are met with every meal.



Corporate volunteers help VNA free up funding, providing meals for more clients.

## Vision

VNA is the community's most trusted provider of quality healthcare services in the home.

## Mission

VNA helps people live with dignity and independence.

We . . .

- ▶ Feed the hungry,
- ▶ Enable the disabled,
- ▶ Care for the sick,
- ▶ Promote health in the communities we serve, and
- ▶ Comfort patients and their families at the end of life.



VNA occupational therapists help patients regain daily living skills.

VNA is grateful to all who faithfully support our work. The following honor roll recognizes those who have given \$250 or more from July 1, 2009 to June 30, 2010.



The VNA Caring Society was created in 1996 to establish a foundation of annual support for VNA – a leadership group that would help ensure that VNA would be able to care for the most needy members of our community. Members of the Caring Society choose to demonstrate their support by contributing \$1,000 or more annually to the Visiting Nurse Association.

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**“Wholeheartedly, we support the VNA. This organization is crucial to the foundation of our caring community. Volunteerism and philanthropy are values our parents gave to us. We hope to be the same example for our children and grandchildren. Each of us is a philanthropist for every gift, regardless of its size, has significance and meaning.”**

*It's up to us!*



**Dr. Tom and  
Jan Newsome.**

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\* *Life Member*

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Robert P. (Brit) Carpenter

“I believe we are our brothers’ keepers, and it’s important to let the community know who we are and what we do. VNA is made up of real quality people — volunteers, staff, clinicians, donors, and management — all working together to help seniors in our community retain their dignity by staying in their homes.”

*It's up to us!*



Joe Nathan Wright: VNA Board  
Member (since 1986).



*A Tradition of Care You Can Trust<sup>SM</sup>*

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