



VISITING NURSE
HEALTH SYSTEM

GROWING OUR IMPACT



2021 ANNUAL REPORT

WWW.VNHS.ORG

FROM THE BOARD CHAIR & PRESIDENT/CEO

The Silver Lining

Dear Friends,

We were hopeful that 2021 would not begin with COVID-19 at the forefront, but again we spent last year navigating turbulent waters as a result of the ongoing pandemic. As Visiting Nurse Health System counts down to our 75th anniversary, we recognize that no individual or organization sustains 70+ years without navigating a few of life's "ups and downs" along the way. Because of friends like you, our dedicated staff, and a sound Board of Directors and Emeritus Board, I'm proud to share with you that 2021 was one of the "ups" for Visiting Nurse. We found the silver lining through the cloud of COVID-19.

Enduring the pandemic's ongoing impact and creating some semblance of a "new normal" is especially hard for our patients and their families who are facing life-threatening illnesses and end of life, and who have limited support and resources. But proudly—and with your support—our time-honored staff remained on the front lines delivering compassionate care and comfort to our patients and their loved ones. Our team provided a dose of consistency, peace and normalcy to those living through their most vulnerable moments.

Delivering exceptional patient care in the comfort of one's home is at the core of our mission. This takes commitment, shown in 2021 by our dedicated staff driving over 1 million miles to care for patients in their homes. And despite nationwide healthcare staffing challenges—particular in nursing—we have maintained a core dedicated team of nurses and therapists who are motivated and committed to our mission. As one of the few non-profit healthcare providers in Georgia, our successes in 2021 allowed for our clinicians to deliver on our mission, and to increase our capacity to welcome more Georgians into our care.

Each of you are at the very core of 2021's successes; our friends and supporters, and our dedicated employees. As you look through these pages of smiling faces, and read about the growing impact you've helped this organization achieve, we hope that you are as proud as we are of the care we've provided to our community members most in need.

With gratitude,



Cheryl Venable
Board Chair



Dorothy Davis
President & Chief Executive Officer

OUR FAMILY OF SERVICES



PROVIDING CARE IN

31

COUNTIES IN
GEORGIA

Founded in 1948, Visiting Nurse Health System is Georgia's largest and oldest nonprofit home health and hospice provider. We offer a full continuum of home healthcare, aging services and hospice care to patients and families.

Our clinical teams are certified nurses, therapists, social workers, aides, chaplains and volunteers who provide the best care possible to every patient. Visiting Nurse is Medicare and Medicaid certified.

- HOME HEALTH
- HOSPICE ATLANTA
- COMMUNITY CARE
- SENIOR LIVING
- PALLIATIVE CARE
- PRIVATE HOME CARE

Our mission is to improve the lives of those we serve.

SERVED MORE THAN

11,500

PATIENTS IN 2021

STAFF DROVE MORE THAN

1 Million

MILES IN 2021 TO CARE FOR
PATIENTS IN THEIR HOMES

APPROXIMATELY

450

NURSES AND STAFF

40%

STAFF HAVE MORE THAN
5 YEARS TENURE

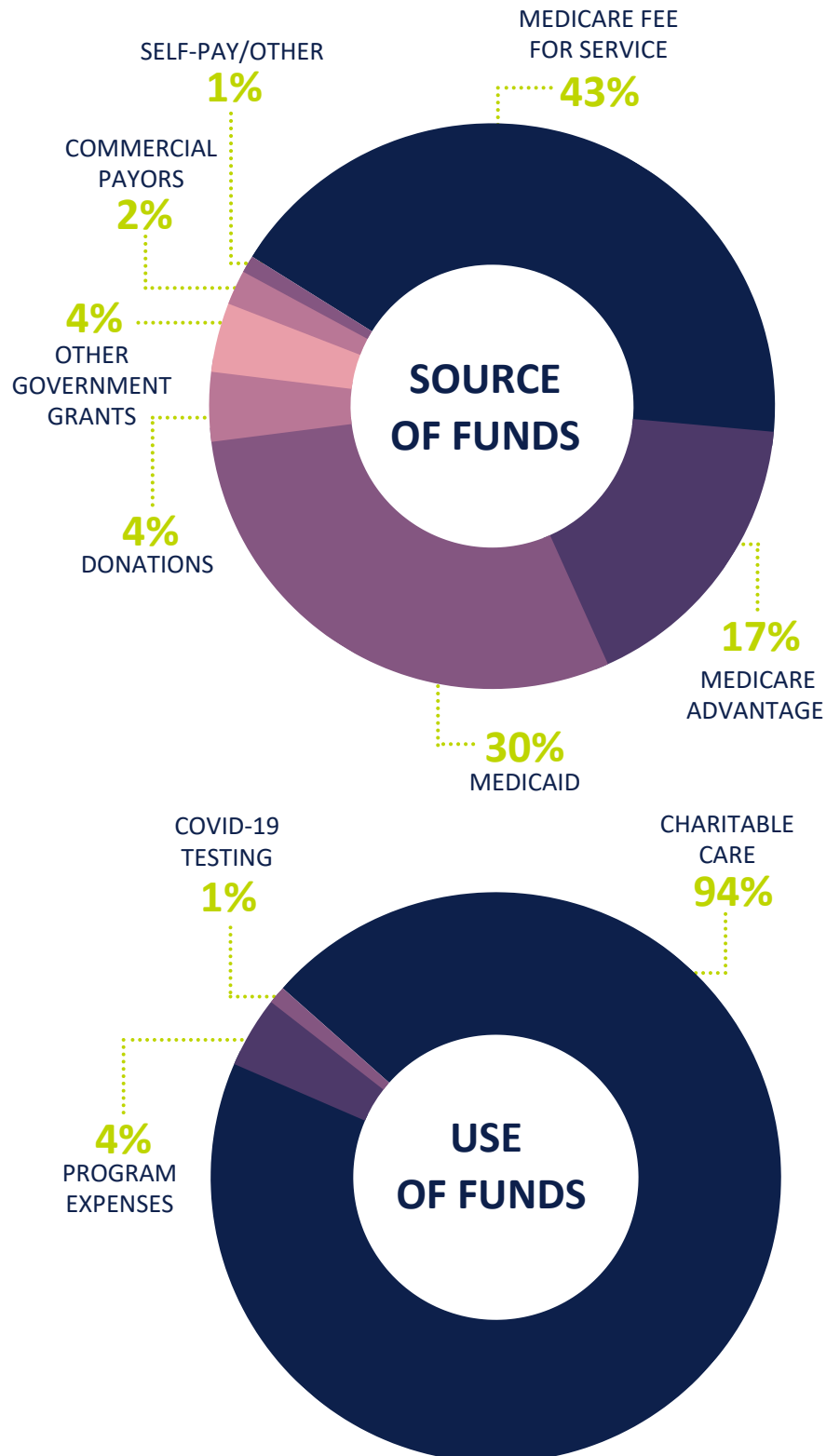
FINANCIALS

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. As Georgia's non-profit, in-home healthcare safety-net provider, in 2021 we're proud to have delivered more than \$1.2 million in charitable care.

IN 2021, VISITING NURSE
DELIVERED
**\$1.2
Million**
IN CHARITABLE CARE

MORE THAN
\$602K
IN UNMET
CHARITABLE NEED

IN 2021, VISITING NURSE
INVESTED MORE THAN
94%
OF CHARITABLE CONTRIBUTIONS
INTO DIRECT PATIENT CARE



OUR PEOPLE: THE HEART OF VISITING NURSE

Since September 1948, Visiting Nurse has been providing essential in-home health and hospice care to the highest acuity patients throughout Atlanta and beyond, regardless of zip code, care needs, insurance or payor source. Our time-honored, unparalleled commitment to our patients, employees, volunteers, supporters—our people—has been, and will always be, the heart of what drives us each day.



Patient-First Care

There is no better way to know how our clinical care is than feedback from patients and their families.

“ Alfie has been my case manager for several years, and it was nice to have a consistent case manager for a long length of time. I appreciate knowing exactly who to contact.

—Community Care Client

“ Mariah is an exceptional nurse, and I could bet she has magical hands. As soon as she started seeing me, my wounds began healing. She is an awesome nurse!!

—Deborah, Home Health Patient

Greater Care Impact

Performance in 2021 was undoubtedly impacted by the continuing effects of COVID-19. We saw spikes in clinicians and associates on quarantine, changes in our referral patterns, patients delaying care, elective procedures decline, return and decline again and through it all, we still exceeded/met our projected budget in 2021.



“ My Home Health nurse has restored my faith in nurses. I did not know such great nurses are still out there. If I could give her a million dollars I would. She is exceptional!

—Home Health Patient

COMMUNITY CARE

50%

HOME HEALTH

40%

11,344

UNDUPLICATED PATIENT CENSUS

507

COVID-19 PATIENTS

HOSPICE

5%

5%

PALLIATIVE CARE



Caring for Those Who Care

Our employees are at the very foundation of delivering Visiting Nurse Health System's unprecedented home health and hospice care for patients and our community. Staff members consistently demonstrate their selflessness and willingness to go above and beyond in order to deliver compassionate care and companionship to our patients, especially over the last two and a half years when our patients needed us most. We held employee appreciation events all year long for each of our many clinical and administrative teams.

Our team members demonstrate a genuine passion to help those entrusted to our care. It's clear that this isn't just a job—it's a calling.

—Dorothy Davis
President & CEO
Visiting Nurse Health System



Helping Hands to Help Our Community

Despite the impact of COVID-19 on the ability for our volunteers to go into patients' homes, volunteers have continued to play an important role in supporting our patients. In fact, this year, Visiting Nurse has taken the important foundational steps to broaden the reach of our volunteer services program from serving just Hospice Atlanta to supporting all six lines of clinical services.

For greater community impact, we welcomed a new volunteer coordinator who is spearheading the efforts of volunteers returning to visit patients in their homes, while expanding our current program opportunities available to those who seek our services or meaningful ways to volunteer and support our mission, including *Camp STARS*, *We Honor Veterans* and *Pet Peace of Mind*.



www.vnhs.org/get-involved/volunteer

PARTNERS IN HEALTH

Visiting Nurse did not get here on its own. It takes many supportive networks of relationships to continue sustained community impact and to fulfil our mission. We would not be where we are today, over 74 years old, without our many instrumental partners—a few of which are below—that come together to support our common goals to deliver exceptional high-quality care to those most in need.

Hospital Partners

To offer a true care continuum of care, we have established valuable relationships with Atlanta's finest hospitals, including Grady, Emory and Piedmont.



Grady Health System and Visiting Nurse Health System are essential to metro Atlanta healthcare, especially the most vulnerable patients. Grady looks to Visiting Nurse to solve healthcare-at-home needs for our patient population.

*—Dr. Lawrence Sanders, Sr. Vice President
Care Management and Utilization Review, Grady
Former AMA President 2014*

Serving Older Adults

We are proud to partner with organizations like A.G. Rhodes, Resurgia and JenCare as we work together to deliver exceptional care to the senior community.



My Visiting Nurse Case Manager, Betsy, loves to help you. Every time I call, she will call back as soon as possible. I love her. She cares about the elderly.

*—Visiting Nurse Client
Home and Community Based Services
Community Care Division*

FRIENDS & SUPPORTERS

Thank you to all of our friends and supporters who advanced our mission this year. Your charitable donations helped this organization deliver quality care to the homes of those who would have otherwise gone without the health and hospice care they deserve.

Alfred G. Adams	Felicia Powell	Lethea Q. Mitchell	Robert Conners
AmazonSmile Foundation	Fidelity Charitable Gift Fund	Linda R. Ruben	Robert D. Lynn
America's Charities	Floyd D. Ackerman	Lindsey Bissinger	Robert F. Craig
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Andy J. Giaccone	Fred Smith	Lois Colvin	Robert T. Korski
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Thank you for all of your support and assistance. Your entire staff has been wonderful, and I'm speaking on behalf of our family.

—Son of Hospice Atlanta Patient

YOUR SUPPORT ENABLES OUR MISSION

In 2021, Visiting Nurse delivered upwards of \$1.8 million dollars of true “charitable” care, of which \$602,000 was without a funding source. To understand our challenge and depth of our mission, true “charitable” care means that Visiting Nurse provided health care and hospice services to patients that most likely will otherwise go unserved. Often, these are patients are turned away from other health care providers because they are expensive to treat and yield little financial incentives. Visiting Nurse is proudly the in-home health and hospice safety net for this vulnerable population, and there is an INFINITE need in our community for such services and care.

Knowing in 2021 that 94% of Visiting Nurse’s charitable contributions were invested into direct patient care, please join our mission. Donate to provide care for those in need and know that your charitable contributions enable us to serve all patients regardless of illness, insurance coverage or ability to pay. You can also make your donation in memory or honor of a loved one. As a nonprofit, 501(c)(3) organization, all donations are tax deductible to the extent provided by law.



“The Hospice Atlanta caregivers were professional and informative. Thank you.”

—Family of Hospice Atlanta patient

Make a Donation

Donate online at www.vnhs.org. To donate by check, or to contact us with questions:

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Visiting Nurse Health System | Hospice Atlanta
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Atlanta, GA 30328
404-215-6172

LEADERSHIP

Our Board of Directors holds an important position for the governance and mission of Visiting Nurse Health System. Volunteering their time and expertise, we are grateful for their generosity, service and commitment.

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