



2021 Annual Report





## Our WHY

Collaborating as a team to provide excellent care to patients and families—with integrity, compassion, knowledge and love—so that patients experience optimal quality of life at all times.



# Persevering Through Challenging Times



At VNA, we love unsung heroes. Among caregivers, there are many, including Cathy Sinnos, mom to daughter Jacqueline who has cerebral palsy, and their VNA physical therapist, Darlene Heglund, who's helped care for the family for 12 years. And Amy Ghiz who's been tirelessly aiding her husband, Jack, recover from a dire case of COVID-19 with the help of another caregiver, VNA clinical educator, Stephanie Smith, RN, and her team.

These are only a few examples, of which you can read more about in this publication. But there are so many more who are doing remarkable work, and I am incredibly grateful to be part of the VNA family. Because that's what families do, we take care of each other. And that's why, despite the pandemic, we've persevered, adapted and continued to safely provide care for our community.

Even in the midst of a pandemic, we remain focused on developing programs that improve patient care. We introduced new initiatives, collaborating with local care partners to deliver COVID-19 shots to some of the most vulnerable in our community, homebound patients. And we've continued to invest in new patient programs like our successful Hospital Prevention Program, that keeps people safely at home instead of returning to the hospital.

In addition, we introduced Project Wish, a wonderful new hospice program that provides unique opportunities for patients with terminal illnesses, like Dominick LaCavalla, who finally had the chance to fly across the country to visit his son in a long sought-after reunion. Project Wish is just one of many outstanding VNA Hospice programs delivered by highly skilled and compassionate nurses, home health aides, counselors, musical therapists, staff, and volunteers, all of whom live locally, and understand the needs of our community; we go the extra mile – or three – because you're worth it.

We've also continued to grow, establishing new partnerships with generous donors and philanthropists through VNA & Hospice Foundation, our 'arm' that is committed to supporting the most at-risk in our society, the uninsured and underinsured. I can't thank these patrons enough for their generosity, we could not provide as much care without them.

As we look forward, I'm hopeful we will finally see the end of this pandemic and return to normal life, stronger than before. But whatever the cards may hold, VNA will always be ready to care for you and your family when you need us most.

*Kim Fields*



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*This annual report is dedicated to Tom Segura.  
Tom, we thank you for your leadership and commitment to our community.*



# Jack Ghiz—A COVID-19 Miracle

Strapping 54-year-old Jack Ghiz wasn't supposed to get a near-death case of COVID-19. "He was young, healthy and physically active with no risk factors prior to COVID," says one of his clinicians Stephanie Smith, RN and VNA home health clinical educator.

But he did get the deadly virus — for seven months, three of those months in an induced coma, and the other four months when he was technically cognizant, he has no memory of. His wife, Amy, was asked several times by various medical staff if she wanted to "pull the plug." "They were telling us 'he will never come off the ventilator,'" she says. "So I called his regular doctor... and he said, 'He has no infections right

now, his organs are all working, there's no reason for us to stop treatment,' so I didn't sign the DNR."

It all began Christmas Eve 2020 when Jack first noticed symptoms, just as he was finishing work clearing land. "I was in the Christmas spirit. Great mood. I got done about 4 p.m. and...by eight, nine o'clock I was buried in blankets with the chills and a fever," recalls Jack. "I went in [to the hospital] January 2nd and technically I didn't come home until August 19th."

He says "technically" because in fact he did return home on August 10th when his oxygen machine began dropping, but thankfully the two VNA nurses assigned to him, Michele Renfro and Stephanie

Smith, advised his wife Amy to call 911. "They saved his life," says Amy.

Of the two nurses, Stephanie stayed on long-term for wound care with a particular focus on Jack's large 10" by 12" bed sore, which was frightfully deep when he first arrived home, before the healing began. "You could see down to the bone," says Amy, who learned how to properly care for it with Stephanie's help. "She taught me how to change it, clean it, what to look for. She's also the one who comes in and talks to Jack about, what's going on; have you had any problems? And she goes through all of it. She's wonderful."

Jack concurs. "Stephanie's like a guardian angel." He's also grateful for two other VNA nurses, speech therapist Lara Bauer and physical therapist Valerie Gohil, who both coordinate with Stephanie to provide optimal care for Jack. Lara helps Jack coordinate his breathing patterns to accommodate reduced respiratory ability. "Because of the damage to his lungs, he is breathing in a little too soon and it's contributing to aspiration risk," says Lara.

Clearly, Lara's work with Jack has been fruitful as her colleague Stephanie notes. "When we first saw Jack out of the hospital, he was unable to have a normal conversation without taking A LOT of breathing rest breaks, and having difficulty tracking a conversation," says Stephanie. "Now he talks nearly nonstop...and he is able to track and



follow a conversation and remember well now.”

Improving his breathing also supports Jack with his mobility, which he temporarily lost, and is Valerie’s focus. “When I started to learn how to walk [again]... Valerie put a little obstacle course together in my garage. We did it for weeks. It’s what helped me get my balance back,” says Jack.

Valerie loves hearing this. “Helping someone like Jack is why I do what I do. In the beginning he was unable to get up to get his own cup of water, and now he’s preparing coffee,” she says.

And he couldn’t have done it without her and her VNA teammates’ support and expertise, says Jack. “They actually come in and become part of your family in addition to the medical care,” he says.

Amy, his dedicated unofficial caregiver, concurs. “The key to his recovery since he’s been home has been the visiting nurses. I think it’s been the fact that they’re so educated and they educate us. I’ve never met smarter women and so kind and so personable, and you know they don’t give up,” she says. “And we do feel like we are loved by them. That’s how you feel, they’re like family when they come in... I feel so fortunate. My family’s in Tennessee and they’re like ‘do you need us to come down and help’ and I’m like ‘no, the [VNA] team is coming. It’s a huge help to me.’”

## VNA’s Compassionate Care is the Best Medicine

“We have been very pleased with VNA. My mother-in-law broke her hip a year and a half ago and was assigned VNA for home health and was very pleased with her care.

“When my dad needed home health care a year ago, because of my mother-in-law’s great experience with VNA, we called VNA and set up home health care. We have been extremely pleased with the great compassionate care he has received and have referred VNA to several people since then.

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*“None of the other [home health] organizations compared to the care, compassion and communication we received from VNA...”*

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“We are now receiving home health and private care through the Veterans Affairs (VA) since my dad is a World War II and Korean War Veteran and went through several organizations that the VA assigned to us. None of the other [home health] organizations compared to the care, compassion and communication we received from VNA so we submitted VNA to the VA to be an approved provider for private care. Once we found out VNA was approved, we requested to be switched over and have been so blessed to be back with this great organization. My dad adores his caregivers and is doing so well under their care!”

~ Linda Brandon, Melbourne, FL

# Hospice: Making Miracles Happen

When Vero Beach resident Dominick LaCavalla was told last winter at the hospital that he had two weeks to live unless he immediately started dialysis, his first thought was of his son who he hadn't seen in four years, Dominick III, and how much he wished he could visit him. But Dominick Senior knew that was not a reality since neither he nor his son, who has advanced Multiple Sclerosis and lives in Colorado, was healthy enough to fly.

That thought combined with his aversion to dialysis, Dominick left the hospital thinking he wasn't long for this world and would die alone. He couldn't have been more wrong; before he left the hospital, a social worker arranged for VNA to begin hospice care at his home and his "two weeks left to live" has extended indefinitely. Dominick attributes his much-improved health to the holistic care provided by Jacquelyn Ruiz, his VNA hospice counselor, and Elise Todd, his VNA nurse. "They're here all the time, we've become friends. It's kind of like a little family, and I'm very appreciative of it, because you know other than that, there's nobody here."

With one key exception, a local Christian chaplain, Mark Patterson. "I was always what you call spiritual, but I didn't claim ownership in any religion and hadn't been to church in many, many years," says Dominick. "But he came by the house, saw me, and we sat down, and we talked for

about an hour, and prayed together, and it was amazing."

And apparently, miraculous too. Before Mark's visit, Dominick officially had kidney failure. The day after the visit, Dominick was informed by his doctor that inexplicably, his kidneys were stabilizing. "It was literally a miracle," he says.

Although incredibly grateful, Dominick still couldn't help but continue to wish for the one thing he was certain would never come to pass, a visit with Dominick III. But last summer, Dominick's social worker Jacqueline, who goes by Jackie, asked him out of the blue if he could do anything, what would it be. That's when he told her about his wish to spend time with his son. "I thought it was just talk," he says.

He didn't know that behind the scenes, Jackie began making his dream come true through Project Wish, a VNA & Hospice Foundation program that grants end-of-life wishes for hospice patients, everything from a line dancing party to a zookeeper bringing a teenage patient's favorite animal to his room, a sloth. "What could be more excellent than having a wish granted at end of life?," says Sara Bumgarner, volunteer services manager for VNA. "End of life can be sometimes be socially, physically and spiritually limiting. Project Wish aims to work around these limitations, understand the patient's vision and

curate the best possible experience we can."

When Jackie eventually divulged the plan to Dominick, he was in shock. "All of a sudden, I was going to see my son. I was dumbfounded. It was amazing," says the 78 year-old. "I was like, oh my God, this is real Jackie."

Jackie was moved too. "I also felt very emotional for him as I knew how much this would mean to him and to his family considering his health condition," she says.

As excited as Dominick was for the trip, he was also anxious, because his kidneys were hardly in good shape, and caused painful issues including swelling of his legs. Yet he was determined to visit his son and says he put his faith in the Lord. "You kind of put your hands in his hands and say 'ok, whatever you want from me, whatever you need from me, I'm here to do.' And that's how I went to Colorado," says the septuagenarian.

And he couldn't have done it without VNA's help, he adds. Not only did someone from the organization meet him at his house and drive him to the airport, but once there, another VNA worker, volunteer coordinator Kim Smith, pushed him in a wheelchair, helping him navigate voluminous Orlando International Airport seamlessly. "Before I knew it, I was sitting on a plane. And when I arrived in Denver, there was someone who VNA arranged to pick

*Pictured right, Dominick LaCavalla, far right, with his grandson Jacob and son, Dominick III, during his visit in Denver.*



me up and drove me to my son's house," says Dominick. "When we pulled up, my son came out in his little scooter and we hugged, and the tears flew."

Joining Dominick and his son was his son's girlfriend, Krys Allen, and the three of them hung out at home, with Kim Smith calling him daily to check-in. "We didn't go any place or do anything but being together with my son and his girlfriend was wonderful," says Dominick. And the week-long stay became even better when his 14 year-old grandson,

Jacob, joined them after a camping trip. "Jacob's always been whatever his age is going on 40, and a very smart kid. He's in all gifted classes," says Dominick proudly.

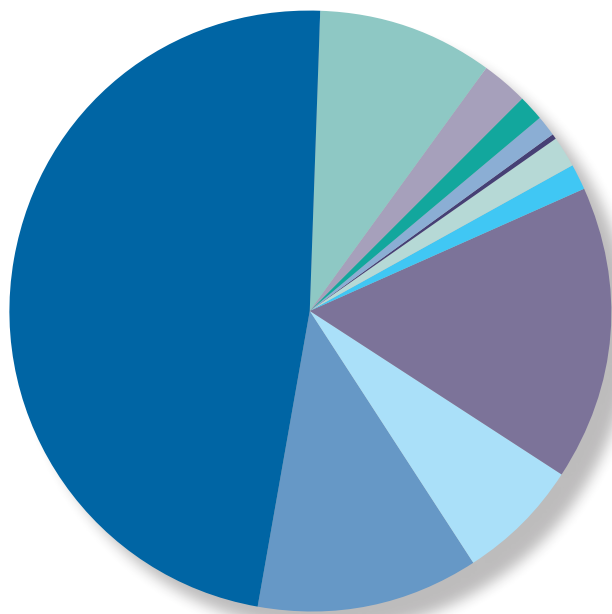
Dominick spent a lot of time talking to his grandson, son and Krys about his own mortality, something he's come to peace with. "It was a given I'm not going to be here much longer, so I talked about how ready I was, and that I wasn't afraid of death," he says, adding that his faith has helped him attain this inner tranquility. Before he left, his son, Krys and Jacob

invited him to move in with them. "I said it was too cold. They keep their house at 70 degrees, I keep mine at 83," says Dominick with a smile.

Now back in Vero, Dominick continues to reflect on his trip, who made it possible, and how grateful he is. "I'm not sure how to say thank you, I couldn't say it enough," says Dominick humbly. "I never had anything happen to me like this before. Every time I think about it, I start to cry."



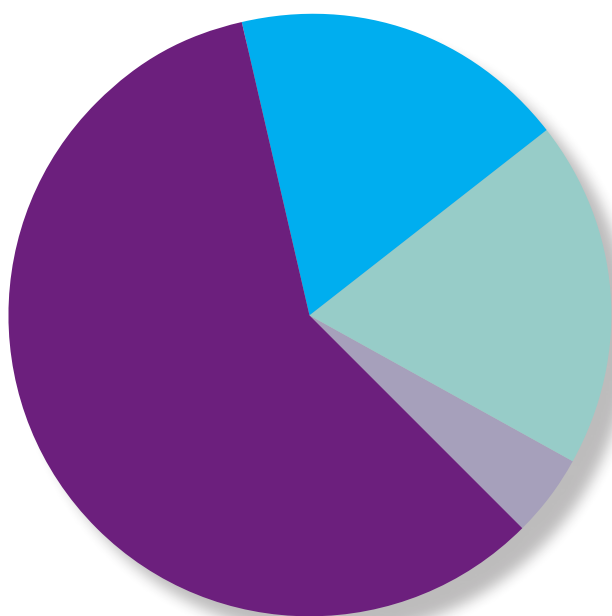
# Financials



## 2021 Consolidated Financials

Medicare	47.9 %	\$23,893,508
Self Pay	9.3 %	\$4,626,320
Private Pay Insurance	2.6 %	\$1,300,109
Medicaid	1.4 %	\$718,263
Charitable Care	1.2 %	\$580,533
Flu & Pneumonia Shots	0.1 %	\$62,989
Hidden Treasures	1.8 %	\$917,216
Indian River Hospital District	1.3 %	\$654,399
Charitable Donor Contributions	15.9 %	\$7,930,094
Investment Income	6.6 %	\$3,311,802
Other revenues	11.8 %	\$5,859,892

Total Revenue	\$49,855,125
Expenses	\$38,123,921
Surplus	\$11,731,204



## 2021 Philanthropic Support

Hospice House Support	59.0 %
Charitable Patient Care	18.1 %
Programs and Services	18.5 %
Telehealth	
Bereavement/Camp Chrysalis	
Music Therapy	
Community Wellness/Mobile Health Clinic	
Other	4.4 %

Program and charitable care support	\$3,176,499
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## Impact by Numbers



**5,149**

Home Health Patients Served

**754**

Telehealth  
Patients Served

**1,767**

Hospice  
Patients  
Served



**19**

Patient  
Wishes  
Fulfilled



**59,495**

Hospice Days of Care

**155,420**

Private Care  
Hours

**327**

Private Care  
Patients  
Served



**\$574,000** in  
Charitable Care  
Provided

**140**

AmeriCorp  
Seniors RSVP  
Volunteers



### COMMUNITY HEALTH SERVICES

2,627 Patients Seen

1,277 Flu Vaccines

406 Homebound

COVID-19 Vaccines



# Helping Support the Vulnerable in Our Community

VNA home health patient Jacqueline LaPoint was born with cerebral palsy, is legally blind and mentally delayed. “She’s 27 but has the mind of a ten-year-old,” says Jacqueline’s mom, Cathy Sinno.

Jacqueline is also physically limited and confined to a wheelchair. She lives at home and cannot move without the help of her mother. This never-ending care is not easy, and some people in Cathy’s position would have put her in a home for adults with disabilities, but not Cathy. “A lot of these parents give up and put these kids away. I would never do that even though it’s hard,” she says.

Especially when you don’t have a car; much less a wheelchair-friendly car;

Cathy must rely on public transportation to take her daughter to medical appointments as well as other necessary visits like to the grocery store.

Despite not having her own transportation, Cathy perseveres. And says she couldn’t do it without the support not only of her husband Ron, Jacqueline’s stepfather, but also her CNA Brianna and VNA physical therapist Darlene Heglund, whose cost is supplemented by VNA’s charitable care program. The charitable care program is funded by donors who support the VNA & Hospice Foundation.

Heglund has been caring for Jacqueline since 2010. “I help to keep her as

mobile as she can be. She cannot walk but scoots around on the floor most of the time,” says Darlene. “She has a wheelchair; which I helped the family acquire, but really only uses it when she leaves the apartment and only leaves home for doctor appointments. So we do stretches to keep her loose and exercises to keep her as strong as possible to keep her moving and to allow her to assist with [car] transfers and as much as possible.”

For Darlene, working with Jacqueline is much more than just a job, she really cares for her. “I love seeing Jacqueline because she is so sweet and always so appreciative of the help that we provide. I love the fact that she works so hard to be as independent as she can to help her mom and other caregivers,” says Darlene.

Cathy says that Darlene’s affection is reciprocated by her daughter. “Jacqueline loves Darlene,” she says. Cathy is also fond of Darlene, noting how the physical therapist goes above and beyond for her family, including one year when Darlene’s husband dressed up like Santa Claus and their children dressed up like elves and helped Jacqueline celebrate Christmas together. “She’s got a lovely family, her husband’s a sweetheart,” says Cathy, adding, “VNA’s been there for us, I wouldn’t trust anyone else but them.”







# From the VNA & Hospice Foundation Chair



Dear Friends,

First and foremost, I'd like to thank all of our benefactors who make our work at the VNA & Hospice Foundation possible. Through your steadfast commitment, the Foundation has been able to continue to fund excellent patient care for the most vulnerable in our community while investing in vital VNA programs and services. These accomplishments are all the more impressive given COVID-19, its variants and the unique challenges they present.

In such times, it's easy to get battle fatigue, and yet our dedicated group of donors and volunteers forge ahead undaunted. Last fiscal year, our annual 31st Golf-A-Thon alone set a record, raising more than \$464,000. Hat's off to these donors, the team captains and club pros who donated their time and talent for this outstanding benefit. The pros were able to safely play an entire

day of golf with club members watching the multiple rounds of golf on their computers from their living rooms.

Another major accomplishment was the outstanding renovation of the VNA Hospice House. We're grateful to our community partners and generous philanthropists who made this possible, improving on the already exceptional end-of-life care provided to hospice patients and their families. Your generosity, as with all our donors, is the heart and fuel of the Foundation and makes it easy to stay optimistic - even in these trying times.

Thank you!

Sincerely,

A handwritten signature in blue ink that reads "Kathie".

Kathie Pierce, Chair  
VNA & Hospice Foundation Board



# Because Everyone Deserves Quality Care

The VNA & Hospice Foundation was established to support charitable patient care and programming to improve the quality of care for patients and families. Support from generous donors enables the VNA & Hospice Foundation to support these patient care initiatives.

## Charitable Care

The VNA is the only local home health care agency that accepts home health and hospice patients who do not have the financial resources to cover the cost of their care. Charitable care can include those without insurance or inadequate coverage that offers them the nursing care, rehabilitation therapy or end-of-life care they need.

## VNA Hospice House

The VNA Hospice House offers anyone who is unable to manage their care at home a compassionate and serene haven. The VNA is the only hospice provider for Indian River County residents, and the hospice house is a vital resource for those patients who need its services.

## Project Wish

Project Wish is a unique hospice program dedicated to providing wishes to hospice patients at their end-of-life journey. It allows patients and their families to experience one final wish together without worrying about the financial resources necessary to grant their wish.

## Bereavement Services

Everybody bereaves in their own way. And there is no right or wrong way to grieve. The VNA's bereavement team provides individual counseling, support groups and public bereavement events to help anyone in need of support.

## Camp Chrysalis

Camp Chrysalis is a bereavement-focused camp that helps children who have experienced a death and provides them an outlet to cope with their grief. It offers a combination of fun, outdoor activities and therapeutic sessions for Indian River County children who have suffered a loss.

## Remote Patient Telemonitoring

Through the VNA's telemonitoring program, devices are placed in the patient's home and connected through a phone line. Every day, the patient must interact with the device by answering questions for symptom analysis and take readings so VNA nurses identify problems before they become a crisis.

## Community Health Services

The VNA's Community Health Services provides access to health care for our most vulnerable population through health screenings and education, vaccine programs and the mobile health clinic. The mobile health clinic, supported by the Indian River County Hospital District, provides same-day, non-emergency care at little or no cost.

## VNA Homebound COVID-19 Vaccine Initiative Helps Three In One Family

Patti Colvin is an angel in disguise. For over a decade, she's selflessly cared for her 62-year-old brother, Brian Grenier, who is mentally challenged, and for her mother, Dorothy, who passed away in April, dying peacefully at home on VNA Hospice. The grieving process has been difficult for Patti. "My mom was my best friend," she says.

Nevertheless, she carries on and continues to care for Brian doing all of his shopping, paying his bills and anything else he needs. "It's been really tough. I haven't really had time to mourn my mom," she says.

Patti lives with her husband, while Brian lives in their late mother's house with their brother, Gary Grenier, 67, who also tries to help out with Brian, but because of physical issues is limited. In essence, Gary, like Brian, is homebound. That's why Patti was grateful she could call VNA and request a COVID-19 vaccine for both brothers through VNA's COVID-19 vaccine initiative. "It was one less thing I had to do," says Patti. "VNA has been so great, and it's great they go to people's houses and help people who cannot go out...I think it takes a special person."

# Honor Roll of Donors

*The VNA & Hospice Foundation gratefully acknowledges the generosity of all who support the mission and work of the VNA. The following individuals, foundations, businesses and community organizations donated \$1,000 or more during October 1, 2020 through September 30, 2021.*

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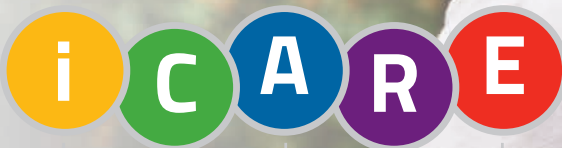
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*VNA provides compassionate, innovative care of the highest quality, setting the standard for patients and caregivers needing home health, hospice and community health services.*

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**integrity**  
in our actions

**Collaboration**  
with our community

**Accountability**  
to those who trust us

**Respect**  
for all people

**Excellence**  
in all we do







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