

YEAR-END  
**IMPACT  
REPORT**  
2021-2022

*Here are  
some  
highlights  
that you  
have made  
possible!*



### CAREMESSAGE FOR CLIENTS AND PATIENTS

With the introduction of *CareMessage* earlier this year, VNA is now able to communicate with clients and patients more seamlessly than ever before. The system provides delivery of accurate, real-time text messages and enables two-way communication when needed. Since launching the service in February, VNA has used it to obtain accurate COVID vaccine status from clients, as well as alert clients and patients of meal delivery cancellation and staff changes during winter storms.

### ACCESSING PALLIATIVE CARE

You may remember VNA Hospice Care participated in the Medicare Care Choices Model (MCCM), which studied palliative care for patients in their homes to see whether they would benefit from the additional in-home care, reduce hospitalization and provide much needed caregiver support. The pilot was successful, yielding excellent results in decreasing Medicare spending and helping patients remain comfortably at home. VNA is proud to continue offering palliative care services following the completion of the pilot.



### CORPORATE VOLUNTEER GROUPS WELCOME AND MORE NEEDED

VNA is so grateful to the many corporate volunteer groups who have come back to help deliver meals. Since July 2021, more than 1,800 volunteers from companies including 22 One Advisors, Bank of America, British Telecommunications, DebtBlue, Texas Capital Bank and UnitedHealthcare have delivered more than 12,000 meals. VNA is always in need of more volunteers and we would love to have your company, group or church get involved! Contact Tracie Demery at 214-689-2653 to set up your Day of Caring!



### UNDERSTANDING LONELINESS/ISOLATION

Continued research has linked social isolation and loneliness with higher risks of multiple chronic health conditions including heart disease, Alzheimer's disease and even death. Beginning in July, VNA has started utilizing a new tool to better understand our clients' needs related to feelings of isolation and loneliness. The UCLA Loneliness Scale is an evidence-based survey to measure clients' feelings of loneliness. With this information, VNA hopes to better serve clients based on their individual needs and ensure they receive the friendship and socialization they need to stay healthy.



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