

# BRINGING THE BEST CARE HOME



## OUR MISSION

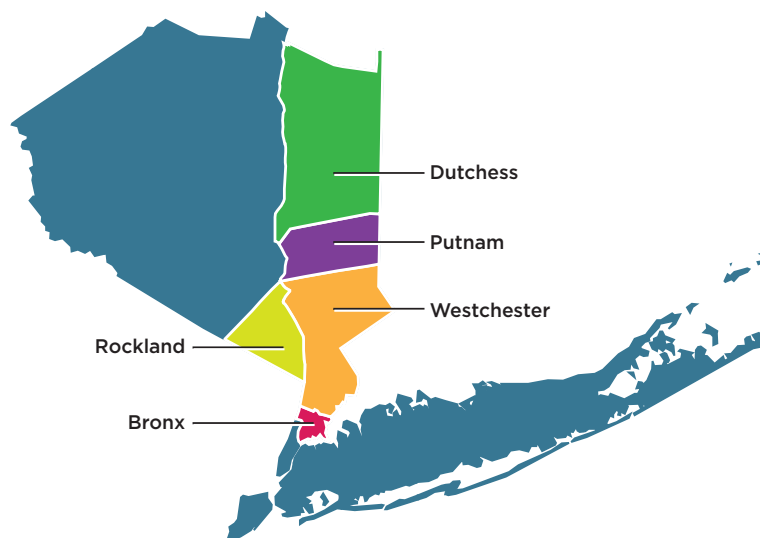
Since 1901, Visiting Nurse Services in Westchester has been bringing the best care home to generations of families in our communities, fulfilling our not-for-profit mission:

To promote and support the health and independence of residents in the communities we serve through the delivery of home healthcare and related community health services by VNS Westchester, Westchester Care at Home, and other subsidiaries.

## OUR VALUES

**Excellence in Patient Care**  
**Staff Education and Development**  
**Community Involvement**  
**Cutting-Edge Technology**  
**Freestanding and Community-based Structure**  
**Fiscal Stability**

## OUR COMMUNITIES



VNS Westchester serves close to 10,000 people annually in Westchester, the Bronx, Dutchess, Putnam and Rockland Counties.

## A MESSAGE FROM OUR PRESIDENT & BOARD CHAIR

Since 1901, Visiting Nurse Services in Westchester (VNSW) has played a vital role in safeguarding the health and well-being of generations of families in the communities we serve in Westchester, the Bronx, Dutchess, Putnam and Rockland counties.

Together with our affiliate agency Westchester Care at Home (WCAH), we continue to offer the highest caliber of services that enable people of all ages to recover from illness or injury, to manage chronic conditions and to receive assistance with activities of daily living in the comfort and safety of their homes.

We are proud to consistently meet nationally recognized standards for the home care services we provide, based on a wide array of quality measures and on our application of industry best practices in caring for our patients. Each year we strive to improve the quality of patient care. While we continue to remain true to our core mission of preserving the health of our communities, the means by which we advance patient care continues to evolve with the times.

***Our ability to respond quickly to emerging public health issues and to the complex needs of aging and other vulnerable populations is rooted in our culture of innovation.***

Our agencies have a long history of introducing new programs and embracing the latest technologies to improve patient outcomes and satisfaction. In 2019, VNSW was the first home care agency in our region to launch a digital Sepsis screening tool to reduce instances of this life-threatening disease. Our Asthma Home Visiting program was introduced to prevent respiratory complications among our high-risk patients. At Westchester Care at Home, a new Care Navigation program is assisting elderly populations with life planning and wellness issues. WCAH also launched new Elite Care services to elevate the quality of life for individuals with complex personal care needs.

The common denominator in the success of all of our programs is our dedicated staff who continue to acquire advanced training and skills that help our patients thrive. We are also grateful to the many individuals and organizations who help sustain our not-for-profit mission through contributions to our VNSW Foundation. As always, we thank our Board of Directors, who continue to lead and inspire us toward the innovations in care that have an enduring impact on population health in our communities.



A handwritten signature in black ink that reads "Timothy P. Leddy".

Timothy P. Leddy  
President & CEO

A handwritten signature in black ink that reads "Martin Considine".

Martin Considine  
Chairperson,  
Board of Directors



## VNSW BY THE NUMBERS

### Our Home Care Services

VNSW Admissions  
**9,168**

VNSW Home Visits  
**136,209**

Westchester Care at Home Hours of Service  
**371,132**

Physical Therapy  
**20%**

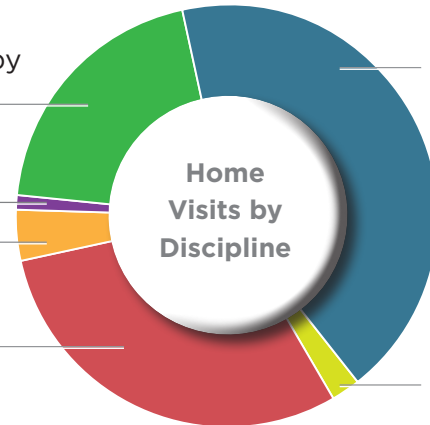
Speech Therapy  
**1%**

Occupational Therapy  
**4%**

Home Health Aides  
**30%**

Nursing  
**43%**

Social Work Services  
**2%**



### Our Patients

Male  
**38%**

Patients by Gender

Female  
**62%**

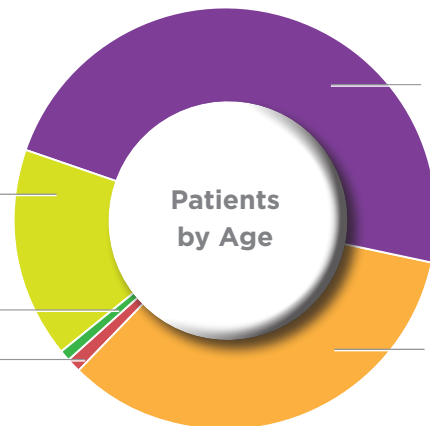
21-64  
**16%**

Under 21  
**<1%**

100+  
**<1%**

65-84  
**48%**

85-99  
**34%**



Telehealth Enrollees  
**358**

Patients with Moderate to High-Risk for Re-hospitalization  
**4,066**

Patient Re-hospitalization Rate (30 days, acute care)

*Lower than NYS and National rates*

**VNSW 10.6%**

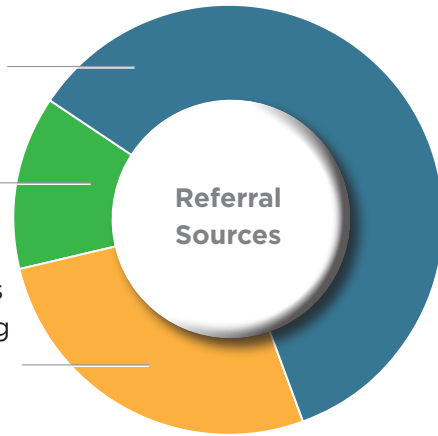
**NYS 11.9%**

**National 12.3%**

**Our Healthcare Partners**

Number of Referrals  
**15,397**

Hospitals **60%**  
Physicians/  
other  
community  
sources **13%**  
Nursing Homes  
(Skilled Nursing  
Facilities) **27%**



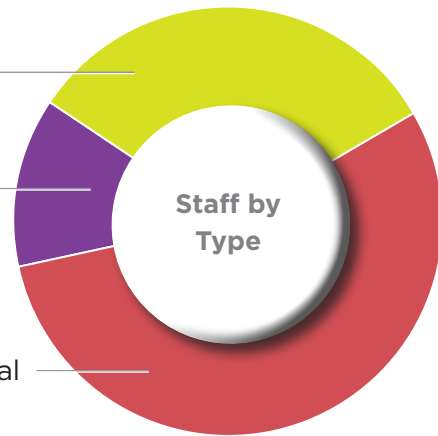
**Staff and Community**

Number of Staff  
**546**

Number of miles staff traveled for patient visits:  
**528,251**

Number of Community Programs/  
People Served  
**22 programs/  
3,400 people**

Clinical **32.4%**  
Business **12.6%**  
Paraprofessional **55%**



**Sepsis Screening** (4th quarter 2019)

Number of Patients Screened **2,816**

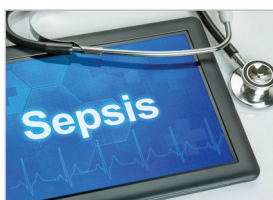
Number of Patients Screened by Type of Intervention:

Patients educated on sepsis symptoms **1,958**

Early interventions (referred to physician and/or hospital) **100**



## ADVANCING PATIENT CARE



### Screening for Sepsis at Home

Last fall, VNSW's clinical team began screening all patients for signs of sepsis using a new interactive Sepsis Screening, Education and Early Intervention tool. Sepsis, the body's overwhelming response to infection, has been declared a national medical emergency. Our new Sepsis

Screening tool, developed by the Home Care Association of NYS, IPRO, the Sepsis Alliance and the Rory Staunton Foundation, is helping us identify early signs of the condition and engage in interventions to prevent possible organ failure and fatalities. During the last quarter of 2019, over 2,800 patients were screened for sepsis, with close to 100 patients identified with symptoms requiring further intervention by a physician, including 19 patients sent to the hospital ER due to severe symptoms of the disease.

Funding for this program was provided by Aging in America, Inc. and the VNSW Foundation, Inc.

### Asthma Home Visiting Program

Supported by a \$10,000 grant from the American Lung Association, VNSW recently launched our Hi-Risk Asthma Home Visiting Program. Asthma represents a significant risk for the elderly as it can quickly lead to respiratory failure. Funding for this program has enabled us to train our clinical staff to recognize asthma triggers, conduct in-depth assessments and create action plans to reduce patient re-hospitalizations and ER visits. Our home care visits provide the ideal setting to educate patients and families, review medication plans and encourage patient and family participation.



### VNSW Pilots Auto-Leasing Program for Clinical Staff

In February, VNSW launched a new auto leasing program through Enterprise Fleet Management to provide safe and reliable transportation for clinical staff delivering vital care for patients at home. Equipped with enhanced driver safety and navigation tools, access to these vehicles will enable our staff to provide more efficient and consistent service to patients residing in the harder-to-reach rural communities we serve in Putnam, Dutchess and Northern Westchester. The provision of company cars to clinicians also promotes staff recruitment and retention at a time when the shortage of nurses and other home care workers is prevalent throughout the healthcare sector.



*Photo l to r: Krzysztof Dragan, RN; Mary Meenan, RN; Kaela Mahon, OT; Tim Leddy, President/CEO*

## New EMR System Planned



In 2019, VNSW identified a new Electronic Medical Record system from Homecare Homebase, which will be implemented in the coming months. The new system will help VNSW improve efficiencies in agency work flows, such as scheduling of in-home visits, and enable us to better track and report on patient health status and outcomes. Utilizing advanced EMR

technologies is an important means of enhancing the quality of patient care and sharing data with other health providers to ensure a continuum of care.

## AGENCY HONORS/ACHIEVEMENTS

### VNSW Named to Home Care Elite 2019

VNSW was designated a Top Agency of the 2019 HomeCare Elite®, a recognition of the top-performing home health care agencies in the United States. HomeCare Elite agencies are determined by an analysis of performance measures in quality outcomes, best practices implementation, patient experience, quality improvement and consistency, and financial health. According to the ABILITY Network which developed the agency ranking system, “VNS Westchester’s home health professionals have demonstrated exceptional commitment to care quality and the patient experience.”



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### VNSW/WCAH Re-Accredited by CHAP

VNS Westchester and Westchester Care at Home have been reaccredited by the Community Health Accreditation Program, Inc. (CHAP) through 2022. CHAP accreditation demonstrates that our agencies meet the industry’s highest nationally recognized standards in the categories of home care service we provide.



## STAFF HONORS



### **VNSW RN Named Local Ambassador of Health**

VNSW Clinical Nurse Manager, Juan Carlos Hernandez, was named as the 2020 Yonkers Hispanic Day Parade “Ambassador for Health.” Juan was introduced to the community at the Yonkers Hispanic Cultural Foundation’s December 6th Networking Event. Juan is pictured here (at left) with Yonkers Mayor, Mike Spano, who attended the event.

### **VNSW RN Receives Kiwanis Club Award**

Long-time VNSW Registered Nurse, Phyllis Lombardi, was honored with a “Nurse Recognition Award” at a reception held by The East Yonkers Kiwanis Club last May. Phyllis was recognized for going “above and beyond” to improve the health and well-being of Yonkers residents.



### **VNSW Rehab Director Inducted into Senior Hall of Fame**

VNSW Director of Rehabilitation Services, David Jagoda, was inducted into the Westchester Senior Citizens Hall of Fame at an awards ceremony held at the Westchester Marriott on December 6th. The event, sponsored by the Westchester



County Department of Senior Programs and Services, honored David for his outstanding service to Westchester’s seniors during his 40-year career as one of the premier Speech/Language Pathologists in our region.



## WESTCHESTER CARE AT HOME HIGHLIGHTS

### Elite Care Services Launched

Westchester Care at Home (WCAH), an affiliate of VNS Westchester, introduced a new suite of specialty concierge care services to address the complex health and personal care needs of the elderly and other vulnerable populations at home. Elite Care Services provide customized care that fosters safety, independence and dignity among clients, while bringing peace of mind to families. Provided by NY State Certified Home Health Aides with advanced training/certification in Dementia Care, Disease-specific conditions and Customer Service Excellence, Elite Care Services feature comprehensive nursing oversight, geriatric care management, assistance with activities of daily living, a personalized Plan of Care and an in-home safety assessment, among other services.



*The new program was introduced at our Breakfast Buffet and Fall Fashion Show at Kanopi atop the Ritz-Carlton in White Plains last September, with 50 healthcare colleagues attending.*

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### New Care Navigation Program Introduced



**WCAH Care Navigator,  
Tai Griffith**

Westchester Care at Home is partnering with the Congregation of Notre Dame (CND) to provide comprehensive life planning, care management and wellness services for Sisters residing in CND's congregate settings in New York. The program offers a wide range of health care management, personal care and social support services, including the creation of individual life plans, accompanying the Sisters to physician, ER and hospital visits and assistance with enrolling in entitlement services. The goal of the program is to help CND's Sisters maintain the best possible quality of life and to successfully age in place.

### **NYS DOL Grant for Home Health Aide Training**

WCAH received a grant from the NYS Department of Labor to provide free Home Health Aide Certification Training to unemployed individuals from the Bronx and Lower Westchester. Successful completion of the 13-day program leads to NYS Certification as a Home Health Aide and job opportunities at WCAH. Free round-trip transportation and gift cards for completing the program are among program incentives offered. The program is ongoing through spring 2020, with multiple classes offered.



## **IN THE COMMUNITY**

### **VNSW President Meets with NYS Senate Leader**

VNSW President & CEO, Tim Leddy, recently met with NY State Senator and Majority Leader Andrea Stewart-Cousins, to discuss our agency's contributions to community health, as well as key issues affecting the home healthcare industry today.



### **VNSW Participates in WCA Health Consortium**



VNS Westchester is proud to be a member of the Westchester County Association's Healthcare Consortium. VNSW President, Tim Leddy, joined healthcare colleagues at the Consortium's February 2019 meeting to discuss key issues in the field.

### **County Officials Visit VNSW Patient**

VNSW patient, Karen Tutnauer, received a special visit from Westchester County Executive, George Latimer, and the County's Commissioner of Senior Programs and Services, Mae Carpenter, during last summer's heat wave (pictured above with VNSW President & CEO, Tim Leddy and RN Diana Valdes). Both officials stressed the importance of checking on our elderly and ailing neighbors during times of excessive heat to ensure their safety. Home care visits help ensure that seniors are not showing signs of dehydration and that they have sufficient cooling systems in the home.



### VNSW Participates in Power of Age conference

VNS Westchester RN, Colleen Meehan, hosted an exhibit booth at last May's Power of Age conference, sponsored by the Rockland County Department for Aging. The conference, which took place at Rockland Community College, was an opportunity for hundreds of senior citizens to learn more about available resources in the fields of health and wellness, including the vital home healthcare services offered by VNSW in Rockland, Dutchess, Westchester, Putnam and the Bronx.



### New affiliation with NYU's School of Nursing



VNSW has been chosen as a clinical site for students enrolled in the Doctorate of Nursing Practice (DNP) program at NYU's Rory Meyers College of Nursing. Through this collaboration, students will complete a scholarly research project on a critical issue in healthcare under the guidance of a designated mentor from our clinical team. VNSW is proud to collaborate on this program of study that prepares students at the highest academic level for careers in advanced clinical practice and nursing leadership.



### Sale of VNSW/WCAH Headquarters

In late 2019, the Westchester Visiting Nurse Services Group, Inc., parent company of VNS Westchester and Westchester Care at Home, sold the building at 360 Mamaroneck Avenue in White Plains that houses both agencies. VNSW and WCAH will continue to rent space in the building while the search for new quarters is under way. We anticipate moving to new offices in White Plains in fall 2020 which will better accommodate staffing and community needs.



### New Dutchess Office

Last May, VNSW opened a new office in Hopewell Junction. The agency decided to relocate our branch office from Putnam to Dutchess County due to the fast-rising growth of patient admissions in Dutchess. The new location in Hopewell Junction makes it easier to reach patients in the northern counties we serve, and will help us foster new collaborations with local healthcare providers.

## DONATIONS TO THE VNSW FOUNDATION

Founded in 2016, the VNSW Foundation, Inc., a not-for-profit organization, was created to expand resource development opportunities to support the programs and services of VNS Westchester. The Foundation focuses on building strategic partnerships and conducting charitable outreach in the communities we serve to help ensure VNSW's long-term growth and sustainability in the decades to come.

We thank our corporate sponsors, as well as the private foundations and government agencies that have provided funding over the years to support the expansion of specialty programs and staff training. In 2019, grant funding supported our Sepsis Screening, Education and Early Intervention program, and our Asthma Home Visiting Program - new programs that are critical in advancing patient care.

We also extend our sincerest thanks to members of our community -- grateful patients and their families, local businesses and concerned citizens -- whose donations are vital in providing ongoing core support for our agency. These donations, large and small, enable us to continue providing services that include Telehealth remote patient monitoring for our high-risk patients, support for under-insured individuals and educational programs on disease-prevention and healthy living to improve population health for the broader community.

## WE INVITE YOU TO JOIN OUR FAMILY OF DONORS!

To make a tax-deductible donation, at any level, please visit our secure online donation site at [www.vns.org/donate](http://www.vns.org/donate), mail your donation to the VNSW Foundation, Inc. at 360 Mamaroneck Ave., White Plains, NY 10605, or call our Development Office at 914-682-1480, ext. 649. *Thank you!*



## VNSW FOUNDATION GALA 2019

Approximately 215 people attended the VNSW Foundation's May 15th Spring Benefit Gala at the Willow Ridge Country Club, which raised over \$110,000 to support VNSW's programs and services. Support from our community is essential to ensure the continuation of programs such as Telehealth Remote Patient Monitoring, which are not reimbursed by Medicare or other government sources. Donations also support services for under-resourced populations in the communities we serve.

Our sincere thanks to our Presenting Sponsors: BDO USA, LLP; BNY Mellon Wealth Management; and Wells Fargo Private Bank and Commercial Bank...and to all of the generous donors, sponsors and participants who contributed to the event's success.



*(l to r): VNSW President/CEO Timothy P. Leddy; Gala Honorees: Dr. William T. Smith, President/CEO, Aging in America, Inc.; Westchester Care at Home RN, Gera Looser; Matthew Anderson, President/CEO, The Osborn; and Master of Ceremonies, Ken Buffa, Westchester Reporter, NBC4NY.*

## VNS Westchester / Westchester Care At Home

### Statement of Operations and Change in Net Assets 2018

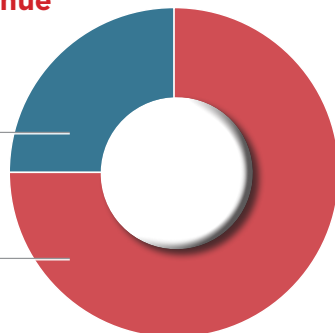
#### Revenue, Gains and Other Support

Net Patient Service Revenue	\$ 34,187,787
Other Operating Revenue	\$ 478,360
<b>Total Revenue</b>	<b>\$34,666,147</b>
Expenses	\$ 36,013,279
Change in Net Assets	\$ (1,347,132)

#### Sources of Net Revenue

Managed Care and Other  
**25%**

Medicare/Medicaid  
**75%**



### Westchester Visiting Nurse Services Group, Inc.

#### Board of Directors 2019-2020

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## VNS Westchester

Also serving the Bronx, Dutchess,  
Putnam & Rockland

360 Mamaroneck Avenue  
White Plains, NY 10605  
1-888-FOR-VNSW • 914-682-1480

2531 Route 52  
Hopewell Junction, NY 12533  
845-278-2550

**vns.org**  
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## VNSW Foundation, Inc.

A not-for-profit organization supporting the  
programs and services of VNS Westchester

914-682-1480, ext. 649



1-800-805-WCAH • 914-997-7912  
**westchestercareathome.org**

### HOW TO DONATE

#### VIA MAIL

VNSW Foundation, Inc.  
360 Mamaroneck Ave.  
White Plains, NY 10605

#### ONLINE

[www.vns.org/donate](http://www.vns.org/donate)

#### BY PHONE

914-682-1480, x649



*Josephine Maciocha,  
with RN Darnel Amuyal*