

# 2009 Annual Report



*Because there really is no place like home.*

*Bringing care home since 1920*

**The only non-profit, free-standing, independent home health care and hospice agency serving the South Shore.  
Services, programs, education and support provided to over 25 communities on the South Shore from Quincy to Plymouth.**

# NVNA and Hospice

## Comparative Income Statements

### For Years Ending December 2009 and 2008

	2009	2008
<b>Operating Revenue</b>		
Net Patient Service Revenue	\$14,036,527	\$11,333,724
Other Operating Revenue	49,332	38,830
<b>Total Operating Revenue</b>	<b>\$14,085,859</b>	<b>\$11,372,554</b>
<b>Operating Expenses</b>		
Salary and Benefits	\$9,344,890	\$7,823,973
Other Operating Expenses	2,910,050	2,200,023
Bad Debt	20,241	0
Depreciation	54,125	66,700
<b>Total Operating Expenses</b>	<b>\$12,329,306</b>	<b>\$10,090,696</b>
<b>Operating Income</b>	<b>\$1,756,553</b>	<b>\$1,281,858</b>
<b>Other Revenue and Gains</b>		
Contributions	\$ 149,759	\$ 102,521
Investment Income	241,880	278,779
Recognized Gain in Fair Market Value of Investment	913,907	(1,641,419)
<b>Total Other Revenue and Gains</b>	<b>1,305,546</b>	<b>(1,260,119)</b>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$3,062,099</b>	<b>\$ 21,739</b>

## STATISTICS OF NOTE 2009 vs 2008

	2009	2008	% Change
Visits (certified)	80,813	74,202	9%
Admits (certified)	3,142	2,723	15%
Hospice Visits	6,430	2,111	205%
Hospice Admits	117	60	95%
Private Self Pay Visits	5,676	6,167	-8%
Underfunded & Free Care	\$1,384,593	\$1,675,009	-17%
Telemed Expense	\$ 403,021	\$ 285,188	41%
<i>(included in Underfunded/Free Care above)</i>			

## ANNUAL DRIVE RETURNS 2009

January - December 09

Donations	\$34,683
Donors	411
Average	\$84.39

### Board of Directors 2007-2010

Bruce Graham, President  
 Jeff Helm, Vice President  
 Robert Dwyer, Treasurer  
 Illana Quirk, Secretary  
 Susan Carson  
 Donald J. Beaudette, Ed.D  
 Kevin Callanan  
 Kathleen Donahue  
 Chris Fahey  
 Gerard B. Hayes, MD, MPH  
 Ellen Hoadley  
 Carol MacNeill  
 Robert Norris  
 Chris Perkett  
 B. Jean Snow  
 Therese Redmond  
 Sean Ryan

### Professional Advisory Committee 2008-2010

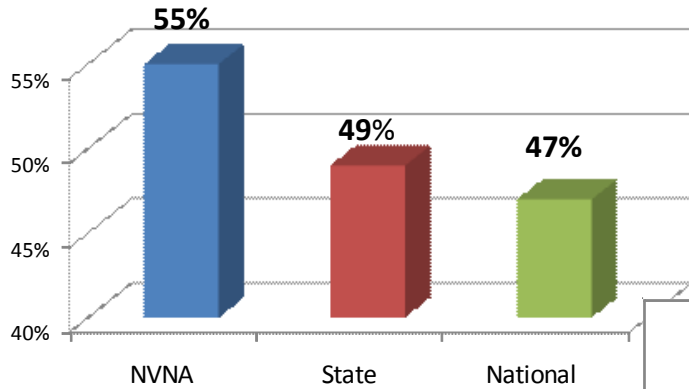
Ann Allegrini  
 Kevin Callanan, Esq.  
 Sue Carson, RN  
 Francine Coluci, RN, BSN, MSM  
 Kara Connerty, OTR  
 Jackie Crossen-Sills, PT, PhD  
 Joanne Dalton, RN, PhD  
 Meg Doherty, MSN, ANP, MBA  
 Ralph Gordon  
 Ellen Hoadley  
 Ronald Kearns, Esq.  
 Elaine Kelter, RN, MS  
 Dr. Robert Lille  
 Shelley MacDonald  
 Dr. Michelle Mudgett  
 Thomas O'Regan  
 Jean Roy  
 Dr. Richard Seibert  
 Richard Sulc  
 Irene Toomey, RN, MBA  
 Denise West, RPh

### Finance Committee 2007-2010

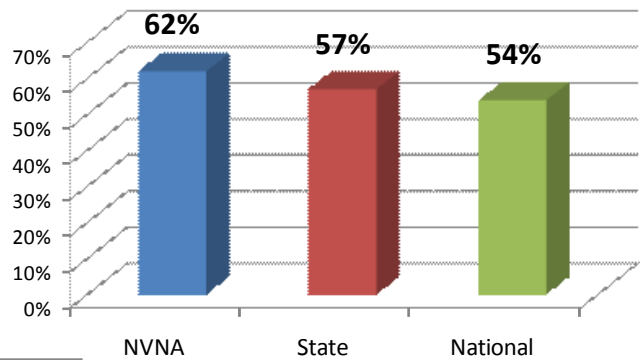
Robert Dwyer, Chair  
 David Barcomb  
 Francine Coluci, COO  
 Meg Doherty, CEO  
 Chris Fahey  
 Bruce Graham  
 Ralph Gordon  
 Jeff Helm  
 B. Jean Snow  
 Richard Sulc  
 David Tagliamonte, CFO  
 Ralph Tedeschi

# CLINICAL OUTCOMES '09

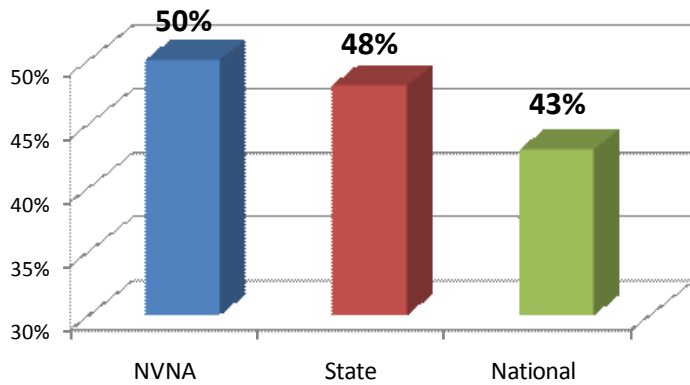
## Improvement in Ambulation



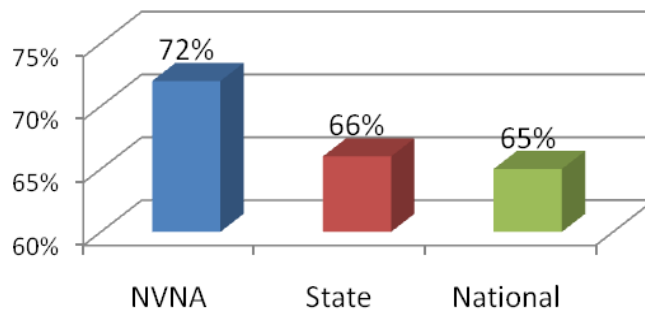
## Improvement in Transfers



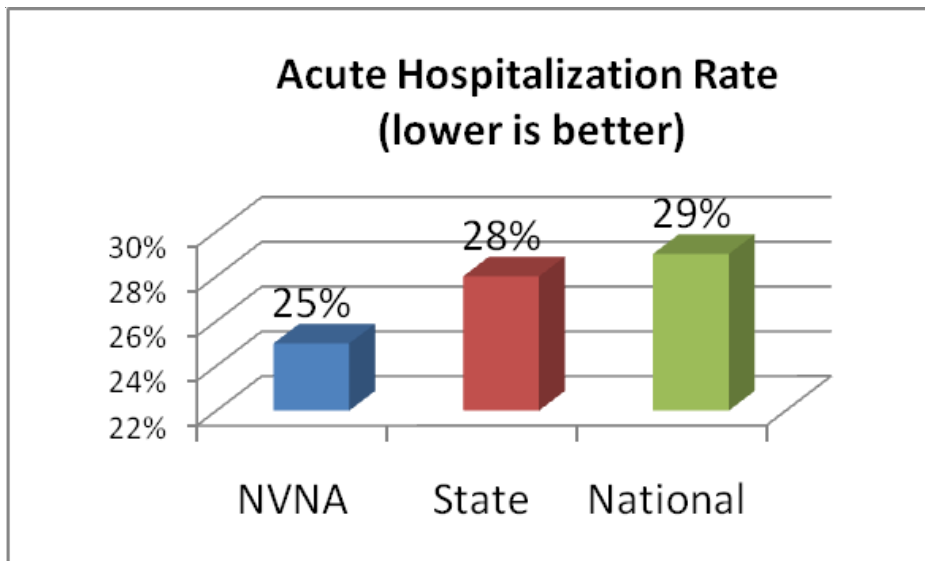
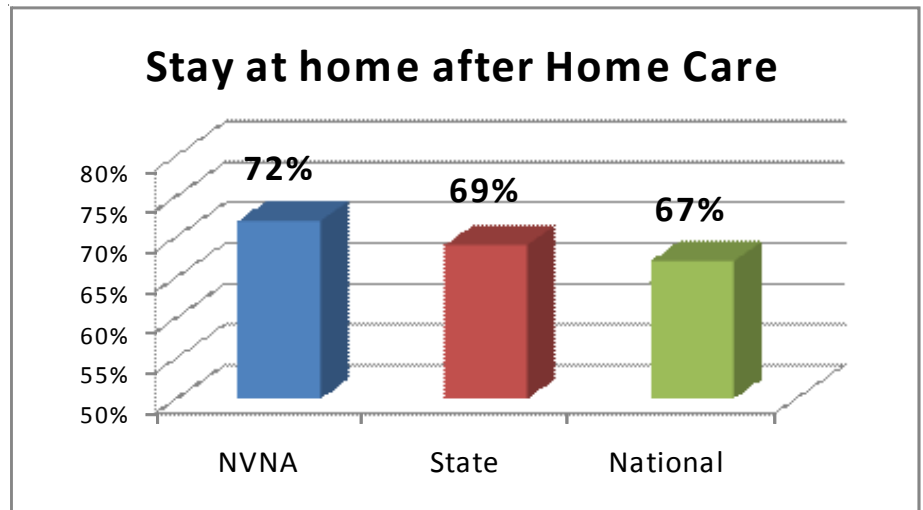
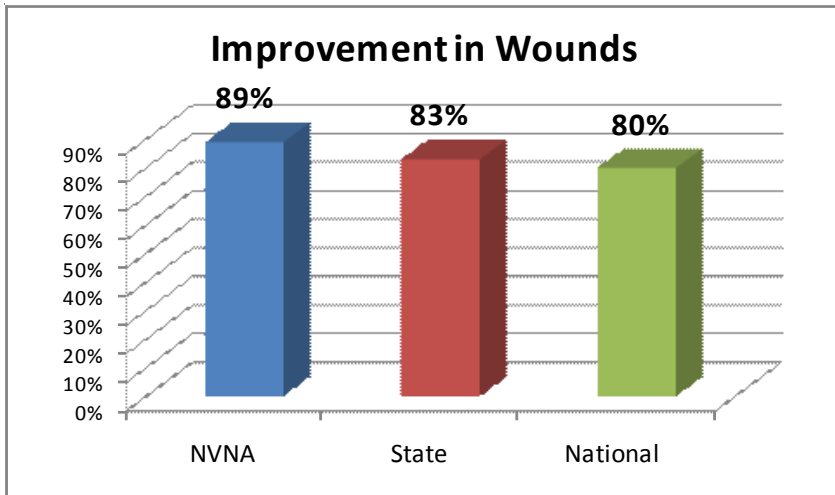
## Improvement in Oral Meds



## Improvement in Bathing



# CLINICAL OUTCOMES '09



## AWARDS, HONORS and CERTIFICATIONS

Home Care Elite™ Award for Fourth Year!

VNANE Pinnacle Award Patient Satisfaction (7<sup>th</sup> year)

Massachusetts Home Care Alliance Awards:

*Bob Dwyer - Home Health Champion Award*

*Lori Mahoney – Runner up for Clinician of the Year*

Deficiency free DPH Survey



## STAFF ADVANCEMENTS AND ACCOMPLISHMENTS

Emerging Leaders Program @ Suffolk University : Lori Mahoney, RN and Linda Simms, RN

Certification for Geriatric Care Manager: Renee McInnes, RN and Joan Wright

Certification in CDSM/Stanford University: Kerin Connolly, RN and Tammy Tavares

Certification for Chemotherapy and Biotherapy: Liz Daly, RN, Patty Fennessy, RN, Karen Mathews, RN Cherly Pennachio, RN, Gerry Sanderson, RN, and Donna Seibert, RN

Certification in Alzheimer's Care: All Clinical and Home Health Aide staff

### Published:

Nursing Clinics of North America

• ***“Caregiver Burden – Three Voices, Three Realities”*** by Meg Doherty and Joan Wright

• ***“Technology and Home Care: Implementing Systems to Enhance Aging in Place”***  
by Jackie Crossen-Sills and Irene Toomey

• ***“Hospice – Organizational Perspectives”*** by Meg Doherty  
New England Research Institute

• Continuing education modules for caregivers contributors Meg Doherty and Joan Wright

## HOSPICE OUTREACH

First Annual Hospice Service of Remembrance

Honored first female Veteran, a Navy nurse in WWII through Veteran's Recognition Program

Joint fundraiser with Campus of Caring, non-profit organization dedicated to building a non-profit hospice home

## RESPONSE TO COMMUNITY NEEDS

Opened satellite office in Pinehills to expand service area into Plymouth

Hosted Renowned Alzheimer's expert Teepa Snow for caregiver forum (175 attended)

Developed Transitions of Care – Navigating the Healthcare System

Participated in MA Regional Emergency Management Training

Immunized over 2000 people for H1N1 (in collaboration with Board of Health, MA DPH and CDC)