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Together, Let’s...CHOOSE OUR PATH

Front cover photo was taken during Congressman Kennedy’s Oct. 19, 2018 visit.
A MESSAGE FROM REYNOLD SPADONI AND SUZANNE VARGAS

Former President Barack Obama once noted that: “Change will not come if we wait for some other person, or if we wait for some other time. We are the ones we’ve been waiting for. We are the change that we seek.”

We chose to open with this quote because it is a time of change, not only at Community VNA but also within our community and the broader health care industry as well. More so, however, the sentiment in this statement suggests that change is not something that will simply happen to us but rather that which we will forge and champion on behalf of our community and those who have depended upon us for well over one hundred years. Working together, we can shape our future... and so we will.

Over the past year, we welcomed our new CEO, Rey Spadoni, who is no stranger to change having worked at acute care hospitals, large physician group practices, health maintenance organizations and home health care agencies. Some of those organizations were large and system-owned and others were mission-driven and community-based. He notes: “I encountered an exceptional organization here at Community VNA, one with a strong legacy of serving patients and families who are experiencing transitions in their lives, vulnerabilities and great challenges. Sometimes, that means helping to accompany those who are in the final stages of their own lives. Our excellence begins with our staff who are compassionate and skilled and who impress me every day with their dedication and resolve; they are tireless when it comes to improving the lives of our patients and clients.”

The world around us is changing. Prompted by health care system payment reforms, such as population health initiatives, larger organizations have developed integrated systems of care, seeking to meet as many needs of defined populations as they can. Their challenge is to not lose the community focus while our challenge is to find effective ways to collaborate with these integrated systems while preserving and enhancing the personal touch we bring to the delivery of quality, compassionate care.

Board of Directors’ President, Suzanne Vargas adds: “We are fortunate to have a strong foundation that has been built by a generous community who believes in our work as well as the efforts of so many fine employees, board members and volunteers. Rey and the Board are working actively to assess the changes taking place around us and to understand their implications. We are committed to serving our community and to adapting as necessary to preserve our role and contributions.”

We are not intimidated or daunted by change. We believe “we are the change we seek” and look forward to building for the future!

Together, let’s...
COMMUNITY VNA

A Lasting Legacy: Remembering Alan and Sally Pheeney

When Alan Pheeney began experiencing complications from multiple sclerosis in 2004, Community VNA’s nursing staff was called in to provide care. At the time, Community VNA had been providing home health care to Attleboro residents for more than 93 years, and the Pheeneys had been living in Attleboro for 41 of those years. Looking back, neither the Pheeneys nor Community VNA imagined the profound relationship that would form as a result of this encounter. Shortly after Alan began receiving care, he and Sally made a generous donation as a way of saying “thank you.” Soon they sent another gift, and then another. These gifts caught the attention of then Community VNA Director of Development, Christine Stockley.

When Christine spoke with Sally, who was Alan’s sole caregiver, she immediately got the sense that she had taken keen interest in the work of the VNA. A lifelong educator, Sally was fascinated by emerging medical technologies used to enhance the care people receive in their homes. As Alan’s needs intensified, the Pheeneys added Community VNA’s Private Care services. As their support within the agency grew, so did their generosity and commitment.

After Alan’s death in 2006, Sally became a Community VNA advocate and benefactor. In 2007, she made her first major gift to the agency for the purchase of CallWyle, an early add-on to the Electronic Health Record system. Over the years, Sally’s gifts enabled the acquisition of wellness testing equipment, provided nursing and home health aide training, free care to Adult Day Health participants, and telehealth machines to be used in the homes of patients.

Sally also showed her affection for the staff of Community VNA by arranging for deliveries of fresh flowers to the Emory Street office. Month after month, for years, beautiful flowers appeared, reminding them all how much Sally cared. Deliveries continued even when Sally’s health began to fail in 2014, and up until her death on December 12, 2017. Community VNA’s Hospice Care team was there providing comfort, dignity, and quality of life for Sally in her final months.

In 2018, the agency was notified that Community VNA was the sole beneficiary of Pheeney’s estate, permanently endowing a fund that supports training and education, capital improvements, and the work of a nurse practitioner. Alan and Sally Pheeney’s legacy is one of extraordinary generosity. By enabling Community VNA to innovate and advance its services, the Pheeneys touch thousands of lives among us, now and for generations to come. For this we are deeply and humbly grateful.

Together, Let’s... HONOR A LEGACY
Community VNA Advances Telehealth Program through Partnership with Health Recovery Solutions

Community VNA’s innovative Telehealth program launched in 2005, offering remote health monitoring, medication management, and education to eligible patients. In 2018, a new partnership with Health Recovery Solutions (HRS) brings a state-of-the-art approach to telehealth. Each patient is provided with an easy-to-use 4G digital tablet to access the service. Bluetooth biometric devices integrated with the tablet take the patient’s vitals, give medication reminders, conduct daily health surveys, and stream video meetings and educational videos.

“The best part of the new system is that I can physically see the patient,” said Sandra Legg-Forgiel, Community VNA’s Telehealth Coordinator. “I am able to monitor wounds, look at prescription bottles to ensure the patient is taking the right medication, and generally form a more personal relationship than I was able to with our old equipment, which used phones for communication. Our nurses can communicate via text, phone or video conference, whichever is most effective.”

“Community VNA’s Telehealth program is part of our agency’s ongoing commitment to achieving the health care triple aim; improving the patient experience, enhancing the quality of care and reducing the cost,” notes Rey Spadoni, Community VNA’s CEO. “We’re already seeing enhanced outcomes in the areas of reducing re-hospitalizations and improving patient satisfaction. It also helps reduce the overall cost of care in cases where we are able to address a concern through video chat rather than scheduling a visit to the home.”

Telehealth serves between sixty and eighty patients per month. According to Legg-Forgiel, “The program is growing. We originally acquired 50 units and thought that would last us a while, but we have already had to add more.”

“I don’t know what we would have done without the monitor and the nurses on the other end,” says Joyce O’Brien, partner and primary caregiver of Telehealth patient, Leonard Raulino. “It has been a godsend to us.”

Since Leonard has been on the program, the Telehealth team has been able to monitor his blood pressure daily, coordinate his medications between two different health care systems, and be a valued resource and support to Joyce. “We tell all our friends about the Telehealth Program and would recommend it to anyone,” continued O’Brien. “Our whole experience with Community VNA has just been awesome.”

Together, Let’s... BE A RESOURCE & SUPPORT
Adjusting their Sails: Roger and Sandy O’Connor

Roger O’Connor came to Harmony Adult Day Health Center in the spring of 2017. A brilliant man, Roger was a financial systems consultant during the era when computerized systems became necessary to manage large companies. In fact, Roger traveled the world for much of his career.

He was 64 when he was diagnosed with early-onset Alzheimer’s, a condition which progresses faster than for those diagnosed later in life. Roger and his wife, Sandy had just returned from a trip to Italy when Sandy began noticing subtle changes in Roger. Family members also noticed changes. A trip to Roger’s physician resulted in his Alzheimer’s diagnosis, radically altering their dreams and plans for the future. With family support, they adjusted their sails and carried on.

Now 75 years old, Roger needs supervision and help with daily life. Roger’s sister-in-law, who also has dementia, had been attending Harmony Adult Day Health Center. She suggested Roger try it as a great place for socializing, and to give Sandy some respite.

When Roger first arrived, he was resistant to staying without Sandy—even following her when she tried to leave. Staff members suggested that Sandy stay and have coffee with Roger and his new friends for a while. It took focus, time and dedication to build a trusting relationship with Roger, so that he would feel safe without Sandy. Roger now happily spends three days a week at Harmony.

Sandy recently reflected, “I couldn’t do any of this without Harmony. Everyone is wonderful. I have a chance to have some time to myself and get things done, knowing that Roger is safe and cared for. He feels good about himself, because everyone there makes him feel that way.” She added, “It’s hard because although we still get together with some of our old friends, there are others that pulled away and choose not to socialize with us anymore.”

Though there are losses, Sandy feels they have gained so much from Roger’s involvement with Harmony. She especially loves the support and knowledge she receives to help her give Roger the great care he deserves.

Harmony is one of three Adult Day Health Centers affiliated with Community VNA and Health Care Options, Inc. All locations, in Taunton, Mansfield, and Norwood, MA, are medical models staffed with skilled nurses, aides, and social workers. All programs offer health care, supportive services, and enriching social activities.

Together, Let’s... BUILD TRUSTING RELATIONSHIPS
2018 Highlights

Spring Break

Community VNA’s 5th annual fundraising event, *Spring Break*, was a great success. Held Sunday, April 29th, the event celebrated 35 years of Community VNA’s Hospice Care program. With nearly 200 guests, *Spring Break* raised a record-setting $28,000.

One highlight of the event featured a tribute to founding members of Community VNA’s Hospice Program: Mary Luby, Carol O’Connor and Ruth Gower. Our guest speaker was David Dosa, M.D., M.P.H., *New York Times* bestselling author of *Making Rounds with Oscar: The Extraordinary Gift of an Ordinary Cat*.

Dr. David Dosa

Something to Smile About

Reynold G. Spadoni, Chief Executive Officer, Community VNA; Maureen Wilkinson, Vice President, Community Education, HarborOne Bank; and, Chris Weylman, Elder Dental Program Coordinator

HarborOne Bank Foundation presented the Elder Dental Program with a $10,000 grant to support our mission of providing low income seniors, ages 60 and above, access to affordable dental care.

Lois Nevers & Kathy Trier

Lois Nevers, RN, WCC, OMS, was a co-winner of the 2018 Clinician of the Year award, recognized for her dedication to her patients—going above-and-beyond to ensure that clients and patients are able to age comfortably in their own homes.

Kathy Trier, former Executive Director and CEO, was selected as 2018 Home Care Champion of the Year, recognized for her leadership and dedication to home health care.

Shining Stars

In Memoriam: Ruth M. Gower

That’s How We Run, Walk & Roll!

Thanks to the generosity of event sponsors, along with the participation of the 99 registered runners and walkers, the 16th annual *5K Run/Walk to Remember* raised nearly $5,000.

For the first time, participants were given the opportunity to set up their own fundraising page through the Run/Walk website. Although participation was limited, fundraising was successful.

While we were saddened by the passing of one of Community VNA’s most ardent advocates, we are grateful for her many contributions: Hospice Volunteer Coordinator, dedicated volunteer, board member, and donor.
## 2018 Highlights

### 2018 REVENUES

<table>
<thead>
<tr>
<th>Patient Services</th>
<th>VNA Home Care</th>
<th>VNA Hospice</th>
<th>HCO - Adult Day Health</th>
<th>HCO - PC/Flu/BOH</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal - Medicare &amp; VA</td>
<td>$7,182,652</td>
<td>$1,577,496</td>
<td>$63,889</td>
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<td>$8,824,037</td>
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<tr>
<td>State - Medicaid &amp; ASAPS</td>
<td>$208,127</td>
<td>$19,125</td>
<td>$2,934,871</td>
<td>$337,509</td>
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<td>Commercial Insurance</td>
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<td>Private Pay</td>
<td>$5,831</td>
<td>$578,898</td>
<td>$662,770</td>
<td>$1,247,499</td>
<td>$1,247,499</td>
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<tr>
<td>Municipal</td>
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<td></td>
<td></td>
<td>$96,685</td>
<td>$96,685</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$8,949,717</strong></td>
<td><strong>$1,671,528</strong></td>
<td><strong>$3,577,658</strong></td>
<td><strong>$1,096,964</strong></td>
<td><strong>$15,295,867</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

| % of Total             | 59%          | 11%         | 23%                    | 7%               | 100%        |

### Free Care Allocation

- Home & Hospice Care: $268,663
- Telehealth: $162,177
- Alzheimer's Assistance: $167,016
- Elder Dental Program: $51,322
- Community Education: $26,172
- Adult Day Health Care: $23,449

Total Free Care Allocation: $698,799

### Number of Clients Served

- VNA Home Care: 2,447
- VNA Hospice: 170
- Norwood Adult Day Health Center: 139
- Mansfield Adult Day Health Center: 129
- Harmony Adult Day Health Center: 129
- Private Care: 248

Total Number of Clients Served: 3,262
Alzheimer’s Assistance Program  
(funded by the Free Care Fund)

The Alzheimer’s Assistance Program provided services to 105 people.

Of these:
- 36 people received adult day health care services
- 69 people were provided with direct care, nursing and social worker support

In total, the Alzheimer’s Assistance Program provided 10,392 service hours totaling $167,016 of Free Care.

Elder Dental Program

The Elder Dental Program assisted 617 active clients to receive 1,868 procedures from 69 volunteer dentists, saving them nearly $25,000.

The program also offered 2 Free Screening Clinics which were attended by 61 seniors:
- 91% of whom did not have dental insurance
- 81% of whom did not have a regular dentist

Of the 1,285 people who attended clinics since 2008, 6% (77 people) had suspicious lesions that may have otherwise gone undetected.

Volunteers

34 Community VNA and Hospice volunteers provided:

671 Hospice volunteer hours valued at approximately $10,065*

526 VNA volunteer hours valued at approximately $7,890*

A total of 1,198 service hours valued at $17,955

*Based on a rate of $15.00/hr

Community Education Programs

Offered 7 Programs, attended by 246, including staff from 41 area agencies.

Home Care & Hospice

Provided services to 2,613 people:
- 1,120 Male & 1,493 Female
- Age range: 16 - 104

Employees

Length of Service Milestones

25+ Years Anniversary
Elizabeth Baker  
Debra Beaugrand  
Christy Dubuc-Pierce  
Julie Feierstein  
Amy Fontneau  
Judith Hodge  
Dana Kennealy  
Sandra Legg-Forgiel  
Virginia McDermott  
Lois Nevers  
Mary Pinocci  
Louis Pistocco  
Jo-Ann Rice  
Cheryl Ringler  
Tammy Tondreau  
Kathleen Trier  
Deborah Zapasnik

30+ Years Anniversary
Joyce Colletto  
Virginia Dupont  
Patricia Lynch  
Diane Wardyga
Together, Let’s... HONOR THOSE WHO GIVE

This list reflects those who have contributed during our fiscal year - January 1 through December 31, 2018. Any donations made after that time will be noted in our next fiscal year annual report. Every effort was made to ensure the accuracy of this report. For questions regarding corrections, or for verification of a donor record, please contact the Community Relations and Fund Development Office at 508.222.0118 or 800.220.0110. You may also email Jeffrey LaValley, Community Relations and Fund Development Manager at jlavalley@communityvna.com.

*Indicates Board Member or Board Member Emeritus
+Indicates Deceased

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Bristol Elder Services
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Henry W. French Trust Fund
Lloyd G. Balfour Foundation
Rockland Trust Charitable Foundation
Rotary Club of Attleboro
Royal P. & Stephanie S. Baker Memorial Fund

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Notre Dame Elementary School
Faculty & Staff
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Pawtucket Red Sox
Personal Best Karate of Foxboro
Pleasant Printing Company
Prime Touch Services, Inc.
Providence Bruins
Quality Van Sales, Inc.
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Rockland Trust Charitable Foundation
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Stadium Theatre Performing Arts Centre
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Sun Chronicle
SunStar Americas, Inc.
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