

Respect



Respect recognizes the value of each patient, employee and external contact. All are treated in a fair and equitable manner, in their ideas, responses and in daily interactions.

Letter from the Chair & President

The concept of *respect*, the theme of this year's annual report as part of our on-going definition of our HEART values, can mean a variety of things. As defined by Merriam Webster's Collegiate Dictionary, respect can mean, "to consider worthy of high regard...esteem," or "decent or correct in character or behavior..." For VNS, respect surfaced on a variety of different levels during 2007.



As a core value, respect plays a huge role in what we do every day at VNS of Connecticut. Home care, unlike other types of health care, is delivered not in an office or a clinic; it's provided for patients in their own homes. Just the act of entering someone's home requires respect on the part of our staff for the patient's and family members' personal space and belongings. This respect then extends on to the delivery of care in an expert, sympathetic manner. Often patients will tell their caregivers much more about themselves and their thoughts than they even would their family members. Respect for the dignity of patients and confidentiality of their personal thoughts plays a huge role in fostering a healing relationship between caregiver and patient.

As in most other endeavors, the provision of home health services in a timely, efficient and effective manner requires a great deal of teamwork on the part of our staff. Whether it's an intake specialist who gets that first call requesting service, a scheduler who assigns clinical staff, an escort who provides transportation and security for a visiting clinician, a receptionist or biller responding to a question, a home health aide offering personal comfort and care or the professional caregiver themselves, all play a role in meeting patient needs. Sometimes this process is not easy and requires a great deal of flexibility on the part of many people to make sure our patient's needs are met. These are the times when respect for our co-workers plays a critical role in our success.

One of the most eye-opening experiences we've witnessed here at VNS of Connecticut in recent memory occurred in August when more than 30 health care experts, educators and journalists from Japan visited us to learn more about the U.S. home care system. Japan is working to reduce expensive hospital stays and is looking to shape a post-acute care model that is more effective and efficient in meeting patient needs. Our Japanese friends spent two days with us learning about how our system works and later said they were very impressed with the level of coordination that occurs between hospitals, home care agencies and skilled nursing facilities. While our guests were here, we asked them how they had decided among the many thousands of home care providers in the U.S. to visit us at VNS of Connecticut. They told us they had conducted an extensive search of home health providers in the U.S. and found that VNS of Connecticut was one of the most successful and, yes, respected home care agencies in the nation. We were truly humbled by their findings.

In conclusion, we have many people to thank for their help in making this past year a success for our agency and patients. Physicians, nurses, social workers, community leaders and many others in Fairfield, New Haven and Litchfield counties all contributed to our healing mission. Their work augmented the tremendous efforts of our agency's staff, volunteers and board members, whose ongoing commitment to our mission will enter its second century in 2009.

The coming year will again present a variety of challenges for us, but we are ready to tackle every one as we work to build on our agency's legacy. You can join us by regularly checking our website at www.vsnct.org for updates about what's new at VNS of Connecticut and how you can help us meet the needs of our patients.

Sincerely,

Robert V. Rodia
Chairman, Board of Directors

William F. Sullivan, Jr.
President/CEO

2007 Year in Review

Quality

- VNS of Connecticut named a *2007 Home Care Elite* provider, for the second consecutive year, by the OCS software company and the National Association for Home Care. Designation based on federal Home Care Compare quality data positioning VNS among the top 25% of the nation's home health care providers.
- As a result of VNS of Connecticut's excellent reputation, a contingent of 33 Japanese health care officials, including some of that nation's top home care leaders, asked the agency to host a visit so that they could learn more about the U.S. home care model. VNS staff welcomed the group and provided a two-day overview of home care in America, including visits to a hospital provider, Saint Vincent's Medical Center, and a skilled nursing facility, Lord Chamberlain Manor. The Japanese visitors were extremely impressed with the American home care model and plan to use many aspects of it to shape changes in their own home care system.
- Agency Disease Management Task Force piloted a new care model for patients with Chronic Heart Failure. Aim was to assist CHF patients in managing their disease without re-hospitalization. Results showed significant reductions in patient re-hospitalization and overall improvement of patient and provider satisfaction levels. Success of the CHF program resulted in VNS staff being asked to present program results at national and international conferences during 2007.
- A Medicare certification survey by the Connecticut Department of Public Health extended state licensure for the agency.
- VNS of Connecticut continued to position itself as the geriatric provider of choice by participating in the Fairfield University ELDER Project. The program provides practice education to registered nurses, licensed practical nurses and nursing assistants with the goal of improving care for older adults.
- An interdepartmental Information Technology task force moved toward completion of its work reviewing the agency's future software needs and selecting a vendor which would best meet those needs. The group is on track to make its recommendation before the end of calendar year 2007.

Patient Satisfaction

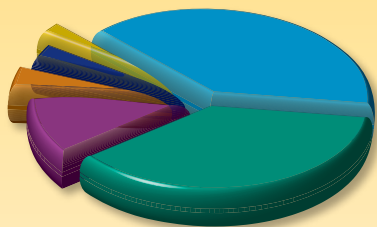
- Customer survey results from home care and hospice services continued to show high degree of patient satisfaction with 95% of home care and 97% of hospice care patients and their families indicating they would recommend VNS of Connecticut services to others.

Development

- A series of fundraising efforts was successful in helping VNS of Connecticut reach a new level of philanthropic support by generating nearly \$200,000 in charitable donations and grants. Some of these initiatives included:
 - First year donations to the Virginia O. Hayes Major Gift Society;
 - A 32% increase in proceeds raised through the Tree of Light program, which featured simultaneous celebrations in 12 Connecticut cities and towns;
 - A 200% increase in funds raised through the agency's annual Clambake;
 - The receipt of two major grants to support VNS patient programs, and;
 - A significant patient bequest in appreciation of the exemplary care provided by VNS staff.

2007 Statistics

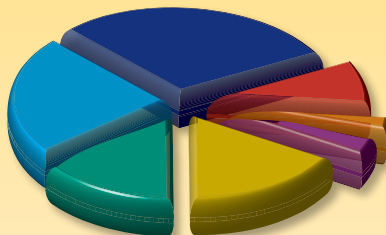
Visits By Discipline



Total Visits 268,878

Home Health Aide (113,956)	42%
Skilled Nursing (107,973)	40%
Physical Therapy (30,966)	12%
Occupational Therapy (6,846)	3%
Medical Social Worker (5,156)	2%
Other (2,976)	1%

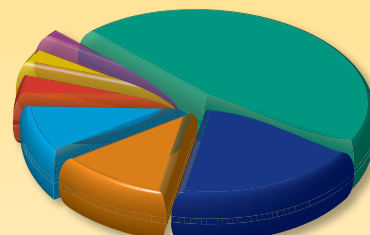
Admissions by Age Group



Total Admissions 7,716

Age 90+ (730)	9%
Age 80-89 (2,367)	31%
Age 70-79 (1,825)	24%
Age 60-69 (1,097)	14%
Age 40-59 (1,333)	17%
Age 18-39 (312)	4%
Age 0-18 (52)	1%

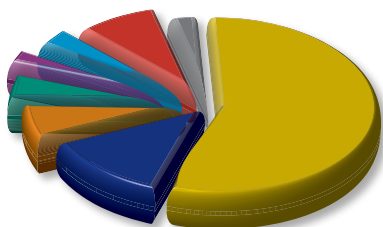
Net Revenue by Source



Total Net Revenue \$32,292,479

Medicare (\$15,613,566)	48%
Medicaid (\$7,159,809)	22%
Ins/HMO (\$4,382,338)	14%
Medicare Hospice (\$3,303,880)	10%
Contributions (\$913,240)	3%
Investment & Other (\$557,495)	2%
Private Pay (\$243,315)	1%
Other Payors (\$63,183)	0%
Grants & United Way (\$55,652)	0%

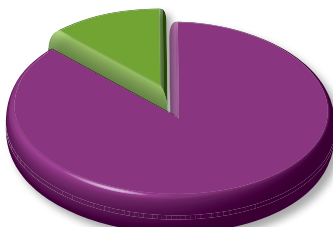
Expenses by Major Category



Total Expenditures: \$32,585,942

Salaries & Wages (\$19,539,923)	59%
PR Taxes & Benefits (\$4,081,218)	13%
Other Operating (\$2,915,664)	9%
Contract-Clinical (\$2,122,106)	7%
Professional Fees (\$1,519,005)	5%
Occupancy (\$963,455)	3%
Interest & Depreciation (\$775,494)	2%
Transportation (\$669,077)	2%

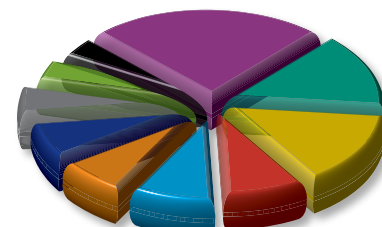
Charity, Reduced Fee Allowance and Uncompensated Care



Total Gross Patient Revenue \$35,307,968

Compensated Care (\$30,766,091)	87%
Uncompensated Care (\$4,541,877)	13%

Admission by Top Ten Diagnostic Groups



Circulatory	17%
Neoplasms	9%
Symptoms Signs Ill Defined	9%
Endocrine, Nutritional & Metabolic	6%
Respiratory	6%
Musculoskeletal	5%
Injury & Poisoning	5%
Nervous System & Sense Organs	4%
Digestive System	2%
Skin & Subcutaneous	2%

Giving from the Heart

Opportunities abound each day for all of us to make choices – including where to place our gifts of money or time and effort. As the following pages attest, hundreds of people like you chose VNS of Connecticut to receive their financial gifts during this past year. Your generous donations, together with the dedication of our volunteers, allow us to help your neighbors and friends in need and to give them the opportunity to attain a better quality of life.

A new philanthropic opportunity was brought our way during this past year through the kind efforts of very committed individuals to help launch the Virginia O. Hayes Major Gift Society. Members of VNS' major gift society pledge to give an annual gift of \$1,000 or more as a single donation or through installments over the course of a year.

We are sincerely grateful to all of our supporters. Your generosity enables us to help people, young and old, to cope with debilitating chronic illnesses, recover from surgeries and injuries, or to spend their last weeks or months with their loved ones within familial surroundings and the comfort of their homes.

With your support, we were able to provide compassionate and skilled care to 1,618 individuals who meet the federal poverty guidelines and who have no health insurance or are underinsured. As the health care needs of the medically underserved continue to outweigh available state, federal and community resources, we are extremely appreciative of your donations in support of our nonprofit mission of caring.

Thank you for your thoughtful gifts and for giving us the opportunity to ensure that the highest quality of home health and hospice care is available to all within the communities that we serve.

With gratitude,



Brinda R. Pola
Director of Development



HONOR ROLL OF DONORS - July 1, 2006 to June 30, 2007

We sincerely thank the following donors who generously gave to us during the fiscal year beginning July 1, 2006 and ending June 30, 2007.

The names listed below represent donors who made monetary gifts. Although we truly appreciate all gifts, this report does not include donations to our special event programs, such as food and gift collections and silent auctions. We regret any errors or omissions. If you have a correction or would like to make a contribution, please call the Development Office at 203-366-3821.

Thank you for your continued support!

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Our Vision Statement

To be the premier home care provider in Connecticut.

We define premier by fostering an uncompromised commitment to:

- Being the agency of choice for patients and referral sources, with an ability to effectively serve all referrals.
- Being the employer of choice with the highest quality staff.
- Consistently achieving excellent clinical outcomes.
- Being the leader in the development of innovative and comprehensive breadth of services that address the changing needs of our patient population.
- Being recognized as a valued community resource with strong affiliations.
- Maintaining financial stability.
- Relentlessly demonstrating our commitment and dedication to our Mission and Core Values.

Our Mission Statement

Visiting Nurse Services of Connecticut, Inc., (VNS) a nonprofit health care provider, finds its mission in the provision of quality home health and hospice services to individuals, families, and the communities it serves.

VNS is committed to the development of a partnership with the patient in the delivery of comprehensive compassionate care. Our highly competent and caring staff is driven to help patients reach their highest attainable health care outcomes.

The VNS approach to care is guided by:

- A respect for the dignity and value of life.
- Patient centered satisfaction.
- Effective use of available resources.
- Responsive advocacy to develop innovative services.
- Dedicated leadership, which helps shape health care policies and services.

VNS is committed to the promotion of health and the provision of quality care within a changing health care environment. Our corporate core HEART Values of Humor, Excellence, Attitude, Respect and Teamwork are visible in all that we do.

Our Corporate Values (HEART)

HUMOR

Humor is an attribute used to maintain a less stressful environment, improve job satisfaction, help foster positive attitudes and reinforce the unique qualities of all individuals.

EXCELLENCE

Excellence is required in service to our community, both internal and external, through professional development, high quality standards of practice and commitment to organizational values.

ATTITUDE

Attitude is one of integrity, honesty and sincerity in all professional dealings within and, on behalf of, the organization.

RESPECT

Respect recognizes the value of each patient, employee and external contact. All are treated in a fair and equitable manner, in their ideas, responses and in daily interactions.

TEAMWORK

Teamwork is a collaborative and respectful approach to working together while recognizing and assuring the equality of all individuals.



A Complete Continuum of Care

Whether the need is skilled care, compassionate end-of-life care or private-duty personal care, VNS has the resources to meet these needs. We utilize the latest technology to enhance the level of service that we can provide to our patients and their physicians.

OUR SERVICES

Core Services

Skilled Nursing
 Physical Therapy
 Occupational Therapy
 Speech Therapy
 Medical Social Work
 Home Health Aides

Value-Added Technology

Home Health Telemonitoring

Hospice & Palliative Care

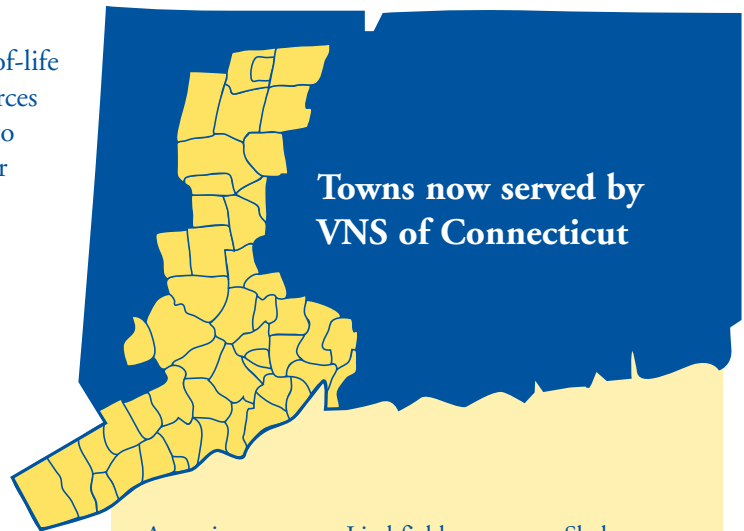
End-of-Life Care
 Pain & Symptom Management
 Grief Counseling
 Support Groups

Our Specialty Services

Hi-Tech Home IV Therapy
 Wound Care/Wound Vac/Ostomy Care
 Psychiatric Nursing
 Nutritionists
 Elder Care Planning & Coordination
 Care for the Caregiver
 Pain Management Services
 Free Needs Assessment

Personal Care & Quality of Life Services

Bathing and Personal Assistance
 Live-Ins, Sleep-Ins
 Companion/Homemaker



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Goshen	Orange	Wilton
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Bringing HEART to Home Care



*Our agency's commitment to our HEART values
is more than just a slogan.*

It is the essence of who we are.



765 Fairfield Avenue
Bridgeport, CT 06604
203.366.3821
Fax: 203.334.0543
Referrals: 1.800.551.8671
www.vnsct.org

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