



# 2018 ANNUAL REPORT

VisitingNurseAssociation  
and BlueWaterHospice   
*Best Care. Best Choice.*

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## A message from the President & CEO and the Chair of the Board of Directors

### A year of change

This past year presented us with significant changes in leadership. Karen Harris, former President and CEO, retired. Karen was a leader of organizational drive and cultural change while at the helm of VNA and Blue Water Hospice. We also saw long-time supporter and board chair, Jim Goldsworthy, step down. The loss of Jim's guidance was difficult for all, as he served more than six years on the board.

Under the leadership of both Karen and Jim, this organization saw consistently high patient and employee satisfaction scores, the building of the much-needed Blue Water Hospice Home, and overall organizational growth. Because of their hard work, this organization was in an excellent position while moving into the future of the health care changes that were on the horizon.

### Continuing a vision for excellence and growth

Three of our divisions earned the highly coveted CHAP Accreditation. The Private Duty division earned a three-year accreditation, while Home Health Care and Hospice each earned a three-year re-accreditation. The rigorous process includes an application, self-study, onsite visit and board review. To earn accreditation, an organization demonstrates quality of services and products, human and financial resources, and long-term viability. It is proven that adherence to these standards lead to better quality care and business performance. We are one of only two facilities in the county to earn accreditation in Home Health Care, and the only for Private Duty and Hospice!

The Centers for Medicare and Medicaid (CMS) has given CHAP authority to grant a "Deemed Status" title to organizations to whom they feel meet CMS certification requirements in addition to those of CHAP. We are happy to report that Home Health Care, Hospice, and Private Duty divisions all earned "Deemed Status".

Continuous support for VNA and Blue Water Hospice is recognized by the many grants and donations provided by community partners and individuals. Because of their financial assistance, we were able to provide more than \$900,000 in charity care in 2018.

As volume in all divisions throughout the organization are strong, our patient satisfaction scores continue to be among the best in the area. It isn't an easy task to manage high volume and consistently high satisfaction scores, however, our employees strive to provide the best care to our patients every day, and we thank them.

Our employees, not only dedicated to their work at VNA and Blue Water Hospice, are also committed to their community. Congratulations to Jean Rock (Volunteer of the Year), Karen Harris (Blue Water Woman of the Year), and Karen Dech (NACW Woman of the Year) on their exceptional achievements.

As we close out 2018, a year of change, we look forward to the excitement 2019 will bring, such as our move to a new larger facility!

Sincerely,



Angela DeLaere  
President & CEO

Janal Mossett, Chair  
Board of Directors

# QUALITY CARE for our patients AND their families.

## Hospice Quality

INDICATOR	BLUE WATER HOSPICE	SHP NATIONAL
Treatment Preferences	100.00%	99.80%
Beliefs/Values Addressed	100.00%	98.60%
Pain Screening	100.00%	98.80%
Pain Assessment	100.00%	96.80%
Dyspnea Screening	100.00%	99.30%
Dyspnea Treatment	98.90%	98.50%
Bowel Regime	98.80%	98.30%

## Home Health Quality

INDICATOR	VISITING NURSE ASSOCIATION	SHP NATIONAL
<b>Managing Daily Activities</b>		
Ambulation	86.40%	80.50%
Bed Transferring	87.40%	81.80%
Bathing	81.50%	82.00%
<b>Managing Pain and Treating Symptoms</b>		
Pain	87.50%	81.90%
Dyspnea	86.80%	82.30%
Status of Surgical Wounds	96.50%	91.90%
<b>Preventing Harm</b>		
Timely Initiation of Care	92.80%	95.40%
Drug Education All Meds	100.00%	99.00%
Mgmt of Oral Meds	69.40%	72.40%
Fall Risk Asmt Conducted	100.00%	99.70%
Depression Asmt Conducted	99.70%	99.70%
Diabetic Foot Care and Education	100.00%	98.40%
<b>Preventing Unplanned Hospital Care</b>		
30-Day Rehospitalizations	15.30%	12.20%
60-Day Hospitalizations	17.80%	15.50%

# FINANCIAL

## A balance between purpose and profit.

### Changes in Net Assets without Donor Restriction from Operations:

Revenues, Gains and Other Support:	2018 (AUDITED)	2017 (AUDITED)
Net Client Service Revenue	\$ 6,492,232	\$6,661,662
Public Support - Grants and Gifts	738,549	952,500
Interest	586	483
Other	83,076	61,763
Net Assets Released from Restrictions	104,214	135,912
<b>Total Revenues, Gains and Other Support without Donor Restrictions</b>	<b>7,418,657</b>	<b>7,812,320</b>

### Expenses:

#### Program Services:

Home Health Care	2,377,921	2,580,775
Special Care Services	871,284	896,336
Blue Water Hospice	1,361,756	1,543,413
Blue Water Hospice Home	1,462,015	1,456,365

#### Supporting Services:

Management and General	1,212,157	1,186,117
Fund Raising	13,347	14,292

<b>Total Expenses without Donor Restrictions</b>	<b>7,298,480</b>	<b>7,677,298</b>
<b>Change in Net Assets without Donor Restrictions from Operations</b>	<b>120,177</b>	<b>135,022</b>

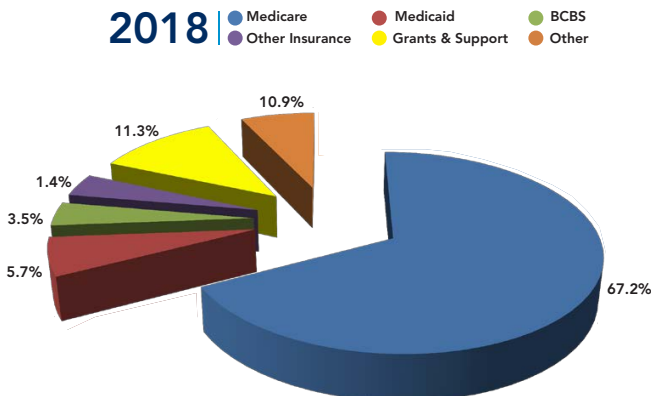
### Non-Operating Activities:

Investment return (loss) on Long-Term Investments, Net	(183,467)	397,183
<b>Changes in Net Assets without Donor Restrictions</b>	<b>(63,290)</b>	<b>532,205</b>

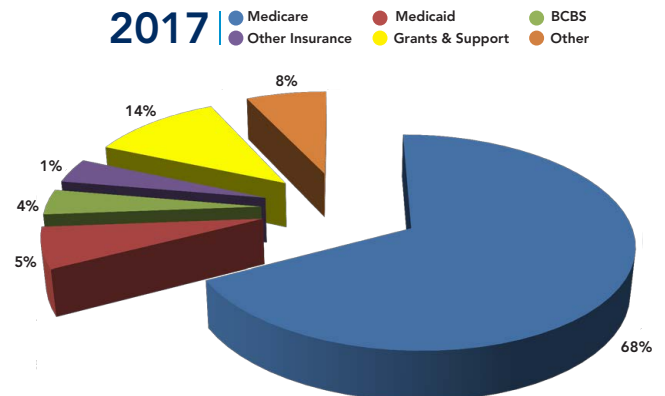
### Changes in Net Assets with Donor Restrictions:

Contributions	89,546	81,523
Change in Value of Beneficial Interest in Assets Held by Others	(521)	6,505
Appropriation from Beneficial Interest in Assets Held by Others	(5,626)	-
Net Assets Released from Restrictions	(98,588)	(135,912)
<b>Total Changes in Net Assets with Donor Restrictions</b>	<b>(15,189)</b>	<b>(47,884)</b>
<b>Change in Total Net Assets</b>	<b>\$ (78,479)</b>	<b>\$ 484,321</b>

2018



2017



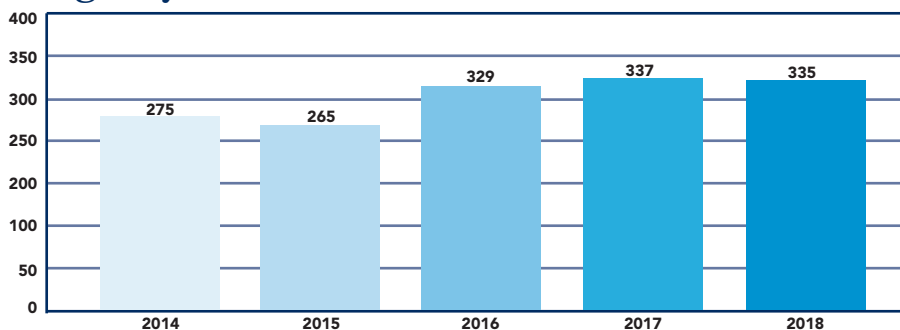
# G R O W T H

Agency volumes have remained stable despite the changes in the local healthcare environment.

## 5-year Volume Trends

	2014	2015	2016	2017	2018
Hospice Community	32	35	35	35	32
Hospice Home	7	6	11	11	10
Home Health	123	112	154	154	142
SCS	95	95	112	120	135
ADP	18	17	17	17	16
<b>Total</b>	<b>275</b>	<b>265</b>	<b>329</b>	<b>337</b>	<b>335</b>

## Agency Total Volume Trends



# S E R V I C E

To provide the best care and the best choice for physicians to refer patients, for patients and families to receive care, and for employees to work.

## Patient Satisfaction

DIVISION	SATISFACTION INDICATOR	VNA/BWH	NATIONAL
Private Duty	Rate Agency 9 or 10	89.00%	NA
	Recommend Agency	96.00%	NA
Home Health	Rate Agency 9 or 10	84.00%	84.00%
	Recommend Agency	79.00%	80.00%
Hospice	Rate Agency 9 or 10	88.00%	84.00%
	Recommend Agency	90.00%	85.00%



**3-Year Accreditation Earned**  
**Private Duty**  
**Home Health Care** (renewal)  
**Hospice Care** (renewal)



# PEOPLE

We are ALL ambassadors of our culture.

## Our Staff

### 0-4 Years of Service

Lauren Allen, 1  
Denise Atkins, 3  
Carrie Barnes, 3  
Jacqueline Cole, 1  
Wendy Cronce, 4  
Leah Dansby, 2  
Brenda DeBell, 3  
Karen Dech, 4  
Angela DeLaere, 1  
Mike Dobson, 2  
Jessica Duncan, 1  
Lori Fox, 4  
Courtney Garcia, 2  
Stephanie Gerstenberger, 2  
Melissa Gibbard, New Team Member  
Carrie Gill, 1  
Lucie Gillespie, 3  
Mary Lou Glover, 3  
Jennifer Gohl, 1  
Ann Goodwine, 2  
Brandi Gourlay, 1  
Nicole Gray, 1  
John Green, 1  
Dawn Marie Green, 4  
April Halbert, 3  
Jenna Head, New Team Member  
Sarah Hoffman, 1  
Stacy Hooper, 1  
Carol Jahn, 2  
Kristie Janke, 3

Larissa John, 2  
Larry Johnson, 2  
Natasha Junga, 2  
Barbara Kehoe, 1  
Jennica Kelly, 3  
Jane Kenny, 2  
Nancy Klobnak, 2  
Paula La Fortune, 4  
Siera Lacey, 2  
Stacey Lambert, 3  
Barbara Lavery, 1  
Suzanne Mahoney, 3  
Jessica Martin, New Team Member  
Greg Mason, 2  
Brenda McCracken, 3  
Steve McMahan, 2  
Marilyn Moncrief, 3  
Muthu Murugan, 2  
Cindy Nash, 2  
Taylor Pratt, New Team Member  
Rebecca Reeves, New Team Member  
Haley Rock, 2  
Kimberly Schrouder, 3  
Brian Smith, 1  
Annamay Smith, 2  
Caillie Stephenson, 1  
Lacey Timperley, 1  
Barb Tipton, 2  
Suzanne Tomczak, 1  
Tammy Wahowske, 2  
Sharon Wall, 2  
Patricia Walters, 3  
Pamela Warsinski, New Team Member  
Donna Watters, 4

Jeannie Westbrook, 4  
Sheila Wilson, 2

### 5-10 Years of Service

Kristine Atkinson, 8  
Scott Bell, 8  
Judy Bloink, 5  
Heather Bushaw, 6  
Melinda Charron, 7  
Dona Coggins, 5  
Judy Convery, 7  
Kimberley Cushard, 6  
Joseph Dehass, 6  
Mary Beth Fleury, 10  
Constance Geeraerts, 6  
Shantelle Hardee, 5  
Carol Hill, 6  
Elizabeth Jones, 7  
Kathy Knust, 7  
Louise Markovic, 6  
Andrea McCarthy, 9  
Katherine Patterson, 5  
Jessica Plewinski, 7  
Dawn Marie Portis, 6  
Brooke Reese, 7  
Jennifer Rich, 7  
Susan Stephens, 7  
Jane Stevens, 5  
Robin Tokarski, 10  
Holly Tremble, 6  
Shirley Trendy, 7  
Cindy Wisdom, 7

### 11-15 Years of Service

Corrine Bean, 12

Heidi Benner, 12  
Jeanette Bloink, 12  
Bonnie Hanson, 11  
Millicent Johnson, 12  
Rebecca McTaggart, 13  
Lorrie Osborne, 14  
Brenda Sparling, 14  
Lori Vezina, 15

### 16-20 Years of Service

Margory Fagan, 16  
Janet McCallum, 16  
Mariah Marone, 17  
James Murphy, 18  
April Velez, 19  
Susan Bardon, 20

### 21 Years of Service

Edmond Fitzgerald, MD

### 24 Years of Service

Anil Patel, MD

### 25 Years of Service

Joanne Baron  
Bernadine Louks

### 26 Years of Service

Karen Merrit

### 27 Years of Service

Mary Krestik

### 38 Years of Service

Elizabeth Norris

## LEADING THE WAY

Employees are the foundation of an organization. We are an area leader in care because of the exceptional staff and volunteers who work in our Home Health Care, Private Duty, Adult Day Program, Blue Water Hospice, and Blue Water Hospice Home divisions.

The commitment for excellence is instilled from the Board of Directors and leaders who provide guidance throughout the organization. However, it is how our staff and volunteers deliver care on a daily basis, that we continue to be recognized for the high-level of services we provide.

## Our Volunteers

### 1 Year or Less

Tonie Babin  
Shannon Carter  
Paula LaFortune  
Rebecca Miller  
Teresa Miller  
Pat Oldham  
Mary Paull  
Tom Paull  
Melinda Peyerk  
Linda Pouliot  
Catherine Truchan  
Amanda Wilson  
Derek Winkler

### 2 Years

Maxine Davis  
Jim Chubb  
Lynnette Clouse  
John Connors  
Carolyn Crowe  
Marilyn Cruickshank

John Heuft  
Peggy Polo  
Alice Rieves  
Anna May Smith  
Cathy Tache'  
Julie Varady

### 3 Years

Gale Brenner  
Carl Erickson  
John Knuth  
Elaine Zarling

### 4 Years

Joyce Fairbanks  
Rebecca Falk  
Judy Liva  
Jean Rock

### 5 Years

Sandra Armstrong  
Susan Heuft  
Nancy Marcero

### 6 Years

Judith Garijo

Beth Shevnock  
Kittie Stommel

### 7 Years

Bill Egypt  
Grace Sulkowski

### 8 Years

Catherine Dommer  
Tom Norager  
Marinus Thoen

### 10 Years

Kathy Bielicki  
Fran Meyers

### 11 Years

Mike Dobson  
Betsy Egypt

### 12 Years

Michele Theisen  
Martha Bennett-Lewis  
Debbie Stockwell

### 13 Years

Anne Moore

### 17 Years

Theresa Stickney

### 18 Years

Joe Linert

### 20 Years

Judy Kellerman

### 21 Years

Liz Norris

### 23 Years

Bobbie Umlauf

### 26 Years

Martha Koerber

### 31 Years

Nancy Doehring

# LEADERSHIP

## Board of Directors

James R Goldsworthy, Board Chair (1/18-5/18)  
Janal Mossett, Board Chair (5/18-present)  
Richard Hotchkin, Board Vice-Chair  
Jay DeBoyer, Board Treasurer (1/18-5/18)  
Linda McGrath, Board Treasurer (5/18-present)  
Tracy Willard, Board Secretary  
Karen Harris President & CEO (1/18-6/18)  
Angela DeLaere President & CEO (6/18-present)  
Nigar Hussain  
Jay Lindsey  
Annette Mercatante  
Lisa Moore  
Ann Murphy  
Justin Neil  
Alice Rieves

## Executive Administration

Karen Harris, RN, BSN, MSA, President & CEO (1/18-6/18)  
Angela DeLaere, MBA, FACHE, President & CEO (6/18-present)  
Karen Dech, CPA, Vice President of Finance & CFO  
Stacey Lambert, RN, BSN, Vice President of Clinical Operations (6/18-present)

## Directors & Supervisors

Kenzie Achatz Human Resources Manager (1/18-6/18)  
Brian Smith, Human Resources Manager (6/18-present)  
Mary Krestik, BBA, Controller / Billing, Regulatory, Compliance Director  
Jody Lincoln, RN, BSN Director of Hospice (1/18-10/18)  
Jessica Martin, RN, BSN, Director of Hospice (12/18-present)  
Greg Mason, MA, CCC-SLP, Director of Home Services & Informatics  
Larry Johnson, RN, Clinical Supervisor, Home Health Care  
Susan Fisher, RN, Clinical Supervisor, Private Duty (1/18-7/18)  
Jessica Duncan, RN, Clinical Supervisor, Private Duty (7/18-present)  
Brenda DeBell, LPN, Liaison Supervisor  
Heidi Benner, Volunteer Coordinator  
Mary-Beth Fleury, Adult Day Program Coordinator

## Medical Directors

Anil Patel MD, Blue Water Hospice Medical Director  
Edmond Fitzgerald, MD, Blue Water Hospice back up Medical Director

## Homecare QAPI Committee

Karen Harris, RN, BSN, MSA (1/18-6/18)  
Angela DeLaere, MBA, FACHE (6/18-present)  
Greg Mason, MA, CCC-SLP  
Linda Becker, MSN  
Linda Crane  
Susan Fisher, RN (1/18-7/18)  
Jessica Duncan, RN (7/18-present)  
Lori Fox, MSW  
Michelle Jahn, PT  
Larry Johnson, RN  
Stacey Lambert, RN, BSN  
Steve McMahan, OT, PTA  
James Murphy, PT

## Hospice QAPI Committee

Karen Harris, RN, BSN, MSA (1/18-6/18)  
Angela DeLaere, MBA, FACHE (6/18-present)  
Jody Lincoln, RN, BSN (1/18-10/18)  
Jessica Martin, RN, BSN (12/18-present)  
Scott Bell, RN  
Heidi Benner  
Jeanette Bloink, RN  
Judy Convery, NP  
Ashley Daneels (9/18-present)  
Leah Dansby, MSW  
Joseph DeHass  
Kathleen Haggerty, MSW  
Shantelle Hardee, CENA  
Stacey Lambert, RN, BSN  
Patty Walters, RN

## Ethics Committee

Angela DeLaere, MBA, FACHE (6/18-present)  
Jody Lincoln, RN, BSN (1/18-10/18)  
Jessica Martin, RN, BSN (12/18-present)  
Edmond Fitzgerald, MD  
Sue Bardon  
Heidi Benner  
Mindy Charron, MT  
Leah Dansby, MSW  
Joseph DeHass  
Kathleen Haggerty, MSW (1/18-10/18)  
Paula LaFortune, RN  
Stacey Lambert, RN, BSN  
Brenda McCracken, RN  
Brooke Reese  
Barb Tipton, PT

## STAFF HONORED

Our staff are leaders in this organization as well as the community. The following staff were recognized in 2018 for their superior work.

### AWARDS

#### Volunteer of the Year

Jean Rock

#### Blue Water Woman – Woman of the Year

Karen Harris

#### National Association Career Woman (NACW) - Woman of the Year

Karen Dech



# COMMUNITY PARTNERS

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Several organizations partner with us to provide financial assistance. Through these partnerships, we are able to succeed in our mission and continue to grow this organization.



*Advocacy • Action • Answers on Aging*



**Affiliated Organization**

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## Community Foundation

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of St. Clair County



**St. Clair County  
Community Mental Health**

*Promoting Discovery & Recovery Opportunities  
for Healthy Minds & Bodies*



**COMMISSION  
ON AGING**

## M I S S I O N

*Visiting Nurse Association and Blue Water Hospice's mission is to provide high quality, cost effective health care to patients and families coping with short-term, long-term and/or end-of-life care.*

## V I S I O N

*Visiting Nurse Association and Blue Water Hospice will be recognized as the premier provider of home care and hospice services, as measured by quality outcomes, committed people, outstanding customer service and value.*

## F O C U S

*To provide care and services that are:*

- Patient and family centered*
- Comprehensive to include physical, psychosocial and spiritual needs of patients and families, while acknowledging their diversity*
- Coordinated within the community, consistent with its health and wellness goals, and integrated with other providers as appropriate.*

