

# NVNA

AND HOSPICE



## ANNUAL REPORT

FY2011



# NVNA and Hospice Board of Directors FY2011

Bruce Graham, President  
Norwell, MA

Sean Ryan, Vice President  
Norwell, MA

Robert Dwyer, Treasurer  
Norwell, MA

Ilana Quirk, Clerk  
Scituate, MA

Kevin Callanan, Alternate Clerk  
Scituate, MA

David Barcomb  
Norwell, MA

Donald J. Beaudette, Ed.D  
Norwell, MA

Susan Carson  
Norwell, MA

Kathleen Donahue  
Scituate, MA

Jim Fitzpatrick  
Hanover, MA

Jeff Helm  
Norwell, MA

Ellen Hoadley  
Norwell, MA

Carol MacNeill  
Scituate, MA

Chris Perkett  
Marshfield, MA

B. Jean Snow  
Norwell, MA



## Professional Advisory Board: 2008-2011

Ann Allegrini  
Norwell, MA

Ellen Hoadley  
Norwell, MA

Dr. Gail Gazelle  
Brookline, MA

Kevin Callanan, Esq.  
Scituate, MA

Ronald Kearns, Esq.  
Quincy, MA

Kara Connerty, OT  
Norwell, MA

Susan Carson, RN  
Norwell, MA

Shelley MacDonald  
S.Hanover, MA

Dr. Richard Whitney  
Hingham, MA

Francine Coluci, RN  
Hanover, MA

Dr. Michelle Mudgett  
Norwell, MA

Mary Lou McNiff  
Braintree, MA

Jackie Crossen-Sills, PT  
Norwell, MA

Dr. Richard Seibert  
Norwell, MA

Tim Cummings, LICSW  
Hingham, MA

Joanne Dalton, RN  
Duxbury, MA

Richard Sulc  
Norwell, MA

Pam Talbot, ST  
Hanover, MA

Meg Doherty, RN, ANP  
Norwell, MA

Irene Toomey, RN  
Halifax, MA

Ralph Gordon  
Norwell, MA

# 2011

## Finance Committee: 2008 - 2011

Robert Dwyer, Chair  
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B. Jean Snow  
Norwell, MA

David Barcomb  
Norwell, MA

Richard Sulc  
Norwell, MA

Christopher Fahey  
Hingham, MA

Ralph Tedeschi,  
Marshfield, MA

James P. Fitzpatrick  
Hanover, MA

Meg Doherty, Ex. Director  
Norwell, MA

Bruce Graham  
Norwell, MA

David Tagliamonte, CFO  
Plymouth, MA

Ralph Gordon  
Norwell, MA

Jeff Helm  
Norwell, MA







**2011**

# NVNA WORKS

## NVNA Works Board of Directors

### NVNA Affiliated Directors

Bruce Graham  
Norwell, MA

Ilana Quirk  
Scituate, MA

Sean Ryan  
Norwell, MA

Ellen Hoadley,  
Norwell, MA

Robert Dwyer  
Norwell, MA

Susan J. Carson  
Norwell, MA

Kevin B. Callanan  
Norwell, MA

### Outside Directors

Peter M. Dillon  
Norwell, MA

Brian S. Noble  
Norwell, MA



## Cancer Support Community- MSS Board of Directors

### NVNA Affiliated Directors

Bruce Graham, President  
Norwell, MA

Robert F. Dwyer, Treasurer  
Norwell MA

Kathleen Donahue  
Scituate, MA

### Directors

Gail Mitton, Clerk  
Hingham, MA

Ann Allegrini  
Norwell, MA

Karen Souza  
Hanover, MA

Anne Greene  
Norwell, MA

Francine Coluci, Executive Dir, CSC-MSS  
Tim Cummings, Program Dir, CSC-MSS



## FINANCIAL STATEMENT FOR NVNA FOUNDATION

NVNA FOUNDATION, INC. AND SUBSIDIARIES  
 CONSOLIDATED STATEMENTS OF OPERATIONS AND CHANGES IN NET ASSETS  
 FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010

	2011	2010
Operating Revenue		
Net patient service revenue	\$ 16,935,821	\$ 16,157,190
Other operating revenue	59,530	37,823
Total Operating Revenue	16,995,351	16,195,013
Operating Expenses		
Salaries and benefits	12,934,350	11,138,474
Other operating expenses	3,179,992	3,175,001
Bad debt expense	93,042	22,388
Depreciation	94,544	74,876
Total Operating Expenses	16,301,928	14,410,739
OPERATING INCOME	693,423	1,784,274
Other Revenue and Gains		
Contributions	299,383	173,120
Investment income	244,216	240,695
Recognized change in fair value of investments	(215,979)	882,372
Total Other Revenue and Gains	327,620	1,296,187
EXCESS OF REVENUE OVER EXPENSES AND INCREASE IN UNRESTRICTED NET ASSETS	1,021,043	3,080,461

ANNUAL DRIVE RETURNS (per financials)	64,202	43,890	46%
ANNUAL DRIVE RETURNS per Drive	65,564	49,973	31%

## STATISTICS OF NOTE:

	<u>2011</u>	<u>2010</u>	<u>% CHANGE</u>
<b><u>NVNA and Hospice</u></b>			
VISITS (CERTIFIED)	89,421	87,217	3%
ADMITS (CERTIFIED)	3,473	3,302	5%
MEDICARE FULL EPISODES	3,042	2,887	5%
UNDERFUNDED & FREE CARE	1,571,869	1,529,592	3%
TELEMED EXPENSE	314,589	298,959	5%
HOSPICE PATIENT DAYS	13,300	12,184	9%
HOSPICE ADMITS	275	220	25%



### NVNA Works

2011

2010

*Note: Works launched August 2010.*

NVNA WORKS BILLABLE HOURS	36,669.64	6,655.67
NVNA WORKS NET REVENUE	\$972,120.33	148,887.44
NVNA WORKS OPERATING EXP	940,754.91	181,324.15
NVNA WORKS NET INCOME	31,365.42	-32,436.71



## Demographics for Agency (Source CMS)

Average Age: 79.88 Years  
 Gender: 63.34% Female  
 Lives alone = 34.30%  
 At risk for falls = 81.5%  
 Take five (5) or more medications = 95.04%  
 Length of Stay until discharge = 43.32 days (average)

## Top Diagnoses for Certified Care (Source Healthwyse)

1. Orthopedics
2. Wounds/ Surgical Aftercare
3. Congestive Heart Failure (CHF)
4. Chronic Obstructive Pulmonary Disease (COPD)
5. Diabetes

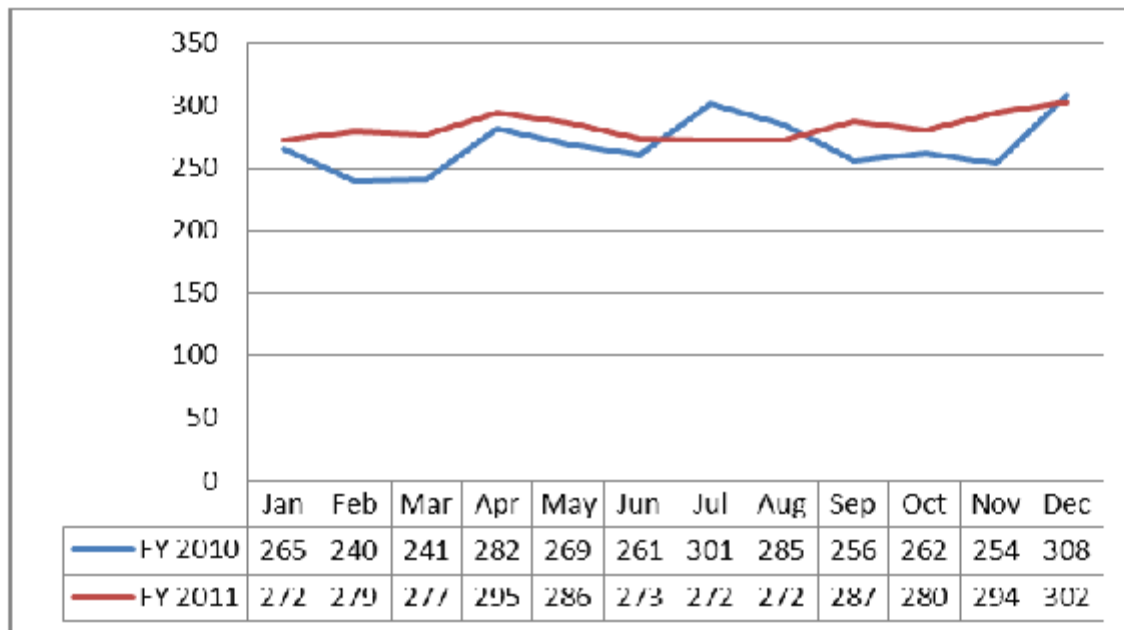
## Who Are Our Patients?

	NVNA	Nation
Average Age	79.88	74.72
Gender: Female %	63.34	62.53
Race: White %	99.10	74.92
Lives alone (%)	34.30	25.44

CMS Medicare Patients 2011

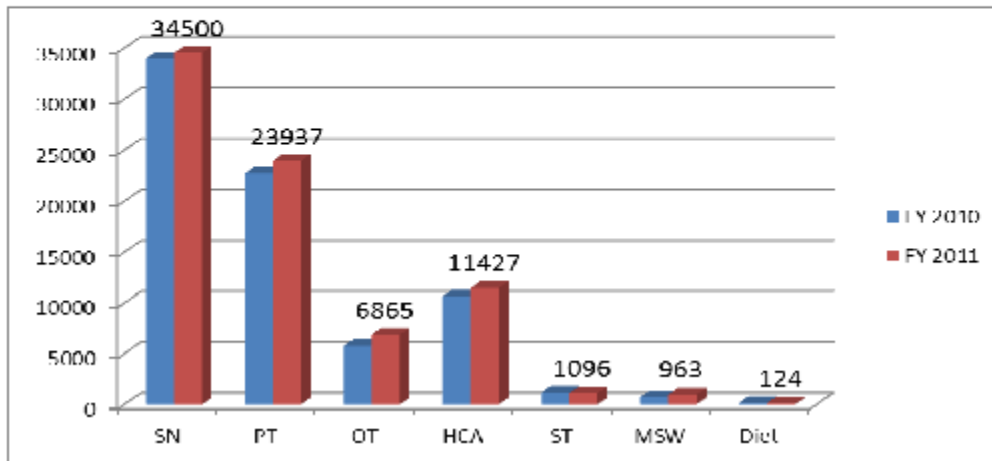
## VNA Total Admissions 2011

Total = 3389  
Increase of 5%



## VNA Visits by Discipline 2011

Total 78,912

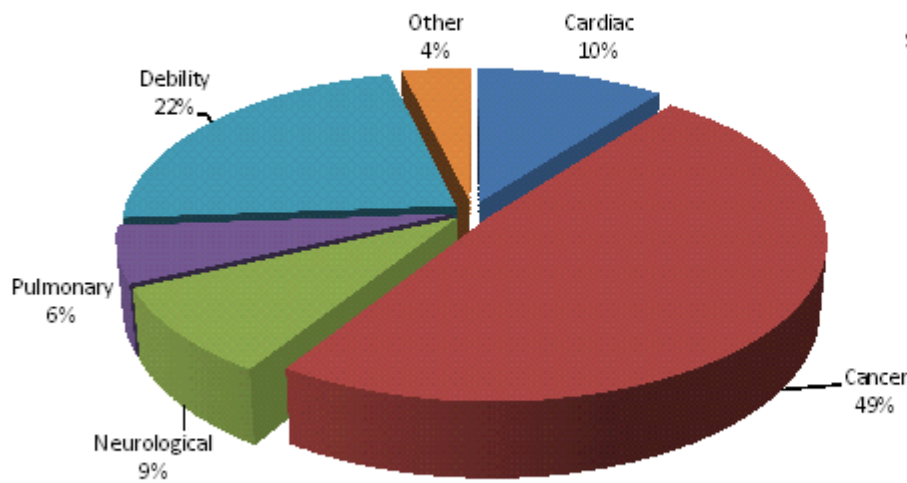


## VNA Financial Viability 2011

- **Strong Case Mix 1.38 (intensity of care needs)**
- **Stable Payor Mix**  
**Medicare 83%, HMO 15%, Other 2%**
- **2011 Operating Income \$ 826,718**



# Hospice Diagnoses by Closed Episodes 2011



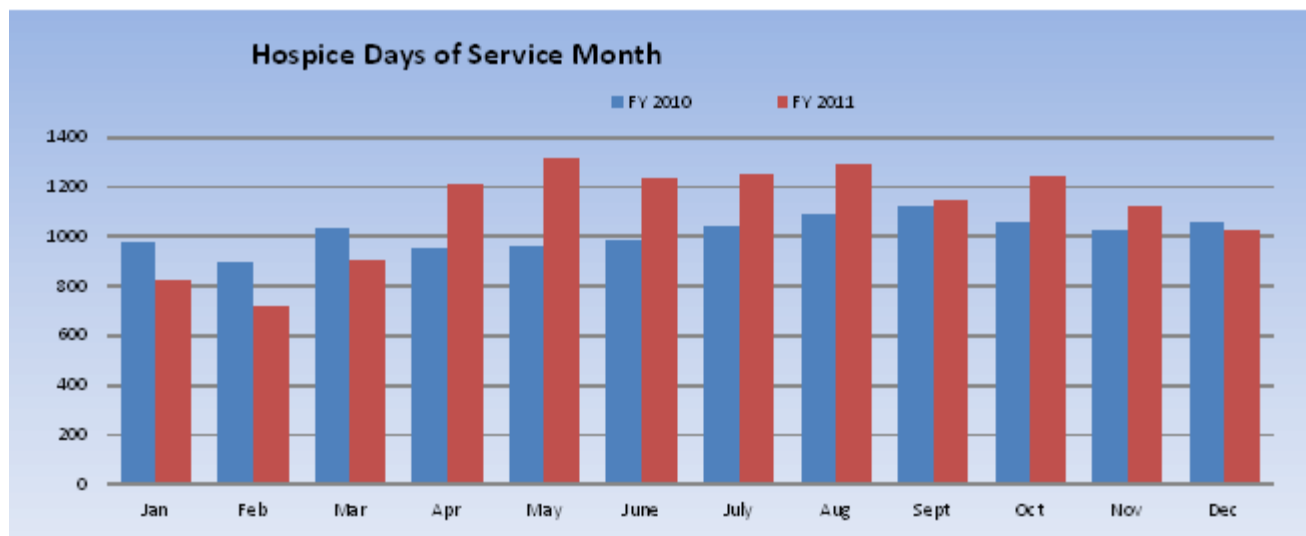
Median LOS	17.00
Average LOS	42.52

LOS < 8 days	49
Short stay %	23%

LOS Goal=45

Discipline	# of visits
SN	4584
HCA	5497
MSW	866
Clergy	508
Volunteer	683
MD	160

# Days on Service



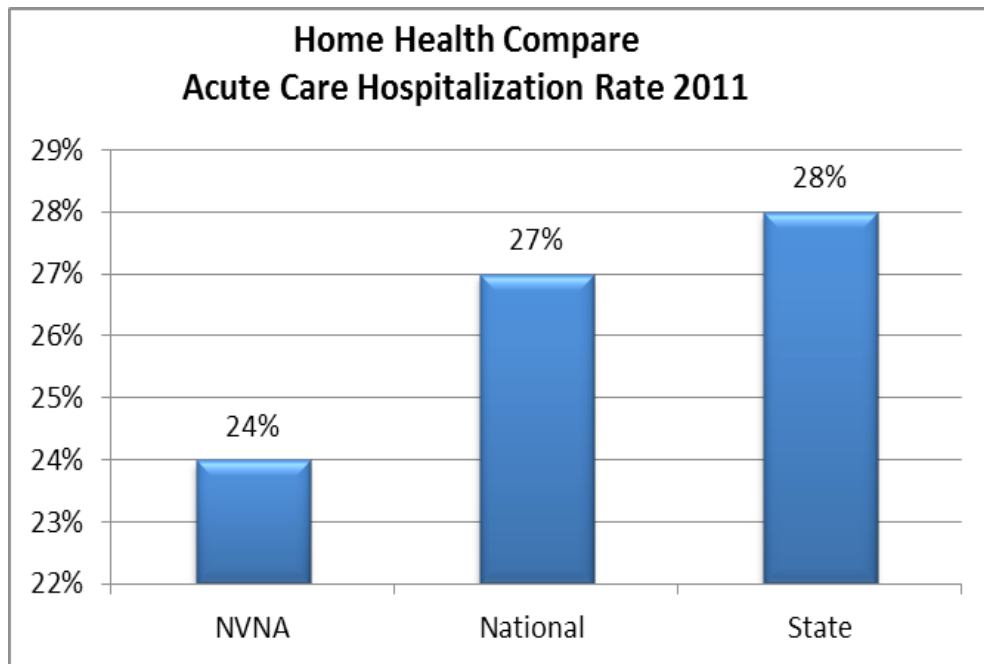
## HOSPICE:

- Admissions were 283 as compared with 220 in 2010; a 27% increase
- Deaths in 2011 were 199 compared with 161 in 2010
- Hospice precepted MDs from Harvard, doing a Geriatric Palliative Care Fellowship, in conjunction with rotations at the Beth Israel Deaconess Medical Center and Veterans Hospital Medical Center
- One RN became certified in Hospice and Palliative Care nursing
- Second Annual Blue Holiday Service at the Norwell Commons
- Third annual Memorial to remember deceased patients
- Active Pet Therapy Program
- Provided many certificates of appreciation for patients who are Veterans
- Had first luncheon to honor Veteran's Agents in the area around Veteran's day
- Introduced Volunteer Vigil Program
- Increased Volunteer hours in 2011 to 13% as compared with 9.8% in 2010; requirement is 5%
- Developed plan with certified administrator for implementation of Palliative Care Program



## Acute Care Hospitalization

Acute Care Hospitalization is one of our vitally important outcome measures. It is based on our OASIS data and it is publically reported by the federal government on Home Health Compare. The publically reported information that was published presented data from Jan 2011 through December 2011. NVNA was reported at 24% hospitalization rate, 3% below the National average and 4% below the state of Massachusetts average, (lower is better).



## Patient Satisfaction (Certified Services):

Home Health Consumer Assessment of Healthcare Providers and Systems survey (HH-CAHPS) is a patient satisfaction survey that relates to the care of patients, communications between providers and patients, and specific care issues. The universal questions refer to the % of patients who rated the VNA at a 9 or 10 and the % of patients who would recommend the VNA. The publically reported information that was published on Home health Compare presented data from Jan 2011 through December 2011. The Home Health Compare publically reported outcomes reflect that the NVNA and Hospice has exceeded the nation and the state in both of these measures. Higher is better!

## Family Evaluation of Hospice Care (Hospice Satisfaction Survey):

NVNA and Hospice has an external vendor distribute, collect, collate and report the Family Evaluation of Hospice Care® survey. The categories in this survey are as follows: provide coordination of care, attend to family needs, inform and communicate about patients, and provide information about symptoms. The average of the four domains is at 92.24%. The NVNA and Hospice's Hospice team continues to work to exceed the national comparison in all areas reported.

## 2011 AGENCY INITIATIVES:

- Patient Education Initiative: Teach-Back Training: 100% staff
- 2011 Expansion of Student Program – educating students from:
  - UMass Boston (RN),
  - MGH Institute (RN, ST),
  - Salem State (OT)
  - Simmons (DPT, Bachelors in Public Health),
  - Northeastern (DPT),
  - Harvard University Fellowship (MD),
  - UMass Amherst (computer science intern)
- Orientation and Training: New Employees: 30
- Physical Assessment Training: Alzheimer's, Osteoporosis, Parkinson's Disease
- V-Learning Expansion: Mandatory competency on-line and initiation of Orientating Learning Plans
- Basic and Advanced Competency Training (PT/INR, pulse oximeter, glucometer, HIPAA, low- level laser, PICC lines, pneumonia teach back, inhaler use)

## May 2011:

Moved across the street into larger quarters at 120 Longwater Drive and assumed operations of **Cancer Support Community - MA South Shore**



# 2011 Major Accomplishments

## 2011 Awards

- ◆ VNANE Pinnacle Award Patient Satisfaction (9<sup>th</sup> year)
- ◆ OCS Home Care Elite – top 25% in nation (6<sup>th</sup> year) based on financial, quality and clinical outcomes

## 2011 Accreditations

- ◆ February, 2011, the Joint Commission completed our re-accreditation survey for both the NVNA Certified Homecare and Hospice Programs. We received full re-accreditation for both.
- ◆ Summer 2011 Home Care Alliance of Massachusetts granted accreditation to NVNA Works, our private duty division.



## 2011 Staff Credentialing:

- ◆ Integrated Chronic Care Specialist Trainer: 4
- ◆ Certified Home Care Coding Specialist through Medical Specialty Coding: 1
- ◆ OASIS Specialist Certification: 3





# Continuing our mission to meet the needs of our community...

## Community Health Screenings

### Weekly Blood Pressure

Hanover Mall Every Friday 7:45 - 9:00 am

### Monthly Blood Pressure

Hingham COA First Tuesday 10:00 - 11:00 am

Allerton/Hingham First Wednesday 9:30 - 10:30 am

Pope Towers/Weymouth First Wednesday 11:00 - 12:00 noon

Cadman Place/Weymouth First Wednesday 12:30 - 1:30 pm

Hanover Y First & Third Thursday 11:30 - 12:30 pm

Inn@ SL/Kingston Second Tuesday 9:30 - 10:30 am

Prop. Green/Marshfield Second Wednesday 10:00 - 11:00 am

Pinehills/Plymouth Second Wednesday 10:15 - 11:45 am

Allerton/Weymouth Second Wednesday 1:00 - 2:00 pm

Joseph Crehan/Weymouth Third Wednesday 12:30 - 1:30 pm

### Monthly Blood Pressure and Blood Sugar

Marshfield COA Second Tuesday 11:00 - 12 noon

Norwell COA Second Thursday 10:30 - 12:30 pm

Norwell Gardens Third Wed 11:00 - 12 noon

Hanover COA (BS only) Third Tues 9:00 - 10 am

Duxbury COA First Thursday 10:00 - 11:00 am

### Wellness Clinics

Fenno House/Quincy Every Wednesday 9:30 - 11:30 am

Granite Place/Quincy Every Thursday 9:30 - 12:30 pm

School St/Quincy Every Wed 12:00 - 2:00 pm

## Community Support Groups and Programs

### Alzheimer's Caregiver Support:

- Early Alz. and Care Partners @ Weymouth, First Wed, 10:30-12 noon
- Early Alz. Caregivers @ VPG/ Marshfield, Third Wed, 10:30 - 12 noon
- Mid Alz. Caregivers @ NVNA and Hospice, Second Wed, 10:30 - 12 noon
- Alz/ other Dementias Caregiver Support @ Duxbury COA, Third Thurs, 6:30 -8:00 pm

### Bereavement Support:

- 8-week programs for various groups, including younger widow/widower; adult children who've lost a parent.
- Contact Karen Gore x305

**Brain Aneurysm @ NVNA and Hospice, Second Wed, 7:00 - 8:30 pm**

**Diabetes Support @ NVNA and Hospice, First Monday, 10 - 11 am**

**Arthritis Exercise @ Scituate COA, Mon & Fri, 10-11 am**

**Maintain Your Brain @ Hingham COA, Fourth Tues, 11:00 - 12:00 noon**

**A Matter of Balance @ various locations, weekl**

