



**DEDICATED. INNOVATIVE. TRUSTED.**



**TOP**   
**2010 500**  
**AGENCY** HomeCare Elite



**RUTLAND AREA VISITING NURSE ASSOCIATION & HOSPICE**  
*2010 Annual Report to the Community*

# LETTER TO THE COMMUNITY

There's no denying that 2010 was a pivotal year for home health care. As we faced fiscal challenges that included budget cuts, declining reimbursements, the uncertainty of federal health care reform and the state's plan to create a single-payer system, RAVNAH focused its efforts on its core mission: *To enhance the quality of life of all we serve through comprehensive home and community health services.*

We continue to maintain a financially responsible organization with sufficient resources to meet the health care needs of our patients and continue to build on RAVNAH's solid foundation.

2010 was also a year that RAVNAH excelled in achieving high patient satisfaction, keeping expenses down, employee morale up and ensuring that those who need it most receive the highest quality medical care. We are proud of our accomplishments and pleased to share them with you in this Annual Report.

## OUR ACHIEVEMENTS IN 2010 INCLUDED:

### RAVNAH receives 2010 TOP 500 Home Care Elite award

This distinguished designation placed us in the top 5% of 9300 home health care agencies evaluated in the United States. RAVNAH is the only Vermont home health agency to achieve this status. Home Care Elite is the industry standard for measuring organizational performance through an analysis of measures in quality outcomes, quality improvement and financial performance.

### Patient satisfaction is high

Our commitment to compassionate care is evidenced in our high patient satisfaction survey results. We continue to outperform all the other home health agencies in Vermont and New England in patient satisfaction.

*"With our mission in sight, we continue to maintain a financially responsible organization with sufficient resources to meet the health care needs of our patients."*

### Kids on the Move joins RAVNAH

Kids on the Move, the region's only pediatric rehabilitation program became a program solely of RAVNAH. Physical, Speech, Occupational therapists now make in-home visits to provide therapy services to children ages 0 to 21 years of age.

### Customer service program boosts patient satisfaction

Our WOW Customer Service program elevated the level of how all our employees interact with patients, families, referral sources and co-workers. Scores on patient surveys have risen significantly and topped the scores of the survey database and all Vermont home health agencies.



RAVNAH Board President Win Thomas (left) and Executive Director Ron Cioffi

### Employee satisfaction up

RAVNAH ranked in the 92<sup>nd</sup> percentile in overall employee satisfaction in a recently completed employee satisfaction survey. That's up 5.5% from a survey done three years ago. In addition, we ranked in the 98<sup>th</sup> percentile when employees were asked if they would recommend RAVNAH as a place to work.

### RAVNAH receives grant for children's services

The Vermont Agency of Human Services selected RAVNAH as a recipient of a pilot project grant for Children's Integrated Services (CIS). This grant is one of only three awarded in the state. CIS provides coordinated child development and family support services previously provided by three separate programs.

We want to express our sincere gratitude to the many volunteers committed to our agency. "Thank you" to our volunteer board of directors and standing committees, our hospice and flu clinic volunteers and the many community members who step up to help with fundraising events.

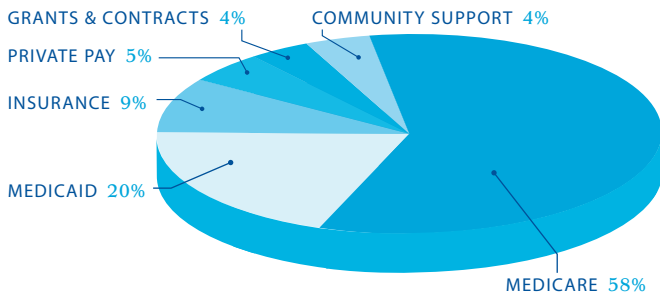
On behalf of our staff and board of directors, we thank all of our donors, the city and towns that fund us, and United Way of Rutland County. Your support helps us provide medically necessary care to those who need it most.

Your ongoing support is the fuel that keeps us moving forward and ensures that your family, friends and neighbors will receive the medical care they need in the place they call home.

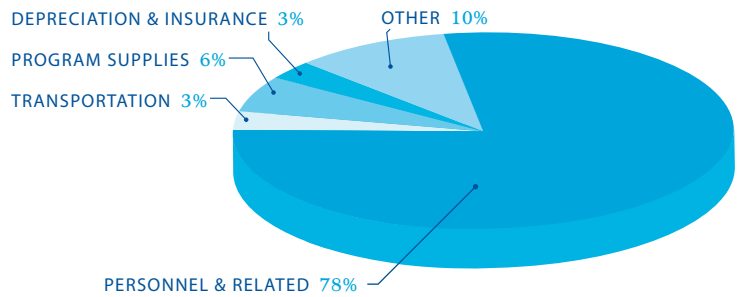
Ronald J. Cioffi, Executive Director  
Win Thomas, Board President

# FINANCIALS

## Revenue Sources

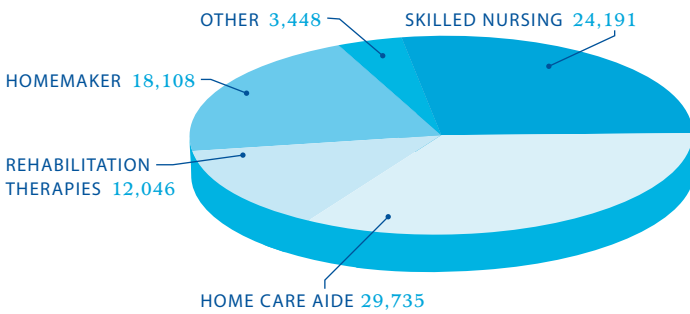


## Expenses



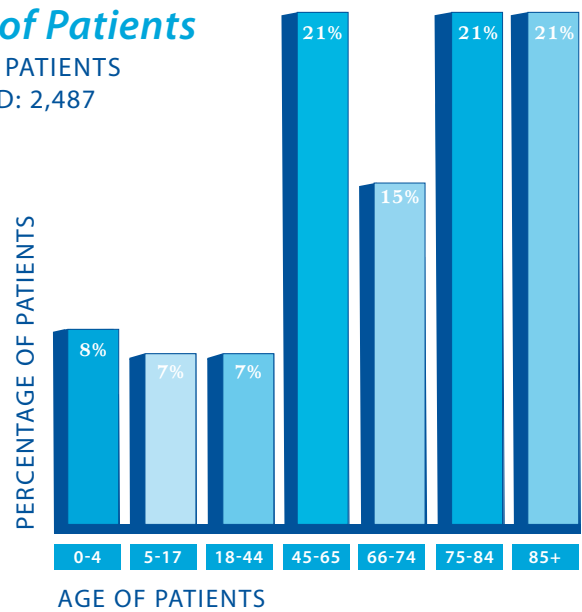
## Home Care Visits

TOTAL VISITS: 87,528

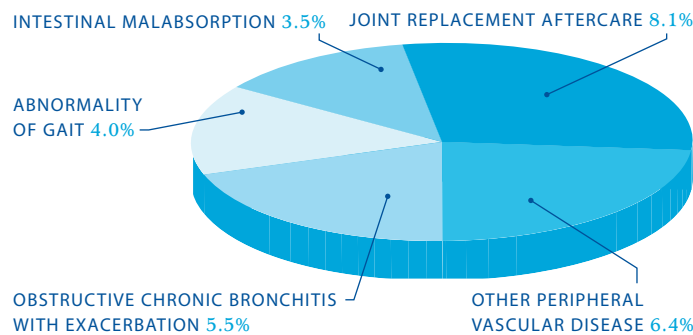


## Age of Patients

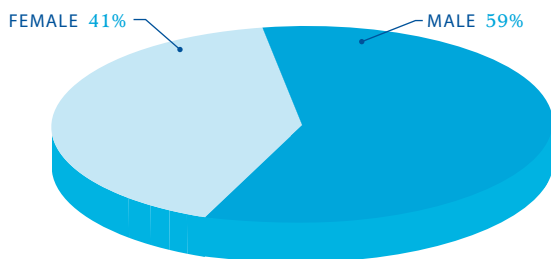
TOTAL PATIENTS SERVED: 2,487



## Top 5 Home Care Diagnoses



## Patient Gender



## Where Does Your Money Go?

### Your donation provided:

- \$398,595 in charity care and reduced-rate services for those in need of home health care.
- Pediatric high-tech care to eight ill and fragile children.
- End-of-life care to 214 patients and their families.
- Maternal child health services to 252 infants and young children, along with their mothers.

*On behalf of our agency and the patients we serve ... thank you.*

# ANNUAL FUND

## THANK YOU FOR YOUR GENEROSITY AND CARING

"Our family caring for your family" is a tradition that our valued supporters have made a reality today and into the future. We are grateful to all who faithfully support our work.

## Rutland Area Visiting Nurse Association & Hospice and Kids on the Move

The following honor roll recognizes those who gave \$100 or more from January 1 through December 31, 2010.

### LEADERSHIP

**\$10,000–\$24,999**

Foley Distributing  
Ralph and Norma Hathaway  
Killington Pico Rotary Club

### PLATINUM

**\$5,000–\$9,999**

Vermont Sports Medicine Road Race  
to Benefit Kids on the Move

### FOUNDERS

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## Dorset Nursing Association

The following honor roll recognizes those who gave \$100 or more from January 1 through December 31, 2010, to benefit Dorset Nursing Association.

### LEADERSHIP

**\$10,000–\$24,999**

Rev. & Mrs. Frederick Buechner  
Mrs. Rita Barbour Kern

### FOUNDERS

**\$1,000–\$4,999**

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**\$500–\$999**

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The success of any event is the many generous donations from individuals and businesses. We are grateful for these donations that ensured the success of Bella Notte: A Beautiful Night for Giving.

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 Wally Sabotka  
 Win Thomas  
 The Wireless Zone

*In addition to this list, more than 600 donors made gifts under \$100 to the Rutland Area Visiting Nurse Association & Hospice and Kids on the Move. Unfortunately, space does not allow us to list them all. Donations of all sizes are greatly appreciated and go right to work in our community to better the lives of thousands of patients throughout Rutland County.*

*We have worked hard to ensure the accuracy of our list of supporters. If your name is misspelled or missing, please accept our apologies and contact our Development Office at 802.747.3634 so we can make it right.*

## PATRONS

### \$250-\$499

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## DONORS

### \$100-\$249

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# IN REMEMBRANCE

*"When someone you love becomes a memory, the memory becomes a treasure."*

~Author Unknown

## Gifts to Benefit Rutland Area VNA & Hospice

### *In Memory of:*

Clotilda 'Tillie' Accorsi  
Phyllis Aronson  
Joseph E. Babcock, Sr.  
Thomas C. Barnhart  
Miss Evelyn Bartenstein  
Gerald Benson  
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Bernard Poczobut

The following individuals were honored by friends and loved ones who made gifts to the Rutland Area Visiting Nurse Association & Hospice, Kids on the Move and the Dorset Nursing Association during 2010. We regret that space limitations prevent us from naming all those who have made gifts in tribute. It is with heartfelt appreciation and gratitude we recognize their support.

## Gifts to Benefit Dorset Nursing

### *In Memory of:*

Jean Ams  
Julia H. Beecher  
Mr. Harold R. Bixler  
Gordon Brown  
Jennie Carver  
Rose Cavanaugh  
Cathy Eucker  
Kitty Hittle  
M. Kelleger  
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Russell & Kathe Parks  
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Pat Read  
Virginia Seils  
Richard Stannard  
William J. Wagenbrenner, MD

### *In Honor of:*

Esther M. Carpenter  
Christina Donohue  
George Norton  
Paul Woodruff

*We have worked hard to ensure the accuracy of our list of supporters. If a name is misspelled or missing, please accept our apologies and contact our Development Office at 802.747.3634 so we can make it right.*

Verona Pollard  
Barbara J. Potter  
Natalina Pratico  
Glenna Reed  
Dean H. Salisbury  
Bonnie C. Sanborn  
Shirley Santa Maria  
Jean M. Santamassino  
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# THANKS TO OUR 2010 RAVNAH VOLUNTEERS

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More than 120 volunteers dedicated their time, talents and generous hearts to our hospice program and community health clinics. Hospice patient care volunteers and singers donated nearly 4,000 hours of support to terminally ill patients, their families and our program, while our clinic volunteers helped provide more than 2,800 seasonal flu and pneumonia vaccines. We thank them all for enriching our programs and the lives of those we serve.

*“Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring, patience, and just plain love for one another.”*

~Erma Bombeck

*Hospice volunteer Lisa Shappy spends time with a hospice patient in the nursing home.*



*Board members lent their support to the success of the Hospice fundraiser “Bella Notte” held at Three Tomatoes Restaurant. RAVNAH board member Dick Hittle, Dorset (l), and Win Thomas, board President, Rutland (r), along with their guests enjoy the event.*

*Community members participate in a six-week training to serve as hospice volunteers. Trainings are held in the spring and fall. The service that volunteers provide to patients, caregivers and staff members is beyond measure.*



# 2010 HEALTH Matters Awards Honor Staff

Each year, RAVNAH recognizes the outstanding service of staff through its annual HEALTH Matters Awards and the naming of RAVNAH's Employee of the Year. Employees are chosen by their peers for their dedication to the agency and the community members we serve. The employees recognized in 2010 for service excellence representing our HEALTH acronym are:

- Honesty** Beverly Dennis, LNA, *Home Health Care Aide*  
**Excellence** Patti Kent, RN  
**Attitude** Charlene Cheney, *Payroll Coordinator*  
**Leadership** Mary Brothers, CHPN  
**Teamwork** Sharon Bailey, *Medical Supply Tech*  
**Helpfulness** Jennifer Holdren, *HR Assistant, Customer Service*

**Employee of the Year** Marty Locsin, *Physical Therapist*

## BOARD OF DIRECTORS

|                                    |   |
|------------------------------------|---|
| Win Thomas, <i>Board President</i> | Gerrit W. Kouwenhoven   |
| Tom Dowling, <i>Vice President</i> | Mark Lawrence   |
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| Olin Deforge                       | Tom Shortle   |
| Margaret Donovan                   | Susan Shouldice   |
| Michelle Fairbrother               | David Sunderland  |
| Dick Hittle                        |   |
| Susan K. Hogan, RN, MSN            | * <i>Representative from<br/>Rutland Regional Health Services</i> |
| Tom Huebner*                       |   |

## AFFILIATIONS

- Member, Hospice & Palliative Care Council of Vermont (HPCCV)
- Member, National Hospice & Palliative Care Organization (NHPCO)
- Member, National Private Duty Association (NPDA)
- Member, National Private Duty Association-Vermont Chapter
- Member, Vermont Assembly of Home Health Agencies (VAHHA)
- Member, Visiting Nurse Association of America (VNAA)
- Member, VNA Health Systems of Vermont

## STANDING COMMITTEE MEMBERS

- Jim Anderson
- Larry Ballou
- Phyllis Binkley
- Lali Cobb
- Tim Collins
- Mary Fregosi
- Tom French
- Peg Gregory
- Chris Herriman
- Kay Jones, MSW, LICSW
- Louise Jones
- Claude LaPerle
- Susan Romano
- Peter Saint Germain
- Phyllis Tarbell
- Terry Tyler
- Dorie Ward, RN
- Jeff Washburn
- Nancy Zetelski, RN



*Clockwise from top left: Juliet Scott, Laura Driscoll, Ron Cioffi, Sara King, Harry Snyder*

## EXECUTIVE STAFF

- RONALD J. CIOFFI, RN  
*Executive Director*
- LAURA DRISCOLL, RN  
*Associate Director of Home Care*
- SARA C. KING  
*Chief Financial Officer*
- JULIET B. SCOTT, MSN  
*Associate Director of Home Care*
- HARRY SNYDER  
*Human Resources Director*



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