



# Annual Report 2011

Home Health Care Management and our Family of Companies





## President's Message

*Independent* is a word that we use a lot when talking about Berks Visiting Nurse Association, the VNA of Pottstown & Vicinity, and Advantage Home Care. In fact, we pride ourselves on being the only independent, nonprofit home health agencies in our service area. But what does that mean for our patients, and for the community?

### Our Mission

The mission of our family of companies is to provide home and community-based health care related services with a focus on helping individuals achieve a level of physical and emotional well-being and independence in their home of choice. Within the financial constraints of our organization, we will provide care to patients without regard for their ability to pay.

Quite simply, *independent* means that our organizations work closely with, but are not owned or managed by, any hospital or health care system. Any patient who lives in our service area can choose Berks VNA or the VNA of Pottstown to provide home health care no matter where your doctor's office, nursing facility, or hospital is located.

As independent agencies, we take referrals from the Lehigh Valley, Philadelphia, Reading, Pottstown, Hershey – even from hospitals in New York, Massachusetts, or wherever our patients may receive care. Wherever your medical treatment occurs, our agencies are able to provide care for you when you come home.

*Nonprofit* is the other word we often use to describe ourselves. Home Health Care Management, Berks VNA, the VNA of Pottstown & Vicinity, and Advantage Home Care are all nonprofit organizations – established by community members to serve community members. We report to volunteers who serve on our Board of Directors and guide us in meeting the needs of the community – not to shareholders who are concerned primarily with profit margins.

As *nonprofit* organizations, our agencies also depend on the generosity of local United Ways, corporations, foundations, and of course individuals whose donations help sustain our charitable work. I am privileged to acknowledge all who contributed to our work in 2011, and who are listed in this report.

Thank you for supporting your *independent, nonprofit* home health agencies in the last year, and for many years to come. We look forward to continuing our proud tradition of service to our communities.

RN, MSN, MBA  
President & CEO





## Our Companies Provide:

- Skilled Nursing Care
- Rehabilitation Services
  - Physical Therapy
    - Electric Stim
  - Occupational Therapy
  - Speech/Language Pathology Therapy
    - Vital Stim Therapy
- Specialized Therapies
  - Home Infusion Therapy
  - Wound, Ostomy, Continence Therapy
- Maternal/Child Health Services
  - Prenatal/Postpartum Care
  - Neonatal/High-Tech Pediatric Care
  - Childhood Immunizations
- CHF Disease Management Program
- Diabetes Disease Management Program
- Psychiatric/Mental Health Program
- Medical Social Work Services
- Palliative Care
- Hospice Program
- Telehealth
  - Video Monitoring System
  - Health Buddy®
- Nutritional Counseling
- Care Management Services
- Outreach Clinics
- Support Groups
- Private Duty Nursing/Caregivers
- Personal Care Services
- Homemaker Services
- Lifeline - Emergency Response Program
- Prescription Medication Dispensing System
- Ride-N-Care<sup>SM</sup>
- Elf Program
- Senior Care Advisors Program



## Advantage Home Care Technology Saves Lives

When Donna contacted Advantage Home Care to install a medication dispenser in her mother's home, she wanted to make sure that her mother "Jane" had the right dosages of prescriptions, at the right times. As it turned out, the dispenser may have saved her mom's life.

One morning in July, Jane did not pick up her medication, so the dispenser activated an automatic call system to notify Donna and her husband. Because of the technology that Advantage Home Care made available to Donna and her family, they were able to check on Jane and get her immediate treatment for a stroke she had that morning.

"If it weren't for that call," Donna says, "it would have been hours and hours before I would have checked on Mom. There's no telling what kind of shape my mom would have been in when we finally found her."

From medication dispensers to fall alert systems, Advantage Home Care has the ability to help people live independently, with the knowledge that help is never far away.

## Advantage Home Care Annual Statistics

<b>Client Services Statistics:</b>	<b>2011</b>
Total Unduplicated Clients:	814
Total Hours of Service:	51,703
Telehealth Service Units:	4,915

<b>Hours by Discipline:</b>	<b>2011</b>
Personal Care/Home Health Aide	15,787
Homemaking/Home Helper	7,552
RN Private Duty Service	17
LPN Private Duty Service	0
Aide Private Duty Service/Waiver	28,347
Total:	51,703

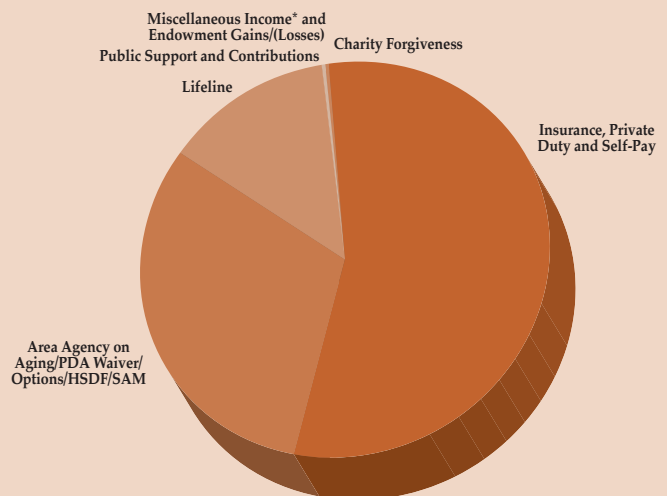
<b>Clients By Age:</b>	<b>2011</b>
Unknown	21 (2.6%)
Under 21	2 (0.2%)
21-64	55 (6.8%)
65-100	730 (89.7%)
Over 100	6 (0.7%)
Total:	814

**Miles driven by AHC Staff in 2011 = 196,471**

<b>Funding for Services:</b>	
Insurance, Private Duty, and Self-Pay	\$737,605 (55.4%)
Area Agency on Aging/PDA Waiver/Options/HSDf/SAM	\$414,183 (31.1%)
Lifeline	\$175,349 (13.2%)
Public Support and Contributions	\$2,304 (0.2%)
Miscellaneous Income* and Endowment Gains/(Losses)	\$1,574 (0.1%)
Charity Forgiveness	-\$135 (0.0%)

**Total Dollars Used to Provide Services \$1,330,880**

*\*Investment Income, prior year adjustments, miscellaneous income*



# Berks Visiting Nurse Association

## Annual Statistics

<b>Client Services Statistics:</b>	<b>2011</b>
Total Unduplicated Clients:	5,906
Total Visits:	86,524

<b>Visits by Discipline:</b>	<b>2011</b>
Professional Nursing	41,176
Care Management (RN)*	1,036
Physical Therapy	18,208
Speech Therapy	670
Occupational Therapy	5,232
Social Work Services	1,592
Care Management (SW)*	6,424
Home Health Aide	11,011
Non-Billed Support Visits	1,175
Total Visits:	86,524

\* Area Agency on Aging Care Coordination Visits

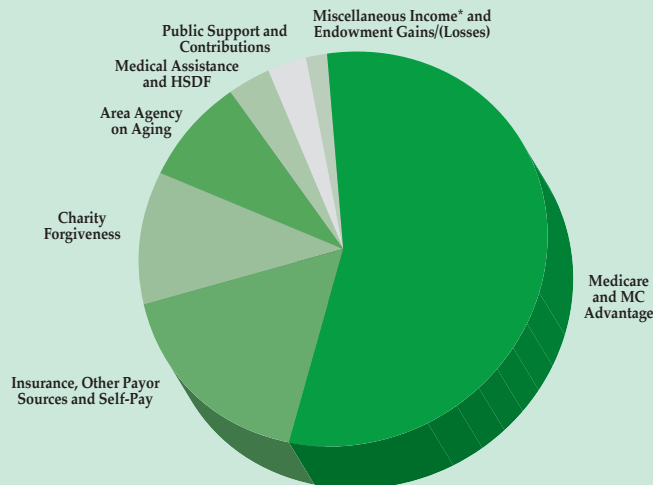
<b>Clients By Age:</b>	<b>2011</b>
Unknown	19 (0.3%)
Under 21	242 (4.1%)
21-64	1,745 (29.5%)
65-100	3,884 (65.8%)
Over 100	16 (0.3%)
Total:	5,906

Miles driven by BVNA Staff in 2011 = 724,883

<b>Funding for Services:</b>	
Medicare and MC Advantage Insurance, Other Payor Sources and Self-Pay	\$8,384,350 (55.8%)
Charity Forgiveness	\$2,586,775 (17.2%)
Area Agency on Aging	\$1,626,091 (10.8%)
Medical Assistance and HSDF	\$1,266,657 (8.4%)
Public Support and Contributions	\$447,562 (3.2%)
Miscellaneous Income* and Endowment Gains/(Losses)	\$470,167 (3.1%)
	\$225,981 (1.5%)

**Total Dollars Used to Provide Services \$15,007,583**

\*Investment income, management fees, prior year cost report settlements, miscellaneous income



# Visiting Nurse Association of Pottstown & Vicinity

Also doing business as  
Greater Lehigh Valley Visiting Nurse Association

## Annual Statistics

<b>Client Services Statistics:</b>	<b>2011</b>
Total Unduplicated Clients:	2,153
Total Visits:	30,717

<b>Visits/Hours by Discipline:</b>	<b>2011</b>
Professional Nursing	15,611
Physical Therapy	7,659
Speech Therapy	318
Occupational Therapy	1,967
Social Work Services	618
Home Health Aide	4,171
Non-Billed Support Visits	373
Total Visits:	30,717

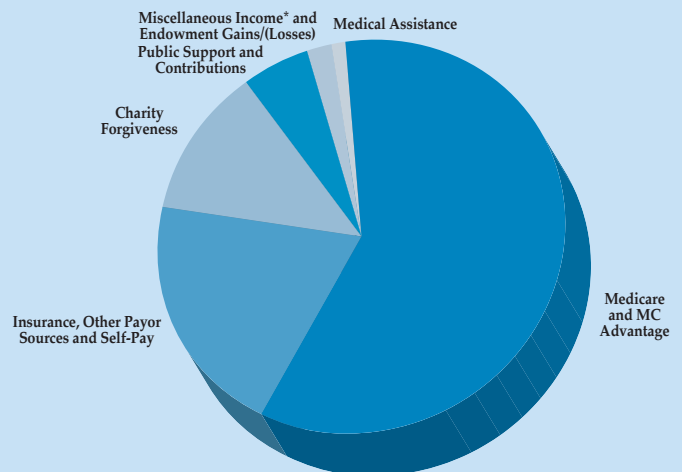
<b>Clients By Age:</b>	<b>2011</b>
Unknown	5 (0.2%)
Under 21	43 (2.0%)
21-64	794 (36.9%)
65-100	1,308 (60.8%)
Over 100	3 (0.1%)
Total:	2,153

Miles driven by VNAP Staff in 2011 = 289,464

<b>Funding for Services:</b>	
Medicare and MC Advantage Insurance, Other Payor Sources, and Self Pay	\$3,503,197 (59.4%)
Charity Forgiveness	\$1,198,439 (20.3%)
Public Support and Contributions	\$703,091 (11.9%)
Miscellaneous Income* and Endowment Gains/(Losses)	\$311,891 (5.3%)
	\$118,411 (2.0%)
Medical Assistance	\$58,304 (1.0%)

**Total Dollars Used to Provide Services \$5,893,333**

\*Investment income, management fees, prior year cost report settlements, miscellaneous income, rental income





# Honor Roll of Contributors

We gratefully acknowledge donations received to support our charitable care services. These gifts provide hope and healing to the homebound ill and disabled in our community. These donations were received by all of our organizations during 2011. If we omitted or misspelled your name, we apologize. Please phone 610-378-0481, ext. 3142 to correct our records.

## VNA of Pottstown Volunteers “Make a BIG Difference”

In late 2010 and early 2011, the VNA of Pottstown’s volunteer program was awarded a “Make a BIG Difference” grant to expand volunteer service opportunities for our patients.

Thanks to this funding, coordinated through the Temple University Intergenerational Center, the organization was able to recruit new volunteers, revamp our Telephone Survey to improve communication with new patients, and create a “Friendly Visitors” program for those who may benefit from companionship or phone calls during their illness and recovery.

Volunteers play a crucial role in the success of all of our agencies. Congratulations, and thank you, to all who “Make a BIG Difference” every day!

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## Wyomissing Foundation Funds Berks VNA Chronic Care Management Program

Congestive Heart Failure (CHF) is a chronic disease – it won't ever go away. But thanks to funding from the Wyomissing Foundation in 2011, 25 Berks VNA patients with CHF learned how to manage their symptoms, improve the quality of their lives, and stay out of the hospital. The program provided skilled nursing visits, telephone consultations, and telehealth monitoring; it was specially designed to allow patients to take greater responsibility for their care.

The average cost of a day in the hospital is \$5000, compared to an average cost of \$160 for a home health visit. BVNA's Chronic Care Management program is an easy, inexpensive and effective way to educate patients and keep them out of the hospital.

Participants couldn't agree more, calling the program "superb", "very helpful", and telling us that they have "really improved and are making better choices."

Berks VNA is grateful to the Wyomissing Foundation for its generous funding of this opportunity to serve CHF patients.

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