

2021



**Gratitude** Report  
**VNA & HOSPICE**  
of the Southwest Region  
Serving Bennington and Rutland Counties



Our mission is woven into everything we do. It's what keeps us moving together as one, with a unified heart.

# LOOKING FORWARD TOGETHER



The VNA & Hospice of the Southwest Region is an organization with a lot of heart.

It is evident in our staff, board of directors, and the volunteers who give us their time. It is unmistakable in

the many individuals, companies, foundations, granting organizations, and towns that give so generously to support our mission.

I am very proud to serve as CEO.

While we have navigated through some challenging times, we have a strong foundation that reinforces our commitment to the communities we serve.

The pandemic showed us what has always been the driving force and the heart of this organization for 76 years – our caregivers who are committed to providing the highest quality patient care.

Like every other business, there is no aspect of our organization that has not been affected by COVID-19. However, in the face of incredible barriers, VNA caregivers remained steadfast in providing exceptional patient care and upholding our mission to enhance the quality of life of all we serve.

Globally, the spotlight was on health care workers for their efforts in keeping their communities healthy.

A unique aspect of home care is the challenge of being unable to control the environment where they provide care. Going into patients' homes, caregivers must be diligent for their safety and the safety of their patients. And yet, we never missed a day caring for our patients. Continuity of care is critical for our patients to achieve their respective health goals.

Securing necessary personal protective equipment, implementing new policies and guidelines, and reinforcing infection control training was some of the swift actions our leadership team took so we could safely provide care for our patients. I applaud our staff for quickly adapting to new policies and protecting our community.

We are deeply committed to ensuring that our patients and their families receive the care and support they need.

Supporting our mission is our board of directors, who are strong advocates for home health and hospice care and help guide our strategies to be the best home health and hospice agency. I am honored that these community leaders join us in serving our community.

With a strong foundation of skilled staff, our board and volunteers, and our broad base of community support, I look forward to the future and the innovative ways we will address the needs of our communities.

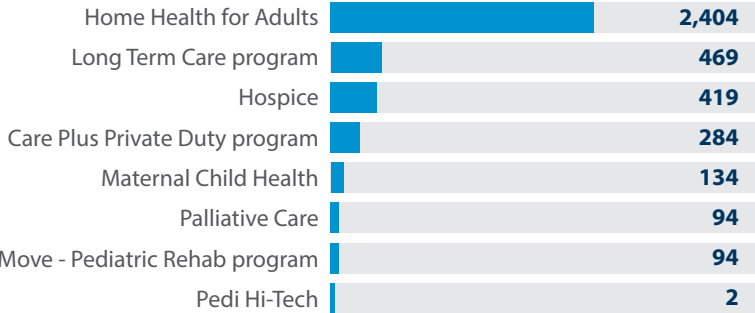
*Thank you for believing in our mission.*  
Sara C. King, CEO

# BY THE NUMBERS

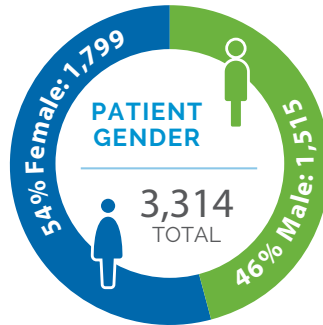
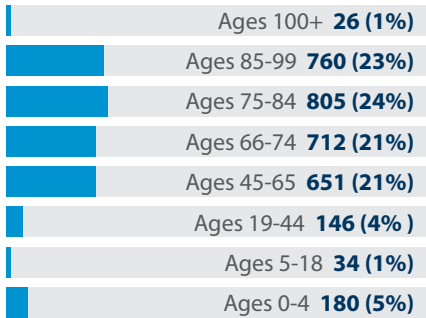
## 2021 STATISTICS



Kids on the Move - Pediatric Rehab program



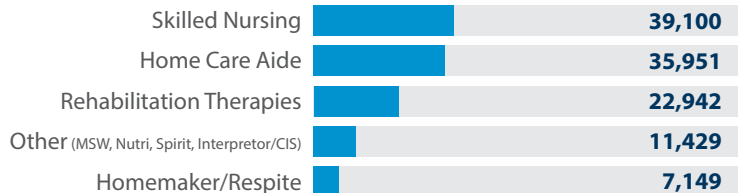
### AGE DISTRIBUTION OF PATIENTS



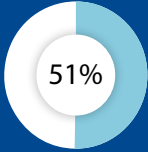
33,040  
HOSPICE  
DAYS OF  
CARE



1,359,805  
MILES DRIVEN  
BY VNA  
CAREGIVERS

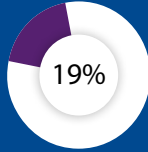


# 2021 FINANCIALS



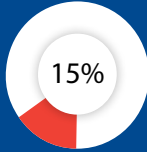
Medicare

**\$13,390,480**



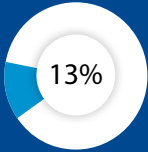
Other Revenue

**\$4,945,919**



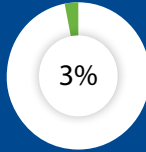
Medicaid

**\$3,954,168**



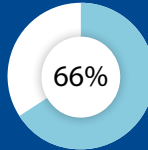
Other Payors

**\$3,359,678**



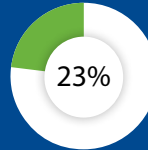
Community Support  
(United Way & contributions)

**\$692,089**



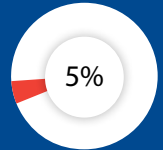
Personnel  
and related

**\$15,461,910**



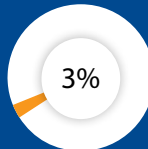
Other

**\$5,490,152**



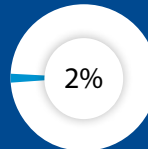
Program  
Supplies

**\$1,212,167**



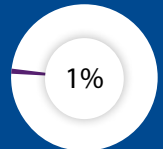
Transportation

**\$651,172**



Depreciation,  
Interest &  
Insurance

**\$431,462**



Provision for  
Bad Debt

**\$204,996**



# WORKING TOGETHER: *The Heart of Healthcare*



Nicole L. Moran,  
MSN, BA, RN,  
Chief Clinical  
Operations Officer

## EMERGING STRONGER

Looking back, no one could have anticipated the many disruptions COVID-19 would bring. Health care was challenged to meet the demand for care while faced with an emerging crisis of a pandemic. We established three clear objectives at the beginning of the pandemic:

- Protect our staff so they could continue caring for our patients;
- Protect our patients who were often times deferring care at facilities; and
- Protect our resources to ensure that we could continue serving the community now and in the future.

These principles guided us during the past two years.

As Chief Clinical Operations Officer, it was imperative that we provide guidance to our staff as the situation changed, modifying aspects of operations to ensure the safest possible care for our team and our patients.

We also knew that our model of delivering care in the safety of home provided us with a unique advantage for our community partners. As a result, we adjusted our work to include providing lab draws for patients who could no longer go to the hospital. This service to patients proved to be an invaluable resource for referring partners.

Among numerous other outcomes, we partnered with area hospitals to ensure staff that needed vaccines had easy access to clinics, and those who needed tests could take them. We also partnered with Regional Ambulance Service so that homebound patients could receive their vaccines at home.

An area of importance to me was caring for our own by ensuring that we focus on the well-being and self-care of our staff who worked tirelessly.

While we have been challenged during a time of many uncertainties, we have emerged as a stronger, more vibrant organization. We remain grateful for all those who continue to support our work in the community.





Jessica Fredette,  
Chief Human  
Resource Officer

Compassionate, driven, and dedicated our team brings heart and soul to the work they do. From clinicians and support staff to administration and leadership, the people who work here are the special ingredient that makes our care special.



Here are a couple of highlights from 2021:

## RETAINING AND RECRUITING THE BEST OF THE BEST

Since 1946, the VNA has been an on the frontlines of providing care in the home. Our focus remains on providing excellent care to our patients throughout Bennington and Rutland Counties. We know that excellent care comes from excellent clinicians, so we continue to focus on individuals who share our values of treating our patients with the utmost care and respect. We consider it a privilege to enter the home of our patients and we are grateful that they entrust their care in our hands.



“

*It doesn't feel like work at all. I'm visiting with people, I'm helping them and seeing more progress and faster progress than I have in any other healthcare setting. It is the greatest opportunity I have ever had...*

”

Hear from Jamie Rosploch, Occupational Therapist on why she loves working with patients in the home.



## EMPLOYEE OF THE YEAR



**Sharon Bailey**, Medical Supply Coordinator was recognized as VNAHSR’s Employee of the Year. The Employee of the Year Award recognizes an employee whose work exemplifies the value of respect and dignity of the individual, excellence, honesty, fairness and teamwork. In her nomination as Employee of the Year, Sharon was recognized for her extraordinary efforts in managing medical supplies in the COVID-19 environment. “Sharon’s job responsibilities abruptly changed how she was accustomed to managing supplies. It was flipped instantly with new security, new inventory tracking requirements, implementation of secure text ordering, curbside delivery service to clinicians... everything! Sharon made it happen, kept us well stocked and took care of (our) professional staff.”

## LIVING OUR VALUES

The HEALTH Matters recognition program, an agency-wide initiative whose recipients emulate the core values of Honesty, Excellence, Accountability, Leadership, Teamwork and Helpfulness. HEALTH Matters award recipients are nominated by their peers for consistently demonstrating the core values of the agency. This year’s winners include: **Alicia Elwood, LNA** in the CarePlus Program for Honesty; **Janet Hodge**, Physical Therapist for Excellence, **Sandy Eddy, RN** for Accountability, **Alex Sands, RN** for Leadership, **Eileen Allen**, Customer Service for Teamwork and **Gail Lowry, RN** for Helpfulness. Retired CEO **Ron Cioffi** received the agency’s Unforgettable Award.



ALICIA ELWOOD, LNA



JANET HODGE, PT



SANDY EDDY, RN



ALEX SANDS, RN



EILEEN ALLEN



GAIL LOWRY, RN



RON CIOFFI





Our mission is to enhance the quality of life of all we serve. Together we use our skills and hearts to help patients and families live each day with hope and dignity.



# BECAUSE EVERYONE DESERVES QUALITY CARE

## OUR SERVICES

### Home Health

Home health services provide treatment for an illness, injury, or post-surgical care to help you or a loved one recover in the comfort and familiarity of home. Many treatments that were once only available in a hospital or doctor's office can be offered at home. A significant benefit of home health, besides being offered where a patient wants to be, home health care reduces hospital admissions and assists with a quicker recovery.

#### **Post-Surgical Care**

Our team of nurses, therapists, and aides can help you recover in the familiar surroundings of home making the transition to your recovery much easier.

#### **Rehabilitation Services**

We will work closely with your provider to help you transition safely from the hospital or nursing facility back to the comfort of home.

#### **Wound Care**

Whatever the source of you or a loved one's wounds, our skilled team of specialists are prepared to treat and manage your wounds and any discomfort you may have.

#### **Chronic Disease Care**

Our team of specialists will assist you in learning the skills needed to manage you or a loved one's care at home.

#### **Remote Patient Telemonitoring**

Through our telemonitoring program, devices are placed in a patient's home and connected through a wifi connection. Every day, a patient interacts with the device by weighing themselves, checking their blood pressure, and oxygen levels. This information is relayed safely to a nurse who can identify problems before they become a crisis.

#### **Palliative Care**

Palliative care is similar to hospice in that it provides care to those with a serious illness. The care focuses on treating the symptoms of a disease and side effects from treatments. Palliative care can be provided while a patient is still receiving treatment for their disease or illness. Palliative care can be provided at any point during a patient's illness.

#### **Private Duty**

For seniors wishing to remain independent in their home as they age, private duty care can provide assistance to help provide light housekeeping services, prepare meals, help with personal care or provide a listening ear.

## Hospice

Hospice care is a team approach that is focused on individual care while offering your family support and education. Our team listens closely to understand your needs and tailors the clinical, emotional and spiritual support provided to meet your needs. Hospice is provided to patients that a physician believes has six months or less to live and focuses on delivering quality end-of-life care.

### Pain Management, Medication and Supplies

A key component of hospice care is pain management. For many, as a disease progresses the symptoms and pain levels of a disease changes. Medications can be adjusted as the patient's needs change. One of the benefits of Hospice is that the VNA will be able to provide supplies that are related to the illness.

### Spiritual Support

Our non-denominational chaplains work with patients and families who choose to include spiritual care in their hospice plan.

### Trained Volunteers

Volunteers make a profound difference in the lives of their patients and their families, whether it's providing companionship or caregiver relief support at the patient's bedside, to running errands, volunteers are a critical part of the Hospice team.

### Alternative Therapies

We understand that a patient's care is individual and what works for some might not be as effective for others. Our Hospice team will discuss your needs and help you choose the best treatment plan.

### Bereavement Services

Our bereavement team provides individual counseling, support groups and special remembrance events to help anyone in need of support.

### Charitable Care

Our mission was clearly defined 76 years ago to provide quality, compassionate care in the home regardless of a patient's financial situation. Charitable care can include those without insurance or inadequate coverage that offers them the skilled nursing care, rehabilitation therapy, personal care service, or end of life care they need. In the last year, we provided over 1.5 million in charitable care.

Our generous individuals, corporate donors, grant funding organizations, and town funding helps support charitable patient care and programming to improve the quality of care for our patients and their families.



“

*If it wasn't for the care of the VNA & Hospice, this experience would have been more difficult.*

”



To hear how the hospice program impacted the lives of the Terenzini family, scan the QR code.



## HOSPICE IS ABOUT LIVING

Celebrating life's milestones is not necessarily canceled because a patient is on hospice care. Some patients choose to embrace these celebrations. In October of 2021, a hospice patient was looking forward to their 40th birthday, but the family was not able to help with a celebration.

“So, we sprang into action,” said Monica Jones, RN a nurse in the Hospice program. “One of our volunteers found out the patient always wanted a Cabbage Patch Doll. Mary Pleasant, our Hospice Volunteer Coordinator, put the plea out and another volunteer donated one.”

There was cake, balloons, and a very happy birthday girl.



Pictured: Jennifer Boland, MSW holding the cake, Monica Jones, RN holding the balloons, Bereavement Coordinator Lori Rogers holding the presents and Roberta one of our wonderful Hospice volunteers.

“Thank you to this wonderful team who truly made the day special for our patient. This is truly the value of hospice care,” said Nicole Moran, MSN, BA, RN, and Chief Clinical Operations Officer. “Hospice is about living and it is our hope that we can enrich each person's life every day, up until the last.”

## LEAVE A LEGACY OF CARE

The VNA was founded over 75 years ago to provide vital home care services to area residents in need. Over the last seven decades, the organization grew, both geographically and in services, to help even more patients. However, the VNA & Hospice of the Southwest Regions remains steadfast in its philanthropic mission of helping all patients in need of this critical care, including those who do not have the financial resources to pay for it.

Without the commitment and generosity of donors, we could not continue to serve this vulnerable population. These gifts make it possible for the VNA to provide charitable care

and develop programs that increase the quality of patient care.

When donors include the VNA & Hospice of the Southwest Region in their estate plans or choose one of our other planned giving options, it means that they will be woven into the history of the organization, leaving a legacy of helping those most in need.

Legacy gifts of all sizes make important contributions to our mission and can easily be planned through a will, trust, retirement accounts, and appreciated stock.

Please call 802.770.1520 for more information.



# YOUR PHILANTHROPY CHANGES LIVES

Every day your gifts are making a difference right here in Bennington and Rutland Counties. Our network of donors and supporters are the heart and soul of what we do and help us in remarkable ways:

With your generous donations you help us:

- Strengthen the communities we serve with quality patient care
- Help us provide a wide-array of services that span a lifetime from prenatal to end-of-life care
- Support our patients' in their journeys in dealing with chronic illness
- Provide highly-specialized care to those who are facing the end-of-life.

You are truly making an impact and your gifts are changing the dynamics of healthcare– and for that we are thankful.

Thank you for being part of our VNAHSR family of donors. We look forward to a more growth and gratitude together.

Bernadette C. Robin,  
Director of Philanthropy

# GIVING TOGETHER

## ANNUAL FUND

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Lake George Expedition Park  
Midias of Bennington  
Ramunto's Brick Oven Pizza  
Jann Johnson Savage & Peter Savage



# IN HONOR & REMEMBRANCE

The following individuals were recognized by friends and loved ones who made gifts in their honor and memory.

## IN CELEBRATION OF

Louie Senecal

## IN HONOR OF

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# EXPRESSING OUR GRATITUDE

## TOWN FUNDING

While the world looked and felt different the past two years, and the importance and value of receiving care in the home became essential, we are grateful that the voters and residents of the following towns continue to support us.

Bennington	Fair Haven	Pittsford	Town of Rutland
Benson	Hubbardton	Poultney	Wallingford
Brandon	Ira	Pownal	Wells
Castleton	Manchester	Proctor	West Haven
Chittenden	Mendon	Rupert	West Rutland
City of Rutland	Middletown Springs	Shaftsbury	Woodford
Clarendon	Mount Holly	Shrewsbury	
Danby	Mount Tabor	Sudbury	
Dorset	Pawlet	Tinmouth	

## UNITED WAY

The United Way of Rutland County mission is unite “residents and resources to facilitate lasting positive change based on community needs. The VNA & Hospice of the Southwest Region is the grateful recipient of a grant in support of our Choices for Care program. Choices for Care is a program that provides long term services and supports to Vermonters who are 18 and over and need nursing home level of care. Funds from the United Way Grant help us to provide services that are critical to these individuals so they can live safely at home. Grant funding helps offset the cost of personal care attendance and homemakers who assist patients with the activities of daily living. Thank you to all who support the United Way Campaigns through individual and workplace giving.

## THE THRIFT SHOP

The Thrift Shop, staffed mostly by volunteers and based in our Manchester Office location carries clothing, shoes, furniture, books, jewelry, collectibles, home décor, and a treasure trove of items. All proceeds from the shop support patient and families services in Bennington and Rutland Counties.

Carol Demarinis	Rosemary Free	Dolores Mahlman	Paula Teeling
Gert D’eredita	Cheryl Gasperetti	Rose Ramos	Tim Wyant
Bernice Felion	Sharon Kropa	Linda Slade	





## VOLUNTEERS

Giving the gift of time is the greatest gift of all. Volunteers are at the heart of the VNA & Hospice of the Southwest Region and are a key resource to the agency. Dozens of dedicated individuals generously donate their time and talent to assist in various aspects of the VNA from our volunteer board of directors and event planning committees to our hospice and Thrift Shop volunteers, there are a range of responsibilities that covers the various areas of volunteering. Whether it is interacting with patients, driving a special meal to hospice patients, running errands for a stressed hospice caregiver or providing support in the Thrift Stop, volunteers can be found in all aspects of our organization – and quite frankly they are invaluable to our agency.

Pam Allen	Carrie Croft	Mary Harlow	Jamie Losikoff-Kent
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Nancy Birdsall	Robert DiCrosta	Noreen Haynes	Cheryl Mance
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