



2007 ANNUAL REPORT



VISITING NURSE
HOSPICE ATLANTA

Georgia's Nonprofit Homecare & Hospice Provider

LETTER *from the President & Chairman of the Board*

Dear Friends and Supporters:

Thanks to your support, VISITING NURSE | HOSPICE ATLANTA continues to set the standard for quality in Georgia. We do this by focusing on our mission of delivering compassionate, innovative and cost-effective care management, home health and end-of-life care, and staying true to our vision of being the first place that patients, families, payers and other healthcare providers select when they need homecare or hospice services.

We strive to be a financially strong organization where healthcare professionals prefer to work. As 800 dedicated employees and committed volunteers celebrate 60 years of service, we reflect on our successes and look forward to serving the needs of a growing and aging Atlanta community.

Atlanta is aging faster than most large cities. The senior population will approach one million by 2030. The community's healthcare infrastructure is struggling to keep pace. In 2007, we invested significantly in the quality of our care and in addressing the community's growing need for our homecare and hospice services.

In order to better serve our growing patient populations in Cherokee, Clayton, Cobb, Coweta, Douglas and Fayette counties, we opened field offices in Fayetteville and Kennesaw. We hired a patient advocate to speak with our patients and families throughout plans of care, ensuring that our clinicians meet needs and expectations. We successfully partnered with DeKalb Medical and now have the privilege and responsibility of being their preferred provider of home healthcare. We completed an extensive renovation project at The Andrew and Eula Carlos Hospice Atlanta Center, making it even more comfortable for patients and families, and enhancing the communication between families and our caring team of doctors, nurses, social workers, chaplains and volunteers.

And we launched *Patient Connections*, a three-year campaign to further infuse technology into care delivery to improve patient outcomes, extend the caring reach of clinicians, enhance communication among care team members and raise patient and family satisfaction. Thanks to the overwhelming generosity of our community supporters, we were able to begin implementation of two of the campaign's three components – home telemonitoring and digital wound imaging. Both of these programs are improving outcomes of our patients most at-risk for re-hospitalization.

We experienced many successes in 2007 as a result of our continued investments in quality and access. *HealthInsight*[™], a Quality Improvement Organization, has ranked us as number one in clinical outcomes among Atlanta's comprehensive home health providers and in the top fifth nationally. We provided home health services to 20% more patients at the end of 2007 than at the end of 2006.

In addition, more and more families understand the value of hospice care, in part because of our volunteer Speakers' Bureau outreach at senior living communities, faith groups and similar organizations. Our hospice team is providing compassionate end-of-life care to a growing number of patients – our average daily hospice census increased 13% year to year.

Also in 2007, we were awarded another four-year Community Care Services Program contract in partnership with the Atlanta Regional Commission and contracts with Fulton and DeKalb Counties, allowing VISITING NURSE | HOSPICE ATLANTA to continue providing care management services for low-income clients at risk for nursing home placement.

We offer some of the most cost-effective healthcare being provided in the Atlanta community today. Home health, care management and hospice care are lower cost and patient-friendly alternatives to nursing



homes, hospitals and other institutional settings. We believe our services are part of the answer to the problem of controlling healthcare expenditures in this 21st century. We could not deliver this care without our dedicated employees, volunteers and partners who reach out to the community 24 hours a day, seven days a week.

Our donors, too, appreciate the critical role we play in the community as evidenced by their strong support. Over \$2.4 million has been secured to date for our \$3-million **Patient Connections** campaign. Our special events surpassed expectations, raising over \$500,000, after expenses, for our important programs. The United Way's continued support allows us to serve patients of all ages, diagnoses and income levels. In total, our individual, foundation and corporate partners contributed or pledged over \$5.3 million in 2007. We thank all of our community partners for their encouragement, guidance and support.

In many ways, our donors look for the same things that for-profit investors do: a wise use of invested funds, positive results, financial stability and prudent planning for the future. In both 2006 and 2007, we generated positive cash flow and net income. We also prepaid \$1 million of a bank loan, reducing our outstanding debt to \$3.8 million, and increased our operating reserves to \$8.5 million. We project positive operating results in 2008 due to improved reimbursement rates for home health services from our commercial partners and a solid business plan that focuses on strengthening existing services and selectively

launching clinical programs needed by our community.

Our single largest initiative in our 60th anniversary year will be the implementation of new point of care technology, the third component of our **Patient Connections** campaign. The new technology will allow our clinicians to spend more time with patients and less time with paper-work, improve care team communication and oversight and, most importantly, increase both patient and clinician satisfaction.

In addition, we will continue to increase our capacity to deliver services to Atlanta's exploding senior population. We will expand our work with senior living communities whose residents and their families need help coordinating their efforts to age well, manage health conditions and access appropriate medical care while living in their home setting as long as possible. In the periphery of our service area, we have plans to increase the number of clinicians serving patients and to begin discussions with community leaders about expanding our inpatient hospice capabilities.

We are extremely grateful for the role our dedicated team, grateful patients and loyal supporters play in our progress and look forward to serving Atlanta for another 60 years.

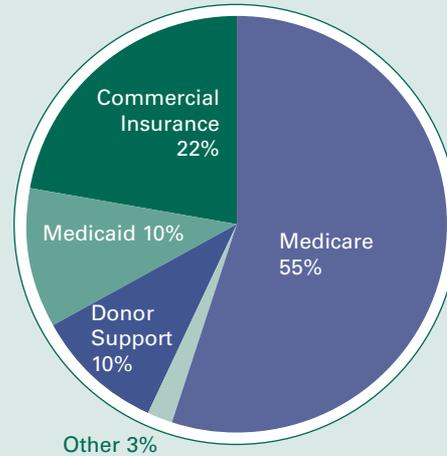
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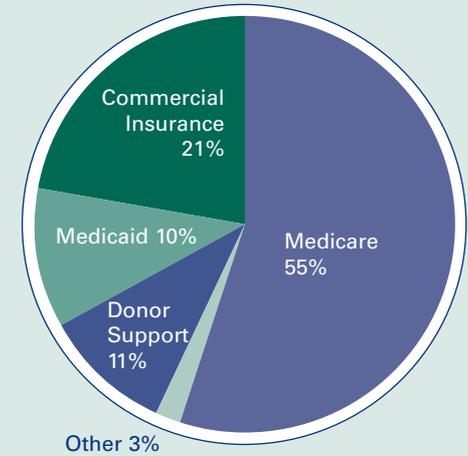
FINANCIALS

The cost of comprehensive and specialized care as provided by VISITING NURSE | HOSPICE ATLANTA often exceeds reimbursements received from payer sources such as Medicare, Medicaid and commercial insurers. The uncompensated services provided under the VISITING NURSE | HOSPICE ATLANTA charity care program totaled \$1.1 million and \$949,000 in 2007 and 2006 respectively. In addition, Care Management Services, a cost-reimbursed program, provided \$4.8 million and \$4.4 million of services in metro Atlanta in 2007 and 2006 respectively, in collaboration with various government and community organizations. All amounts reflect results for the year ended December 31st.

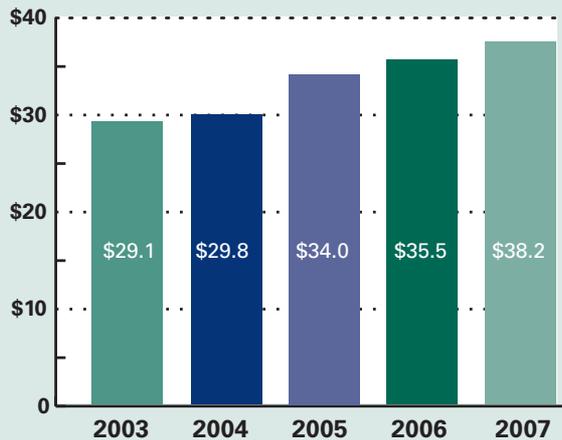
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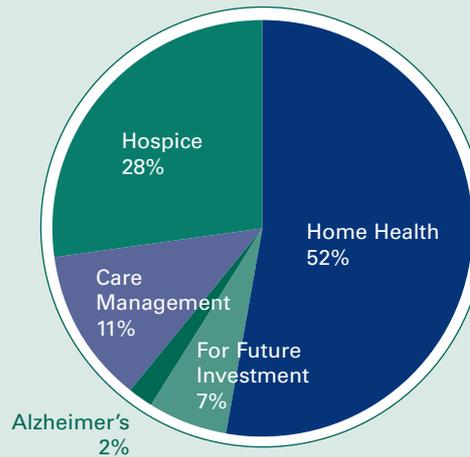
2007 SOURCE OF FUNDS



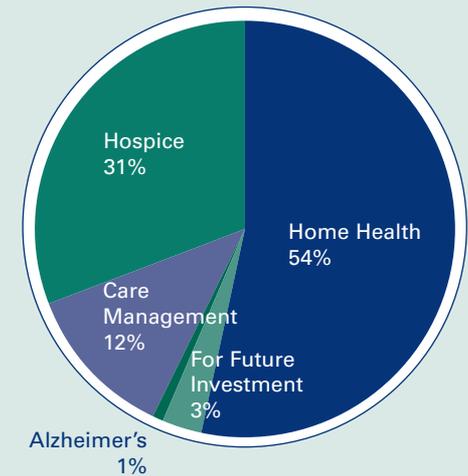
NET REVENUES (in millions)



2006 USE OF FUNDS



2007 USE OF FUNDS



SPECIAL EVENTS

The 20th Annual **HOSPICE ATLANTA GALA** in October raised more than \$470,000 in support of the medical, emotional, and spiritual care we provide to our hospice patients and their families. This event celebrated the “Seasons of Life” while honoring longtime board member and volunteer Dot Cohen. We extend our deepest gratitude to Genuine Parts Company for their exemplary leadership and their generosity as Presenting Sponsor. We would also like to thank the Gala Committee and the following major corporate donors (\$5,000 and above) who contributed to the Gala’s success:



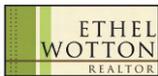
“For The Best Planned Party In Town”



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Over 1,300 parents, grandparents and excited children gathered at Zoo Atlanta for the **BIG-TO-DO** in April. This family centered event raised \$150,000 to support The Children’s Program and the comprehensive care **VISITING NURSE | HOSPICE ATLANTA** provides to its youngest patients and their families. The 2007 event theme “Go Bananas” was highlighted with monkey art by Anne Hathaway. We would like to thank The Columns Group for their generosity as Presenting Sponsor and the following major corporate donors (\$2,500 and above) for their support:



IN RECOGNITION

VISITING NURSE | HOSPICE ATLANTA fulfills its mission in the community thanks to you, our loyal contributors. We appreciate all of our generous donors. Here, we recognize contributors who gave a cumulative total of \$1,000 or more in 2007.

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