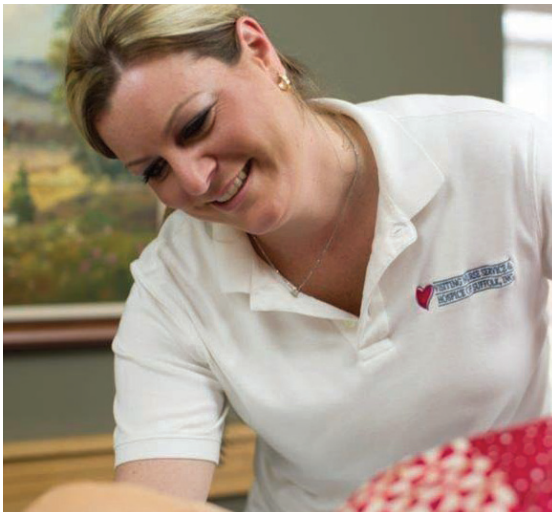


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President's Report

A MESSAGE FROM ROBERT P. COGLIATI

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Dear Friend,

Visiting Nurse Service & Hospice of Suffolk (VNSHS) will mark another milestone in celebrating the 15th anniversary of Hospice House in the fall of 2019. Over the years the agency has been sensitive and responsive to health care needs in our community and this was demonstrated with the construction of the Hospice House in 2004. This growth and development were made possible through the combined efforts of a forward-looking Board, competent staff, dedicated volunteers, and

supportive community. VNSHS continues to meet the challenges in hiring and retaining 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 are always trying to improve our service by investigating innovative ways to improve our quality of care. We enjoy and appreciate the close relationship we have with the 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 & Hospice of Suffolk and for our community!

Robert P. Cogliati
President

Chief Executive Officer's Report

A MESSAGE FROM LINDA TAYLOR



Dear Friend,

As we mark the close of another successful year of home health and hospice care, whether in patient's homes or at our eight bed Hospice House, I am gratified to share that beyond the care we give in fulfillment of our mission, we do it with adequate financial support needed to do it well. As an organization with an array of programs not even limited to home care and hospice, those programs combined augment each other in service as well as financial support.

As a not-for-profit organization, if we are fortunate enough to realize a program surplus at the end of each year, it doesn't get distributed to shareholders as in a for-profit company, but rather goes back into additional or enhanced services to the community or to enable us to compete for qualified and competent clinicians. Every year, funds raised from events and contributions from our generous donors help us close the gap between fee revenue from third party payment sources such as Medicare, and actual costs of providing care.

Operation of our Hospice House, approaching a milestone 15th anniversary since opened in 2004, is an example of one priceless source of program support to patients and families facing end of life care for which fee revenue regularly falls short of costs to keep the Hospice House open 24-hours of every day. Hospice addresses more than physical needs with a multidisciplinary staff and volunteers who work as a team to meet the challenges we all eventually face with family and loved ones throughout the dying process and bereavement period. Hospice offers a humanistic approach to a complicated journey. The Hospice House provides the enhanced support of 24-hour care in a homelike environment that brings a sense of comfort and peace for families and friends as they take their respective emotional journey together, even while receiving state-of-the-art assessment of symptoms that includes pain control and appropriate treatments to provide comfort and enhance quality of life. Our annual cost to run the Hospice House is consistently about \$2.5 million dollars a year, \$775,000 of which had to be provided from other than fee revenue in 2018, and we made up that difference with your help. In 2018 we welcomed 344 families to our Hospice House. At a cost of \$2.5 million dollars for the year, that's an average of \$7,500 per patient admission for a typical 6 day stay, and at least half the cost of one single day in a hospital ICU where the very elderly population is being admitted in increasing numbers. Hospice care brings total value to quality and compassionate care.

VNSHS in all its programs is about quality of life, whether for rehabilitation after a surgery or acute illness, or for end of life care that leads to a peaceful death. We value your support through your continued participation in fundraising events and generous selfless donations. They do make a difference, as we strive to do every single day.

A handwritten signature in black ink that reads "Linda Taylor".

Linda Taylor
Chief Executive Officer

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Medical Director Report

A MESSAGE FROM BIRJIS AKHUND, MD



When I joined Visiting Nurse Service & Hospice of Suffolk many years ago, it gave me the humbling yet rewarding experience of seeing another side of health care, when mainstream medicine exhausted its meaningful application and patients and families were looking for a refuge of palliative and comfort care. It taught me that care does not end in the corridors of hospitals and doctor's office. There are times, not recognized often enough, where one must use one's knowledge to alleviate suffering in all its aspects. I also realized that physicians had a lot to learn and

much to appreciate from the all-encompassing care that the nursing, social, psycho-social and volunteer services provided our patients.

The services that are offered at Hospice House and in thousands of similar programs across the nation are meant to provide much needed relief and shelter to patients and their families in a trying time. It is a privilege to be a part of this community program of nurses and supportive staff in affording the best care we can to alleviate suffering.

During weekly rounds, much of the discussion centers on the stories and anecdotes, old and new, that the patients and their families relate to the VNSHS team. This is what epitomizes the objective of palliate programs, alleviate suffering and spend precious time in what we all seek – comfort, companionship, and the warmth of a helping hand. The very humanistic idea is to ensure, as best as possible, to allow one to be cared for in a familiar environment and permit the passage of life to occur with dignity, grace and comfort.

I would like to thank the tireless staff of the VNSHS in their endeavors to accomplish this goal and in their daily efforts to improve care in a myriad of ways; the multiple services offered ranging from nursing care to complementary medicine and bereavement counseling is testament to the complexity of today's programs.

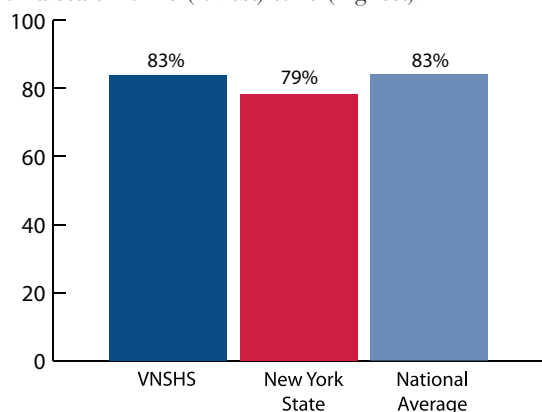
Birjis Akhund, MD
Hospice Medical Director

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.

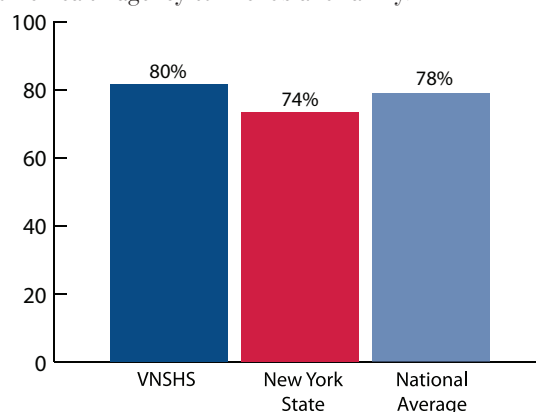
How do patients rate the overall care from the home health agency?

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?

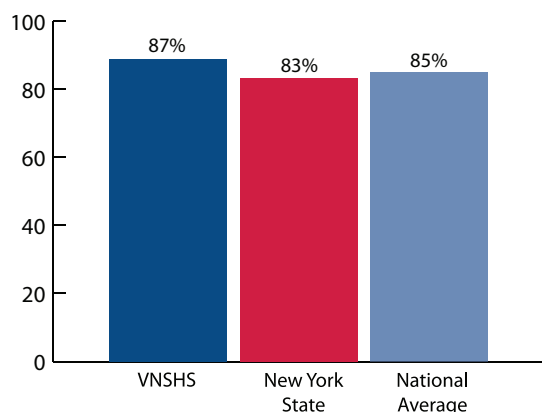
Patients who reported YES, they would definitely recommend the home health agency to friends and family.



Results are from patients who received home health care services between July 1, 2017 and June 30, 2018, as reported in www.medicare.gov/homehealthcompare.

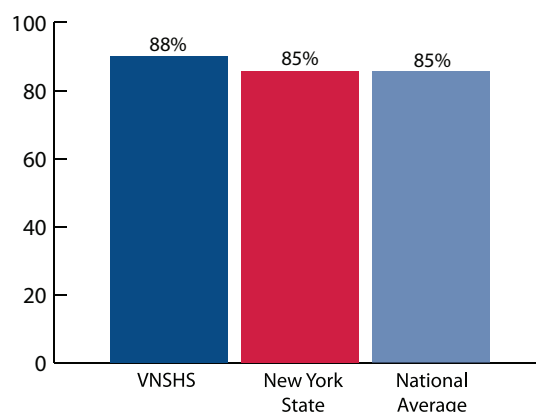
What number would you use to rate your family member's hospice care?

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.

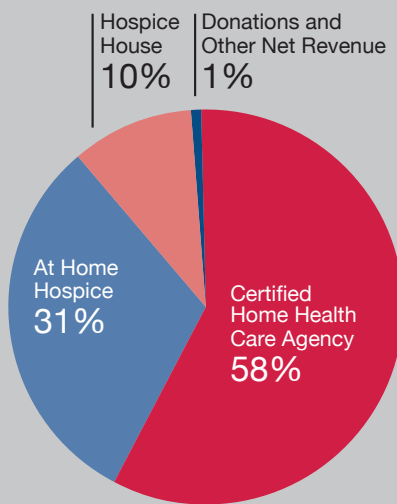


Results are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice survey for the period January 1, 2018 to December 31, 2018, and were obtained from Strategic Healthcare Programs, our data collection vendor. These results are not yet published.

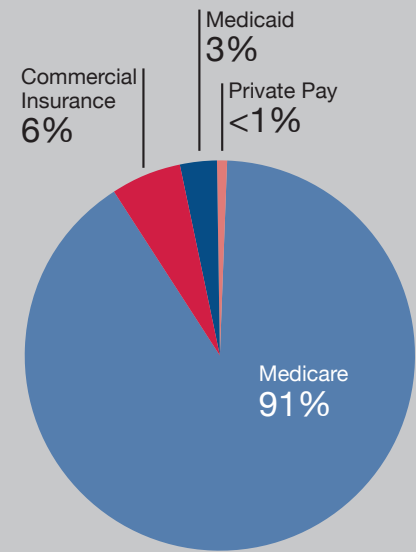
2018 Financial Data

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.

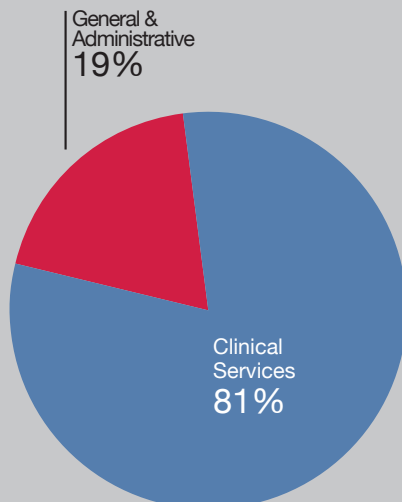
PATIENT SERVICE REVENUE



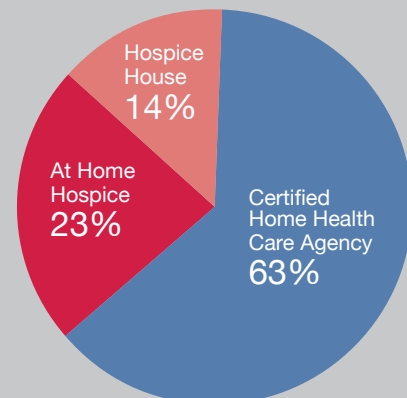
PATIENT SERVICE REVENUE BY SOURCE



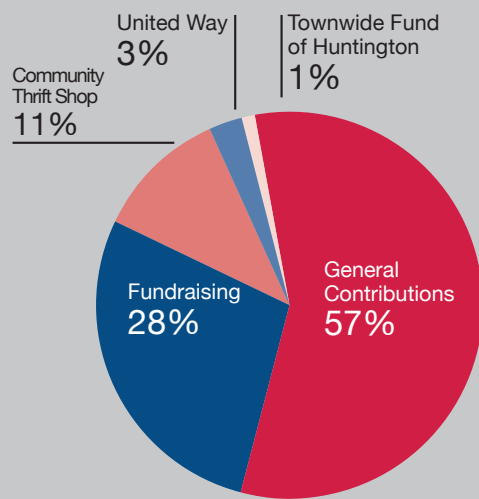
TOTAL EXPENSES



PROGRAM EXPENSES

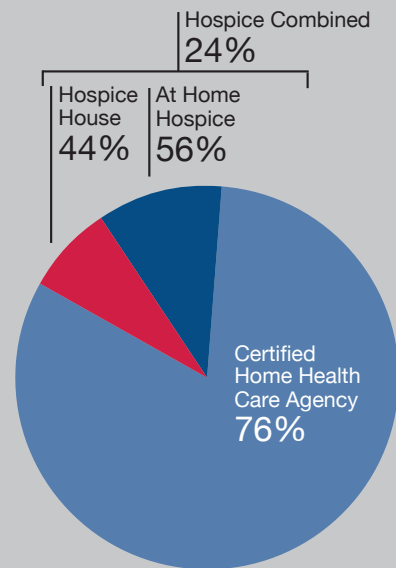


GROSS CONTRIBUTIONS AND FUNDRAISING

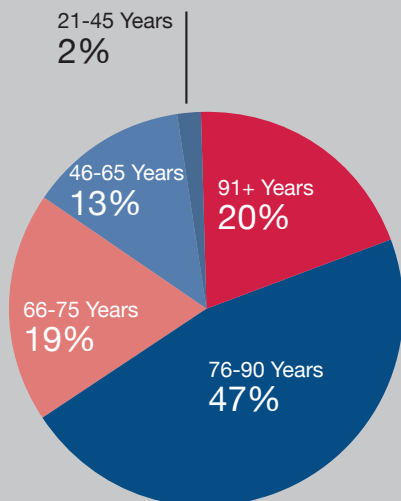


VNSHS Foundation Data

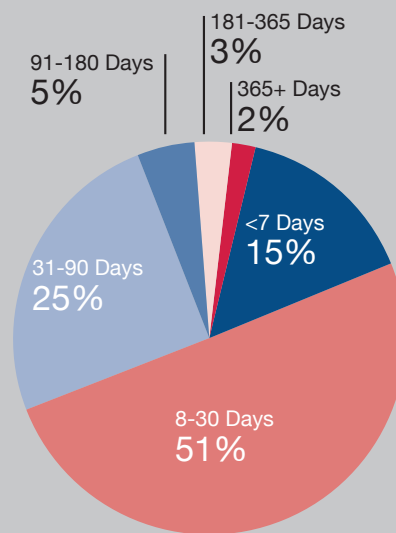
PATIENTS SERVED (TOTAL 3090)



AGE DISTRIBUTION OF PATIENT ADMITS



AVERAGE LENGTH OF HOME CARE AND HOSPICE COMBINED



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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.

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The John W. Engeman Theater presented Visiting Nurse Service & Hospice of Suffolk with a generous donation of \$6,000. The theater donated a portion of ticket sales from a special fundraising performance of ELF, the Musical, held on December 12, 2018. This gift will help cover operating expenses at VNSHS' Hospice House, located at 101 Laurel Road in East Northport.

From left are Kevin O'Neill, Theater Managing Director, Todd Latchford, Theater Group Sales Manager, Linda Taylor, VNSHS CEO, Susan Bruder, VNSHS Events Planner and Richard Dolce, Theater Producing Artistic Director

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Class of 2018 Northport High School graduate, Courtney Healy was selected as the recipient of the Helen Strobl Memorial Scholarship Award. Courtney is currently attending Penn State College of Nursing. Her goal is to go on to graduate school to pursue a career in the field of pediatric oncology. VNSHS awards 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 Visiting Nurse Service & Hospice of Suffolk, who was a Baccalaureate and Masters nursing graduate herself and proponent of higher education for nurses.

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 Mitsue Salador
 Salon Domane Styling Inc.
 Ms. Rochelle E. Samuels
 Mr. Gregory Sand



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 Marty & Marion Schumacher
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 Mr. Jeffrey Stern
 Ms. Maureen D. Stransky
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 Ms. Caroline A. Trillo
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 Dr. Arlene Trolman
 Ms. Susan Trotman
 Truist
 Ms. Maggie Tully
 Ms. Barbara Turner
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 Mrs. June M. Von Vange
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 Mr. & Mrs. Thomas Walsh
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 Ms. Debbie Yaroshewich
 Ms. Beatrice Yule
 Ms. Theresa Zabransky

VNSHS was honored, once again, to participate in the annual Marine Toys for Tots program. Hundreds of unwrapped toys and games were collected and distributed to children in the community.

Pictured with Toys for Tots volunteers are, from left to right, VNSHS staff members Diana Gallo, Scott Williams, Beth Rosenfeld and Susan Bruder.

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.

2018 Gift In Kind Donors

Acer's	Bridgeport and PJ Steamboat Company	Pat Dillon
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		Larkfield Auto
		Larkfield IGA & Fort Salonga Market
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		Lindsey's Groom Room
		Local's



Record temperatures did not deter loyal and new friends from coming out to honor Michael L. McCarthy and support VNSHS on August 6, 2018 to make the 14th Annual Golf Classic a huge success.

Pictured from left are VNSHS CEO Linda Taylor, Outstanding Community Service Honoree Michael L. McCarthy, Kim McCarthy and Robert Cogliati, VNSHS Board President.

Lorena's Happy Tails Grooming
 Mamma Mia's
 Mario's Pizzeria
 Maroni Cuisine
 Mastic Beach Property Owners
 Association
 Celeste Mauro
 Milano Fine Men's Fashions
 Mind Body Core
 Liz Natale
 National Baseball Hall of Fame
 New York Islanders
 Nina's Pizza
 North Shore Veterinary Hospital
 Northport Hardware Store
 Northport Sweet Shop
 Northside Deli
 Oheka Castle
 Old Fields
 Old Street Restaurant and Bar
 Olimpia's Grooming
 On Our Own
 Oscar's Barber Shop
 Paradize Pizza
 Pasta Pasta
 Pastrami and Friends
 Patchogue Theater
 Pawfect Pet Den
 Pea Pod of Medford
 Penny & Cooper
 Pentimento
 Demerise Perricone
 Pet Expressions
 Pet Friends
 Peter's Fruit Company
 PetPort of Northport
 Red Lotus Reiki
 Richter's Liquors
 Lorraine Rimmelin and Bruce Summa
 Ritz Café

Robkes
 Judy Ross
 Rotary Club of Northport
 S. Scherer and Sons, Inc.
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 Linda & Warren Taylor
 Theater Three
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 Jenn Vargas
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2018 5K Run for the Health of It



SPECIALIZED SERVICES

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Speech Therapists	Medical Social Workers
Occupational Therapists	In-Home Health Telemonitoring
Home Health Aide Care	Infusion Therapy
Acupuncture	Volunteer Services
Home Health Aide Transport	

*Visiting Nurse Service & Hospice of Suffolk is a participating agency of
The Townwide Fund of Huntington and the United Way of Long Island.*



MAKING A DIFFERENCE EVERYDAY

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