

Community Benefit Report



Our clients are of all ages and from all backgrounds. The one commonality is a desire to be cared for at home in case of illness or injury.

Community "Safety Net"

The Visiting Nurse Association & Hospice of VT and NH (VNAH) is a compassionate, non-profit health care organization. We are committed to providing the highest quality home health care and support services to individuals and their families, while also serving the communities in our region with education and wellness programs.

For over 100 years, the VNAH has served all who qualify, regardless of their ability to pay. By keeping residents out of emergency rooms and reducing the need for relocation to nursing homes, our services offer significant savings to a community. Like the local rescue squad or fire department, the VNAH provides a measure of security and has proven effective in controlling health care expenses.

We are ready when you need us.

Why do we need your support?

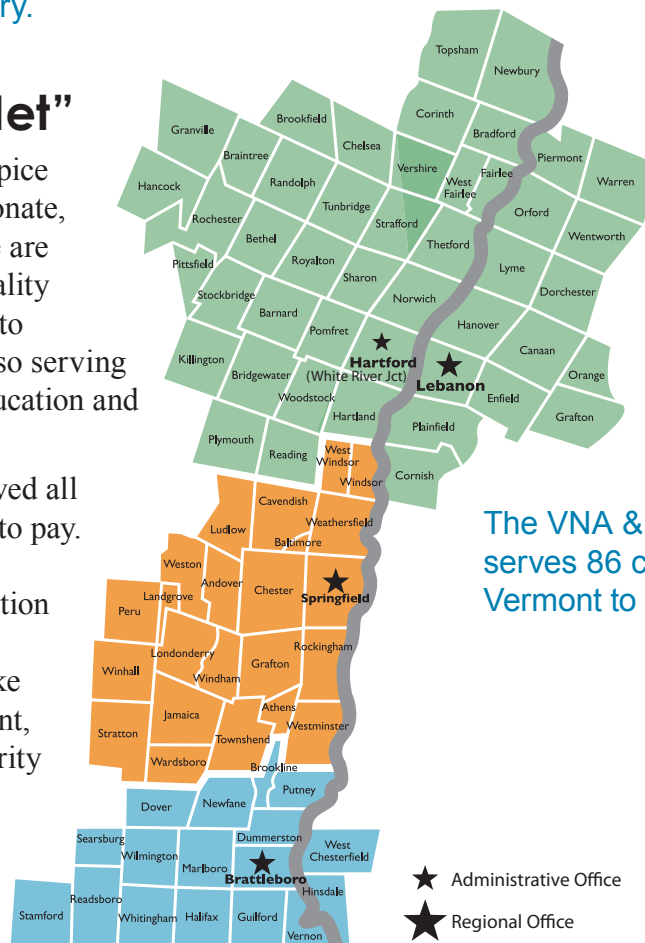
Reimbursements from state and federal programs do not cover the cost of our services. Insurance companies contract for services at rates below cost. We also serve uninsured patients.

Non-Reimbursed Patient Costs	
Medicare and Medicaid	\$3,106,941
Third-party payers, such as insurance companies	\$487,207
Uninsured patients	\$16,982
Total non-reimbursed costs absorbed by VNAH	\$3,611,130

Data from VNA & Hospice 2007 Annual Report

Our generous donors bridge that financial gap to ensure that all who qualify for our services will always receive them.

Your gift supports our mission in your community.



The VNA & Hospice of VT and NH serves 86 communities, from central Vermont to the Massachusetts border.

★ Administrative Office
★ Regional Office

VNA & Hospice Programs



Maternal and Child Health staff members teach families about wellness, growth and development, and how to access other community resources.

Home Care Services

Short-term home care spans, on average, 90 days and serves individuals who have recently been discharged from a hospital or nursing home. Services may include care for acute illness or injury, rehabilitation post-surgery or injury, intravenous therapy, wound care, patient education, health teaching and assistance with activities of daily living.

Long-term Care

Long-term care services are often called a “nursing home without walls.” The program includes case management to plan and coordinate services, as well as personal care to provide medication management, food preparation, home safety, and hygiene. Homemaker services may be provided to individuals who are frail due to aging, chronic physical or mental impairment.

Hospice

Hospice care is offered to people who have life-limiting illnesses and who have chosen to discontinue curative treatment. Our team includes nurses, therapists, medical social workers, chaplains and trained volunteers. They offer clinical care, pain management, emotional support, short-term respite for caregivers, bereavement services and grief support for up to 13 months following a patient’s death.

Maternal and Family Health

Pregnant women, new parents, babies and children are provided medical and support services by our specially trained clinical staff. Parenting skills, emotional support, preventative health care such as immunizations and high-tech care for acute or chronic illness – we provide all of these, to promote healthy children and families.

Wellness Clinics

Health clinics are operated by the VNAH throughout our service area for foot care, flu vaccine, blood pressure, medication management and health education.



We offer a wide range of clinics and wellness services for organizations, businesses and community members.

Home Care	
Patients	3,766
Visits	87,531
Long-term Care	
Patients	527
Visits	37,407
Hospice	
Patients	491
Clinical Visits	18,010
Volunteer Visits	612
Grief Support Sessions	59
Maternal & Family Health	
Families	1093
Visits	7,775
Wellness Clinics	
Clinics	451
Agency Totals	
Patients	5,877
Visits	150,723
Wellness Clinics	451
Support Groups	59
Hospice Volunteer Visits	612

Data from VNA & Hospice 2007 Annual Report

We need and appreciate your support, particularly given these other factors that affect home care...

- Escalating gas prices – our clinicians drive more than 2 million miles each year to care for patients.
- Shortage of health care workers – by 2012, there will be an estimated shortage of 1 million nurses, creating increased competition for clinicians in every discipline.