



2023 Annual Report





Our WHY

Collaborating as a team to provide excellent care to patients and families—with integrity, compassion, knowledge and love—so that patients experience optimal quality of life at all times.

Committed to Our Community



Dear Friends:

The heart of the Visiting Nurse Association (VNA) is caring for people - with love - a key 'ingredient' of our "why" statement. It's why our staff go above and beyond to deliver the best patient care, which for us is whole-person care, a holistic approach to caregiving. It's why a VNA Physician Liaison went out of her way to find housing for a former patient when she learned that this woman had been rendered homeless.

And VNA is unique in that we offer a seamless continuum of care among our three service lines: home health, private care and hospice. Just ask John Gammino, whose beloved late wife, Patricia, started on home health with us, and when appropriate, transitioned smoothly to hospice; he couldn't be more appreciative.

Like many non-profits, 2023 was a challenging year, but we made it through, and now we're stronger than ever and excited to continue to serve the community, providing the best home care to our patients. This includes offering optimal home care for the under and un-insured, which we are able to provide through the VNA & Hospice Foundation; a big round of applause for all of our incredibly generous philanthropists who support the Foundation - we couldn't do it without you.

Foundation-supported programs are robust and include the VNA Mobile Health Clinic, telehealth, VNA Hospice House, and Project Wish, which grants end-of-life wishes for patients like Connie Cancilla, a lovely woman who was very socially active at her assisted living facility until she

suddenly grew inexplicably depressed. Thankfully, her VNA nurse noticed and remembered Connie speaking often of her love for kittens; two weeks later, two adorable felines were cuddled up in Connie's lap, courtesy of her caring nurse and Project Wish.

Another program supported by the Foundation is Music Therapy, which has helped so many patients physically and mentally. One of our hospice patients with Alzheimer's, *Jane, benefits greatly from it under the guidance of her talented, compassionate VNA music therapist who engages Jane with her favorite songs and provides companionship.

We also care deeply for our Veterans who have sacrificed so much for our country, and that's why we've partnered with Veterans Affairs to offer these inspiring men and women the very best private care they deserve.

At the end of the day, we are all in this together. We all strive for a healthy, happy community, and I am very proud and appreciative of the VNA team as well as our benefactors for allowing us to do our small part in enhancing the lives of the residents of Indian River County.

Here's to a great 2023 and an even better year ahead.

Sincerely,

A handwritten signature in black ink that reads "Lundy Fields". The signature is fluid and cursive.

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Individualized Care for Patients When They Need it Most

For Eileen Mahoney, the Visiting Nurse Association (VNA) caregivers were “saviors” in helping her care for her late cousin, Patrick Clune, who lived with her. Patrick was on hospice with the VNA, and Eileen chose to augment that service with VNA Private Care, enabling her to have someone at the house nearly every day, several hours a day, which Eileen was grateful for. “The VNA was great,” said Eileen. “There was one very special young woman, she was from Saint Croix, her name was Fabian. I will never forget her; I even keep her in my prayers. She’s terrific. She came every morning and I never had asked her to do anything. She went right to Patrick, she did everything she was supposed to do: she changed him, she washed him, then they sent in a young man to help give him a sponge bath,” said Eileen.

Accolades like this are common when it comes to VNA home care. That’s because for VNA caregivers, looking after your loved ones isn’t merely a way to earn a living, it’s a calling. One VNA Private Care Certified Nursing Assistant, Sara Cano, put it beautifully when describing how she feels about her position: “Being a VNA private caregiver fills my heart with joy, as every day offers a new opportunity to positively impact someone’s life.”

What’s more, VNA caregivers are licensed, insured, and have undergone level II background checks and drug testing; not every company requires this. But at the VNA, trust is paramount, because having someone in your home is very personal, and the VNA understands this.

VNA caregivers also understand that each patient’s needs are different, especially when it comes to private care, a service that is as much for the family caregiver, who may become overwhelmed by the enormous responsibility of caring for a loved one, as it is for the patient themselves. That’s why VNA Private Care offers ‘daily living’ services such as bathing, light meal prep, medication reminders, transportation and companion care.

And private care is particularly useful for an elderly person who wants to remain in their home instead of moving to a long-term care setting, for example, an

assisted living facility; this is known as ageing safely in place.

VNA Private Care has also coordinated with Veterans Affairs (VA) on a relatively new initiative, Homemaker and Home Health Aide Care, and its objective is to ensure that Veterans can remain in their homes. It does this by contracting with companies that offer private care, in this case the VNA, and it covers most (and sometimes all) of the costs of services.

But whether a patient is a Veteran or not, they will always receive the very best care with the VNA; Eileen Mahoney knows this first-hand. “I don’t know what I would have done without the VNA,” she said.



Being There Through All of Life's Challenges

The story of John Gammino and his late wife, Patricia, is a true love story, one that began in the seventh grade in a small New Jersey town in 1955 where they first met. As in all love stories, there were some obstacles, and their first major one occurred when they were only 17 and Patricia became pregnant with their first child, a girl. They then experienced both the anguish of being separated by their parents and the trauma of a forced adoption.

But ultimately, John and Patricia could not be kept apart - their love was too strong - and after John graduated from college they married and had three more children.

They were thrilled with their young family and yet they couldn't shake the desire to meet their first-born child (although Patricia was simultaneously concerned about intruding into her life). Because of strict adoption laws it was a very challenging endeavor. However, after 20 years and some incredibly fortuitous events, they did finally meet their eldest child, Lisa, and remain close to her to this day. John chronicled this and much more in his beautiful memoir, "The Love We Knew" (available on Amazon).

John and Patricia's love story ends on November 23, 2018, when Patricia took her last breath in the Visiting Nurse Association (VNA) Hospice House, a place that John

will forever be grateful to for the compassionate end-of-life care its nurses and home health aides provided for the love of his life.

He is also grateful to VNA's Home Health caregivers, because prior to beginning hospice care with the VNA, Patricia had been receiving VNA Home Health. Her service began in October of 2018 and by that point she had been diagnosed with lung cancer, had two strokes, and had cancerous fluid around her right lung. The fluid had to be drained daily, a task that required a VNA nurse to put a catheter in her every day. "I had a parade of VNA nurses starting at 8:30 in the morning to come drain her every day or she would be in big trouble, and then she had to have speech therapy, occupational

therapy, physical therapy, and an aide also came several times a week and bathed her," said John, who continued to gush about the services Patricia received from the VNA.

"Your nurses were just phenomenal. I got to know them all and they were so pleasant and so uplifting to her and caring for her that it just struck me that they were special people. Even the physical therapists and occupational therapists and the speech therapist were all top-notch people, and so I was totally thankful and impressed with the care that she received from VNA."

Unfortunately, Patricia's health continued to deteriorate, and after a fourth stroke that was much worse than the previous three she ended up in the hospital. The doctors were waiting for permission from John to operate, but Patricia's regular oncologist told him that she would not survive the surgery and advised against it. "I'm sure he was saving me from saying



'yes' and then I would feel responsible (for her death), so that's when she went into hospice care at VNA Hospice House," said John.

Patricia spent five days receiving hospice care before passing away. By her side were John and their four children, who were all moved by the excellent care that she received. "We didn't know what to expect when we were there as a family at VNA Hospice House, but I remember how they kept her dressed. They cared for her dignity, and they turned her during the day this way and that way, keeping her comfortable," said John.

He was also appreciative of Hospice House's cozy, inviting environment as well as the compassion and support the VNA Hospice House caregivers provided for him and his children. "We had the opportunity as a family to have a little room off of her room where we could sit and talk

quietly. And the grounds are so peaceful to walk around there, and the sunset is just awesome," said John. "The nurses, they see death every day, and for those of us who don't see that every day, it's comforting to have them. They're so strong and they're so comforting."

For a long time, John mourned his late wife, although he felt – and still feels – her presence with supernatural occurrences

like his doorbell ringing several times when no one was at the door and a salt shaker moving inexplicably across his kitchen table. "I never used to believe in that kind of stuff, but after so many experiences, I do," he said.

On the fifth anniversary of Patricia's passing, which fell on Thanksgiving 2023, John, who now has a new significant other, Betty, said he was inspired to do

two things: give his personal thanks to the VNA, which he did by making a generous donation to the VNA & Hospice Foundation, and by contributing to a local organization that supports unwed mothers in similar circumstances to what he and Patricia experienced when they were teenagers. "It felt great to give back," he said.



Photos provided courtesy of John Gammino.



The Healing Gift of Music Therapy

It's not easy watching a loved one fade away mentally with stage four Alzheimer's, but the essence of that person is still within, and sometimes you can still reach them—if you know how. That's what VNA Music Therapy Manager, Lauren Schaust, MT, BC, has been able to do with one of her hospice patients, *Jane. Every week, Lauren visits Jane at her house and plays songs on her guitar that Jane is familiar with. "Jane receives Lauren with a sense of being at ease and expectation," says Jane's husband, Jack. "And she attaches a friendship with 'the lady that comes and sings.'"

And Jane also participates, something that Jack says is relatively new. "The only time I remember hearing her sing was when we were in church, so Lauren gets her to actually sing and be a part of the activity," he says.

Aptly enough, Jane's favorite songs to sing are hymns, as Jane's daughter, Liz, points out. "Lauren is successful in engaging with mom and Lauren's relationship with Jesus Christ is very evident because she's tuned in to mom's relationship," says Liz. "Lauren is very personable; she's not just someone who comes in and just 'does her job.'"

That's because for Lauren, it isn't just 'a job,' it's a vocation, as Lauren says herself. "This is more than a job for me. It is a joy and a passion and something I believe in my soul, beyond just the facts and figures and research behind it. I fully believe music therapy can stand on its own, but just like any job, someone who does it with love and compassion is nearly always

going to make a bigger difference," says Lauren, adding, "We are more than just musicians, that's what makes us music therapists."

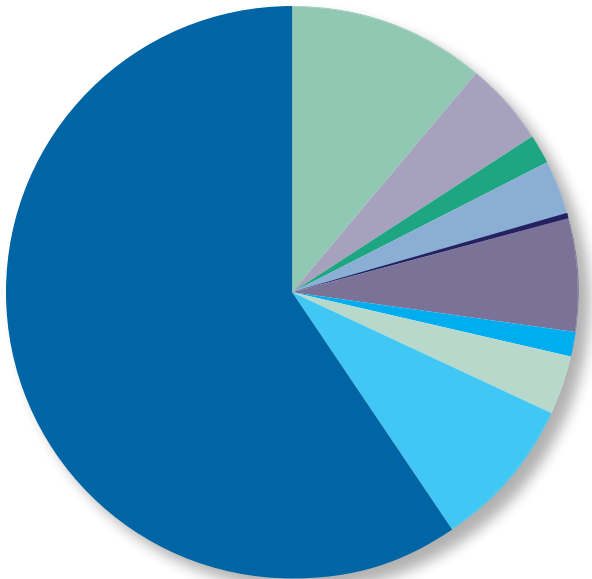
Many people don't totally understand this point, that music therapists are highly trained. Because indeed, music therapy is a clinical form of care in which board-certified music therapists assess a patient's physical health, emotional well-being and cognitive skills, and then use musical instruments, typically a guitar, and the therapist's voice (many are beautiful singers, like Lauren) to augment the hospice or home health services the patient is receiving. For example, if a patient has Parkinson's and trouble walking, a music therapist might provide music with a strong beat to help the patient's body move more easily as strong rhythms in music make the body naturally want to move in time to the beat and make it easier for them to move.

In Jane's case, her main need is cognitive. Lauren's primary goal is to increase Jane's sensory stimulation and engagement with her environment. "If Jane isn't stimulated, she will let her head drop to her chest and be very withdrawn, not engaging with the things and people around her," explains Lauren. "By using the music and specifically the songs that are familiar to her, I am working to get her to be more alert and interactive with me and the music as well as with her family when they are around, too."

And as anyone who has lived with someone with stage four Alzheimer's knows, those moments when you can see that joy, that recognition, in the face of a loved one when you haven't seen it for a long time is a priceless gift – for all involved. And that's what Lauren does weekly for Jane, provides a beautiful, healing light, when you know all is well.

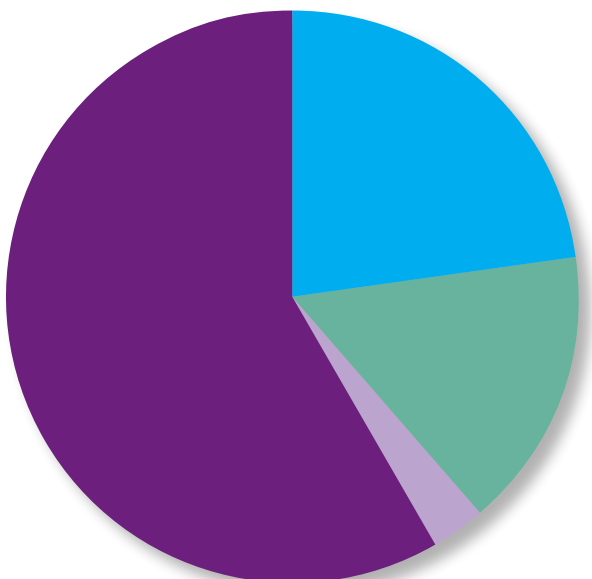


Financials



2023 Consolidated Revenue

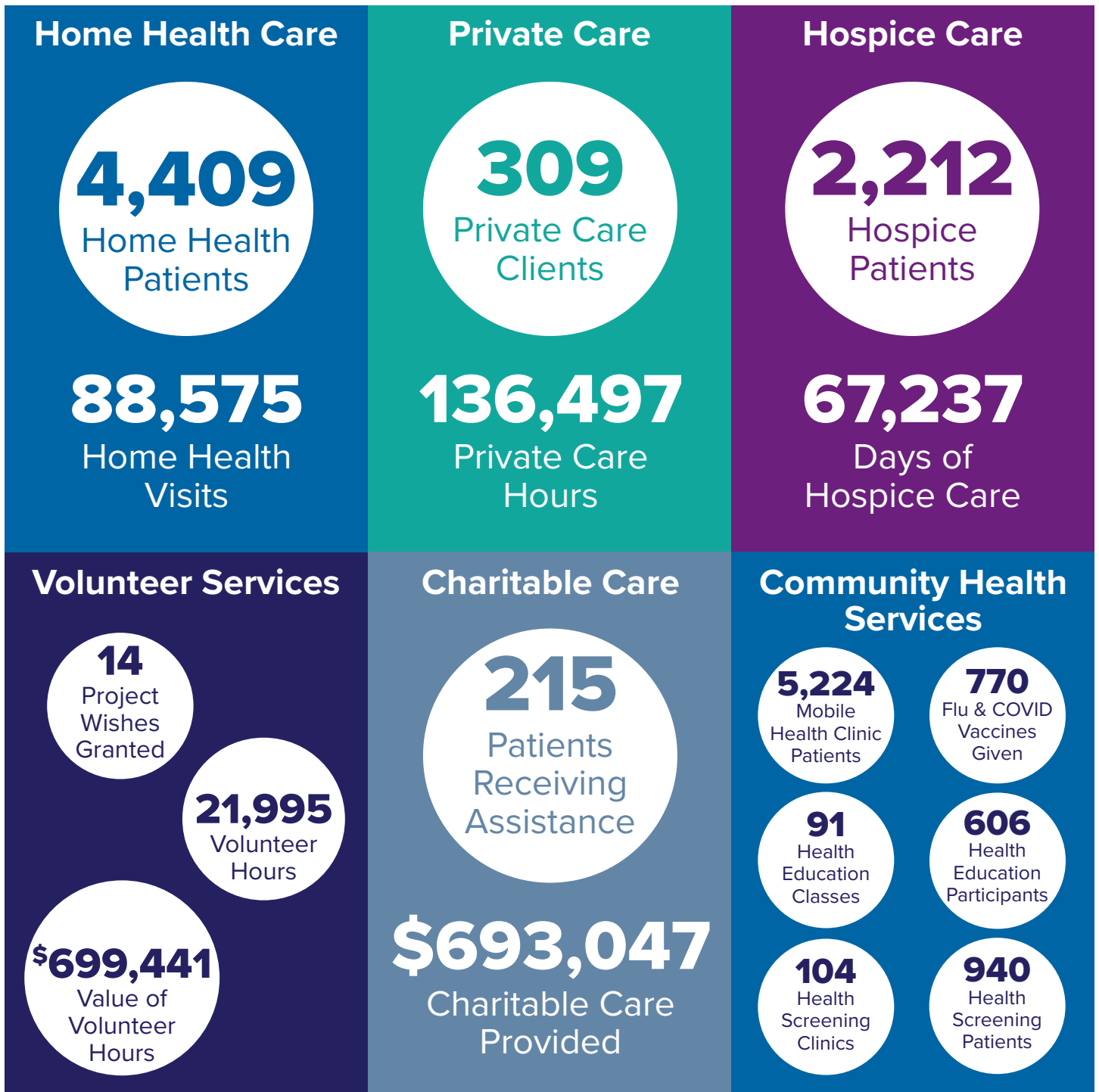
Medicare	59.7%	\$25,236,335
Self Pay	8.6 %	\$3,653,193
Private Pay Insurance	3.1 %	\$1,317,044
Medicaid	1.4 %	\$604,661
Charitable Care	6.5 %	\$2,725,407
Flu & Pneumonia Shots	0.1 %	\$56,569
Hidden Treasures	3.2 %	\$1,331,440
Indian River Hospital District	1.6 %	\$655,679
Investment Income	4.9%	\$2,060,725
Other Revenues	10.9%	\$4,598,083
Charitable Donor Contributions		\$693,047
Total Revenue		\$42,932,183



2023 Philanthropic Support

Hospice House Support	58.4 %
Charitable Patient Care	22.8 %
Programs and Services	15.9 %
<i>Telehealth</i>	
<i>Community Health Services/Mobile Health Clinic</i>	
<i>Bereavement/Camp Chrysalis</i>	
<i>Music Therapy</i>	
Other	2.8 %
Program and charitable care support	\$3,037,215

Impact by Numbers



Little Things Making A Big Impact Through Project Wish

A Visiting Nurse Association (VNA) hospice patient, Connie Cancilla, who resides at an assisted living facility in Vero Beach, had many cats growing up and has always been fond of them. She often shared her love of felines with her VNA caregiver, Heather Eaker, RN, who took note, particularly when she noticed a change in Connie's demeanor. "Connie is very social and has been her whole life. Recently, she's had a decline and has been staying in her apartment. During our visits she seemed very sad, her ongoing smile and sweetness was burning out," said Heather. "She was always mentioning how she wished she had a cat, so I thought, what if we could have some kittens visit?"

Heather reached out to the VNA Volunteer Department which has a program, Project

Wish, that is dedicated to providing wishes to hospice patients during their end-of-life journey. "We'd never gotten a request like that before," said the Director of Volunteer Programs, Sara Bumgarner, "but I was determined."

Sara and her team did some research and found out about Raining Cats, a local no-kill, feline rescue non-profit run by a small group of volunteers dedicated to rescuing, socializing and rehoming abandoned cats and kittens. She called and asked if they could bring a kitten or two to visit Connie, and the Director of Raining Cats, Linda Richter, heartily agreed.

The day arrived and Linda and another volunteer arrived from Raining Cats with two kittens, a calico named Rosemarie and a tuxedo named Parsley – and their

bond with Connie was instantaneous. Typically, kittens are rambunctious, especially in new surroundings with new people, but Rosemarie and Parsley snuggled up with Connie, and about 20 minutes into the visit were happily napping away on her lap.

Connie couldn't have been more thrilled. "It feels wonderful to have cats here. I'm enjoying them so much. We always had kittens at home growing up," said Connie with a big smile, "and they are very soothing." Her nephew, John, who was visiting and who said Connie was like a mother to him growing up since his mother died young, was also very pleased with the visit. "This is so wonderful to see her happy," he said.

The visit also put a smile on another person's face, Heather, who was there for the visit. "To see Connie with those kittens, it brought so much joy to see her smiling. Such a small thing that we take for granted brought so much happiness to one person; definitely had some tears. I love my job," said Heather.

To learn more about Project Wish, please visit vnatc.org/project-wish. There, you'll learn about the different wishes that have been made possible by donations to the VNA & Hospice Foundation. You'll also have an opportunity to support Project Wish if you choose – we couldn't do it without the support of all our generous donors.



Thanks to Project Wish and Raining Cats, VNA Hospice patient Connie Cancilla enjoys some special time with feline friends.

Whole Person Care Provides A Higher Level of Patient Care

During a routine quality-of-care follow-up call, a Visting Nurse Association (VNA) volunteer learned that a former patient was on the brink of homelessness. The patient, *Elizabeth, who had been living in a 55+ community in Vero Beach known for being affordable, suddenly went from paying \$1,000 a month to \$1,500 after her landlord sold her apartment to a new owner who implemented the hike in rent. For 74-year-old Elizabeth, who was on a fixed income, every month became a battle to survive, and she finally gave up; after a few months of not paying rent, she was evicted.

Elizabeth found temporary shelter on a friend's couch where she spent her waking hours trying to find permanent housing, but she kept encountering the same problem: as soon as a potential landlord discovered she had been evicted from her previous home, she was automatically turned down. As her frustration grew, so did her despair, particularly when her friend could no longer house her. Desperate, Elizabeth found temporary shelter at The Source, a faith-based non-profit located in Vero Beach that provides 20 "sleep pods" on a retrofitted "Dignity Bus" for people in need.

By the time the VNA volunteer spoke with Elizabeth, she was no longer at The Source, she was in the hospital for a serious health issue - and nervous about being released; where would she go? At that point, she was beyond despondent, but thankfully the volunteer put her in touch with a compassionate VNA Physician Liaison, Samantha McCoy, who advocated tirelessly on Elizabeth's behalf and helped her finally attain housing in a local assisted living facility. The housing was temporary, but did last over a year until just recently when Elizabeth fortunately moved into a 'forever' home in an assisted living facility in Port St. Lucie.

**Elizabeth is not her real name.*



From our Board Chair



Carol M. Kanarek, Board Chair

Philanthropy is defined as “the desire to promote the welfare of others, expressed especially by the generous donation of money to good causes.” Through the philanthropic support of our donors, the Visiting Nurse Association (VNA) can touch the lives of thousand of Indian River County residents every year. Through your generosity in fiscal year 2023 (October 1, 2022 – September 30, 2023), the VNA & Hospice Foundation was able to provide over \$3 million in philanthropic support to support the home health and hospice programs and services offered by the VNA of the Treasure Coast in our community.

Imagine you are Brenton, a 15-year-old teenager nearing your end-of-life journey in the VNA Hospice House and your last wish is to see your favorite animal, a sloth. Or you are 27-year-old Jacqueline, born with cerebral palsy and legally blind, and your mother, Cathy, wants to care for you at home but lacks the financial resources to do so. Or you are Martha, the mother of two boys, who had been having heart issues and after a hospital stay you were

admitted to the care of the VNA home health team only to be informed your insurance wouldn’t cover the cost of most of your care.

These are just a few patient stories out of the hundreds of patients we serve annually that your generous financial commitment has allowed us to provide with the highest quality of care regardless of their ability to afford the care they desperately need and deserve. Your generosity, dedication and support of the VNA and our mission to provide compassionate, innovative care of the highest quality, setting the standard for patients and caregivers needing home health, hospice and community health services, allows the VNA to remain an essential health care resource.

With gratitude,

A handwritten signature in black ink that reads "Carol M. Kanarek". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Carol M. Kanarek
Foundation Board Chair

Because Everyone Deserves Quality Care

The VNA & Hospice Foundation was established to support charitable patient care and programming to improve the quality of life for patients and families. Support from generous donors enables the VNA & Hospice Foundation to support these patient care initiatives.

Charitable Care

The VNA is the only local home health care agency that accepts home health and hospice patients regardless of their ability to pay. Charitable care can include those without insurance or inadequate coverage and provides them with the skilled nursing care, rehabilitation therapy or end-of-life care they need.

VNA Hospice House

The VNA Hospice House offers anyone who is unable to manage their hospice care at home a serene and compassionate home-like environment. The VNA is the only hospice provider for Indian River County residents, and the 12-bed VNA Hospice House is a vital resource for our community.

Bereavement Services

Everybody grieves in their own way; there is no right or wrong way. The VNA's bereavement team provides individual counseling, support groups and hosts virtual bereavement events to help anyone in need of support.

Project Wish

Project Wish is a unique VNA Hospice program dedicated to providing wishes to hospice patients at their end-of-life journey. Our hospice clinical team, along with a group of volunteers, work with patients and their families to experience one final wish together without worrying about the financial resources necessary to grant their wish.

Music Therapy

Music Therapy is a compassionate, non-invasive intervention that uses music to achieve non-musical goals to meet the spiritual, physical and emotional needs of home health patients, hospice patients and their family members.

Our Community Music Therapy Program focuses on the at-risk population of Indian River County, including the indigent, those with mental health issues and those struggling with addiction. Our collaborations with the Mental Health Association in Indian River County and other local non-profit organizations aim to utilize music as a positive coping skill. Additionally, the Community Music Therapy Program is collaborating with the Alzheimer's & Parkinson's Association of Indian River County to aid patients with Alzheimer's, Parkinson's and other dementia.

Community Health Services

The VNA's Community Health Services provides access to health care for our most vulnerable population throughout Indian River County. Through health screenings and education workshops, the VNA Mobile Health Clinic is able to help many who lack affordable health care options. The VNA Mobile Health Clinic, also supported by the Indian River County Hospital District, provides same-day, non-emergency care at little or no cost to Indian River County residents and school physicals for Indian River County students.

Remote Patient Telemonitoring

Through the VNA's Telemonitoring Program, devices are placed in the patient's home and connected through a phone line. Every day, the patient must interact with the device by answering questions for symptom analysis and take readings so VNA nurses can identify problems before they become a crisis.

Camp Chrysalis

Camp Chrysalis is a bereavement-focused camp that helps children who have experienced a death to better understand and cope with their grief. Camp Chrysalis offers a combination of fun, outdoor activities and therapeutic sessions for Indian River County children who have suffered a loss.

Honor Roll of Donors

The VNA & Hospice Foundation gratefully acknowledges the generosity of all who support the mission and work of the VNA. The following individuals, foundations, businesses and community organizations donated \$1,000 or more during October 1, 2022 through September 30, 2023.

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