

2010 Annual Report

Celebrating our 90th year of serving the South Shore

The NVNA Foundation



Because there really is no place like home.



Non-profit private duty home care.

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 2010 and 2009

	2010	2009
Operating Revenue		
Net Patient Service Revenue	\$16,157,190	\$14,036,527
Other Operating Revenue	37,823	49,332
Total Operating Revenue	\$16,195,013	\$14,085,859
Operating Expenses		
Salary and Benefits	\$11,138,474	\$ 9,344,890
Other Operating Expenses	3,175,001	2,910,050
Bad Debt	22,388	20,241
Depreciation	74,876	54,125
Total Operating Expenses	\$14,410,739	\$12,329,306
Operating Income	\$ 1,784,274	\$ 1,756,553
Other Revenue and Gains		
Contributions	\$ 173,120	\$ 149,759
Investment Income	240,695	241,880
Recognized Gain in Fair Market Value of Investment	882,372	913,907
Total Other Revenue and Gains	1,296,187	1,305,546
EXCESS OF REVENUES OVER EXPENSES	\$ 3,080,461	\$ 3,062,099

STATISTICS OF NOTE 2010 vs 2009

	2010	2009	% Change
Visits (certified)	87,217	80,813	8%
Admits (certified)	3,302	3,142	5%
Medicare Full Episodes	2,887	2,748	5%
Underfunded & Free Care	\$1,529,592	\$1,384,593	10%
Hospice Patient Days	12,184	9,235	32%
Hospice Admits	220	176	25%

ANNUAL DRIVE RETURNS 2010

January - December 2010

Donations	\$46,915
Donors	412
Average gift	\$113.87

Who Are Our Patients?

	NVNA	Nation
Average Age	80.01	74.79
Gender: Female %	65.54	62.53
Race: White %	99.23	75.85
Lives alone (%)	32.79	25.72

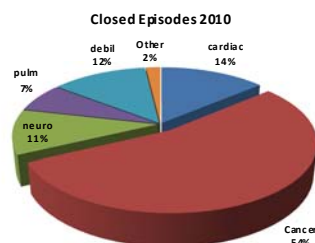
CMS Medicare Patients

NVNA Top Diagnoses FY 2010

1. Orthopedic Aftercare (hip/knee replacements)
2. Surgical Aftercare (cardiac, gastro, etc)
3. CHF
4. IDDM
5. COPD
6. Neuro



Hospice Diagnoses 2010

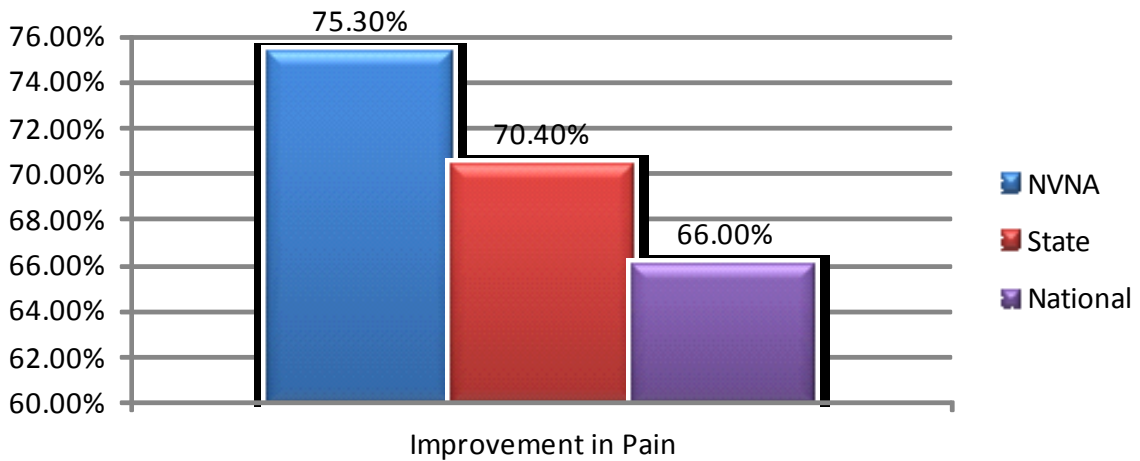


Median LOS 1.600
Average LOS 4.345

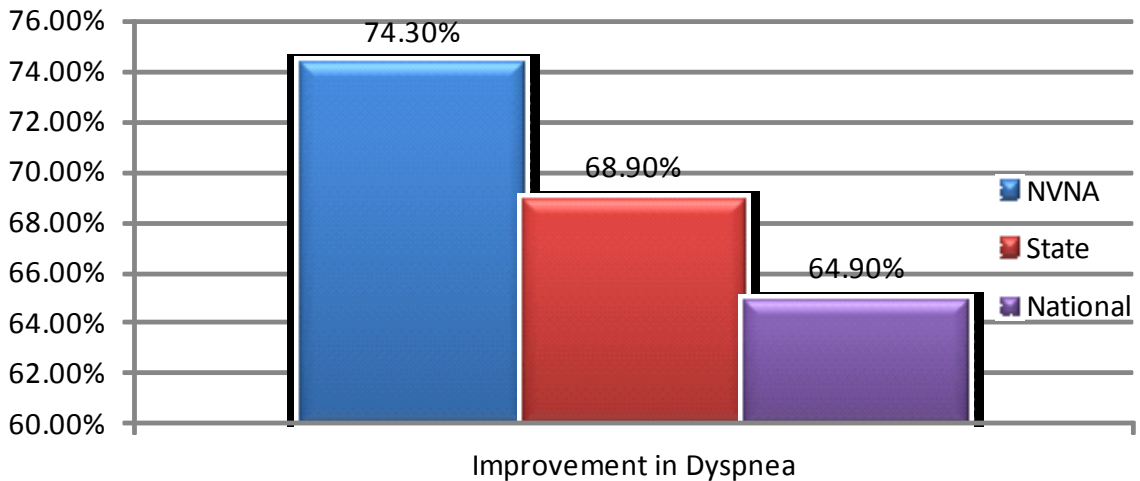


CLINICAL OUTCOMES 2010

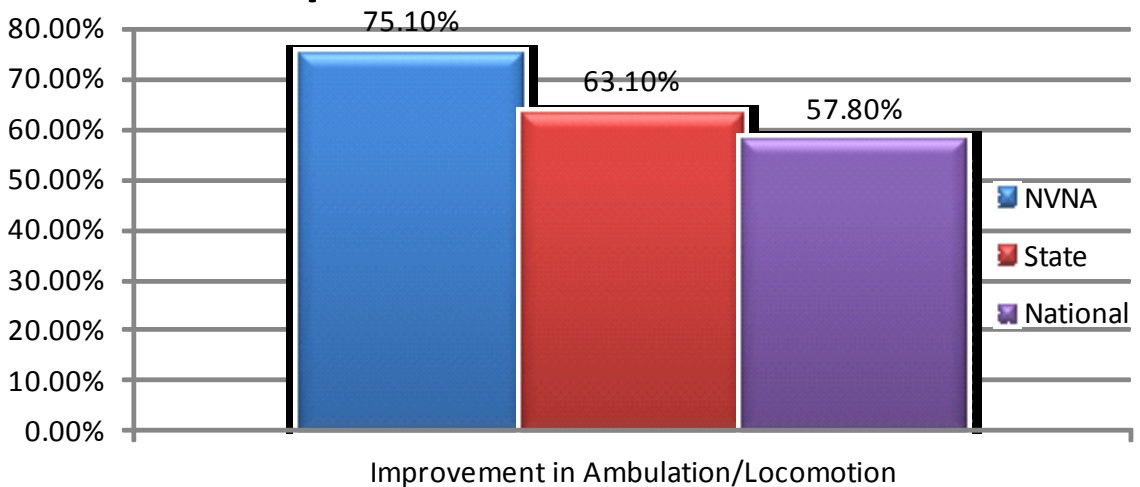
Improvement in Pain- 2010



Improvement in Dyspnea- 2010

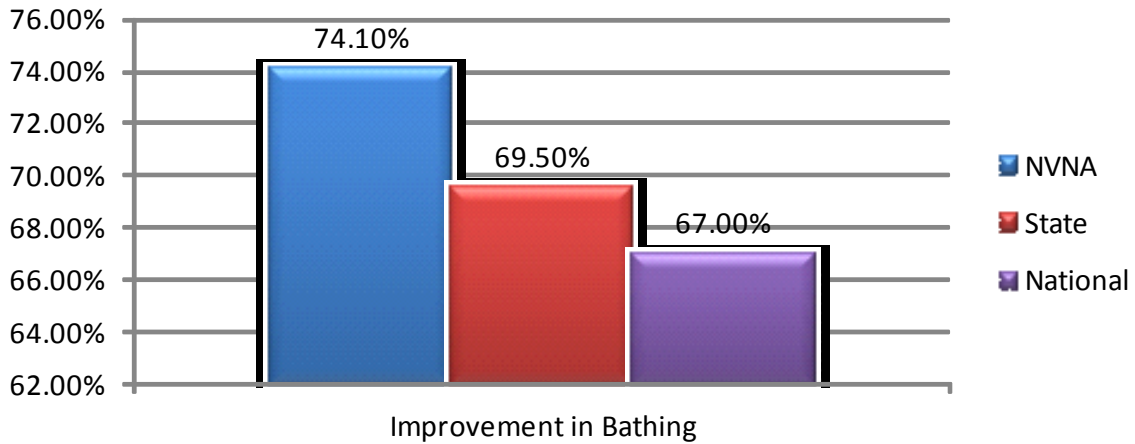


Improvement Ambulation - 2010

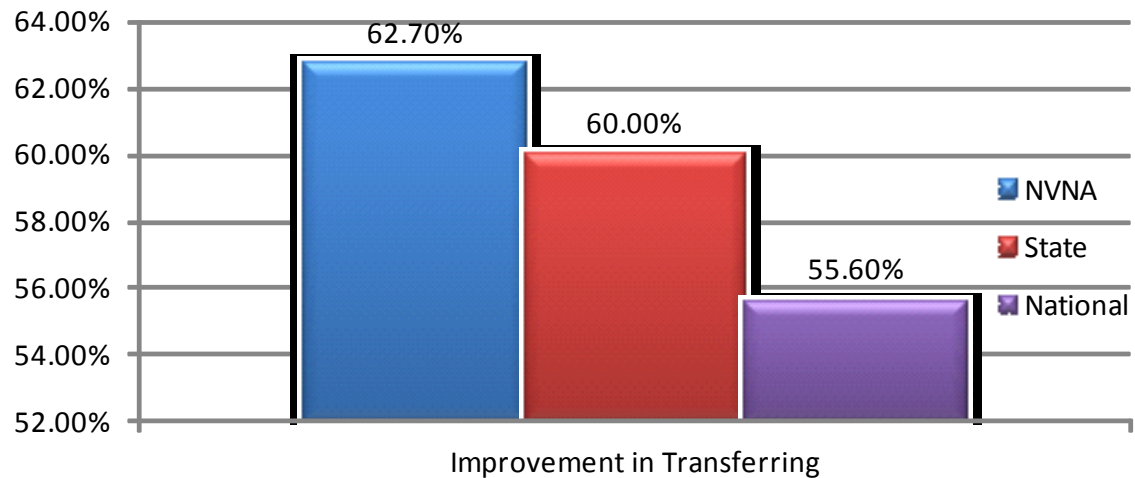


CLINICAL OUTCOMES 2010

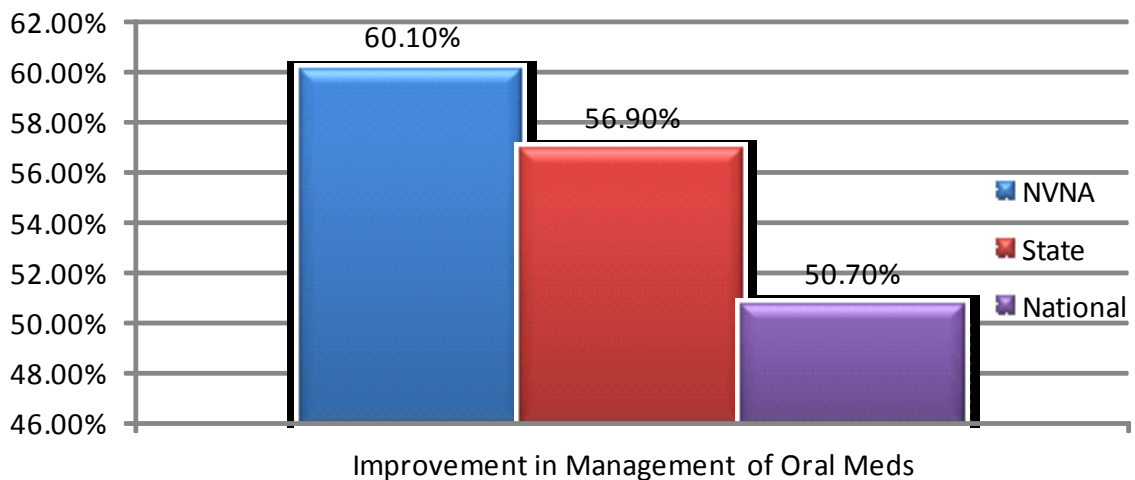
Improvement in Bathing- 2010



Improvement Transferring - 2010



Improvement Oral Medications- 2010



AWARDS, HONORS and CERTIFICATIONS

Celebrated our 90th Year of serving the South Shore!

Home Care Elite™ Award - Top 25% in Country (5th Year)

VNANE Pinnacle Award Patient Satisfaction (8th Year)

American Diabetes Association recognition for Diabetes Self Management Program

Awarded Sea Chest Volunteers of South Shore annual proceeds donation



NVNA WORKS: August, 2010

Non-profit private home care agency

Opened office on Rte 53 in Hanover to provide private pay nursing, personal care, companion care, and geriatric care management services.

STAFF ADVANCEMENTS AND ACCOMPLISHMENTS

Staff Education: Comprehensive Physical Assessment Series and Advanced Competency Training

Certification in Alzheimer's Care: 100% staff

Expansion of Student Programming (U Mass, MGH Institute)

Certification for Geriatric Care Manager: 1

Emerging Leaders Program graduates from Suffolk University: 2

Certified Cognitive Educators through The Serper Method: 2

Certification in CDSM/Stanford University: 2

Administrative Certification Hospice and Palliative Care: 1



HOSPICE OUTREACH

First Blue Holiday Service on the Norwell Common

Second Annual Hospice Service of Remembrance

Introduced Pet Therapy Program

Provided appreciation certificates to 20 veterans on hospice

RESPONSE TO COMMUNITY NEEDS

Expanded Alzheimer Caregiver Support Groups

Developed spiritual program for Alzheimer's patients

Presented numerous health education programs, including Navigating Health Care settings, nutrition, osteoporosis, and medication management

Established wellness clinics in Quincy and Weymouth senior housing complexes

Hosted National Memory Screening Day clinic

Authored monthly health columns in local media; invited guest on radio



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The image shows a screenshot of the NVNA and Hospice website and its Facebook page. The website header features the logo "NVNA WORKS" with the tagline "Because there really is no place like home." and navigation links for Home, About Us, Are We The Right Choice, Our Programs, Our Staff, FAQs, and Make A Donation. The main content area includes a photo of a caregiver with an elderly woman and a testimonial from Martha Smith. Below the photo are four service categories: Choosing the Right Agency, Asking the Questions, Getting Help Right Away, and Providing the best solutions. The Facebook page below shows the NVNA and Hospice profile, including a post about Thanksgiving wishes and a tweet about a festival of wreaths.

NVNA



A N D H O S P I C E



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