



VISITING NURSE SERVICE &
HOSPICE OF SUFFOLK, INC.

2016 ANNUAL REPORT



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A MESSAGE FROM JOHN J. LYNCH



Dear Friend,

As we look back on 2016, Visiting Nurse Service & Hospice of Suffolk (VNSHS) enjoyed another impressive year providing caring and supportive services to countless patients and their families. These services accommodated individuals as they sought assistance during difficult personal health challenges. Many were assisted within their homes, in a rehabilitation facility or in some cases within our Hospice House. Each patient benefitted from direct or indirect care provided by the VNSHS outstanding staff. Whether the care was delivered by our professional health care staff, supported by our astute administrative and support staff or augmented by our compassionate volunteers, the goal was always to render the highest quality of service.

Providing this quality service is an everyday challenge. VNSHS facilitates many cost saving methods to ensure resources are readily available to directly support our clientele. Our close ties to the Suffolk County community requires our best effort to meet this fiscal challenge. Rest assured our efforts are successful, but each year it becomes more and more complex as insurance resources from government and private sources decline. Our entire staff diligently works toward this goal, maintaining the highest quality of service for our patients and their families.

VNSHS benefits from the close relationship to our community and is forever thankful for its untiring support. The Board of Trustees and the VNSHS agency looks forward to this continued alliance and support. We are dedicated to improving and maintaining our service. Thank you for all you do for the Visiting Nurse Service & Hospice of Suffolk and our community!

A handwritten signature in dark ink, appearing to read "John J. Lynch". The signature is fluid and cursive.

John J. Lynch
President

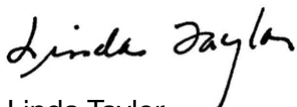
CHIEF EXECUTIVE OFFICER'S REPORT

A MESSAGE FROM LINDA TAYLOR

Dear Friend,

In 2016 Visiting Nurse Service & Hospice of Suffolk successfully continued a long tradition of service in our community, providing home care that may have followed a hospital or rehabilitation facility stay to restore health and independence, and providing hospice care both at home or at our 8 bed hospice house in East Northport – wherever best to manage symptoms of life threatening illnesses and support patient and family together. With focus on our mission to provide high quality care through all of our programs, and with your help we not only succeeded to provide all services without incurring debt, but also managed to expand our services in response to identified community need. In 2016 we purchased an agency car and created a promotional position of Home Health Aide Specialist to assist and transport homebound patients to their medical appointments, ensuring timely medical oversight that would contribute to reducing unnecessary and preventable re-hospitalizations. Aware of the ever expanding role of technology to support efficient and effective operations, we committed to two major initiatives to enhance electronic clinical documentation and back office processes for payroll and human resource management. All clinicians are provided with cutting edge tablets and iPads with software programs that facilitate interdisciplinary communication and care planning. Human resources software focuses on our most important resource – professional, competent, caring, and supportive staff committed to our service mission, to you, your good health, and your well-being.

Recently published Medicare statistics show that 40% of all Medicare dollars are spent on “Post-Acute Care” outside of the hospital setting, which includes outpatient services, rehabilitation centers and nursing homes, home care providers and hospice agencies. In an attempt to reduce expense in those areas, Medicare began to implement cost saving payment models that challenged us as an organization to provide more for less. This will likely continue in the year and years ahead, especially as we identify trends in our own patient population of a larger and older percentage of people in need of increasingly intense supportive care. We are gratified by the confidence and trust you place in us every day, as evidenced by our consistently high patient satisfaction reported after care is completed, and welcome your feedback always. Thanks to you again, our patients who inspire us and our loyal supporters and donors who sustain us, as we look forward to another year in which we welcome every opportunity to make a difference every day.



Linda Taylor
Chief Executive Officer



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MEDICAL DIRECTOR REPORT

A MESSAGE FROM BIRJIS AKHUND, MD

It's a new day in health care, with new circumstances, and new beginnings. There is change in the air.

What remains unchanged, however, are the passage of time and the passage of people.

What also remains unchanged is the need for comfort in times of need and this is one of those times.



Families come to us in Hospice at such times when they anticipate loss of those they cherish and love - whether grandparents or parents, brothers or sisters, daughters or sons, friends or acquaintances. Our goal in Hospice is to support families and friends who face end of life challenges along their personal journey through death and bereavement that follows. We in Hospice hope to enhance quality of life for our patients for however long that may be, to provide understanding that contributes to comfort along the way, to experience a peaceful death, and to provide support to family and loved ones as they grieve their loss. Twice a year at our annual Candle Lighting and Tree Lighting memorials we take time to reflect on the lives of loved ones passed, for we value and remember them. A warm flame and a bright light gently remind us of the continuation of life in the form of love and memories.

We too at VNSHS feel the drift of change, and that is to improve our services to the community we serve, and to keep that helping hand extended to those who need a companion in a time of angst and grief. It's that very humanistic characteristic, of need and comfort that defines who we all are and reflects the philosophy of our Hospice program. Our nurses, aides, social workers, volunteers, and of course the most important participant, you the families, have created this cradle of comfort.

Thank you for your participation and for your trust. For those of you who have welcomed us into your homes and your lives on your journey, we hope you will stay in touch whether to seek comfort or afford support in any way to this wonderful program. Your support to this community service is important for all of us, and we thank you for that.

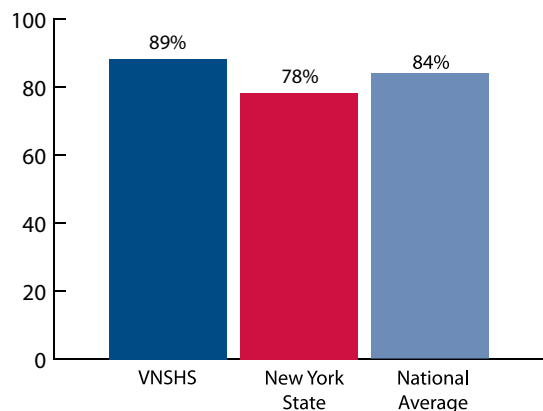
Birjis Akhund, MD
Hospice Medical Director

QUALITY ASSURANCE & PERFORMANCE IMPROVEMENT

Quality health care that improves individual health and well-being is important to everyone. We strive every day to provide the best in home health and hospice care. We are proud to report that our satisfaction survey outcomes, once again, exceed New York State and National averages.

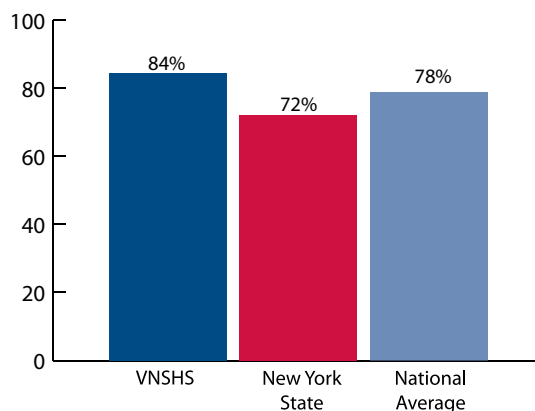
How do patients rate the overall care from the home health agency?

Patients who gave their home health agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Would patients recommend the home health agency to friends and family?

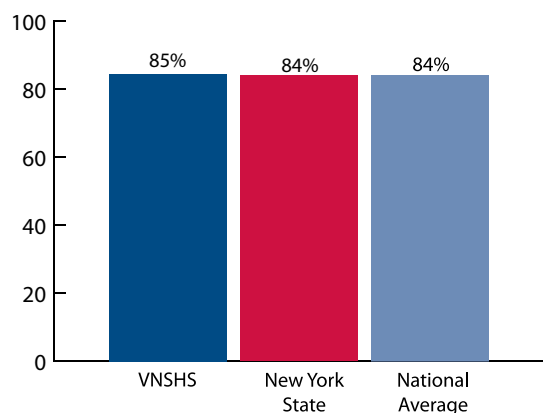
Patients who reported YES, they would definitely recommend the home health agency to friends and family.



Results are from patients who received home health care services between October 1, 2015 and September 30, 2016, as reported in www.medicare.gov/homehealthcompare.

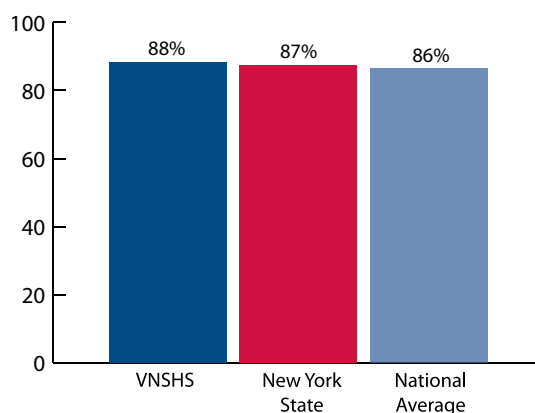
What number would you use to rate your family member's hospice care?

Family members who gave their hospice a rating of 9 or 10 on a scale from 0 (worst possible care) to 10 (the best hospice care possible).



Would you recommend this hospice to your friends and family?

Family members who answered 'definitely yes' to this question.



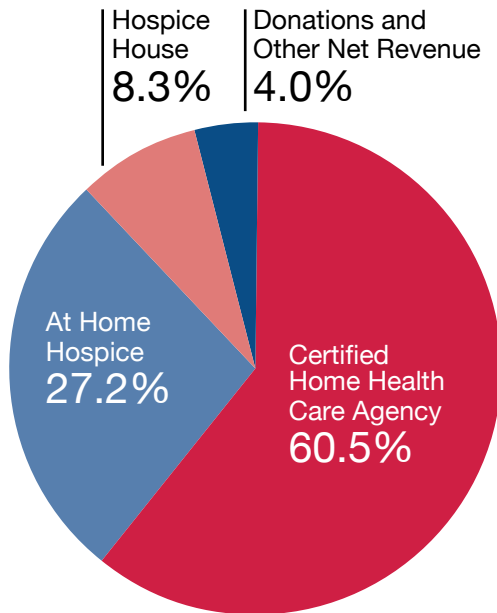
Results are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey for the period January 1, 2016 to December 31, 2016. These results are not yet published.



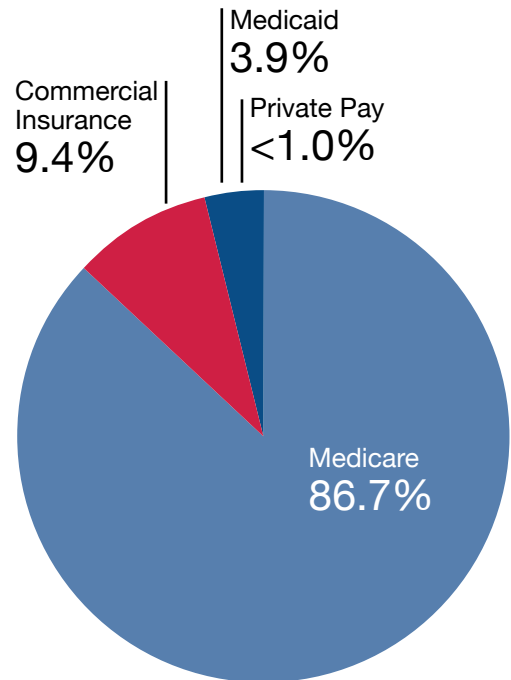
For the eleventh consecutive year, Visiting Nurse Service & Hospice of Suffolk has been named to the HomeCare Elite™, a recognition of the top-performing home health agencies in the United States. In 2016 we were recognized as a top agency – a distinction we are extremely proud of. For 11 years, the HomeCare Elite™ identifies the top 25 percent of Medicare-certified agencies and highlights the top 100 and top 500 agencies overall. Winners are ranked by an analysis of publicly available performance measures in quality outcomes, best practice (process measure) implementation, patient experience (Home Health CAHPS®), quality improvement and consistency, and financial performance. Out of 9,406 agencies considered, 2,353 are elite.

2016 FINANCIAL DATA

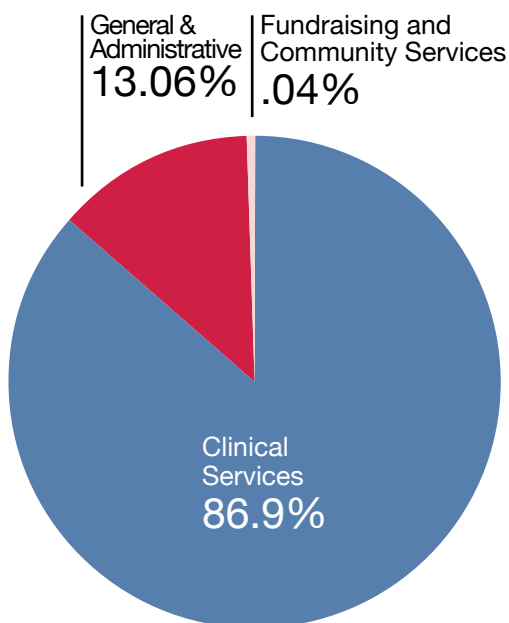
PATIENT SERVICE REVENUE



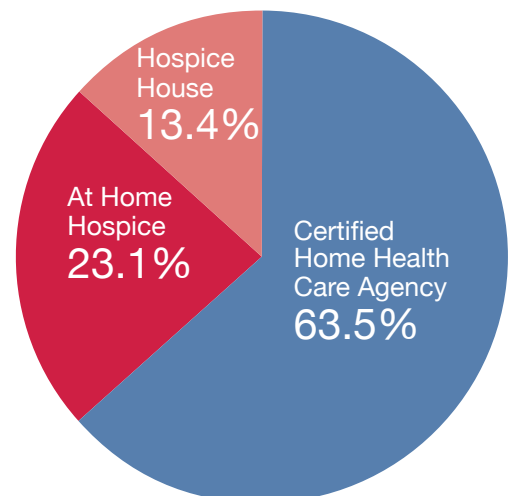
PATIENT SERVICE REVENUE BY SOURCE



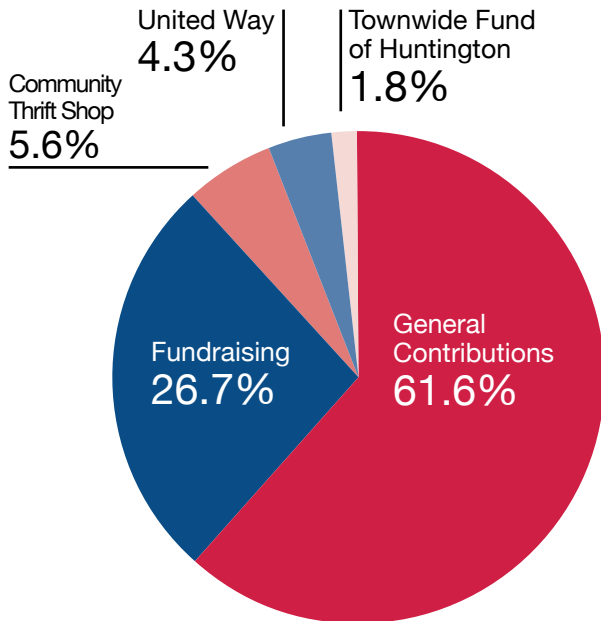
TOTAL EXPENSES



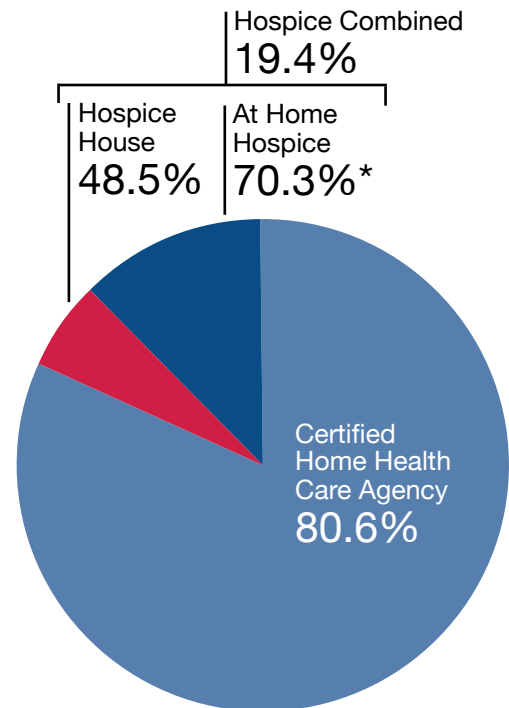
PROGRAM EXPENSES



GROSS CONTRIBUTIONS AND FUNDRAISING

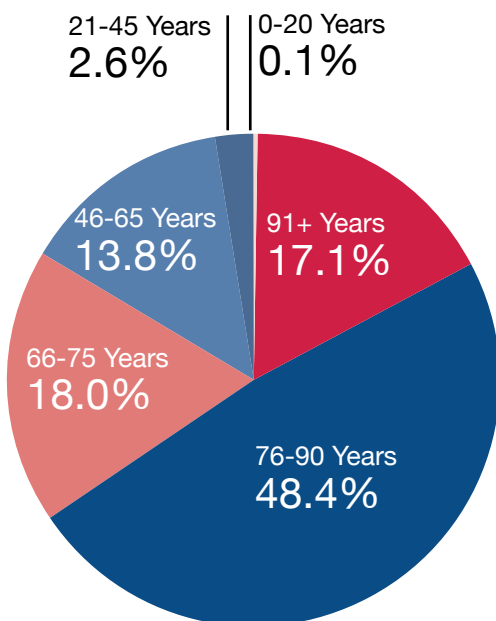


PATIENTS SERVED (TOTAL 3450)

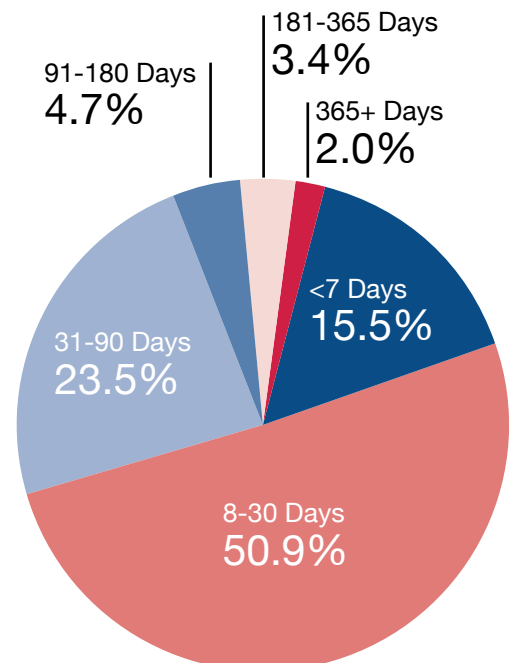


*Duplication of hospice patients seen both at home and in the Hospice House.

AGE DISTRIBUTION OF PATIENT ADMITS



AVERAGE LENGTH OF HOME CARE AND HOSPICE COMBINED



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 Victoria McNeill pictured with John Lynch,
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 Linda Taylor, VNSHS CEO and Victoria's proud
 mother. Victoria is attending the School of
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 and her goal is to attend graduate school and
 pursue a career as a Nurse Practitioner.

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