

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
Operating Revenue		
Net Patient Service Revenue	\$14,036,527	\$11,333,724
Other Operating Revenue	49,332	38,830
Total Operating Revenue	\$14,085,859	\$11,372,554
Operating Expenses		
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
Total Operating Expenses	\$12,329,306	\$10,090,696
Operating Income	\$1,756,553	\$1,281,858
Other Revenue and Gains		
Contributions	\$ 149,759	\$ 102,521
Investment Income	241,880	278,779
Recognized Gain in Fair Market Value of Investment	913,907	(1,641,419)
Total Other Revenue and Gains	1,305,546	(1,260,119)
EXCESS OF REVENUES OVER EXPENSES	\$3,062,099	\$ 21,739

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

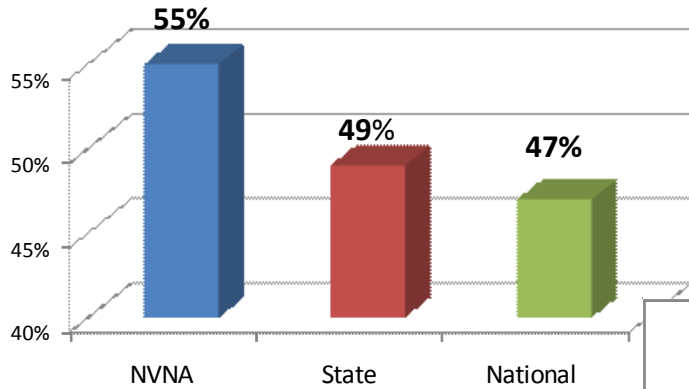
Ann Allegrini
Kevin Callanan, Esq.
Sue Carson, RN
Francine Coluci, RN, BSN, MSM
Kara Connerty, OTR
Jackie Crossen-Sills, PT, PhD
Joanne Dalton, RN, PhD
Meg Doherty, MSN, ANP, MBA
Ralph Gordon
Ellen Hoadley
Ronald Kearns, Esq.
Elaine Kelter, RN, MS
Dr. Robert Lille
Shelley MacDonald
Dr. Michelle Mudgett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

Finance Committee 2007-2010

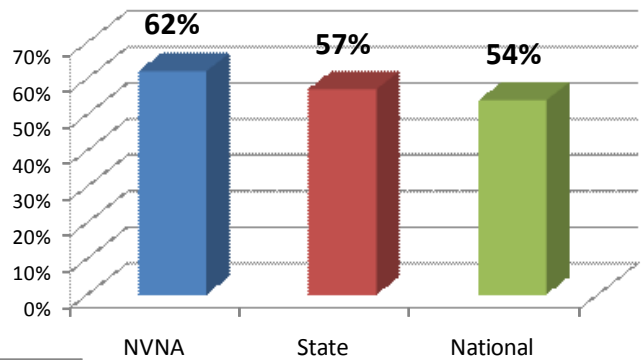
Robert Dwyer, Chair
David Barcomb
Francine Coluci, COO
Meg Doherty, CEO
Chris Fahey
Bruce Graham
Ralph Gordon
Jeff Helm
B. Jean Snow
Richard Sulc
David Tagliamonte, CFO
Ralph Tedeschi

CLINICAL OUTCOMES '09

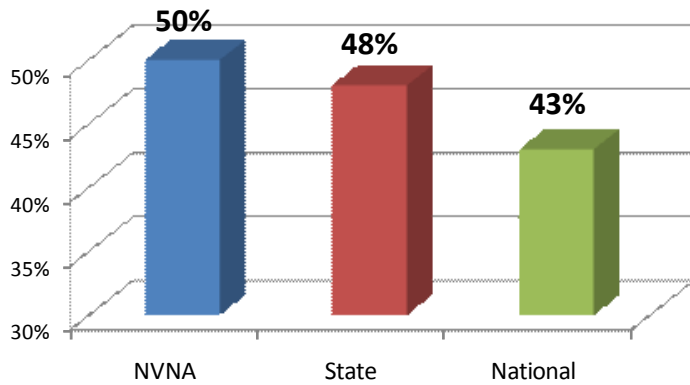
Improvement in Ambulation



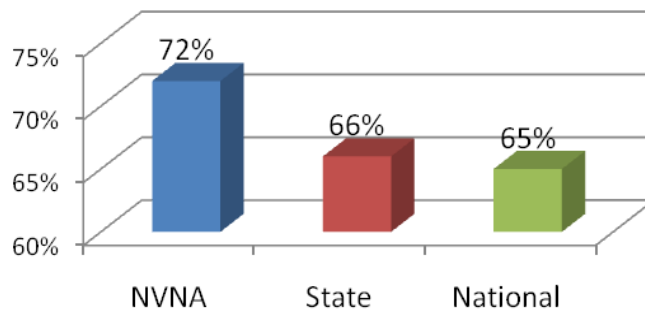
Improvement in Transfers



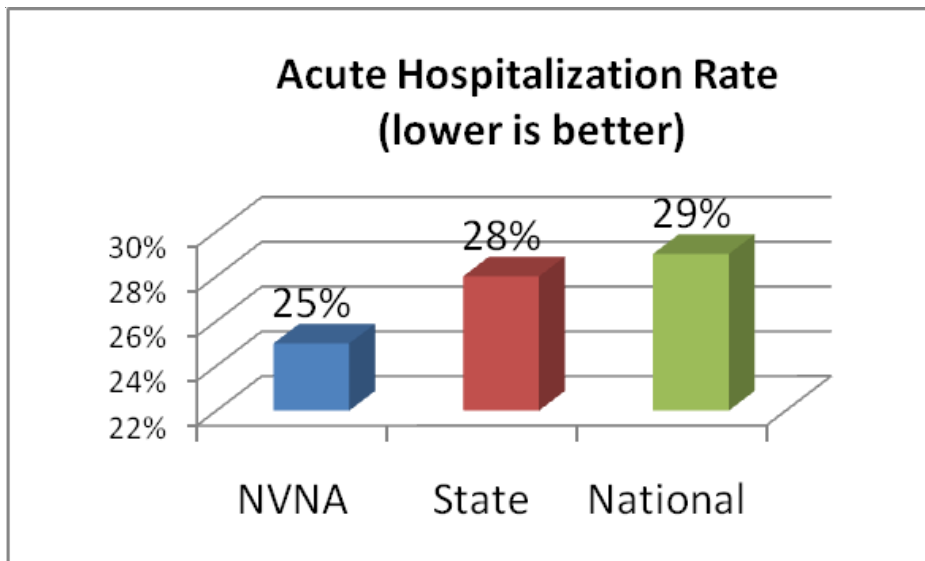
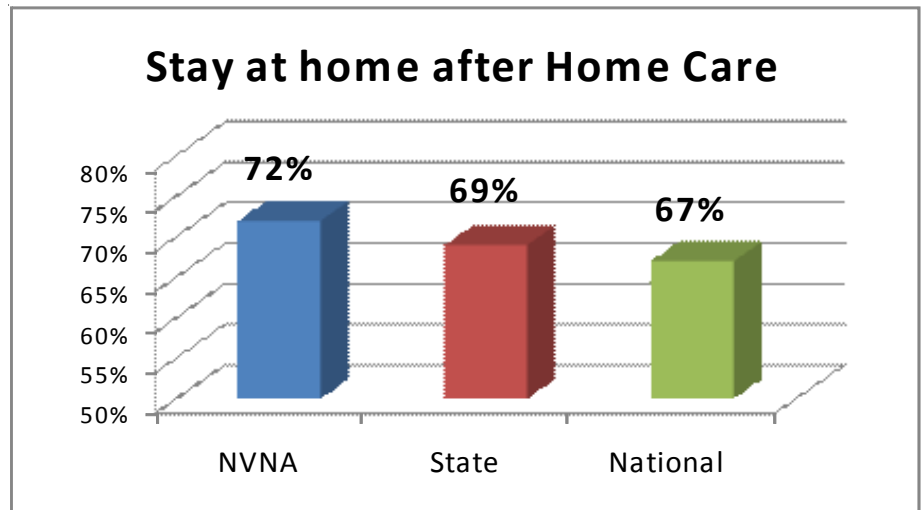
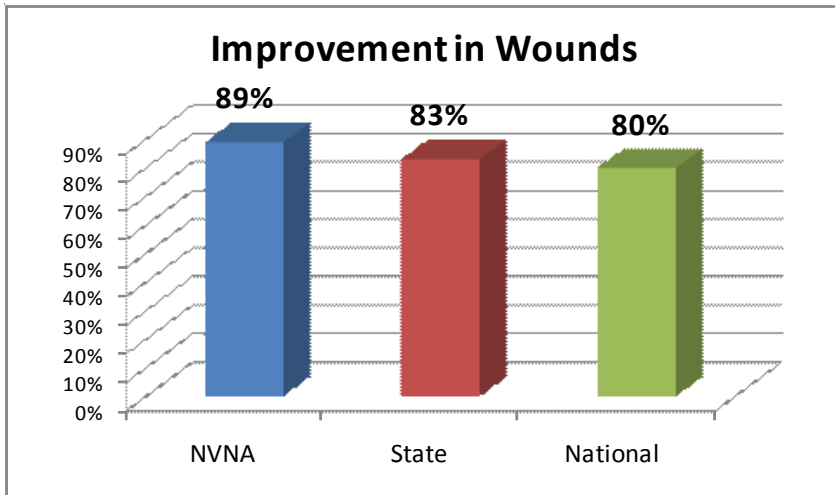
Improvement in Oral Meds



Improvement in Bathing



CLINICAL OUTCOMES '09



AWARDS, HONORS and CERTIFICATIONS

Home Care Elite™ Award for Fourth Year!

VNANE Pinnacle Award Patient Satisfaction (7th 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)