



Gratitude
VISITING NURSE | HOSPICE ATLANTA
2009 Annual Report



Gratitude is the theme of this year's Annual Report and there are countless people who deserve our appreciation.

First, we want to thank our donors for their generosity. No matter the size of the gift, each donation empowers us to give more quality care to more people. Our 60-year relationship with United Way of Metropolitan Atlanta, our biggest donor, has allowed us to serve more patients every year. In 2009, 20,000 patients benefited from our services.

We thank our dedicated, hard-working Board of Directors and Advisory Board for their constancy during good times and bad. Each member provides unique insight and expertise, and volunteers countless hours to the organization.

We thank our patients for putting their trust in us, day in and day out. Their many expressions of gratitude let us know we are fulfilling our mission.

Physicians, case managers, and hospital teams also place their trust in us by putting their patients under our care. We appreciate their referrals.

We recognize the value of our partners at government agencies, senior living communities, and rehab centers. Together we help frail elders and people with disabilities age in place successfully. Our health insurance partners are also an important part of our work, making it possible for clients to receive the home healthcare and hospice care they deserve.



We acknowledge the many vendors and consultants who support our work with their administrative and technological expertise. They help us use our resources efficiently, for the greatest benefit of patients and staff.

Last but not least, none of this would be possible without the invaluable contributions of our employees and volunteers. Patients and families experience their caring touch and expertise when they need it most.

We offer sincere thanks to all of you, and look forward to the coming year as we work together to serve our community.

Mark Oshnock
President & CEO

Mary N. Long
Chair, Board of Directors

Caring

for patients and their families...

...is our mission. Patients tell us that a visit from their home health nurse or therapist is like a visit from a caring friend. We love that they feel that way. Our clinical team knows how important it is to develop relationships with their patients, whether it's for three visits or three years. If you were our patient, we would assess your home situation as well as your health, something that can't be done in a doctor's office. Do you live alone or with a family member? Does your family understand your illness and offer support? If you are a family caregiver are you taking care of yourself as well? All this and more is included in our nurses' initial and ongoing assessments. Technology allows us to offer more complex care in the home than ever before, but the essence of our mission remains the same as it was when Visiting Nurse | Hospice Atlanta began its work 61 years ago: to improve the lives of those we serve.



Living

in the moment...

...can be a challenge when day-to-day responsibilities keep us driving in the fast lane. But when we are faced with a life-limiting illness – our own or a loved one’s – everything stops. The present moment becomes the only thing that matters. Our interdisciplinary hospice team understands this and does everything possible to support patients and families during this time. If someone is in physical pain, we provide customized pain and symptom control. If someone is in spiritual or emotional despair, our chaplains, social workers, and volunteers are there to listen, to comfort. We bring all these services to your home. However, when someone is in an acute stage of their illness, they may be admitted to The Andrew and Eula Carlos Hospice Atlanta Center, our inpatient center that feels like home. If someone is eligible for home hospice care, but for whatever reason cannot be cared for at home, we now offer a new solution -- *CentreCare*. The first of its kind in Georgia, *CentreCare* provides non-acute, inpatient care. It's just one more way we care for you and your family.



Restoring mobility...

...is something our physical therapists do exceptionally well. Most of us move effortlessly when we are young, but then one day you're out running and feel an unpleasant twinge. Along comes the knee replacement. Years later there may be a heart attack or a stroke. Later still, getting in and out of bed becomes more difficult, our bodies become frail, our balance less reliable. Whatever the situation, whatever the stage in life, home healthcare offers more complex and effective treatments than ever before. Our therapists help you gain strength and move again after surgery or a debilitating illness. Our Healthy Transitions™ program helps frail elders in their 70s and 80s age in place successfully, improving the quality of life for them and their caregivers. If you were that individual, we would identify, assess, and coordinate your care and services, and do everything possible to slow down or prevent any further decline. If you did have to be hospitalized, we would help you transition from the hospital or rehab setting back home. Our purpose is for you to feel stable, secure, confident, and empowered in your home setting. We strive to prevent, as much as possible, the necessity for hospital stays and ER visits which supports an important goal: to help hold down healthcare costs.





Remaining *at home...*

...even when we are sick, is what most people want. Frequent trips to the doctor and hospital, while sometimes necessary, can wear a family down physically, emotionally, and financially. That's why home health is such a vital part of our health care system. Imagine you or a family member is recovering from surgery, dealing with a chronic condition such as diabetes, or simply growing frail with age. Then imagine that a nurse, physical therapist, occupational therapist, or nurses' aide knocks on your front door, assesses your health, and empowers you to manage your condition at home. Now, imagine a doctor coming to your or your parents' home. In 2009, we completed plans and received funding commitments to bring back the old-fashioned house call with a program we call Physician Housecall.™ Other advances include state-of-the-art telemonitoring technology. In between visits from our clinicians, patients can check their vital signs and send the results to our home office with the touch of a button. The face of home health is changing rapidly and we are at the leading edge.

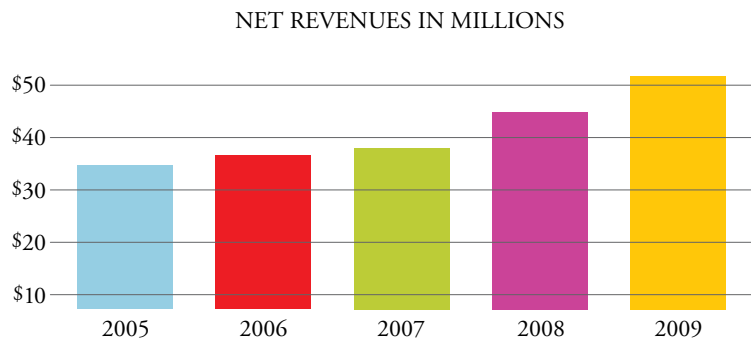
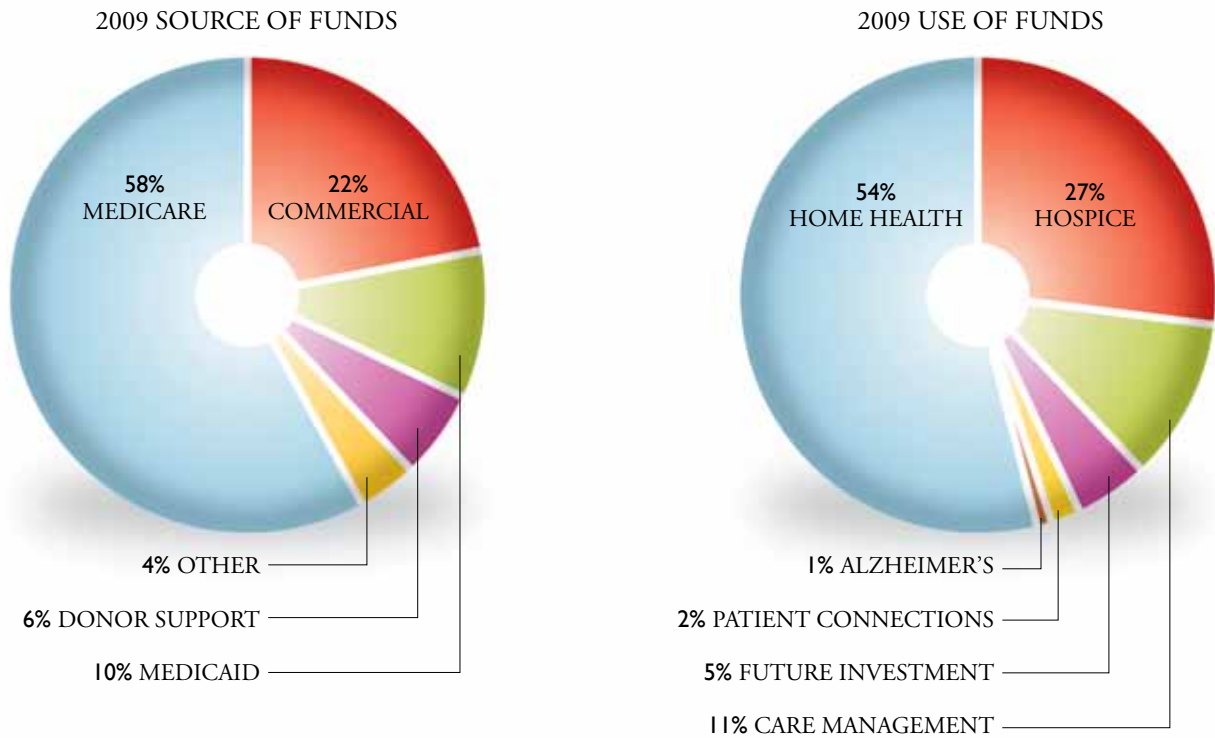
Grieving *for a loved one...*

...who has died is a natural process, but for many people it can be overwhelming. Our experienced bereavement counselors understand. People wonder if they are grieving the “right” way and if their feelings are normal. Our grief counselors know how important it is to cry and talk with caring friends when you feel a need. That’s why we provide bereavement support for families for at least one year following the death; two years after the death of a child. We also offer a free, bereavement support group on the second and fourth Sunday of every month at the Hospice Atlanta Center. Our twice annual bereavement camps, Camp STARS for Families and Camp STARS for Children, also support families during this difficult time. Grief support is just one of the many services that our interdisciplinary hospice team offers 24 hours a day, 365 days a year at the Hospice Atlanta Center or in your home.



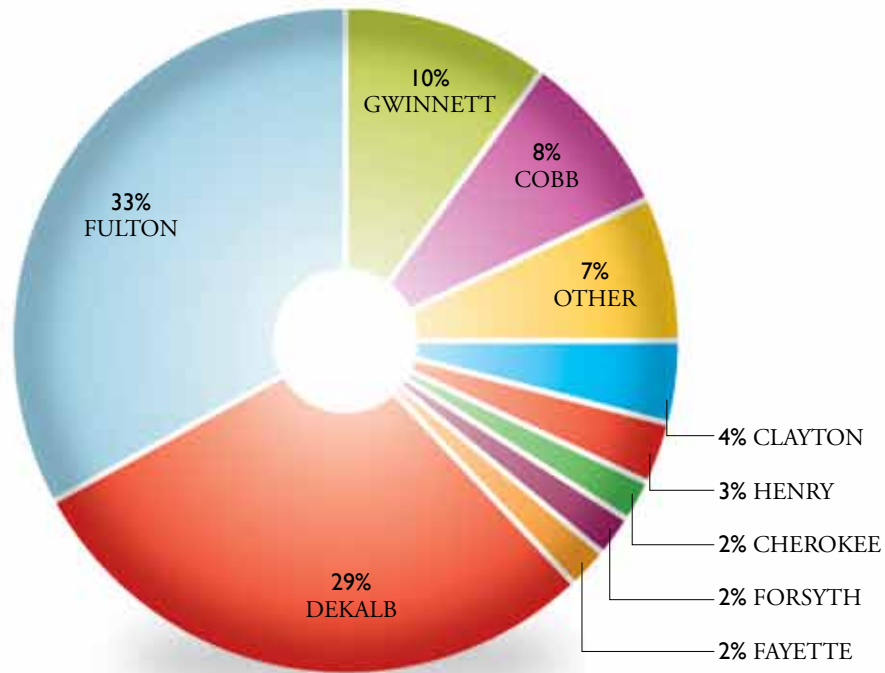
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The cost of comprehensive and specialized care as provided by Visiting Nurse | Hospice Atlanta often exceeds reimbursement received from payer sources such as Medicare, Medicaid, and commercial insurers. The total cost of providing uncompensated services under the Visiting Nurse | Hospice Atlanta charity care program totaled \$2.4 million in 2009. In addition, Care Management Services, a cost reimbursed program, provided \$5.6 million of services in Metro Atlanta in 2009 in collaboration with various government and community organizations. All amounts reflect results for the year ending 2009.

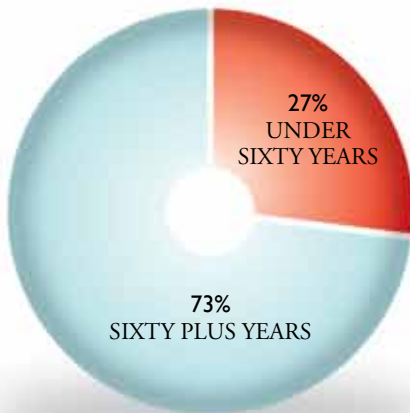


Patient Demographics

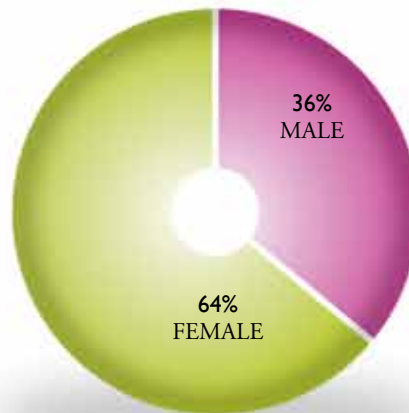
PATIENTS SERVED BY COUNTY



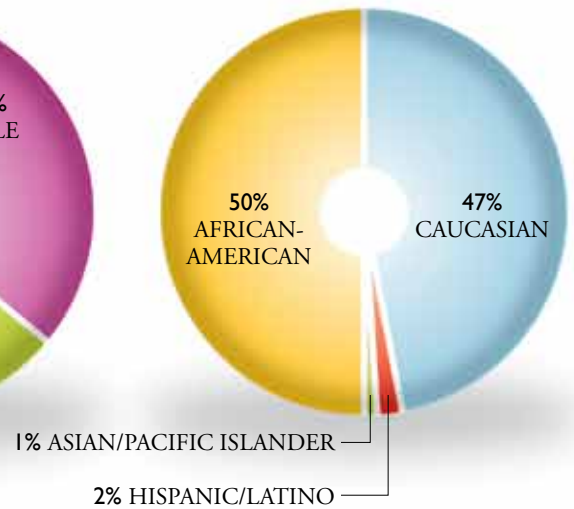
AGE



GENDER



RACE/ETHNICITY



	NUMBER OF PATIENTS SERVED	AVERAGE LENGTH OF STAY (DAYS)
HOME HEALTH	13,674	45
HOSPICE	1,640	33
CARE MANAGEMENT	4,588	1,236
TOTAL	19,902	

Big-To-Do

This popular, annual event at Zoo Atlanta is known for its kid appeal, but this year many grandparents joined the fun as well. Co-chairs Ann Hart Hunter and Charlotte Mills and their committee did a stellar job raising more than \$100,000 in support of The Children's Program. All proceeds go toward the comprehensive medical, emotional, and spiritual care of our pediatric patients and their loved ones.



The Fall Gala

In the Moment: A Celebration of Life welcomed 180 guests to the warm, inviting atmosphere of The Capital City Club in Brookhaven on September 26. The evening honored long-time supporter and Advisory Board member, Liz Levine. A video about Visiting Nurse | Hospice Atlanta's compassionate care was shown for the first time and more than \$200,000 was raised; all proceeds directly support care of more than 20,000 home health and hospice patients annually. We are enormously grateful to the event committee, led by chair Helen S. Carlos, for their dedicated work. Special thanks to our premier sponsors:



NORTHSIDE HOSPITAL

and

Eula Carlos



In 2009, a group of dedicated supporters launched The Chrysalis Club to engage Visiting Nurse | Hospice Atlanta’s next generation of volunteer leadership. This dynamic group will design volunteer, networking, and educational opportunities to build awareness and support for the organization’s critical mission among young community leaders. All Founding Members of The Chrysalis Club commit to an initial gift of \$1,000.

The Chrysalis Club’s first event, “Party with a Purpose,” welcomed 250 guests and raised more than \$15,000 to improve and renovate The Children’s Room at the Hospice Atlanta Center.

Thank you to the Founding Members of The Chrysalis Club:

- | | | | |
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If your name has been omitted or reported incorrectly, please accept our sincere apologies and notify the Office of Advancement at 404-215-6010.

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