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Private Care Services
This year’s annual report theme, “Leading the Way in Home Care Since 1898,” highlights our tradition of service and our readiness to serve current and future needs.

Over the course of 119 years, the changes and innovations the Visiting Nurse Association of Northern New Jersey (VNA) has embraced are extensive and dramatic—everything from the use of automobiles for client visits vs. bicycles and horses to state-of-the-art electronic records vs. paper files, along with countless breakthroughs in our clinical equipment, practices and protocols.

Most importantly, VNA has led generations of area residents out of isolation, despair and discomfort. We’ve fostered independence for the sick, elderly and disabled, eliminating or delaying the need for inpatient or custodial care. We’ve made a tangible difference in the lives of the homebound and their loved ones.

Our legacy of caring is formidable and, as a supporter of VNA, you’re part of its remarkable story. However, our work is far from done. Demand for our services is escalating, yet we’re well-positioned for the future. With your continued support, our next chapter will be another marked by excellence and leadership in the field of home care.

111,688 home care visits were made in 2016
Leadership Begins With Us…

Community support is integral to VNA’s success

It’s my pleasure to join Faith Scott in reporting on another successful year for the Visiting Nurse Association of Northern New Jersey.

Since its inception, VNA’s tradition of leading the way in home care has been driven by both community need and community support. In fact, it was established by a group of prominent local citizens who generously and compassionately came together to help address the unmet needs of others by hiring and funding this region’s first visiting nurse and equipping her with essential supplies.

From that 1898 milestone event until today, community support has been integral to VNA’s success and the foundation for all of its good work. That’s why I’m honored to serve as Chairperson of the Board of this wonderful organization. I’m also committed to prudent stewardship of this community resource because its work has never been more relevant or more needed.

On behalf of everyone at VNA, thank you for your generous support! With the continued backing of community members like us, VNA can keep abreast of rising demand for its services and innovations in home care.

In 2016, VNA received over $1.2 million in charitable contributions.
You Can Make a Difference

Every day, VNA’s skilled and dedicated professionals deliver comprehensive home care services to area residents of all ages who have short or long-term needs due to serious illness, disability or advanced age. However, some struggle with financial hardships or are in need of services that aren’t insurance eligible. No matter the circumstances, VNA is always there to brighten the day of those in need thanks to the generous contributions from donors and community partners. With a gift of $100, you can make a difference in the lives of all who turn to VNA for a helping hand like those who have shared their stories below.

A JOURNEY TOGETHER

“Caregiving is a very stressful 24/7 role, but with the help of VNA, I’m able to keep my sense of humor and joyful attitude,” said Pat Hertzel, who is the caregiver for her mother, Estelle. “VNA is my safety net and I don’t know what I’d do without it. It’s comforting to know that whenever a change in Mom’s condition occurs, VNA will be there to help because we’re on this journey together.”

COMFORT AND COMPASSION

Martha “Ruth” Haugk enjoyed visits with members of her VNA team. In fact, most of the guests who came to her Morris County senior housing apartment were VNA representatives. Ruth’s grown children weren’t able to visit often due to geographic distance, their own health problems and other concerns, but the VNA ensured that she had practical assistance, encouragement and companionship.
Over 60 diverse activities are offered at our adult day center

A Friend to Seniors & Caregivers

Social adult day care can have a transformative impact on the lives of elderly men and women who might otherwise be isolated due to physical and cognitive limitations, along with those of their spouses, adult children and other family members.

Ask caregiver Pat Gale and she’ll say, “Friendship House saved our lives!” Pat’s mother Mary Fox, 90, who’s found acceptance and companionship at the VNA center despite the lingering effects of a stroke simply says, “I like the people there and they like me!”

Under the loving and careful direction of Mayelin Ravelo, Manager of Friendship House, and her staff, every client receives personalized assistance. In fact, a novel color coded badge system is used to discreetly keep track of dietary restrictions, which individuals need toileting assistance and other individual concerns.
ENJOYABLE & BENEFICIAL ACTIVITIES

A diverse slate of therapeutic, fun activities offers something for everyone. There’s a wide variety of crafts, games, discussions and theme parties. Guests, including four-legged ones representing a pet therapy program, come by. There are live music performances, too, along with monthly manicures and massages.

Yet many devoted caregivers are reluctant to consider adult day care despite the toll 24/7 caregiving takes on their own physical and emotional well-being. “I was very skeptical at first. But the moment I met the Friendship House staff and saw how everyone is treated there, my feelings began to change. Giving it a try was a big breakthrough for Mom and me,” said Pat Gale.

“Friendship House has given her a sense of purpose and I’m able to disconnect without worrying about whether she’s safe and happy.”

Editor’s Note: Mary Fox, the Friendship House client featured in this publication, passed away while it was in production. It was a pleasure serving Mary and VNA sends its condolences to her loved ones.
Making the Most of Life’s Final Phase

The concept of hospice has become much more widely accepted since we established a dedicated program in 1996. Yet, it’s still perhaps VNA’s most misunderstood service.

The mission of the Hospice is not to hasten death but rather to improve the quality of life for those in its final phase. That’s evident in the actions of the VNA Hospice team every day. Along with delivering pain and symptom management and help with practical end-of-life concerns, they’ve treated clients to various small indulgences, staged countless bedside birthday parties and been included in family milestones and celebrations including at least one bedside marriage ceremony.
MEANINGFUL MOMENTS

Ask any member of the Hospice team about their work and their response is likely to mirror volunteer Jim Lally’s, “I get more than I give.”

“Volunteering with the Hospice has truly been a special experience,” he said, reflecting on several years with the program. “I’ve had so many wonderful encounters with clients and their families. Each has different circumstances, yet we find common ground and make a connection.”

He fondly remembers conversations with one client, keeping him company while the frail man’s wife attended church. He was fascinated by the World War II reminiscences of another and delighted to serve as the “tech guy” for a client’s spouse and primary caregiver, helping the senior citizen to get her phone and other electronics working.

“This experience will stick with me for life,” he said. “Hospice is a life affirming process, not just for patients and their loved ones, but also for those who have the pleasure of lending a helping hand.”
Helping to Close the Elder Care Gap

According to federal government data, there’s a constantly rising need for elder care services that are not Medicare-eligible. As a result, the for-profit private care industry is booming and requests for free and reduced-cost grant and donor-funded assistance are escalating.

Among seniors and caregivers seeking home care, there’s also anxiety about where to turn for safe, reliable help. That’s why many ultimately opt for the reputation and reliability of VNA.

DIVERSE NEEDS AND RESOURCE LEVELS

Across a service area that spans more than 50 municipalities, VNA serves seniors and caregivers with diverse needs and resource levels, ensuring that elder care is provided by well trained, thoroughly screened and carefully supervised aides and homemakers.

While most of our clients receive part-time help, our Private Care program also offers full-time and live-in support. Since 2010, Valri Ellis, CHHA, has been part of Thor and Gladys Stene’s household, principally caring for Gladys, whose mobility is severely limited. “Valri takes excellent care of Mom and she’s also a wonderful companion,” observed the couple’s daughter, Valerie Usher. “She’s a member of the family.”
Attracting & Retaining the Best Nurses

Although VNA is a full-service home care provider, nurses remain at the center of our care model. They’re responsible for client assessments, devising and implementing care plans, hands-on clinical care, teaching self-care and overseeing other team members.

Despite intense competition, VNA continues to recruit and retain the “best of the best.” We’re partnering with educational institutions, including Rutgers University and Ramapo College, on initiatives that allow us to thoroughly evaluate nursing students and extend job offers before graduation. We also have a dedicated New Grad program, Clinical Skills Lab and an expansive continuing education program.

A TIERED CLINICAL LADDER

“New BSNs start out at Level I on our Clinical Ladder. As they gain confidence and experience, they can advance, become mentors and eventually be considered for supervisory roles such as Team Leader,” explained Laura Tutzauer, Director of Human Resources and Staff Education.

Advancement is based upon job performance, completion of required coursework and mastery of proficiencies defined for each rung on the ladder. A sophisticated analytics program, the Predictive Index, is also used to help match employees with assignments in which they’re most likely to excel.

Over time, the career path of some visiting nurses evolves and transitions into equally meaningful roles, such as Referral Services and Quality Assurance, while others ascend to leadership positions. “We’re advocates for professional development and advancement,” Tutzauer said.
2016 Facts at a Glance

Revenue

- Medicare 56%
- Hospice 19%
- Contributions & Other 25%

Expenses

- Salaries 58.63%
- Contracted Services 6.06%
- Benefits 25.88%
- Transportation 1.45%

Visits by Discipline

- Rehab Therapy 24.36%
- Nursing 36.89%
- Other 1.89%
- HHA 36.82%

Active Patients by Age Group

- 0-14 (0.36%)
- 15-44 (2.36%)
- 45-54 (4.69%)
- 55-74 (27.34%)
- 75-84 (23.59%)

Patients by Admission Type

- Well Care 3.09%
- Private Care 2.82%
- Other 1.87%
- Hospice & Bereavement 9.16%
- House Calls for Groceries 6.69%
- Friendship House 1.01%
- Certified 74.31%

Caregiver Support

- Caregiver Education & Support 31%
- Respite 14%
- Friendship House 11%
Our Donors

We are pleased to recognize those who support our mission to provide quality home healthcare. Our sincere appreciation is extended to all those who have designated gifts to VNANNJ during the year 2016.

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Leading the Way in Home Care

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