



2022 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.



Committed to Our Community



Dear Friends,

In addition to an incredibly talented staff who provides the very best home health, hospice and private care, what distinguishes VNA from other local healthcare agencies is our commitment to the uninsured and underinsured in our community. We understand and appreciate that for many, quality healthcare is not accessible. That's why we're dedicated to providing equal access to leading home health and hospice care to those in need in Indian River County. And no one valued this sentiment more than our beloved former Chair of the VNA & Hospice Foundation, Kathie Pierce, who sadly passed away in January.

Kathie was a valued member of the VNA family for over a decade, and we will miss her dearly. Her love for our organization, and the incredible difference she made – helping raise hundreds of thousands of dollars – will leave its imprint for generations to come, and we are forever grateful.

Kathie was instrumental in the success of so many key VNA & Hospice Foundation supported programs, including Community Health Services, which oversees our prized Mobile Health Clinic. Our 'healthcare on wheels' allows people like Memory Semprevivo and her eight children easy access to quality healthcare provided by highly skilled advanced practice registered nurses (APRNs).

Another great Foundation supported program is Project Wish, which provides end-of-life wishes to people on hospice. One recent recipient was a Sergeant General of the U.S. Marines, Bob Albietz. Bob recently moved to Vero Beach to fish in the ocean but never had a chance because of his illness. When his VNA Hospice team discovered this, they jumped into action, coordinating with another nonprofit, Wounded Waters, and a few weeks later Bob and his brother spent a beautiful afternoon fishing in the Atlantic.

The success of Project Wish and the VNA Mobile Health Clinic – and the myriad other services the VNA & Hospice Foundation supports – is thanks to all of you. Without your support, these life-changing programs would simply not be possible. You are the reason we can help so many in our community, and like Kathie Pierce, who will forever live in our hearts, you are an incredibly valued part of the VNA family.

And so are all of our patients. We are honored to serve them and care for them and hopefully make a difference in their lives. They certainly make a difference in ours.

Thank you!

A handwritten signature in black ink that reads "Lundy Fields". The script is fluid and cursive.

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This annual report is dedicated to Kathy Pierce.

We thank you for your leadership and commitment to our community.

A Diverse Approach to Individualized Care

For four years, retiree John Olson had Parkinson's with moderate symptoms. That all changed last August when he went to the hospital for an unrelated health issue and ended up catching a severe case of COVID-19. "The COVID then amplified the effects of the Parkinson's from being just a mild pain to a debilitating disease. Parkinson's is a progressive disease, but COVID just really amped it up. It was quite a shock. I couldn't move my muscles. (It was) painful," he says.

Upon discharge, the doctor ordered home health care and John chose VNA, who he'd had for follow-up wound care years before. VNA offers a robust set of home health services that compassionate, skilled clinicians tailor to every patient's individual needs. Some patients only require a few days or weeks of home health for issues like post-surgical care, or wound care, while others need

long-term care for chronic illnesses such as COPD, diabetes, heart disease and neurological care. Often, a patient requires a mix of services; that was the case with John.

John's services included occupational therapy, speech therapy and physical therapy. John's occupational therapy, which only lasted two weeks, consisted of support with issues like using cutlery, showering and other daily living activities. His speech therapy lasted much longer.

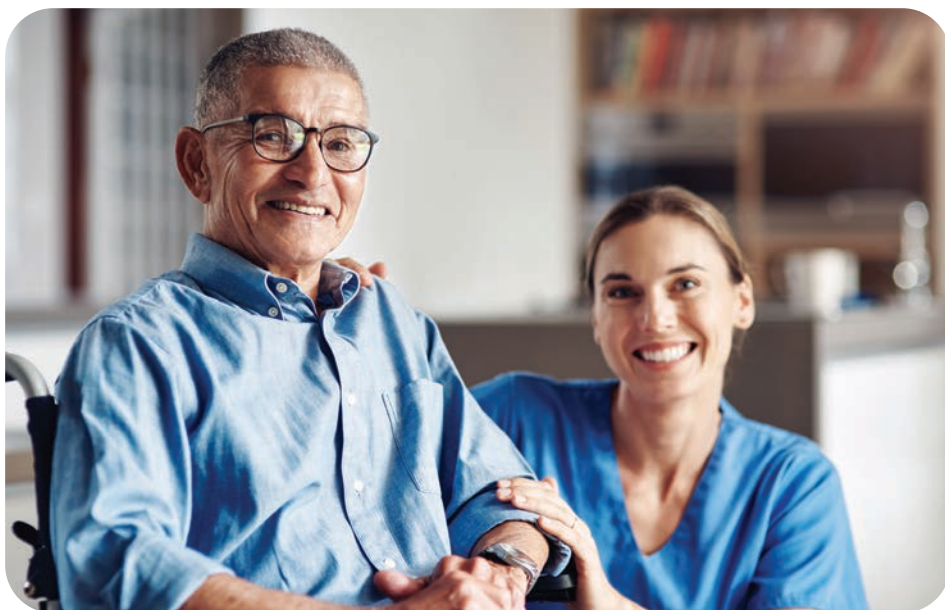
During the month's he did receive speech therapy, the speech therapist's visits were intermittent and very much dependent on whether he was having any difficulty speaking that week (due to his Parkinson's). He greatly appreciated this flexibility, knowing that when he did require an appointment, he could always get one, and always found them constructive. "I would sit here and do things like go 'ahhhh' 10 times in different octaves and

different levels of volume to keep the vocal cords exercised," he says.

His Speech Language Pathologist, Laura Bauer, says John did a good job. "He was big into CrossFit for many years, so he took that intense approach to his rehab. He tried to be diligent and do his home program. He used voice exercises from the Loud Program, which is designed for patients with Parkinson's. He tried to get his voice stronger and keep his voice since Parkinson's is trying to take it away from him," she says.

But it's been physical therapy, which he still receives twice a week, that he has had to put most of his energy into. He has been receiving care from a few different VNA physical therapists who focus on various aspects of his healing. He has found this diverse approach unique and helpful, while noting that the overall emphasis of his physical therapy has been, and continues to be, on exercises that were created by the Parkinson's Foundation, an organization dedicated to making life better for people with Parkinson's disease. "It's their version of what you can do for exercises to limber up," he says.

Soon, John's physical therapy will come to a conclusion, but he's grateful knowing that if he needs it again, he can always choose VNA, which he considers the best home health agency in the area. "VNA's superior! They work with my schedule, they're prompt, (and) efficient. Each session takes about a half hour to 45 minutes and they're wonderful. Great personalities and good expertise," he says.





The Benefits of VNA Private Care

Ten Months ago, one of VNA's founders, Ann Marie McCrystal, was in need of home health services for her husband, Hugh, a retired urologist and former Chief of Staff at Indian River Medical Center, who was recovering from major surgery. Naturally, Ann Marie chose VNA, and Hugh's plan of care included not only traditional home health care with skilled nursing and physical and occupational therapy, but also VNA Private Care. "When Hugh was discharged from the hospital, the private care team was in the house and all necessary medical equipment was in place for his arrival," says a grateful Ann Marie, who also serves on the board of both the VNA and the VNA & Hospice Foundation.

VNA Private Care services help patients with activities of daily living, including bathing and personal hygiene, light housekeeping, meal preparation and transportation. "I engaged VNA Private Care to assist with his care so Hugh could have 24-hour VNA care...it was invaluable. I was decidedly stressed throughout the whole episode of the emergency surgery and his aftercare and was relieved to know that I could rely on the VNA, not only the VNA Home Health team, but their Private Care team as well. My husband is a tall man, so he is a formidable patient to care for," says Ann Marie.

It is this multifaceted approach to healthcare that sets VNA apart from other private care companies, according to Jessica Cassone, Administrator of

VNA Private Care. "We offer the full continuum of care no matter where you fall on the healthcare spectrum. VNA can take care of your private needs, your home health needs, and we can also take care of your hospice needs," she says.

After Hugh had been home for a few weeks and feeling stronger, Ann Marie realized he did not need assistance during the night and reduced his private care to day shifts only. "He was assigned a wonderful Certified Nursing Assistant, Linda, who is very attentive to his needs and has gotten to know what he likes and doesn't like. She ensures he is not uncomfortable in any way, and she has become not only his nursing assistant but also a companion to talk about various things that he would like to talk about. Linda is part of the family," says Ann Marie, who appreciates this degree of care on a personal level as well as professional since she is a former cardiothoracic surgery nurse with a degree from the University of Miami. "I could never have done this by myself without the assistance of the VNA Private Care team. They are invaluable and are immediately available to you, really just a phone call away."

Providing respite for family caregivers, like Ann Marie, is a major goal of VNA Private Care and the priority of a recent initiative that VNA is coordinating with the U.S. Department of Veterans Affairs. The VA calls this program "noninstitutional care," and its objective is to keep veterans at home and out of long-term settings such

as assisted living facilities. It achieves this goal by contracting with companies that offer private care, in this case the VNA, whose nursing assistants and home health aides assist veterans with daily tasks. This provides respite for the veterans' primary caregivers, allowing them time to recharge and increasing the likelihood that they will be there for their loved ones for the duration instead of risking burnout. "Providing veterans' caregivers with desperately needed respite, we definitely have kept vets at home longer than they could have otherwise, and we are really proud of that," says Jessica, who notes that last year VNA Private Care provided over 7,000 hours of veteran care.

It is this level of commitment that the VNA has demonstrated toward the well-being of the entire community that inspires Ann Marie. Additionally, the VNA team continually goes the extra mile for Hugh, providing Ann Marie with much-needed peace of mind. "It is a very scary situation, and even as an RN, I welcome the assistance that Hugh receives from his private care team (including) Linda, because I know I have a good friend and someone who really cares about my husband's welfare and will not let anything untoward happen to him. Hugh and I have been married for almost sixty years. And I can assure you, it is very comforting to know you have the VNA by your side when you have a loved one that is ill!" says Ann Marie.



Project Wish Helps One Man's End-of-Life Fishing Dream Come True

In October of 2022, nonagenarian Bob Albietz and his younger brother, Don, moved to Vero Beach from the West Coast of Florida for one reason: to fish in the ocean. “The water’s too shallow on the West Coast,” says Don. Unfortunately, the brothers never had a chance because only a few weeks after calling Vero Beach their home, Bob began having severe breathing problems and went to see a doctor. “It didn’t take long. The doctor was with Bob about an hour and said, ‘There’s something wrong,’ and that’s when we found out he had throat cancer,” says Don.

The cancer turned out to be terminal, and Bob spent the next few months in the hospital until he was strong enough to return home. Before discharge, the doctor recommended hospice and Bob chose VNA. VNA Hospice care focuses on quality of life, with an emphasis on pain management, support for the patient and their family, and counseling, in addition to many other services, such as music therapy and pet therapy.

While Bob was pleased with VNA’s services, he was also frustrated because he never thought he’d fish again. But when his VNA Hospice Counselor, Jackie Ruiz, MSW, learned about this, she enlisted the help of VNA’s Volunteer Department, and under the auspices of the VNA & Hospice Foundation supported program, Project Wish, was able to make Bob and Don’s dream come true. Through careful planning, the Project Wish team

coordinated with Wounded Waters, a local nonprofit that takes veterans and military members out fishing free of charge, and a couple of weeks later Bob and Don spent a lovely afternoon fishing in the Atlantic.

The outing included a VNA Hospice volunteer presenting Bob with a handmade American flag blanket, part of the We Honor Veterans program that VNA Hospice is a proud Level 3 partner of. We Honor Veterans was developed by the National Hospice and Palliative Care Organization in collaboration with the Department of Veteran Affairs that addresses the unique needs veterans have when it comes to end-of-life care.

Don, also a veteran, was happy his brother received the patriotic blanket and grateful for the delightful afternoon spent together. “We didn’t catch any fish, but it was a great day anyway,” says Don.

The day was also made possible thanks to the excellent care by Bob’s hospice nurse, Mary Brown, who identified a change in medication that could help reduce the swelling he had been experiencing in his ankles. Due to this swelling, Bob had



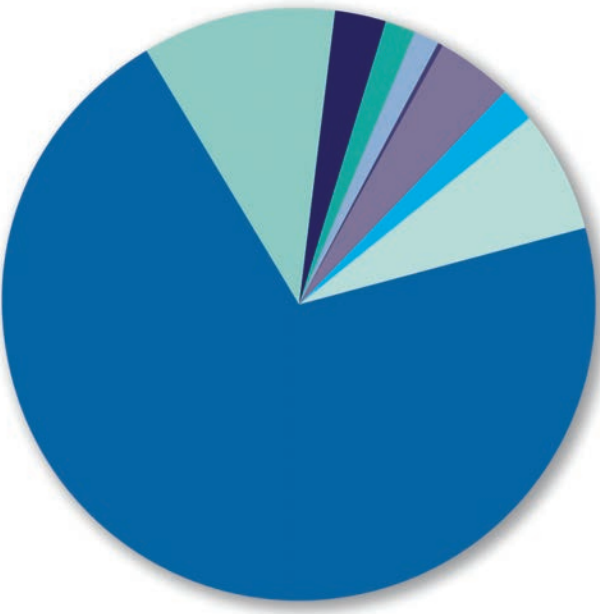
been unable to use a walker and was completely reliant on his wheelchair. Once the swelling abated he could use his walker, allowing him to be mobile enough – and confident enough – to participate in the fishing trip. “I was really excited about the walker because he really wants to be independent,” says Mary.

As for their part, Bob and Don had a blast. “They treated us like kings,” says Don. “Yeah, that’s quite an outfit...these visiting nurses are great!” says Bob.

Hearing about what a wonderful experience the brothers had fills the woman who got it all started, Jackie, with joy. “I’m so glad we’re able to provide these opportunities and experiences to patients and families during an admittedly difficult time,” she says.

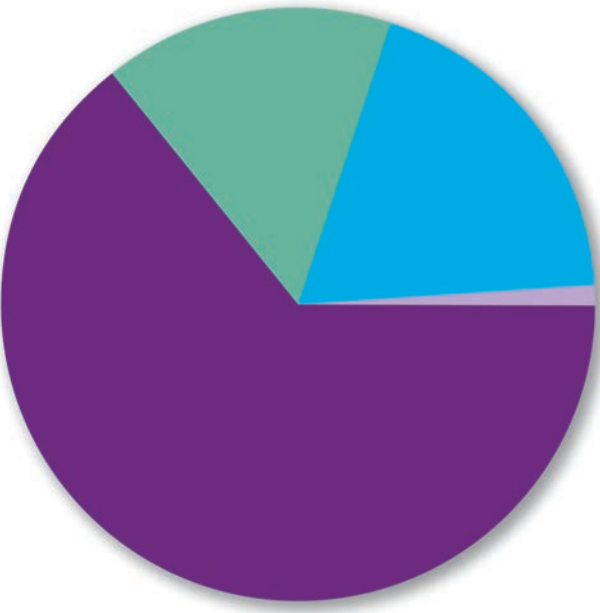
Left, Wounded Waters crew getting ready to take the group out to sea. Above right, Bob Albietz receiving Veteran recognition pin and certificate from VNA volunteer, Karen Ferrando.

Financials







2022 Consolidated Revenue

Medicare	70.8 %	\$24,844,098
Self Pay	10.5 %	\$3,696,314
Private Pay Insurance	2.6 %	\$931,635
Medicaid	1.8 %	\$624,231
Charitable Care	1.5 %	\$529,220
Flu & Pneumonia Shots	0.3 %	\$94,931
Hidden Treasures	3.9 %	\$1,377,688
Indian River Hospital District	2.2 %	\$777,897
Charitable Donor Contributions	6.4%	\$2,233,578
Total Revenue		\$35,109,592



2022 Philanthropic Support

	Hospice House Support	64.5 %
	Charitable Patient Care	15.6 %
	Programs and Services	19 %
	<i>Telehealth</i>	
	<i>Community Wellness/Mobile Health Clinic</i>	
	<i>Bereavement/Camp Chrysalis</i>	
	<i>Music Therapy</i>	
	Other	.9 %
Program and charitable care support		\$3,423,854

Impact by Numbers

Home Health Care

4,257

Home Health Patients

91,504

Home Health Visits

Private Care

294

Private Care Clients

140,858

Private Care Hours

Charitable Care

186

Patients Receiving Assistance

\$537,177

Charitable Care Provided

Hospice

1,811 Hospice Patients

63,974 Days of Hospice Care

15 Project Wishes Granted

12,303 Volunteer Hours

\$368,466

Value of Volunteer Hours

Community Health Services

4,032 Mobile Health Clinic Patients

1,420 Flu & COVID Vaccines Given

81 Health Education Classes

592 Health Education Participants

34 Health Screening Clinics
345 Patients Screened

Ensuring Care to Those Who Need it Most

*Martha had been having heart issues for a while, including high blood pressure and a low ejection fraction (when the percentage of blood in your heart that's pumped out to the rest of the body is low), but she felt worse than usual. "I just had a day where I was just not feeling well, and by 7:00 p.m. I was like, 'I think I better go to the hospital,' because Tylenol didn't fix it and nothing was really helping me feel better, so I just went to the hospital," she recalls.

Thank goodness she did because the ER doctor informed her that in addition to her heart issues, she had Type 2 diabetes. "Going to the hospital saved my life," says Martha, who is the mother of two boys.

Before being discharged, the doctor prescribed home health follow-up care, but unfortunately, Martha soon discovered that her health insurance wouldn't cover most of the cost. But thankfully, the social worker referred her to VNA. Through donations made to the VNA & Hospice Foundation, she was able to receive the home health care services she needed to help her recover. Martha, who has been a resident of Vero Beach for most of her adult life, was immensely grateful VNA offers assistance for those under- or uninsured, and her home health team was more than thrilled to be there for her. "Martha was very receptive to all teaching provided by the nurses," says one of her caregivers, Tracy Woods, RN.

Over the course of six weeks, Martha's team of VNA health clinicians, including Tracy, visited her a few days a week and provided the education and tools she needed not only to recover, but to manage on her own after her VNA care was finished. "The nurses would come in and they would check my blood pressure and my oxygen levels. They wanted to make sure that all that was clear and then we would have a little educational session about how things were going, meaning how my medications were working, including my blood sugar meds, things like that," she says.

This attention to detail by Martha's home health team is typical because at the VNA, caregivers are passionate about what they do. Daily, they are a true reflection of our "Why" statement – 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 care at all times.

Martha appreciates this ethos. "Everyone who came out to the house was very kind and professional during the visit," she says. "(And) the services really helped me to stay on track, monitoring my blood sugar. It was a good thing for me, you know, because it helped me to continue to do it on my own after the services ended...The services were great. I was disappointed when they had to end."



**Martha is not her real name.*

Dedicated to A Strong, Healthy Community

The VNA is dedicated to building a strong and healthy community and that's why we're so committed to our Community Health Services programs, which is supported by the VNA & Hospice Foundation. Community Health Services serves Indian River County in two main ways: our Community Health Screenings and Education workshops and our Mobile Health Clinic.

The Community Health Screenings and Education initiative is comprised of a Group Positive Change Program and Health and Wellness Education workshops. The Group Positive Change Program works in tandem with other community nonprofits where VNA nurses lead educational discussions on health topics. The Health and Wellness Education Workshops are dedicated to helping individuals develop and reach their health goals to improve their quality of life and long-term health outcomes and are offered at local organizations and residential communities in a group setting.

It was at one of these health and wellness workshops that Jennifer Singer, VNA's Community Health Nurse, met a woman in her 80s who asked the RN to check her blood sugar. Jennifer did and was alarmed. "Her blood sugar was extremely high and she was showing signs of hyperglycemia. I started to gather her health history. It turns out that her doctor dropped her insurance and she was in fact a Type 2 diabetic that had been without her prescriptions for over a month. She lived alone and was unable to drive as her

vision has become increasingly worse and she can no longer have a driver's license because of it," says Jennifer, who realized she had to immediately get the elderly woman to VNA's Mobile Health Clinic. VNA's "healthcare on wheels" provides affordable healthcare delivered by Advanced Practice Registered Nurses (APRNs) who can examine, diagnose and prescribe treatments and medications for many types of illnesses. "I loaded the woman up into my vehicle then took her to the mobile health clinic to get treatment. Afterwards, I took her to the pharmacy and then back home. The next day, I went back to her home to follow up

with her. It's great to be able to have the freedom to do what is needed in our community when I come across patients who need extra help."

The VNA Mobile Health Clinic is also great for people like Memory Semprevivo, mother of eight. While Memory and her children have health insurance, it's basically impossible for her to get an appointment with her pediatrician for multiple children at once, which is a necessity as the kids often get sick at the same time. "With the VNA Mobile Health Clinic, I can get everyone in fast and easy with wonderful service," says Memory. "I just can't say enough good about it."



In Memory of Kathie Pierce



Kathie Pierce

Kathie Pierce, VNA & Hospice Foundation chair passed away on January 15, 2023. Kathie was a passionate advocate, generous philanthropist and dedicated volunteer supporting many worthy causes in our community. We would like to share with you, in Kathie's own words, why she supported the VNA's mission of providing compassionate, innovative care of the highest quality, setting the standard for patients and caregivers needing home health, hospice, private care and community health services, and we extend this care to the uninsured and underinsured in our community, ensuring healthcare equality for all.

Everyone has a compelling story as to why they volunteer. After reflecting on why I do what I do as a volunteer fundraiser, I decided to share my story. I was first introduced to the VNA when my husband's mom's health started to decline. I marveled at the great home health care they gave Peggy and then was blown away by her hospice care. Ultimately, I convinced our family foundation to make a large donation to the Hospice House Endowment in honor of Peggy. Then I started to worry. It was like buying an expensive dress for no reason and wondering if I did the right thing. I took a seat on the VNA & Hospice Foundation Board shortly after Peggy's death thinking that I would serve for a year or two just to see what the VNA was

really all about and would they be good custodians of the money. Over years of board service, I learned of the VNA's many and varied programs, the vast extent of their charitable care, the strength of their financials and saw first-hand how many lives were helped and impacted. Well, how wrong I was to have any misgivings. I fell in love with the VNA, and after taking a board seat, I became more than just a donor and quickly morphed into a fundraiser. It has been eleven years and counting and I am still learning and admiring the work of this organization. Our volunteers and boards work very hard, and the staff is phenomenal. When a charity does great work such as the VNA, I feel an urge to give them all of my best efforts in raising funds to further their cause so they will always be there to help those in need regardless of their ability to pay. I am so honored and proud to be affiliated with the VNA and will continue to try and garner even more philanthropic support.

Kathie was a beloved member of the VNA organization. She was one of our fiercest advocates, and a very knowledgeable mentor and champion of our programs and services. She had a true passion to serve the uninsured and underinsured in Indian River County and she is greatly missed by everyone in our organization who had the pleasure of knowing her.



Carol M. Kanarek, Interim Chair



Michelle Deschane, CFRE
Director of Development

Because Everyone Deserves Quality Care

The VNA & Hospice Foundation was established to support charitable patient care and programming to improve the quality of life 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 regardless of their ability to pay. Charitable care can include those without insurance or inadequate coverage and provides them with the skilled 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 hospice care at home a serene and compassionate home-like environment. The VNA is the only hospice provider for Indian River County residents, and the hospice house is a vital resource for our community.

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 hosts public bereavement events to help anyone in need of support.

Project Wish

Project Wish is a unique VNA Hospice program dedicated to providing wishes to hospice patients at their end-of-life journey. Our hospice clinical team, along with a group of volunteers, work with patients and their families to experience one final wish together without worrying about the financial resources necessary to grant their wish.

Music Therapy

As part of VNA Hospice, Music Therapy is a compassionate, non-invasive intervention that uses music to achieve non-musical goals to meet the spiritual, physical and emotional needs of hospice patients and their family members.

Our new Community Music Therapy Program focuses on the at-risk population of Indian River County, including the indigent, those with mental health issues and those struggling with addiction. The collaboration with the Mental Health Association in Indian River County and other local non-profit organizations aims to utilize music as a positive coping skill. Additionally, the Community Music Therapy Program is collaborating with the Alzheimer's & Parkinson's Association of Indian River County to aid patients with Alzheimer's, Parkinson's and other dementia.

Community Health Services

The VNA's Community Health Services provides access to health care for our most vulnerable population throughout Indian River County. Through health screenings, education workshops, vaccine programs for the homebound and the VNA Mobile Health Clinic we are able to help many who lack affordable health care options. The VNA Mobile Health Clinic, supported by the Indian River County Hospital District, provides same-day, non-emergency care at little or no cost to Indian River County residents and school physicals for Indian River County students.

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 can identify problems before they become a crisis.

Camp Chrysalis

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

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, 2021 through September 30, 2022.

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