



## ***A HISTORY OF CARING AND COMMUNITY***



## 2017 ANNUAL REPORT



# PRESIDENT'S REPORT

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## A MESSAGE FROM ROBERT P. COGLIATI

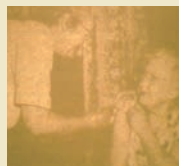
Dear Friend,

In 2017 Visiting Nurse Service & Hospice of Suffolk (VNSHS) has marked another milestone in celebrating its 65th anniversary. Over these 65 years the agency has been sensitive and responsive to changing health care needs in our community, with the expansion of programs that included Certification as a Home Health Agency in 1966 and then as a Hospice in 1989, followed by the building of the Hospice House in 2004. This growth and development was made possible through the combined efforts of a forward looking Board, competent staff, dedicated volunteers, and supportive community. Such growth was afforded in the context of a flexible organizational structure of our free standing community based organization exclusively driven by our mission of service. This year, in 2017, the Board took a major step within the scope of its fiduciary responsibility to secure and protect this mission by establishing a foundation for the sole purpose of supporting the programs of Visiting Nurse Service & Hospice of Suffolk going forward. Through optimal management of funds – including from you, our generous donors - VNSHS can meet the challenge to hire and retain qualified employees at all levels, provide critical support services including cutting edge tools of technology, and offer state of the art staff education, while still exploring the agency's role to provide new or expanded programs in response to identified health care needs in our community.

VNSHS highly values and is proud of our consistent and publicly reported patient satisfaction, we are not content to maintain but rather seek to improve our service always. We enjoy and appreciate the close relationship to our community and are forever grateful for your untiring support. The Board of Trustees and the entire organization look forward to this continued alliance and thank you for all you do for Visiting Nurse Service and Hospice of Suffolk and for our community!



Robert P. Cogliati  
President



First house call.

### 1950's

- **1952** – Visiting Nurse Service of Huntington Township becomes incorporated & makes first house call
- **1958** – Due to the need for additional office space, VNA moves to 304 Main Street in Huntington
- **1959** – Thrift Shop is established, bringing an extra source of income



Signing the papers to unite VNA with Suffolk County Department of Health.

### 1960's

- **1962** – Helen Strobl joins VNA as Supervisor of nurses; VNA joins the United Fund of Huntington Township and becomes a member of Federation of VNA's of Nassau County
- **1965** – VNA amalgamates Suffolk County Department of Health and changes name to Visiting Nurse Service
- **1966** – VNS becomes eligible to participate in the Medicare program when it begins on July 1, 1966
- **1967** – VNS moves to larger office space located at 52 Elm Street in Huntington



Fire destroys building on Elm Street.

### 1970's

- **1970** – Founding President, H. Stuart Ortloff passes away
- **1978** – Fire destroys building on Elm Street and all patient and billing records lost – agency moves to 125 West Hills Road in Huntington Station a few weeks later

# CHIEF EXECUTIVE OFFICER'S REPORT

## A MESSAGE FROM LINDA TAYLOR

Dear Friend,

In 2017 Visiting Nurse Service & Hospice of Suffolk marked a 65 year anniversary, continuing a long tradition of home health care in our community with steadfast focus on patient needs and mutually identified goals to improve individual well-being and overall quality of life. The inpatient hospice house in East Northport provided continued supportive options for care when the home setting alone called for a more intense level of care or when much needed respite relieved family members providing the yeoman's work in their homes on a daily basis, with a much needed break. Without losing sight of our mission to provide high quality care through all of our programs, we seized the opportunity from our position of financial strength in 2017 to enhance operational tools used by administrative and clinical staff alike with the implementation of two technology driven initiatives. In 2017 VNSHS introduced two major computer programs, one to better manage human resources from a single data base with a transparent system for optimal staff utilization at all employee levels, and one to better manage clear and comprehensive patient care documentation for improved interdisciplinary care planning and coordination of care. These were huge undertakings given the financial commitment required not only for initial costs but for lost productivity to accommodate the significant learning curve required. We are stronger both operationally and professionally because of that investment in time, money, and our most precious asset – employees and volunteers.

In 2017 we added a new class of volunteers to our active core group of over 100 individuals - volunteers who often come to us often having experienced our service to family or friends. From the perspective of their own life stories, they bring a unique commitment to help others facing an assortment of health care crises and related stresses, and extend a personal hand in friendship that complements the professional care of all VNSHS disciplines, adding full meaning to our mission.

We are gratified by the confidence and trust you place in us every day, as evidenced by our consistently high patient satisfaction reported, your referral of friends and family for care, participation at events and generous giving. 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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Silvia Rivera-Belardo, BSN, RN  
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Assistant Medical Director

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Nurse Practitioner

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Nurse Practitioner

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Pastoral Care Coordinator

Joan Lewis, MA, LMSW  
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Volunteer Coordinator



Nurses make record visits.

### 1980's

A decade of incredible growth; the 80's brought significant change in the provision of home health care increasing its service area and types of services offered

- **1980** – Helen Strobl retires; Linda Taylor becomes Executive Director
- **1989** – VNS wins State Hospice Certification, becoming second official hospice on Long Island



Open house reception to celebrate new offices at 505 Main Street in Northport.

### 1990's

- **1991** – VNS moves into current address, 505 Main Street in Northport
- **1997** – Balanced Budget Act is signed by President Clinton changing the reimbursement method for certified home health agencies



Hospice House Groundbreaking

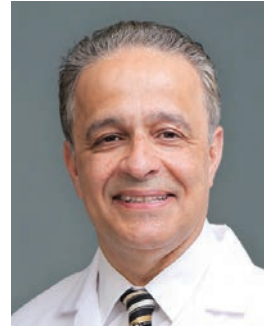
### 2000's

- **2001** – First 5K Run for the Health of it fundraiser
- **2002** – Visiting Nurse Service officially becomes Visiting Nurse Service & Hospice of Suffolk
- **2004** – VNSHS opens New York State's first freestanding inpatient hospice, Hospice House in East Northport
- **2009** – First Helen Strobl Memorial Scholarship is awarded to high school student entering nursing school

# MEDICAL DIRECTOR REPORT

## *A MESSAGE FROM BIRJIS AKHUND, MD*

I am a Medical Oncologist who wears several hats – one of these hats is in my capacity as a medical practitioner, the second is as an educator to fellow colleagues in a rapidly changing landscape of medical knowledge, and the third, and most important one is as Medical Director of the VNSHS hospice program.



This is where I am gracefully brought back to Earth to face the everyday reality of our limits in medical management and help direct care for those who are in need.

Many years ago, our mantra had been to *never give up* since in medical school our training was uniquely directed toward healing. Now, with many years of experience we have come to realize the importance of palliative and hospice programs. Today, the referral of patients in need of such services has been less difficult and when done in a timely manner the outcomes have been gratifying – especially for patients where the focus is the alleviation of suffering, the respect of individuality, and the understanding of unmet needs.

It is of course, a sad fact of life that illness and infirmity will affect all of us at some time in our lives. It is our hope and desire that programs like those provided by VNSHS will always be there to ensure that in the challenging chapters of our life's journey, an extension of comfort care to alleviate suffering is ever-present.

I would like to take this opportunity to extend our deep and heartfelt gratitude to the patients, families and programs that make palliative and hospice care possible.

Thank you to the staff and volunteers who dedicate their time, efforts and compassion to the patients and families who seek help and comfort in a moment of tremendous need.

Thank you to the physicians and families who courageously recognize the need to incorporate palliative and hospice care in a timely manner so that suffering can be addressed meaningfully and patient's times are not left suspended in medical futility.

Thanks to the families that have participated in the program, and contributed greatly to the care of their loved ones. Hospice is not a four walled building or other structured entity; it is a system, a process, a state of caring and understanding where the families play a role of immeasurable importance. It is with the families' support that we are allowed to flourish and care for the community we live in.

Finally, thank you to the most important component of the program – the patients who entrusted us with their care in the twilight of their lives.

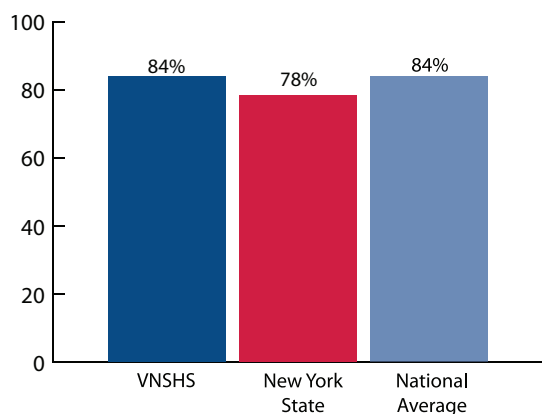
Birjis Akhund, MD  
*Hospice Medical Director*

# 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.

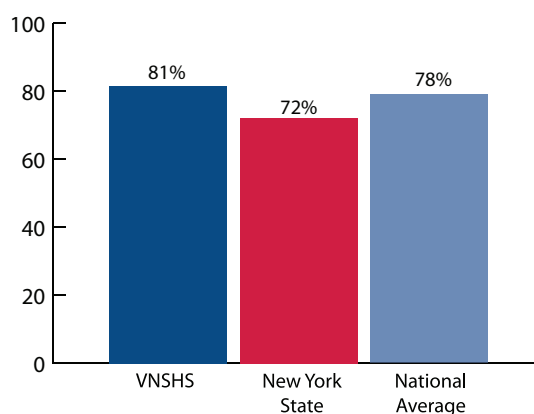
## How do patients rate the overall care from the home health agency?

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?

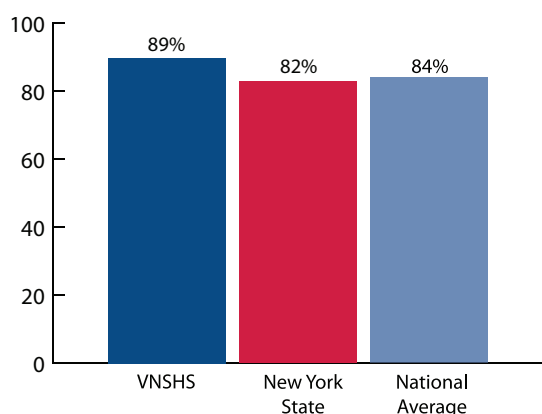
Patients who reported YES, they would definitely recommend the home health agency to friends and family.



Results are from patients who received home health care services between October 1, 2016 and September 30, 2017, as reported in [www.medicare.gov/homehealthcompare](http://www.medicare.gov/homehealthcompare).

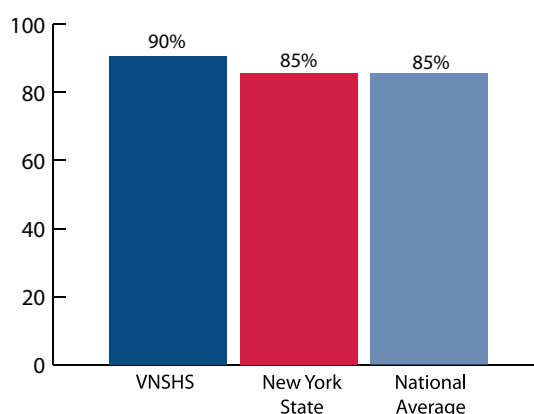
## What number would you use to rate your family member's hospice care?

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.



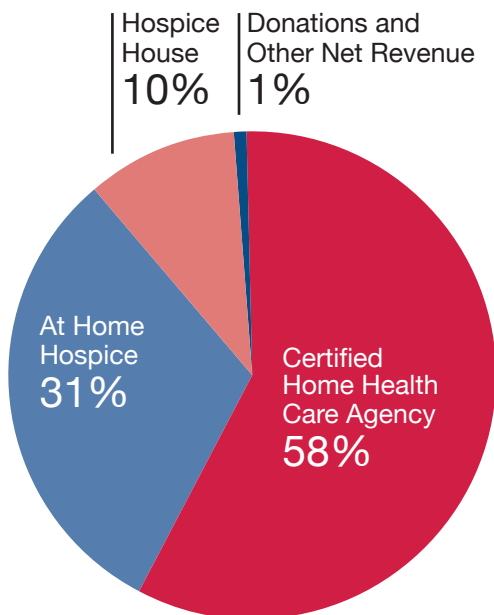
Results are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice survey for the period January 1, 2017 to December 31, 2017, and were obtained from Strategic Healthcare Programs, our data collection vendor. These results are not yet published.

**2017 TOP AGENCY**  
ABILITY | HOMECARE ELITE™

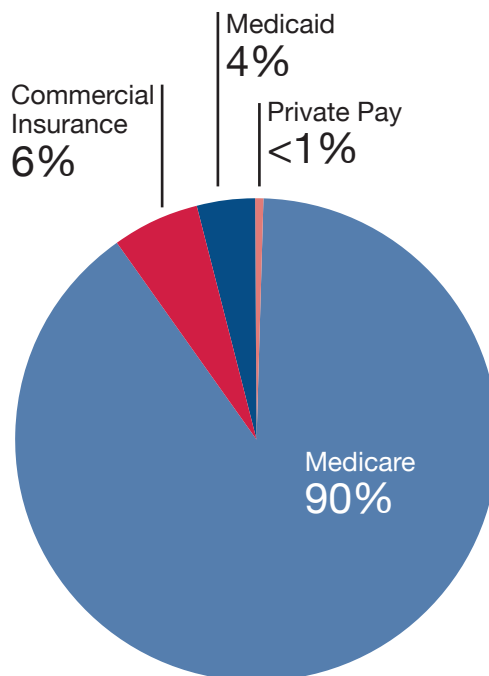
For the twelfth consecutive year, Visiting Nurse Service & Hospice of Suffolk has been named to the HomeCare Elite™, a recognition of the top-performing home health agencies in the United States. In 2017, we were recognized as a top agency – a distinction we are extremely proud of. For 12 years, HomeCare Elite has annually identified the top 25% 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 practices implementation, patient experience (Home Health CAHPS®), quality improvement and consistency, and financial health. Out of 9,064 agencies considered, 2,268 are recognized as elite.

# 2017 FINANCIAL DATA

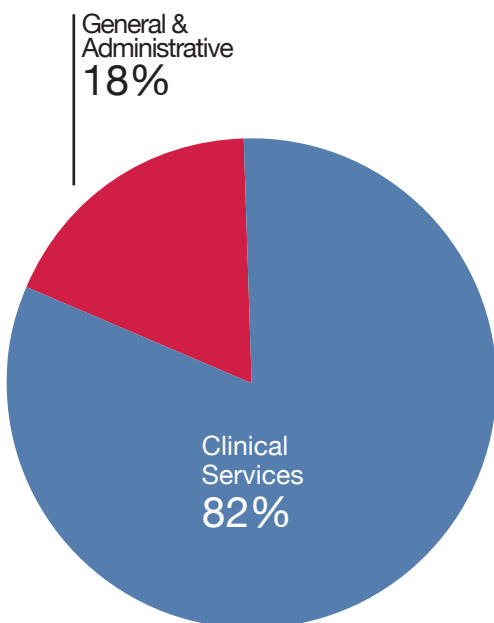
## PATIENT SERVICE REVENUE



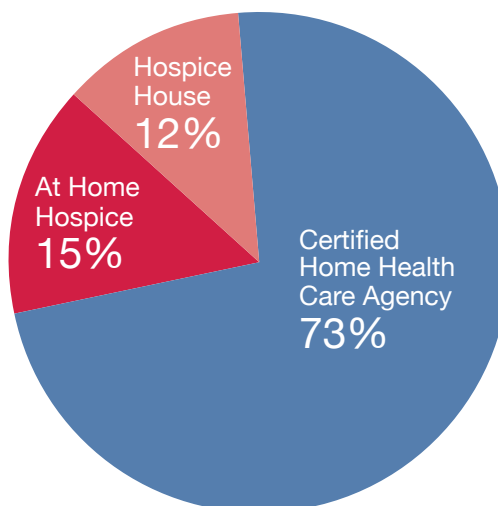
## PATIENT SERVICE REVENUE BY SOURCE



## TOTAL EXPENSES

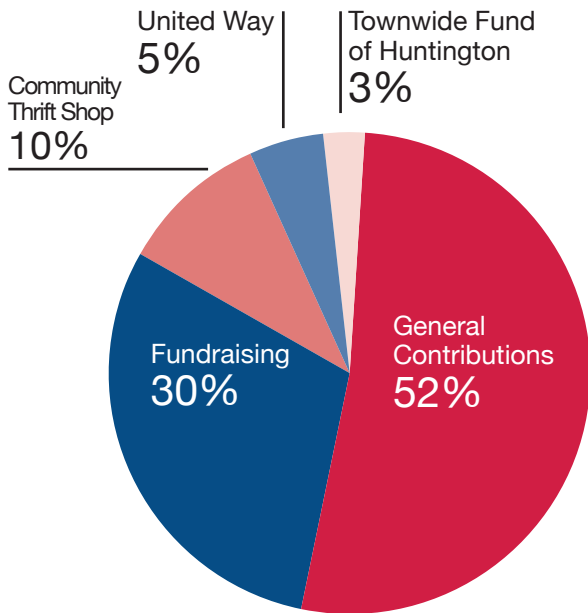


## PROGRAM EXPENSES



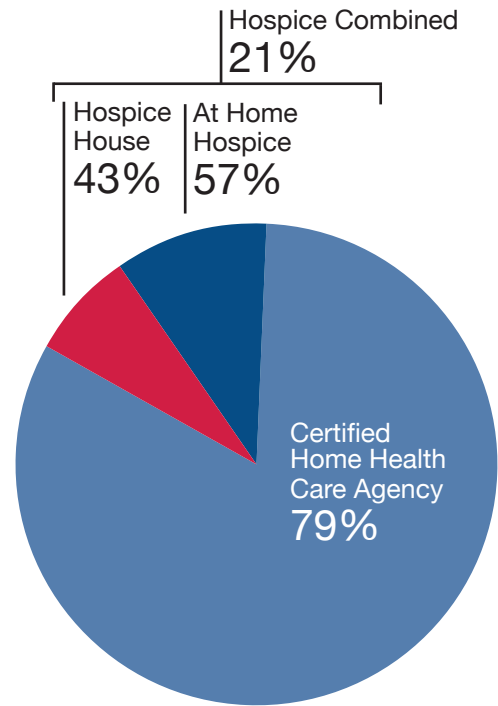
*Fundraising and other revenue from the community are critical to our ability to provide charity care and programs that are not supported by a funding source.*

## GROSS CONTRIBUTIONS AND FUNDRAISING

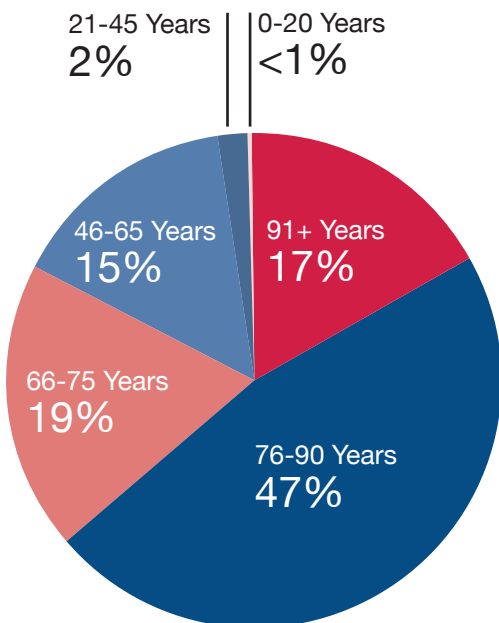


VNSHS Foundation Data

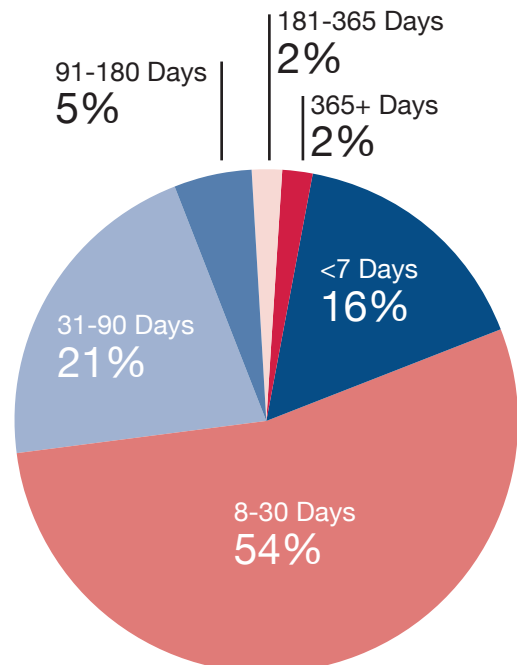
## PATIENTS SERVED (TOTAL 3337)



## AGE DISTRIBUTION OF PATIENT ADMITS



## AVERAGE LENGTH OF HOME CARE AND HOSPICE COMBINED



# 2017 DONOR LIST

***We would like to acknowledge and thank all who contributed in support of the work of Visiting Nurse Service & Hospice of Suffolk in our community.***

## **\$25,000 - \$99,999**

*Community Thrift Shop*

## **\$10,000 - \$24,999**

*Anonymous*

*Bushell & Kleczka*

*East Northport Chamber of Commerce*

*Estate of Derith Sutherland*

*John W. Engeman Theater at Northport*

*Townwide Fund of Huntington, Inc.*

*United Way of Long Island*

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*Northport High School graduates Emily Briggs and Brianna Boccad were awarded the 2017 Helen Strobl Memorial Scholarship. VNSHS awards two students each year, who have demonstrated academic achievement and are pursuing careers in the field of nursing. These scholarships are awarded in honor and memory of Helen Strobl, the first Executive Director of VNSHS, who was a Baccalaureate and Masters nursing graduate herself and proponent of higher education for nurses.*

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Kevin O'Neill, co-owner and Managing Director of the John W. Engeman Theater, presented Visiting Nurse Service & Hospice of Suffolk with a donation check for \$12,500. Along with personal contributions from Mr. O'Neill and his partner, Richard Dolce, the theater donated a portion of ticket sales from a special fundraising performance of Grease in June 2017. This generous donation will help cover operational expenses at the agency's Hospice House, located at 101 Laurel Road in East Northport.

From left Robert Cogliati, VNSHS Board of Trustees President, Todd Latchford, Theater Group Sales Manager, Barbara Sorelle, VNSHS Special Events Planner, Linda Taylor, VNSHS Chief Executive Officer and Kevin O'Neill, Theater Managing Director and Co-owner.

Visiting Nurse Service & Hospice of Suffolk received a number of gifts from donors who wish to remain anonymous. Although their names are not listed here, their support is greatly appreciated.

In addition, nearly 1000 individuals made gifts ranging from \$1 to \$99. Due to the overwhelming number of supporters in this giving category, space constraints prohibited listing every name. Please know that all donors, regardless of gift amount, have been personally acknowledged and we extend once again, our heartfelt appreciation.

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*The Huntington Club, Inc., a not-for-profit organization comprised of approximately 200 women who are dedicated to supporting local charities, presented a check for \$2000 to Visiting Nurse Service & Hospice of Suffolk at the clubs December 2017 meeting at the Watermill in Smithtown.*

*(Pictured from left to right) Joan Lewis, Bereavement Coordinator for VNSHS and Catherine Storch, Clinical Manager for VNSHS receive the donation from Huntington Club President Patricia Martinolich.*



On August 7, 2017, VNSHS held its 13th Annual Charity Golf Classic at Indian Hills Country Club in Northport. Over 100 golfers showed support for the agency and its outstanding community service honoree Robert Cogliati, CPA. All proceeds raised support the Hospice House in East Northport.

Pictured from left are VNSHS CEO Linda Taylor, Outstanding Community Service Honoree Robert Cogliati and Ronald Duswalt, VNSHS Board Member.

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*“Time is not of the clock or the calendar in these days, but of the essence. No one has it to spare, but there is an art in using it. The nursing profession, which is the art of caring for the sick and preventing illness, thus promoting health, is one of the greatest arts and the most valuable use of time in this scientific age. The growth of the Visiting Nurse Service is but a reflection of the universal growth in the demand for more and better health services.”*

*H. Stuart Ortloff, Founding President  
Visiting Nurse Service of Huntington Township, Inc. - 1952*

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*Visiting Nurse Service & Hospice of Suffolk is a participating agency of  
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