

Celebrating 75 Years of Caring



2023 IMPACT REPORT

Leading with Vision

Growing our Impact



Dear Friends and Supporters,

As we reflect on the past year, beginning in September with our 75th year of caring for all Georgians, the Board of Directors and staff of Visiting Nurse Health System is filled with immense pride and gratitude. Though much has changed over the last 75 years, our mission to provide compassionate, high-quality care to our patients and their families has remained steadfast. We are humbled by the support and dedication shown by our community, employees, and volunteers, which has enabled our legacy of excellence and positioned us for greater impact.

This year has been marked with significant achievements and milestones. Of note, our Palliative Care Division expanded its services to support more patients throughout their healthcare journey in need of services while navigating critical illnesses. Additionally, this year we've expanded to now serve 57 more counties throughout the state, allowing us to accommodate more people who need home health, hospice care, and other aging services so they can maintain the highest quality of life for as long as possible in the comfort of their homes. Throughout our progress and the challenges that sometimes come with growth, our dedicated team of healthcare professionals has continued to demonstrate an unwavering commitment to quality while expanding our mission. For example, in 2023 our Hospice Atlanta program moved its quality ratings from a 2-star to 4-star agency.

Looking ahead to our future, we are excited about the opportunities to further our impact. We are committed to enhancing our programs, developing more innovative solutions to help more Georgians who need us, and fostering partnerships that will enable us to continue advancing exemplary care, championing health equity and equality for all. None of this would be possible without the generous contributions from our donors, the hard work of our staff, and the trust of the patients and families we serve. Together, we will continue to build a future where every individual in Georgia has access to the compassionate, quality care they need and deserve.

Thank you for your support and belief in our mission. We look forward to another year of growth, compassion, and excellence.

Warm regards,

A handwritten signature in cursive script that reads 'Dorothy'.

Dorothy Davis
President & Chief Executive Officer



A handwritten signature in cursive script that reads 'Nicole'.

Nicole Keaton Hart
Board Executive Vice Chair



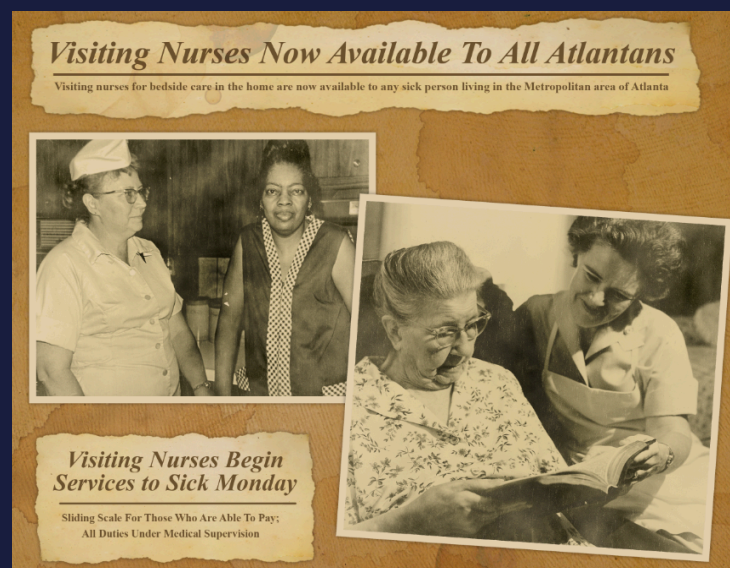
Legacy of Health Equity

We Care for All

With a legacy of providing exceptional health and hospice care in the homes of Georgians for 75 years, our unwavering commitment to offering equal access to care has never been stronger. Health equity and equality is not a new concept to Visiting Nurse. It's been part of our foundation since we served our first patient in 1948.

Health Equity for Long-Term Sustainability

The healthcare landscape has changed significantly since our humble beginnings, and so have the care and needs of the people we serve. Metro Atlanta's census in 1948 of 300,000 has grown to over six million today. We know we can't address this growth alone. Partnering with other providers and organizations will become even more essential in our commitment to ensure each Georgian has equal access to the care they need and deserve. We are honored to work alongside many community partners to not only address immediate needs, but to also set the stage for long-term sustainability, paving the way to a more equitable, healthier future for all.



To further our commitment, this year we appointed our first ever Vice President of Health Equity, Laura Prough. With the help of our leadership, we also established our Health Equity statement, ensuring our foundation remains on a solid base from which we care for all in need now and well into the future.

“Laura is paving the way, ensuring Visiting Nurse remains consistent with our mission, committed to improving the lives of all Georgians and for health equity to be an integrated foundational piece of today’s healthcare landscape.”

— Dorothy Davis, President and CEO

Our Health Equity Statement

Visiting Nurse values health equity for all. We are committed to ensuring the delivery of health care in a manner that respects diversity and inclusivity, with the full intent of ensuring an optimal patient and employee experience while achieving better health outcomes for all.

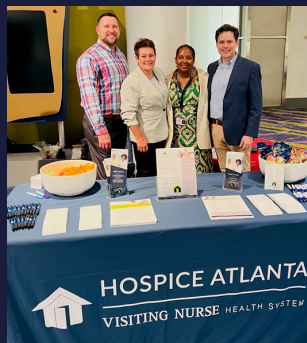
Reaching Communities

Improving Lives

As an organization with 75 years of experience adapting, growing and evolving with our community's needs, we remain committed to identifying and addressing underserved populations and gaps in care so patients continue to have a choice in care. Our partnerships with other community organizations enrich and amplify our impact.

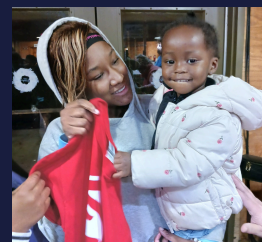
Aging in Atlanta

Atlanta is one of the fastest aging cities in the country, and has promote our services to this growing demographic, Visiting Nurse participated in The Atlanta Journal-Constitution's *Aging in Atlanta* series of educational events designed for the 55+ community to learn the many services available.



Atlanta Hawks Show Support

The Atlanta Hawks sponsored Camp STARS, our annual three-day bereavement camp, at Camp Twin Lakes for Georgia's families that have experienced loss.



In The News

Growing the mission and health care for all, Visiting Nurse has been on the front lines, in local and national news, advocating and educating services on aging, home healthcare and hospice care in the home.

Dorothy Davis pictured here on 11Alive's ATL&Co.



Trella Health Gives Back

Partners in health, employees at Trella Health gave to our patients in need this holiday with Care Packages.



Palliative Care Program Expansion: Eyes on Future Care

To more effectively meet the needs of our patients, we recently achieved Medicare approval to expand our Palliative Care Program. A critical step into our future, we're now able to lean deeper into the many patient care options available through our true care continuum of services. This program allows us to expand our reach and deepen our care based on the needs of the patient, not on the patient's prognosis. Different from hospice patients whose life expectancy is likely to be six months or less, Palliative Care provides an extra layer of support, critical for patients while living with a serious illness. Our Palliative Care team are experts needed to help pave the way for our patients to learn how Palliative Care can support their care journey.

Leading the Way

Advancing the Mission

Hospice Atlanta moved beyond our clinical care and regulatory requirements offering patients and caregivers added support in preparing for life's final transition. These community-based programs, which bring next level companionship and compassion into our patients' homes, along side our Bereavement Program with two annual grief workshops, and our Music Therapy Program. Additionally, this year we launched our *End-of-Life Doula Program*. This new program provides comfort, communication and resources while helping patients and loved ones define and live their end-of-life wishes.

End-of-Life Doula Program

Meet Kristin Norton: Our End-of-Life Doula & Volunteer of the Year

"My goal is to alleviate as much suffering as I can and to make someone's transition as easy and beautiful as possible."

I am a volunteer, as well as an end-of-life Doula at Hospice Atlanta. When working as a Doula, I have led many clients through honest conversations about end-of-life topics, either for themselves or their loved ones. Together, we discover the issues that need to be addressed and come up with a plan, as well as walk through a life review, which gives someone help to gain perspective of what their life has meant to them, and what they've learned.

I find that many—both patients and caregivers—appreciate the opportunity, or "permission," to express their emotions and move their grief. It's a relief from trying to be strong and from the suffering experienced by holding in emotions. I always encourage them to express their love with their tears, to work through the full range of emotions inside of themselves, and to ask for help.



Angela King
CERTIFIED END OF LIFE DOULA



A Courageous Conversation: A Word From Angela King: A Hospice Atlanta End-of-Life Doula

Click the video to the left to hear from Angela King, an End-of-Life Doula who shares the importance of having courageous conversations around end-of-life wishes and compassionate care.

"It's a total passion of mine to be of service, especially with something as sacred as the death and dying experience."

Employee Investment

Expanding Impact

Whether assessing patient's post-surgical care, providing physical therapy, or offering a comforting presence at end of life, Visiting Nurse's employees leave an indelible mark on the lives they touch. Our employees are our greatest asset, bringing the Visiting Nurse values to life: Care, Respect, Excellence, Integrity and Stewardship. Their work and dedication is a testament to the profound difference that compassionate, patient-centered healthcare leaders can make.

Employee of the Year: *Leadership With Clinical Roots*



Brian Rogers, RN

Brian Rogers, RN, Executive Director of our Visiting Nurse Health System's Home Health division, was recognized as Visiting Nurse's *2023 Employee of the Year*. This prestigious honor highlights Brian's journey here at Visiting Nurse, a road paved with his exceptional dedication, leadership, and unwavering commitment to outstanding patient care. Brian began his tenure in 2008, as a nurse in our Home Health division, in the field delivering patient care. Through years of hard work, education and cultivation, Brian's demonstration of exemplary clinical care excellence, and development of critical leadership skills, earned himself the position of Executive Director of Home Health.

Brian's innovative approach to home health care leadership stems from his 16 years invested here at Visiting Nurse, growing with the organization from the ground up. Beginning his tenure as a nurse clinician in the field, Brian's field experience serves as a resource and inspiration to his clinical team. Knowing innately the challenges that clinicians face when bringing care into the home, affords Brian his unique perspective enabling him to relate and foster a supportive and collaborative team focused on clinical excellence.

His clinicians and colleagues, both, praise Brian for his empathetic nature and his ability to connect with both patients and staff on a personal level. His tireless efforts ensure that every patient receives the highest standard of care, quality standards are met and are award-worthy. Brian has led the Home Health division to achieve significant improvements in patient outcomes and satisfaction. Under his guidance, the Home Health division has seen remarkable growth, adapting swiftly to the challenges posed by the ever-evolving healthcare landscape. Brian's ability to motivate his team and his relentless pursuit of excellence have been pivotal in achieving these milestones.

Brian's recognition as *Employee of the Year* is a testament to his exceptional contributions and the profound impact he has had on Visiting Nurse. His passion and dedication serve as an inspiration to all, embodying the true spirit of compassionate care and professional excellence.

Building Future Healthcare Leaders



Luke Dunn, Area VP of Sales, Hospice Atlanta and Brittany Arnette, RN, Director, Clinical Operations, South, Hospice Atlanta, both graduated from *LeadingAge Georgia's Leadership Academy, Class of 2023*.



In partnership with Emory School of Nursing, our *Nurse In-The-Home Emersion Internship Program* enables Emory nursing students to step out of the hospital setting and shadow our clinicians to experience working in a home health setting.

Grateful Patients

Home is Healing

There's nothing quite like being in the familiar environment of your own home. That's why we're focused on care delivery in the home, making it as comfortable as possible for our patients and their families. Click the video below to hear firsthand from them about the difference this makes.



“

I've never seen this quality of help before. Home helps you heal.

”

— Patient

“She has dignity. She is cared for. She has everything that she needs. And it's all thanks to you.”

— Patient's Caregiver



Support our Mission

The need for our care and services is growing. Help us reach more people who need and deserve comprehensive home health services, enabling them to have dignity and quality of life at home. Donate today at www.vnhs.org/donate.

Return on Mission

2023

CHARITABLE CARE DELIVERED

\$1,019,565

HOME HEALTHCARE VISITS

85,247

HOSPICE PATIENT VISITS

33,087

COMMUNITY CARE VISITS & CONTACTS

52,174

13,333

Total Patients Served

17,091

Nursing Aid Visits

13,140

Private Duty Care Visits

544

Palliative Care Visits

1,149

Speech Therapy Visits

35,463

Physical Therapy Visits

13,095

Occupational Therapy Visits

31,193

Skilled Nursing Visits

Care for 75 More Years

Thank you for partnering with us to bring access to healthcare for all!

Everyone deserves fair and equal access to healthcare, regardless of their circumstances or zip code. Together in 2023, we delivered nearly 9,000 charitable care visits, made bereavement services available to our community, and began to fund a new telehealth program designed to improve patient outcomes and lower the cost of care to the most critically ill.

- Mr. and Mrs. Floyd Ackerman
- Mr. and Mrs. Charles and Nicole Ashe
- Atlanta Foundation
- Mr. and Mrs. Jeffrey and Candace Bell
- The Besse Johnson & George Blanton Allen Memorial Foundation
- The Billi Marcus Foundation, Inc.
- Mrs. Lou Brown Jewell
- Cadence Bank
- CareSource
- Mr. and Mrs. James Carlos
- Community Foundation for Northeast Georgia
- Ms. Lorraine E. Dalbo
- The Edward Colston Foundation, Inc.
- David Elder and Judy Elder
- The Ellis Foundation
- ERF Charitable Foundation
- Ms. Catherine Fike
- Francis Hollis Brain Foundation Fund
- First Horizon Foundation
- Frances Wood Wilson Foundation
- Fulton County School Employees' Charitable Fund, Inc.
- Genuine Parts Company
- Georgia Natural Gas
- Ms. Louise Gunn
- Mr. and Mrs. Jon R. Harris, Jr.
- Mrs. Helen Carlos and Mr. Ronald Hilliard
- Mr. John Hunter Hurst
- Mr. and Mrs. Raymond Hutton
- The J. B. Fuqua Foundation, Inc.
- J. C. Kennedy Foundation
- Jones and Kolb Certified Public Accounts
- Mr. Stan S. Jones and Ms. Bobbi Cleveland
- Mrs. Nicole Keaton Hart
- King & Spalding, LLP
- Mr. and Mrs. Barry Koch
- Lienhard Family Charitable Giving Fund
- Lois & Lucy Lampkin Foundation
- The Ma-Ran Foundation
- The Martha and Wilton Looney Foundation, Inc.
- Mary Allen Lindsey Branan Foundation
- Mrs. Mirtie Rockswold
- Captain Forrest Leef and Dr. Dorothy Mitchell-Leef
- Mr. William Mitchell, Jr.
- Mr. John Pensec
- Ray M. & Mary Elizabeth Lee Foundation, Inc.
- Drs. Archie and Vanessa Roberts
- John & Rosemary Brown Family Foundation
- Mr. and Mrs. Stanley Sharp
- Mr. and Mrs. Alex Smith
- Starr Moore and Associates
- Mr. David Strickler
- United Way of Greater Atlanta
- Dr. Charlotte Weaver RN Ph.D.
- Westerstroms Charitable Trust
- William J. Ching Family Foundation Fund

Thanks to your support, we are able to continue to strive for equitable and resilient communities where everyone can thrive, prosper and feel like they belong.

Community Partners

Fueling Growth

Thank you to our partners for championing our mission and advancing educating our community members our important work.



Leadership

Directors & Champions



Volunteering their time and expertise, we are grateful for the generosity, service and commitment of our Board of Directors and Healthcare Champions.

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