



VNA Care Network
 VNA of Boston
 VNA Hospice & Palliative Care

Caring Matters

Special Edition:
 Donor Report

Thank you for making our mission of caring possible!

Because you are here for us, VNA Care’s clinicians are here for the community 24 hours a day, 365 days a year. They bring hope and comfort during a difficult time in someone’s life, helping people back to health or easing the physical and emotional pain of a terminal illness.

There’s never a shortage of stories that show why our visiting nurse association has been a **vital part of the community for more than 130 years.** One of our patients was a Vietnam veteran who lost movement in one arm and much of the other after surgery. He lived alone and had no support system. He was dealing with depression, anxiety, and fear.

Our clinician slowly earned his trust. They worked as a team and the patient eventually regained use of both arms. The patient was so appreciative that he presented our clinician with a plaque in honor of her incredible care. **VNA Care is fortunate to have hundreds of highly skilled nurses, rehabilitation therapists, and other clinicians focused on what matters most to our patients.**

Our success in providing a wide range of patient-focused care brought new opportunities for VNA Care during 2018. We **launched Stride at Home**, which takes a proactive approach to health care for people with complex conditions. Traditionally, the medical community looked to VNAs to care for someone after an ER visit or hospitalization.

With Stride at Home, we put home-based health care services into place to reduce the risk of such a crisis. Someone may receive telemonitoring, a medication consultation with our pharmacist, or one of VNA Care’s many other services.

Perhaps our biggest undertaking of the year was the **adoption of a new electronic medical records system.** It was an opportunity to introduce new processes to support outstanding patient experiences. The system streamlines documentation, giving clinicians more time to focus on patient care.

VNA Care also became part of the **Paul Coverdell National Acute Stroke Program.** The initiative seeks to improve care and support from the first signs of a stroke through rehabilitation and recovery. Our partners include UMass Memorial Medical Center and Boston Medical Center. VNA Care’s Wellness Division is also raising awareness about stroke through a series of free education programs and risk screenings in the community.

Of all our achievements in 2018, **we are most proud of each and every staff person’s hard work and contributions** to fulfilling our mission. We are also most grateful to you for making our mission possible. **Your generosity changes lives.**



Holly Chaffee, MSN, BSN, RN
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Rita Advani, Chair
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VNA Care’s mission is to provide the right care with kindness and compassion every day for every person we serve.

Your charitable gifts support exceptional home health, hospice, palliative, specialty, and wellness services

As a nonprofit visiting nurse association, VNA Care relies on your generosity to make the work of our nurses, rehabilitation therapists, medical social workers, and other clinicians possible.

Donations are essential in meeting patient care needs, investing in staff education and training, expanding programs and services, and sustaining our hospice residences, among so much more.

It is our honor to share VNA Care's 2018 Donor Report with you and recognize your thoughtful contributions to our mission of caring. On behalf of our staff, volunteers, patients and their families, thank you for making a difference in the health of our community!



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Because of you in 2018...

VNA Care Network & VNA of Boston provided home health care to more than 30,000 patients. Our oldest patient was 107 years old.

These patients had 3,231 unique diagnoses, including kidney disease, heart failure, Parkinson's disease, cancer, Alzheimer's, diabetes, cellulitis, stroke, sepsis, and organ transplant.

Our highly skilled clinicians provided the health care and support needed for these patients to reach their best possible health at home – where they most want to be.

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Because of you in 2018...

VNA Hospice & Palliative Care served nearly 2,500 individuals with an advanced or terminal illness. Patients ranged in age from 18 to 106 years old. This care enabled patients to live with dignity and free of pain and gave loved ones much needed emotional and practical support.

Nearly 600 people with terminal illnesses received end-of-life care at one of our hospice homes: Elizabeth Evarts de Rham Hospice Home in Cambridge, Rose Monahan Hospice Home in Worcester, and Stanley R. Tippet Hospice Home in Needham. These residences provide homelike settings for compassionate care.

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Hospice patient becomes Justice of the Peace, reaches goals with support of VNA Hospice & Palliative Care

When Joan Greffrath decided to stop cancer treatment, her doctor gave her three months to live.

More than a year later, Joan has reached many milestones – another birthday, another wedding anniversary – with Paulette Hallihan, RN, and the hospice team from VNA Hospice & Palliative Care by her side.

Joan's first months on hospice focused on getting her symptoms under control, including shortness of breath, coughing, and nausea.

Paulette said, "It's all about what symptom you are experiencing, what can we do, and how can we help."

Joan felt so much better that she said yes when her brother asked her to officiate his wedding. With her husband Charlie's support and Paulette's encouragement, Joan got her Justice of the Peace license. She wrote the wedding vows and opened her home to nearly 50 people for the special day.

Joan said, "Paulette helps me reach my goals, whatever I'd like to do."

As Joan's needs change, she draws on the expertise of other members of the hospice team. She's met with a social worker and chaplain, and a physical therapist developed an exercise program to promote her well-being. The hospice team is always a phone call away, 24 hours a day, seven days a week.

"If I have a question about anything, it gets answered. It's never dismissed. ...I feel like, in the times that Paulette's come in when I haven't felt well, that she's given me a reason to feel well," said Joan.

Paulette shared, "We're not making the cancer go away. We know that it's progressing by some of the symptoms Joan's having. But we're not focusing on that. We're focusing on how we can make her feel better, and get her out to get her hair cut, and go out and have a

meal with her husband, and enjoy her family."

Joan added, "The whole experience has been positive."

For more information about hospice care, please call us at 800-521-5539 or visit www.vnacare.org.



Paulette Hallihan, RN, (left) and Joan Greffrath

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Because of you in 2018...

Older adults received support in staying healthy from VNA Care's wellness programs. More than 5,500 visits were made to VNA Care's Keep Well Clinics. Participants met one-on-one with a registered nurse for support in managing diabetes and other health conditions, making lifestyle changes, and getting answers to questions about medications and much more.

Nearly 1,600 seniors attended special health talks and screenings covering such concerns as stroke, osteoporosis, balance, and medication management. These programs helped seniors learn about ways to reduce their risk for potentially serious health problems.

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Because of you in 2018...

More than 300 volunteers strengthened VNA Care's mission by giving their time, energy, and talents. Hospice volunteers provide companionship, respite care, and more to support quality of life at the end of life.

VNA Care's Community Cabinets and Friends groups serve as ambassadors in the community and raise vital funds for home health, hospice, and palliative care. Our volunteer board of directors and committees provided leadership in all areas of our work.

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Every gift makes a difference in our work caring for individuals in need of home health services, palliative care, hospice care, and wellness programs.

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Every day, our dedicated staff makes an enormous difference in the lives of patients and their loved ones. We sincerely appreciate the many contributions that all employees make to our mission and their impact on the health and well-being of the community. We are grateful to the following staff for their contributions:

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Members of the Caring Bequest Society have chosen to leave a legacy that will shape home- and community-based health care for generations to come. Members of the society have included VNA Care Network, VNA of Boston, or VNA Hospice & Palliative Care in their wills, trusts, retirement accounts, insurance policies, or other aspects of their estate plans.

We thank the following donors for their careful planning, generosity, and membership in the Caring Bequest Society:

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Patients, family members, and friends show their appreciation for the care provided by an exceptional nurse, therapist, social worker, chaplain, or other staff caregiver by making a gift in their honor. Thanks for Caring Society donors honored the following VNA Care Network, VNA of Boston, and VNA Hospice & Palliative Care staff during 2018:

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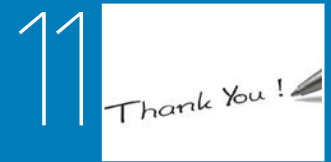
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Living fully with a terminal illness



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Fund Development Office

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Learning to walk again with VNA Care

At 89 years old, Dick Smith was very active and liked to hit the gym three times a week. He wasn't going to let a fractured ankle from a fall confine him to a wheelchair.

Dick underwent surgery in December, receiving three screws, a pin, and a plate to repair the damage and a cast to wear



Ginny and Dick Smith (left) received care and support from Barbara Devecis, PT (right). The Smiths' dog, Mikey, joined in the photo.

while he healed. His hospital stay was followed by a week at a rehab facility.

He was finally able to return home to his wife, Ginny, and dog, Mikey, with the support of VNA Care.

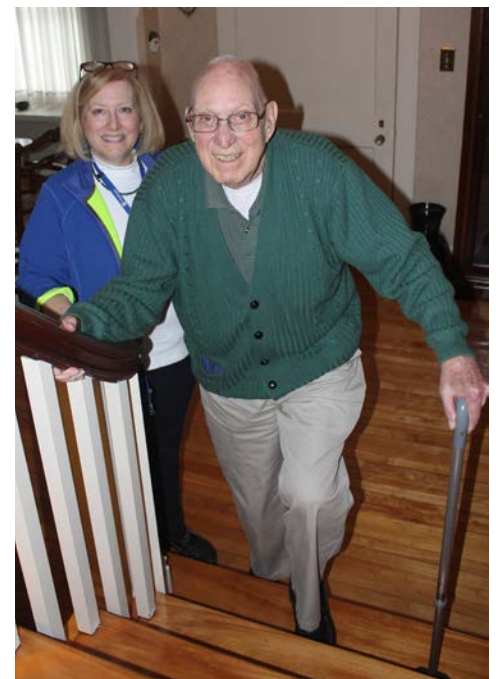
Barbara Devecis, physical therapist, was part of the home health care team helping Dick get back on his feet. She worked with Dick on safely transferring in and out of his wheelchair, exercises for his strength and balance, and more. She recommended medical equipment and other resources that would help Dick remain safe at home.

Ginny said, "Barbara made life a lot easier. She's full of all kinds of good ideas. ... Barbara is always enthusiastic about what she's doing. She's very encouraging."

The two looked forward to Barbara's visits and support. Over the course of three months, Dick went from using a wheelchair to a walker to a cane.

Dick said, "Barbara helped me learn to walk again and became a good friend."

He's doing so well that he transitioned to outpatient physical therapy this spring.



Barbara Devecis, PT, helped Dick Smith reach his goal of walking again after a debilitating fall.

Ginny appreciates that Dick felt well enough to tackle some projects around the house, like cleaning the garage.

Ginny said, "It's amazing the progress that he's made."

For more information about VNA Care's services, please call us at 800-521-5539 or visit www.vnacare.org.