



Colorado Visiting Nurse Association

Expert Care Since 1889

2016 Annual Report



2016 IN REVIEW

2016 marked Colorado VNA's 127th year of service, and what a year it was! We cared for just over 31,000 clients and provided more than 228,000 medical and nonmedical visits. These figures include 11,500 free homemaking visits for low-income older adults, a critical service that keeps individuals independent and safe in their own home.



President and CEO Chris Lee

Also in 2016, Colorado VNA and Rehabilitation and Visiting Nurse Association (RVNA) merged following months of conversations between our Boards of Directors and staff about shared values and service goals. By combining our talents, Colorado VNA is better positioned to grow partnerships with area hospital systems, physician groups, and community health services and serve more Coloradans along the Front Range, particularly in northern communities.

Our country's healthcare reimbursement model continued to move away from fee-for-service and towards a value-based system in 2016, including home health care payments. For Colorado VNA, this means more and more of our payers are beginning to reimburse us based on the quality of care and health outcomes we deliver for our patients.

The value of the care we provide is perhaps best illustrated in the Centers for Medicare and Medicaid's Home Health Compare Star Rating System, a rating system that allows for an easier decision-making process for consumers of home health care by

helping them identify agencies that provide high quality care. The system debuted with quality of care star ratings in 2015 and in 2016 was joined by patient satisfaction ratings.

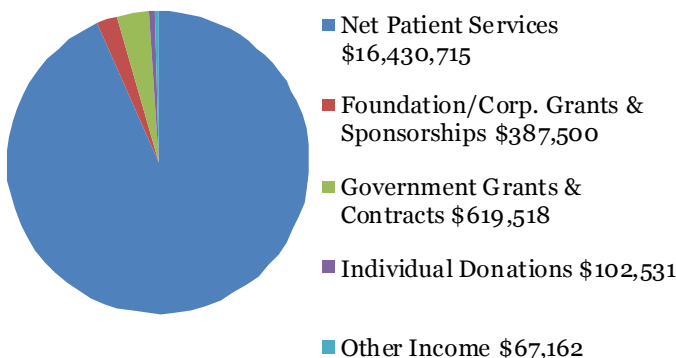
Medicare.gov		Home Health Compare	
	COLORADO VNA, LLC	COLORADO AVERAGE	NATIONAL AVERAGE
Quality of patient care star ratings	★★★★★	★★★★ •	★★★★ •

As a one of the few nonprofit health providers that offers a continuum of care in the home and community, Colorado VNA remains a pillar of support for individuals and families in need of evidence-based, compassionate wellness, home health, and end-of-life care. While we continue to grow in size and service array - including launching exciting programs like telemedicine and CAPABLE, a home visitation model for older adults that combines nursing, occupational therapy, and minor home modifications - we remain committed to providing health solutions that enable people to function as independently as possible in their homes and communities. Thank you for your partnership and support.

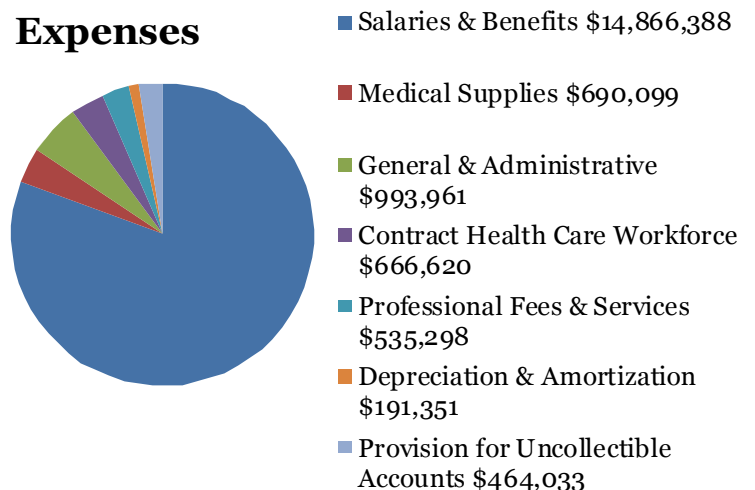
2016 REVENUES AND EXPENSES

The following information is for the period May-December 2016, following the merger between Colorado VNA and RVNA. Expenses include several one-time merger costs.

Revenue & Support



Expenses



IN THE FIELD WITH...

Chaplain Robert Crump-Bertram

Being a Hospice Chaplain has afforded me the opportunity to visit and journey with some fascinating individuals and their families. Each person has a story to share, and we are blessed each and every day we serve and honor them. Tony was one such individual, with a particularly interesting life.

Tony was in his early 90s when I first began visiting him. He lived in a small, privately run assisted living home with 16 other adults. Tony was a retired farmer turned handy man who moved to Denver from the family farm in South Dakota many years earlier to care for his elderly mother. Following her death and his own physical decline he moved to this group home. Tony had just an elementary school education but he was a wise soul. He had a keen wit and gift for great storytelling. I learned of his early life in South Dakota, farming during the depression era.

Often, when we meet someone of advanced age, we have a prejudiced notion that they may not be too clear of thought, and we expect to hear the same life tales over and over. This was absolutely not the case with Tony; in my more than two years of visiting him and his roommate Sam weekly, I never heard the same tale twice.

Truly, the times I was able to spend with Tony were very special and memorable. In the 10 years I have been a Chaplain at Colorado VNA there have been many souls with whom I have had the honor of journeying and sharing life experiences. When we look past the patient we serve, we see the spirit and soul of that individual and we are truly blessed.

Volunteer Eveline Thomas

Ms. Eveline, as Colorado VNA fondly refers to its super volunteer, has been volunteering with Colorado VNA since 2008, averaging 40-45 hours per month! Ms. Eveline is full of joy, life, and mischief, too, as evidenced by the giggling baby ring-tone on her cell phone. Ms. Eveline has spent much of her life serving others in various ways, including her husband, Ray, for whom she was the caregiver for 15 years. When Ray passed away in 2008, Ms. Eveline began to feel lonely and isolated, and she found herself questioning what to do and how to serve in this new season of her life.

One day, Ms. Eveline met the Colorado Director of Retired Seniors Volunteer Program. The two ladies visited about volunteer opportunities and Ms. Eveline felt the call to serve and be active again. Ms. Eveline was assigned to Colorado VNA's Northern Colorado division, immediately fell in love with the agency and staff, and started faithfully volunteering several days per week. She enjoys filing, organizing, and most recently has been serving as the "office chaplain!"

Ms. Eveline is also no stranger to the services Colorado VNA offers. Following a total knee replacement, she received physical therapy from Colorado VNA. When the therapist discovered that she liked to ride a bike, it was incorporated into her care plan. Ms. Eveline said she "recommends Colorado VNA to those in need of home health care or looking to give back" as giving through volunteering has helped Ms. Eveline renew her purpose and passion, sparking a desire to finish strong and inspire others to press on.



Chaplain Robert Crump-Bertram



Volunteer Eveline Thomas assists with a photo shoot for a brochure.

COLORADO VNA IN THE COMMUNITY

Each year, in collaboration with a team of community-based organizations, philanthropic investors, and hundreds of individual donors, Colorado VNA provides care to patients who meet certain criteria without charge or at amounts less than its established rates. In 2016, the estimated amount of subsidized care was **\$975,407**. Additionally, Colorado VNA sponsors volunteer-based activities such as respite care. The estimated cost of these volunteer services for clients and their families for the period May-December 2016 was **\$41,292**.

OUR SUPPORTERS HELP US DELIVER COMPASSIONATE HEALTH AND WELLNESS CARE EVERYDAY!

Leadership Partners – The following leading funders and donors provided a generous gift of \$5,000 or more during 2016.

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Colorado VNA is deeply appreciative of the generous contributions of all of our donors and every attempt has been made to recognize our supporters. We apologize for any errors. If you feel that your name should appear on this list or if it appears incorrectly, please contact the Fund Development Department at 303.698.6308 or development@vnacolorado.org.