

# VNA

of Somerset Hills  
SERVING MORRIS & SOMERSET COUNTIES

## The Art of Caring at Home



2010 ANNUAL REPORT

A HEALING FAMILY



VISITING NURSE ASSOCIATION  
of SOMERSET HILLS

## WORDS FROM THOSE WE SERVED

“You touched our hearts...You became family. We were so fortunate to have the VNA take care of my dad. I will never forget the care you gave all of us.” **Diane D.**

“I would like to thank the VNA of Somerset Hills for all your help and support while my mother was passing from cancer. You are truly great and we would not have been able to do it without you. Please thank all of the nurses and aides who helped us.” **Charles W.**

“Your VNA therapist worked with me with such ease that it was really great and helped me a lot. Thank you.” **Vera S.**

## EXECUTIVE LETTER

Dear Friends:



**ANN M. PAINTER**  
PRESIDENT & CEO

Looking back, 2010 was a year of change, challenge and opportunity for the Visiting Nurse Association (VNA) of Somerset Hills. To address the many impacts of healthcare reform legislation we began reviewing our strategic plan. Actions were initiated to ensure the organization's status as a leading regional home healthcare and hospice provider and comprehensive community wellness resource. Despite the difficulties facing our industry, we are proud that the VNA of Somerset Hills remains committed to providing the same high quality and compassionate patient care that has been the cornerstone of our service since 1904. We have embraced our mission with the spirit and courage to accept change and meet the challenges the future holds.

During the year, efforts were focused on solidifying strong and experienced executive leadership. We are fortunate to have a new President and CEO and a dedicated team of Trustees and Advisors. Together, they provided strategic guidance as we began the process of navigating through the quickly changing healthcare environment.



**EVELYN S. PRATHER**  
BOARD CHAIR

Central to our success is our outstanding, highly-credentialed staff of clinical and business professionals. We enhanced our innovative best practice programs for heart failure patients, implemented a post joint surgery recovery partnership and continued to broaden the use of art therapy among members of our Adult Day Center. Collaboration with community-based groups, local boards of health, county agencies and other healthcare organizations remained key to our growth and sustainability.

As always, the VNA of Somerset Hills is grateful for the many volunteers who worked tirelessly year-round to support our mission. Their commitment and efforts helped provide the communities we serve with needed programs and services.

On behalf of everyone in our VNA of Somerset Hills family, thank you for your on-going support. Whether volunteer, donor, caregiver or care recipient, you not only make *the art of caring at home* possible, but a pleasure and honor as well.

With warm regards and great appreciation,

*Ann M. Painter* *Evelyn S. Prather*

## MISSION STATEMENT

*To provide individuals and families with comprehensive, high quality, cost-effective home and community health care services, regardless of ability to pay, using partnerships where appropriate.*

# D

espite recent emergency surgery and severe vision problems, Irene embraces life. After discharge from a rehabilitation facility following a hospitalization, Irene was able to return home and continue her recovery with the outstanding care provided by the VNA of Somerset Hills **home health** team.

A VNA nurse works in conjunction with Irene's physician to coordinate a care plan that includes regularly scheduled **nursing visits, physical therapy** and **telehealth monitoring**.

Irene learned how to monitor her vital signs so that she can self-manage her chronic illness, thereby, reducing possible re-hospitalization and allowing her to continue living safely and independently in the comfort of her own home.



*Through this state-of-the-art technology, a VNA nurse remotely monitors Irene's heart rate, blood pressure, blood oxygen, weight, sugar levels and other vital signs on a daily basis and provides education and counseling when needed.*



*After conducting a comprehensive evaluation, a VNA physical therapist developed a post-surgical treatment plan that helped Irene return to her favorite activities like cooking and playing with her grandchildren.*

## HOME HEALTH & REHABILITATION

NURSING CARE IN THE HOME  
CHRONIC DISEASE MANAGEMENT  
TELEHEALTH MONITORING  
WOUND CARE MANAGEMENT

PHYSICAL THERAPY  
OCCUPATIONAL THERAPY  
SPEECH THERAPY  
SOCIAL WORK SERVICES

CERTIFIED HOME HEALTH AIDES  
DIETICIAN SERVICES  
TRAINED VOLUNTEERS



*A VNA social worker provides supportive counseling to help Ophelia and her family enjoy every moment together.*



*While our home health aide's main focus is to assist with daily activities and personal care, they also spend time getting to know their patients to better understand their needs. A VNA certified home health aide shares some tea and conversation with Ophelia.*



# W

hen her doctor first recommended home care, Ophelia turned to the VNA of Somerset Hills. Her VNA nurse helped manage and deliver the skilled care needed due to her multiple chronic medical conditions. Along with the personal care provided by a certified home health aide, Ophelia received a rehabilitation therapy evaluation and regularly scheduled nursing visits. When terminal illness necessitated a choice for end-of-life care, the VNA hospice team was there providing medical, emotional and spiritual support for Ophelia and her family. With a specialized care plan to manage

symptoms and pain, Ophelia lived her final days at home with comfort and dignity surrounded by the warmth and love of her nine children. All VNA hospice patients have a team of highly trained professionals to help them through this difficult time. The team includes a nurse, social worker, home health aide, pastoral counselor, physician, dietitian, pharmacist and volunteers, all of whom work closely with the patient's physician to develop a comprehensive care plan. Additional specialized services offered to hospice patients include pet therapy and massage therapy.

## HOSPICE & PALLIATIVE CARE

NURSING CARE IN THE HOME  
BEREAVEMENT SUPPORT  
TRAINED VOLUNTEERS

CERTIFIED HOME HEALTH AIDES  
MASSAGE THERAPY  
PET THERAPY

SOCIAL WORK SERVICES  
PASTORAL COUNSELING  
PALLIATIVE CARE

CERTIFIED HOME HEALTH AIDES  
(PRIVATE PAY)  
MEDICATION MANAGEMENT  
RESPITE CARE PROGRAM  
CHRONIC DISEASE MANAGEMENT  
FARE (CAREGIVER SUPPORT GROUP)

BEREAVEMENT GROUP  
CAREGIVER EDUCATION  
FLU IMMUNIZATION  
FRIENDLY VISITOR VOLUNTEERS  
GERIATRIC CARE MANAGEMENT  
HYPERTENSION SCREENINGS

COMMUNICABLE DISEASE FOLLOW-UP  
COMMUNITY HEALTH SCREENINGS  
COMPANION PROGRAM  
HEALTH GUIDANCE & COUNSELING  
HEALTH & WELLNESS SEMINARS  
WELL CHILD CLINICS

## COMMUNITY HEALTH

Ridge Oak Senior Housing resident, Eleanor, receives weekly home visits from a VNA of Somerset Hills Community Health nurse through her position as the Ridge Oak Wellness Nurse. During these visits Eleanor discusses her health concerns, receives guidance on medication management and has assistance monitoring her vital signs. With this care and guidance, Eleanor continues to enjoy her independent and active life style.

In addition to these services, VNA Community Health nurses provide seasonal **flu immunization clinics, blood pressure screenings, a support group** for caregivers (**FARE**) and **lifestyle seminars** for community residents.



At the Adult Day Center of the VNA of Somerset Hills, frail and chronically disabled adults who need assistance or supervision during the day find care and companionship in a safe, structured environment. Our experienced and caring staff develops customized programming to meet the health, nutritional and recreational needs of each member. They work closely with dedicated volunteers to deliver high quality, innovative and entertaining hands-on activities to our members. Examples include cognitive and physical exercises, art enrichment programs and pet therapy sessions. The Adult Day Center is also a support to family members or caregivers because it allows them the freedom to go to work, handle personal business or just relax while knowing their loved one is well cared for and safe.



*Comet brings warmth and joy to Fran and our other Adult Day Center members during a pet therapy session.*

## ADULT DAY CENTER

ENRICHMENT PROGRAMS  
EXERCISE  
HEALTH MONITORING  
NUTRITIOUS MEALS

PERSONAL CARE/SHOWERS  
PODIATRIST  
SOCIAL ACTIVITIES

## VOLUNTEERS



Meet volunteer Patricia McCort. After twenty-five years as a VNA of Somerset Hills employee, Pat retired and yet remains a dedicated and involved member of the team. As a volunteer, Pat now assists the VNA with many projects including office support, fundraising and implementation of community wellness events. Still part of her VNA "family," Pat now enjoys the best of both worlds!

### 2010 PROGRAM PARTICIPANTS\*

HEALTH & WELLNESS	VOLUNTEERS
Friendly Visitors/Home Care	112
Hospice	35
Telehealth	1
Flu Clinics	33

#### FUNDRAISING

Rummage	438
Friends of the Adult Day Center	27
Other Events	29

#### AT THE VNA

Office Support	10
Adult Day Center	362

\*Some volunteers participate in more than one program

The VNA of Somerset Hills is grateful to have approximately 500 devoted individuals who generously donated over 57,000 hours of their time and experience in 2010 in support of our mission. Their many valuable contributions included coordinating fundraising events, assisting with community programs such as flu immunization clinics, providing companionship for homecare and hospice patients, and serving lunch and coffee in the Adult Day Center. While we are grateful for the contributions of each of our volunteers, last year we recognized four very special individuals.

### VNA 2010 VOLUNTEER HONOREES

**PHIL HAMMOND**, who for approximately the last 20 years has provided much needed transportation to local seniors through the Good Samaritan Program at the Liberty Corner Presbyterian Church

**FRED ANDERSON**, who donated over 96 hours cleaning and maintaining telehealth monitoring equipment contributing to our efficient use of these units

**ED RAHN**, who has spent 15 years serving as a friendly visitor and trained homecare and hospice volunteer, including 12 years providing support and companionship to the same family

**ILENE WEINER**, who has entertained Adult Day Center members with her wonderful piano music for two years



Outstanding care begins with an exceptional team of talented, motivated and compassionate professionals. VNA of Somerset Hills staff work in strong interdisciplinary teams to ensure our patients consistently receive the highest quality of service and experience. We encourage professional development and during 2010 many of our staff attended continuing education and certification programs to supplement our extensive and on-going internal educational initiatives.

- Conducted approximately 100 internal in-service trainings including diabetes and diet management, wound care, heart failure and infusion therapies
- Educated all staff on healthcare reform legislation and compliance policies utilizing expert speaker presentations and webinars
- Attended leading industry and organization conferences including Visiting Nurse Associations of America (VNAA), National Association of Home Care & Hospice (NAHC), NJ Hospice & Palliative Care Organization (NJHPCO), American Physical Therapy Association (APTA) and Home Care Association of NJ
- Enhanced "best practice" guidelines for wound care and heart failure
- Conducted our Hospice 101 and Home Care 101 curriculum with new clinical staff to supplement on-the-job training
- Educated entire staff on customer service excellence and creating a positive patient experience
- Partnered with Rutgers University School of Nursing to host BSN students for their required seven week community health experience

## STAFF EXCELLENCE

# Thank you.

The Board and Staff of the Visiting Nurse Association of Somerset Hills extend our thanks and appreciation to all of our donors for their generous support in 2010. Your contributions were of critical importance in our efforts to provide a broad range of patient services, support services and community wellness initiatives to the individuals and families we serve.

We have made every effort to recognize all who have supported the VNA of Somerset Hills during 2010. If we have mistakenly omitted or misspelled your name, we apologize.

Please call 908-766-0180 ext. 140 so that we can correct our record.

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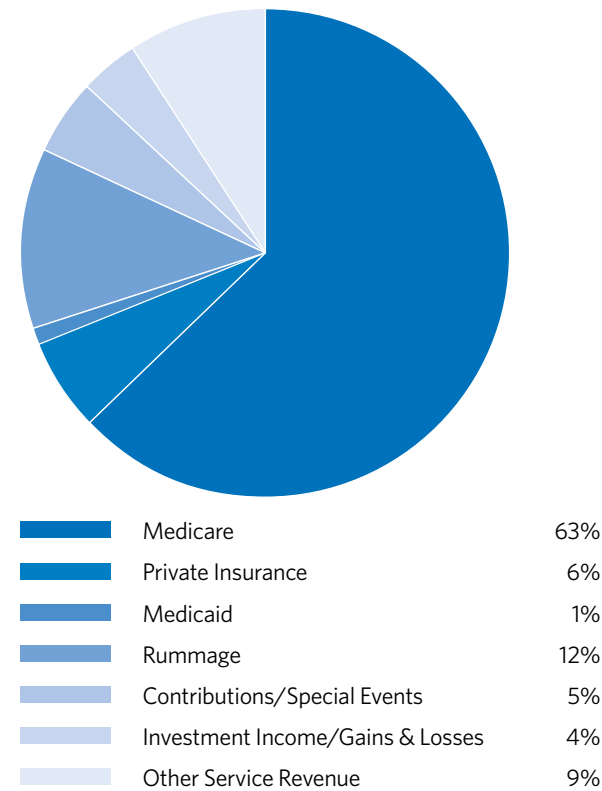
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PROGRAM	NUMBER
Home Health Care	1,724
Hospice	200
Telehealth	164
Palliative Care	24
Adult Day Center	59
Respite	87
FARE	56
Wellness Programs	1,303
Flu Immunizations	1,128

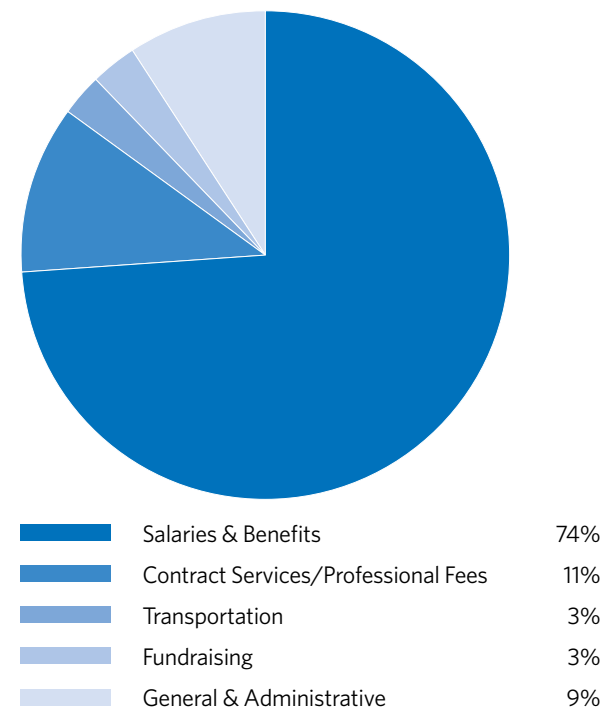
**REVENUE AND SUPPORT**



**VISITS BY DISCIPLINE**

DISCIPLINE	NUMBER
Nursing	21,029
Home Health Aides	15,663
Therapists	8,585
Social Workers, Dietitian, Clergy	931
<b>Total</b>	<b>46,208</b>

**EXPENSES**



**STAFFING BY DISCIPLINE**

DISCIPLINE	PERCENT
Nurses	36
Home Health Aides/Companions	24
Therapists	16
Social Workers, Dietitian, Clergy	4
Adult Day Center Staff	7
Other disciplines (including support staff)	13

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The Visiting Nurse Association of Somerset Hills is accredited with commendation by CHAP (the Community Health Accreditation Program) and is a member agency of the Somerset County United Way and the United Way of Morris County. VNA of Somerset Hills Home Health and Hospice Services is a Medicare-certified and state-licensed

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