



# 2020

## THE YEAR OF THE NURSE



# Dear friends of Visiting Nurse,

A year for the record books is an understatement when talking about 2020. At VNHS, we were off to a record start, then mid-March hit with a global healthcare pandemic, and forced change came fast for us all, both professionally and personally. Information overload, constant risk of infection, confusion on how to stay safe, we watched as chaos and fear suddenly became the “new normal.”

At VNHS, COVID-19 definitely gave new meaning to our VNHS tagline “Health Begins at Home,” as people’s homes took on a new meaning in 2020. Homes suddenly became offices, daycares, schools, and yes, even hospitals and doctor’s offices. But for VNHS, this wasn’t new! We were well-prepared and experienced at bringing care safely into the home, having done so for over 74 years. We weren’t without challenges, however, mostly in staffing. As 2020 was named Year of the Nurse, it brought to the forefront the monumental shift in healthcare recruiting and staffing with a nationwide nursing and CNA shortage. Healthcare organizations began lacking clinicians needed to safely care for patients in our community. This continues to be a challenge today.

As with any crisis, the most resilient organizations dig deep, and emerge stronger. Although challenges came swiftly, VNHS was able to maintain focus on delivering quality care safely in patients’ homes, and care for our community. We were able to keep patients out of the over-run hospitals, serving over 11,000 patients in 2020, and offered \$1.14 M in charitable care to our Atlanta community. By serving over 500 COVID patients, we were able to help them heal at home safely, while freeing those beds at our hospital partners for other purposes.

Proudly, we were able to carry out our mission during this critical time. We literally could not have done this without your support, our community, that values and believes in our mission, to bring quality care to the most vulnerable Atlanta communities. We know COVID is not over for healthcare organizations, so it is with that in mind that we continue to reflect and ask our community: What does Atlanta need from Visiting Nurse today and into the future?

We’d like to thank you again for your unwavering support and for choosing us to support the community’s choice for home health care. We needed you this year, and you were there for us.

**DOROTHY DAVIS**  
**PRESIDENT & CEO**



**CHERYL VENABLE**  
**BOARD CHAIR**





# MISSION

To Improve The Lives Of Those We Serve

## VALUES

### RESPECT AND INTEGRITY

We practice the highest ethical standards and honor our commitments. We are fair, transparent, honest and person-centered in all our actions. We value the beliefs and opinions of our diverse community, including patients, clients, their families and caregivers, our volunteers, our staff, our donors and our partners.

### EXCELLENCE

We are committed to delivering the best outcomes and highest quality service through the dedicated efforts of every team member. We are committed to continuous improvement in all that we do and strive to be leaders for others to emulate.

### STEWARDSHIP

We enhance the lives of those we serve through responsible planning and management of the resources entrusted to us with each of us contributing toward a shared purpose.

### CARE

We will provide compassionate person-centered care while respecting individual physical, emotional and spiritual needs.

## VISION

To be the first place patients, families, payers and other healthcare providers select when they need healthcare services at home.

To achieve patient and employee satisfaction scores and clinical outcomes within the top 10 percent of all home healthcare providers in the U.S.

To continue to invest in our strong community partnerships, coordinated care solutions, top-performing workforce and innovative technologies to improve affordability throughout the healthcare continuum.

To be a financially strong organization where healthcare professionals prefer to work.





# MISSION IS WHAT MATTERS

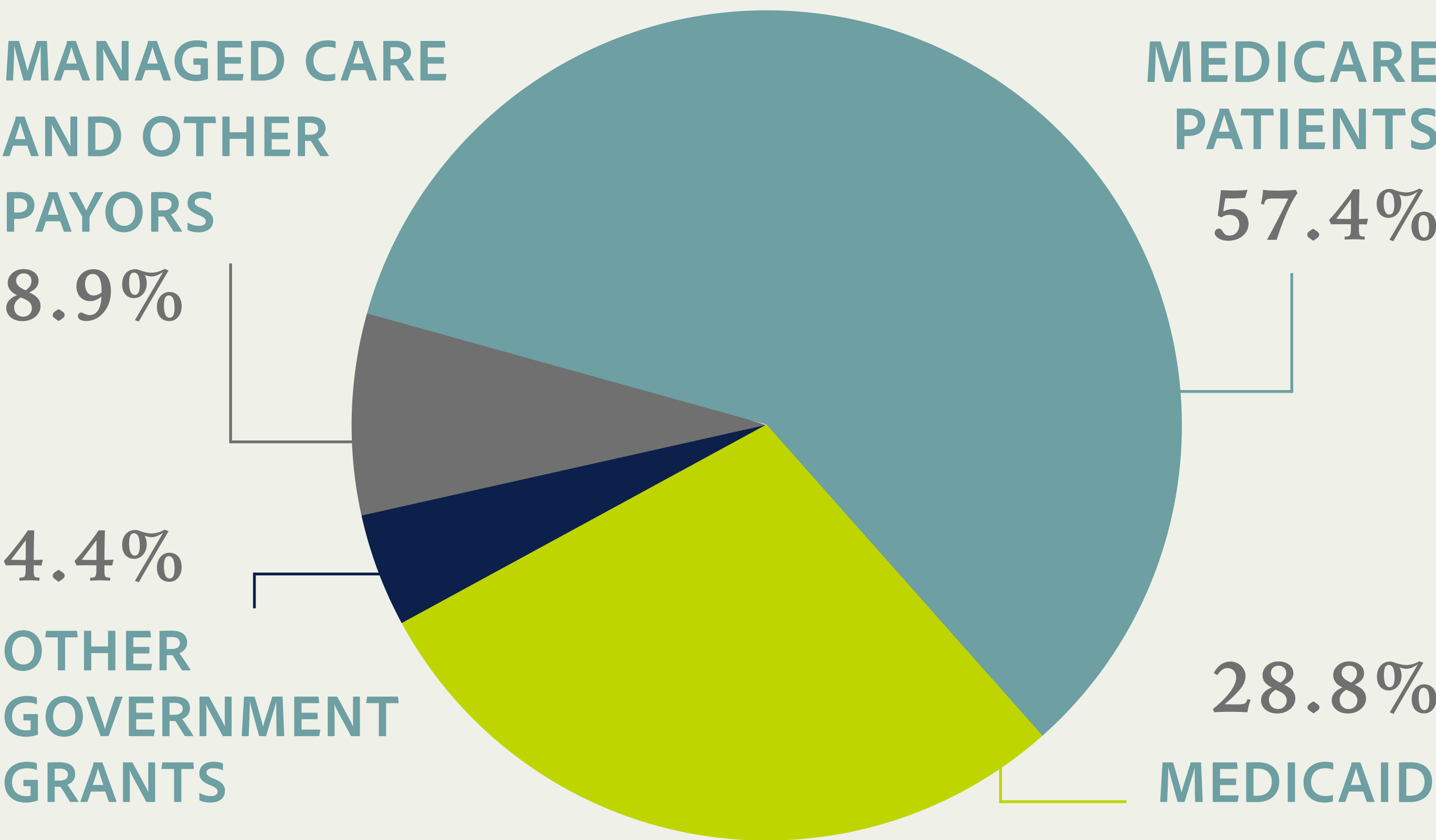
VNHS INVESTED 94.3% OF OUR CHARITABLE CONTRIBUTIONS INTO DIRECT PATIENT CARE.

In a time when the world was isolated, VNHS stood by its mission “to improve the lives of those we serve.” Our vendors came through in ways that most couldn’t, equipping our team to continue being the partner our community has always known us to be.

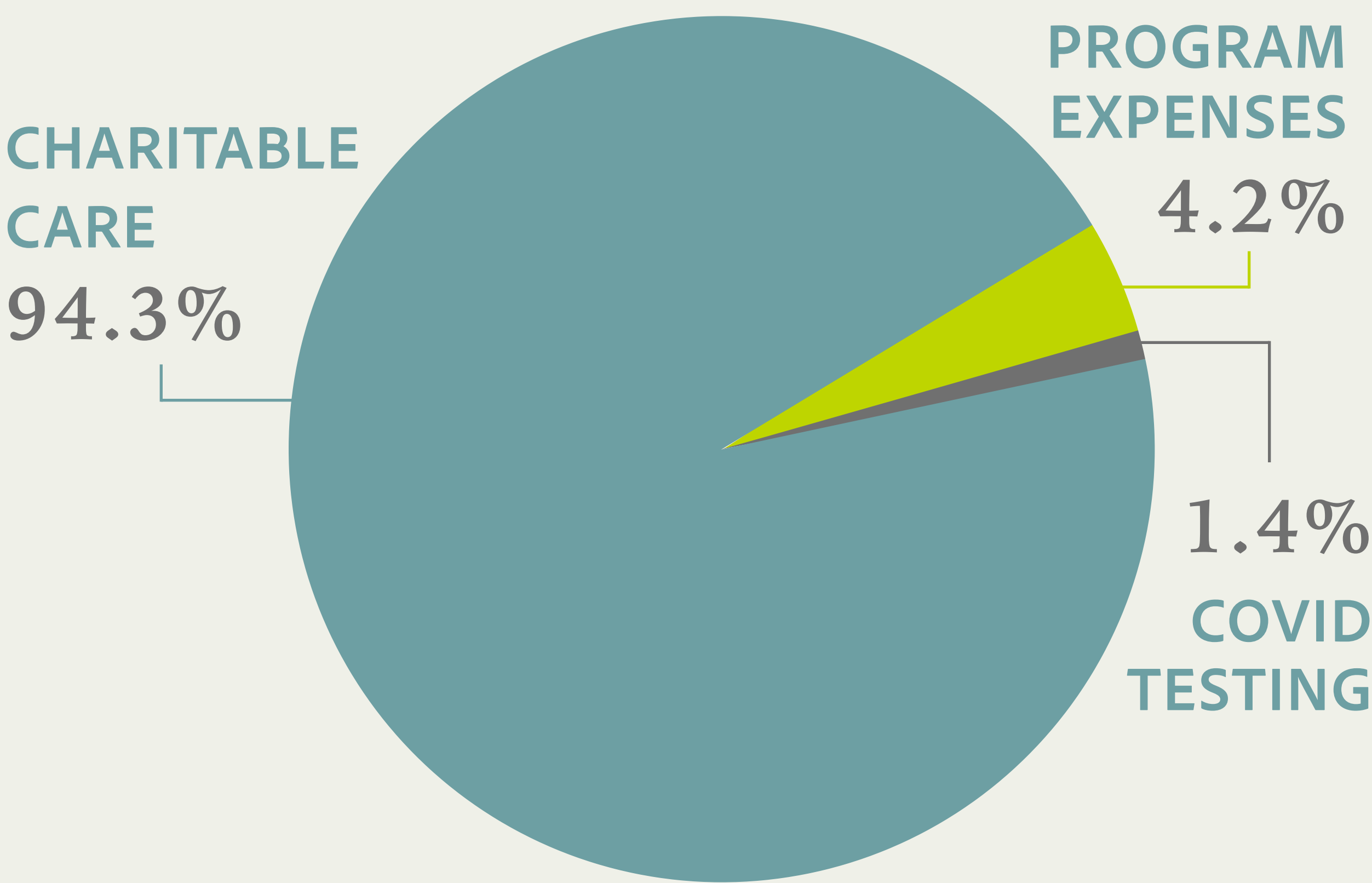


Medical supplies costs  
**increased 50%**  
in 2020, primarily for PPE

## Source of Funds



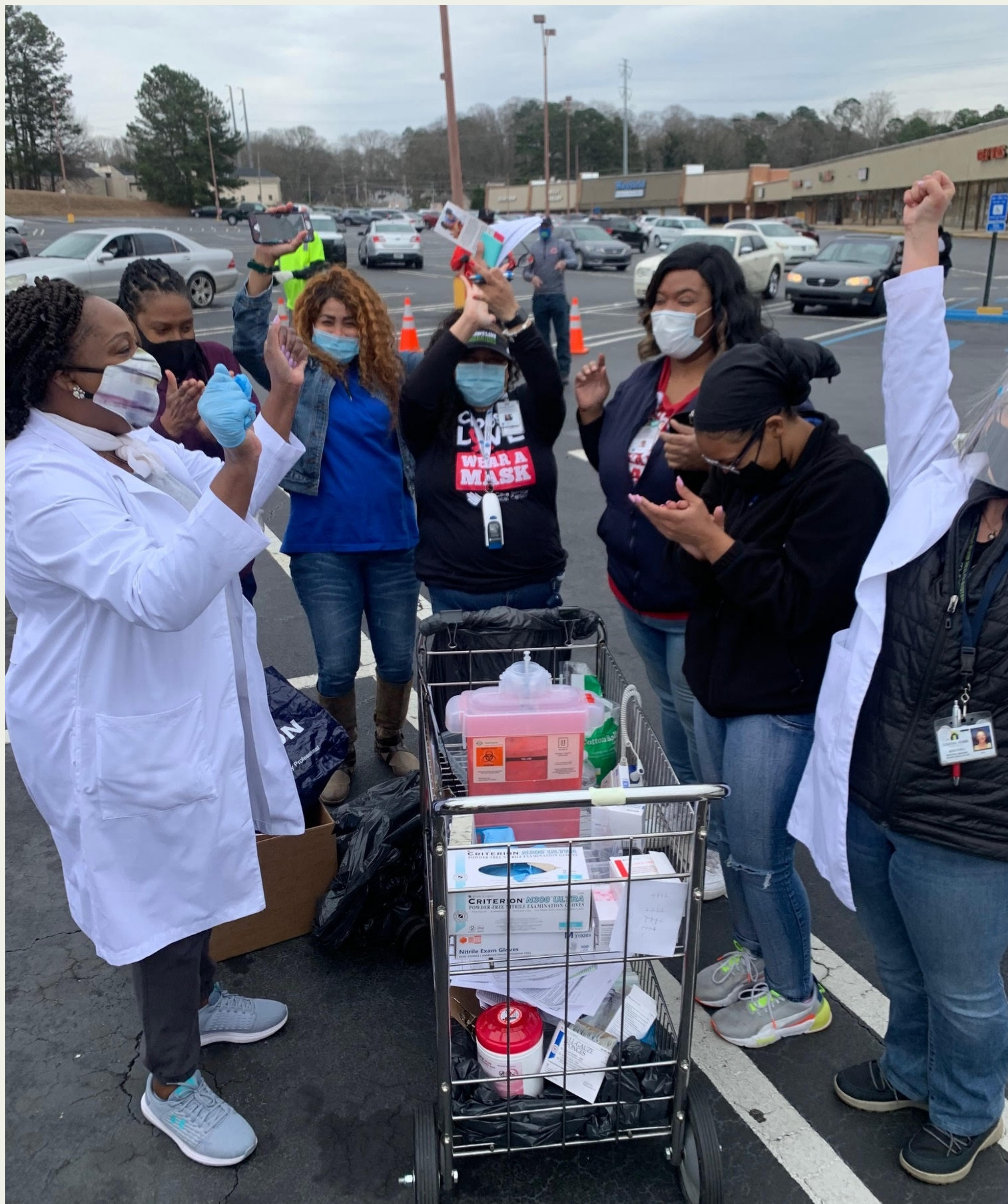
## Use of Funds



In 2020, VNHS delivered  
**\$1.15 million**  
in charitable care





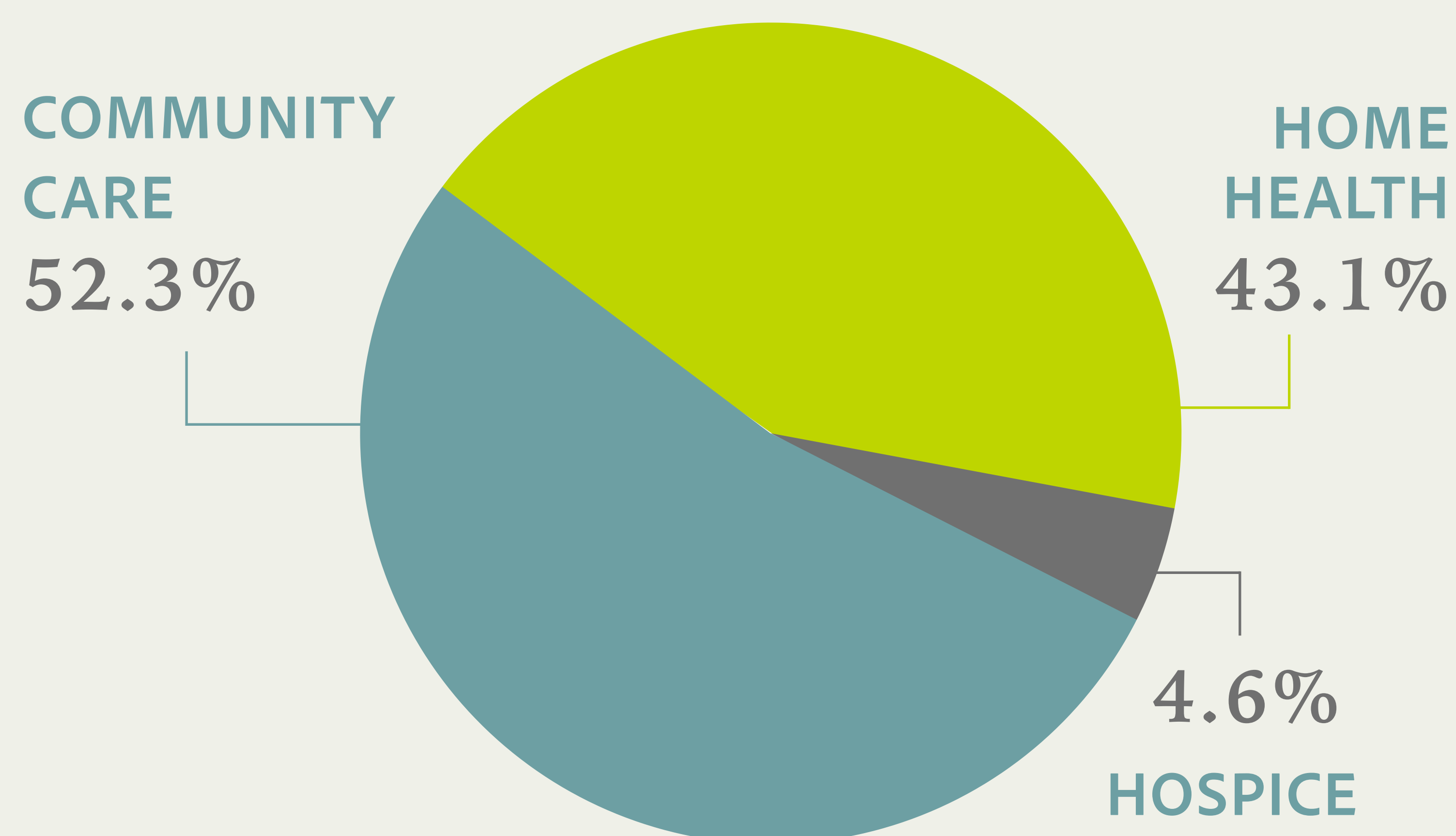


# CARING THROUGH COVID

VISITING NURSE SHOWED UP FOR THE ATLANTA COMMUNITY WHEN THEY NEEDED US MOST.

Whether it be holding clinics in the snow or caring our patients in the comfort of their homes, our team of clinicians did what many couldn't. By invoking a strong process of protection and prevention, Visiting Nurse was able to not only serve patients through the pandemic, but be the only comfort some of them had.

## Patient Census



11,344

unduplicated patient census

507

COVID-19 patients



## NAVIGATING UNCHARTED TERRITORY

Due to a state mandate, our Community Care team was unable to do in-home visits, however, they went above and beyond to remain connected and providing the care and support our clients/members needed, throughout 2020.

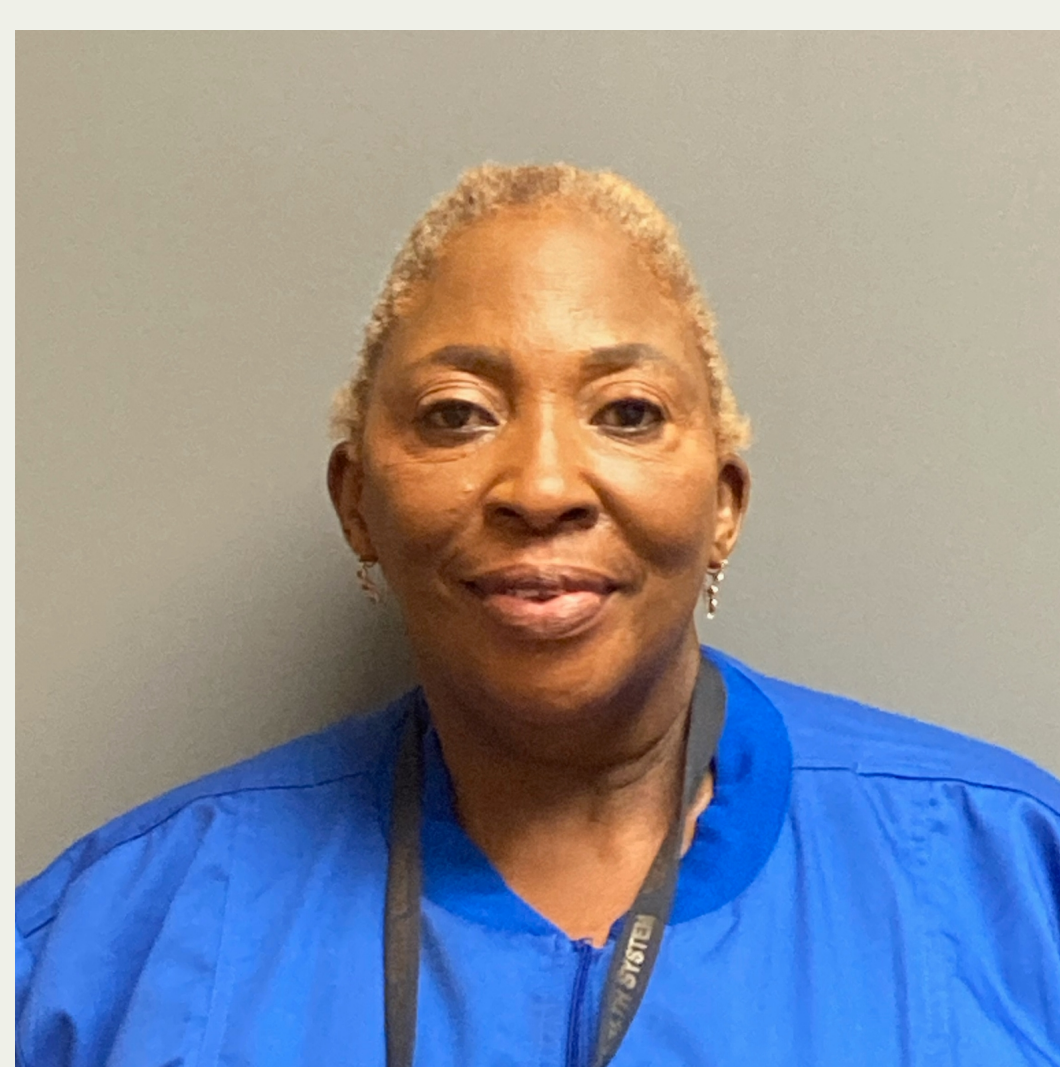




# PEOPLE AND PREVENTION

## NOT ALL SUPERHEROES WEAR CAPES

As Georgia's largest and oldest home health and hospice provider, when COVID hit, it was mission-critical that we took all possible preventative and protective measures we could to continue delivering VNHS' legacy patient-centered care to our patients, clients, and members during this unprecedented healthcare crisis. Knowing our clinicians were the true superheroes in 2020, as they fearlessly continued care, entering the homes of the most vulnerable, during the most vulnerable times, putting themselves and their families at risk each day. With no cure in sight, it was imperative that VNHS fought hard for our clinicians and remained hyper-alert and fluid, in order to effectively respond to ensure the balance between patient care, employee health and overall financial health of the organization remained in balance at all times. Our clinical and operational teams pulled together with laser focus and 74-year, mission-driven passion, to carefully serve patients through barriers of limited protective resources and an emergent deadly virus spreading fast. Prevention and precaution drove VNHS' employee-related focuses to include, securing a 90-day supply of PPE, purchased BinaxNOW testing, coordinated vaccine sites with pharmacy partners for employees, family, medical partners and our senior community.



“ VNHS is a great place to work, I enjoy working with our patients. I do what I do from my heart. Some of these patients do not have anyone to help them but me, and I love being there for them, I know they need the help. That is why I go out of my way to see our VNHS patients anytime, because I love giving them what they need.

**OLA OJOMU, HOME HEALTH AIDE**

“ The physical and occupational therapists are very nice and knowledgeable of their job. The personal care aide was very nice and professional.

**VNHS PATIENT**





# OUR COVID JOURNEY

JAN 2020	●	21st: CDC confirms first US Coronavirus case
FEB 2020	●	VNHS joined local and national partners in monitoring COVID-19 and its affects
	●	11th: The World Health Organization announced “coronavirus disease 2019” as the official name for the outbreak initially identified in Wuhan, China
MAR 2020	●	COVID-19 infections began spiking worldwide
	●	2nd: Georgia’s first cases of COVID-19 confirmed in Georgia
	●	14th: Georgia Governor Brian Kemp declared Public Health State of Emergency for COVID-19 <i>Georgia’s State of Emergency was extended each month for the duration of 2020</i>
	●	16th: Georgia public schools closed
	●	23rd: “Shelter in Place” implemented in Georgia, VNHS ready with tele-visits for patients
	●	27th: Trump signs CARES Act into law
	●	To ensure health and safety, VNHS implemented many protective measures, including: <ul style="list-style-type: none"><li>• COVID Task Force named</li><li>• Implemented COVID testing process for employees, patient, and partners</li><li>• 80% administrative staff tele-work strategy through VNHS’ work-from-home policy</li><li>• Ensured transparency and safety through increased communications</li><li>• Developed PPE inventory and ordering process securing 90-day back up supply</li><li>• Developed COVID employee and clinician guides, and patient educational tools</li><li>• Developed virtual bereavement program</li><li>• Telemedicine introduced for patients, clients, members and families</li></ul>
APR 2020	●	1st: Gov. Kemp closed schools for remainder of 2019-2020 school year
AUG 2020	●	23rd: FDA approved the first COVID-19 vaccine
NOV 2020	●	6th-8th: Hospice Atlanta’s first-ever Virtual Camp STARS bereavement camp
DEC 2020	●	VNHS announced first COVID-19 vaccine clinic available for employees and seniors, in conjunction with community pharmacy partners in January







VNHS | Hospice Atlanta  
5775 Glenridge Drive NE  
Suite E200  
Atlanta, GA 30328  
[www.vnhs.org](http://www.vnhs.org)



## JOIN US

A donation, of any size, made to Visiting Nurse helps us bring quality health care and hospice services to more patients in the safety of their home.

**\$50 COVERS 1 Hour Of In-Home Geriatric Care**

**\$75 COVERS 1 Day Of In-Home Palliative Care**

**\$100 COVERS 1 Hour Of In-Home Health Care**

**\$150 COVERS 1 Day Of In-Home Hospice Care**

**\$200 COVERS 1 Day Of Private Duty Care**

**To make a donation:**  
Contact VNHS Advancement Department at 404-215-6172  
or visit [www.vnhs.org](http://www.vnhs.org)