

TECHNOLOGY CORNER

HOME ON THE front

Fall • 2011

Employing Technology to Improve Patient Care



It is common knowledge that time and efficiency are critical factors in delivering quality care to patients. These factors take on special significance in the field of home health care where nurses and therapists must evaluate, treat, and monitor patients in the home setting.

VNSWP has been and remains very committed to employing new technology tools to enhance patient care in the home.



Pilot Project: Physician's Web Portal

VNSWP has launched an innovative pilot project designed to facilitate the exchange of patient information with physicians. Our new Physician's Web Portal gives doctors the ability to sign orders via the Internet, saving critical time by eliminating the need for manual forms. They can also use online tools to visualize trending graphs of patient data, such as vital signs,

blood sugar levels, weight, and blood coagulation levels. Benefits of using the Portal include easy access to patient medical records, a decrease in medical errors aided by the physician's ability to view patient medication profiles sooner for reconciliation, and the advantage of "going green," with the volume of paperwork dramatically reduced. Seven

physicians affiliated with hospitals, nursing homes, and assisting living centers (6 in Westchester and 1 in Putnam) are currently enrolled in the pilot program. The Portal will be made available to additional physicians in our service areas early next year.

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Employing Technology to Improve Patient Care

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TeleHealth Update

Our nursing staff continues to see benefits from our TeleHealth Program, initially launched in 2007. TeleHealth is a cutting-edge technology system that allows patients to remain in their homes while their vital signs are transmitted daily to a Registered Nurse operating from a remote location. The Registered Nurse looks for trends in patient data, such as changes in blood pressure, weight gain or loss, which are communicated to both the patient and physician, becoming actionable data for improving patient health. In 2011, we continue to see lower rehospitalization rates among patients enrolled in the TeleHealth Program, which has been utilized by 182 patients so far this year. With the expansion of the program to our Putnam branch office in July, additional patients now have the opportunity to benefit from this service.



Wound Care: Every Picture Tells a Story

Digital cameras are a valuable tool for documenting progress or regression in wound healing. Previously a shared resource among nursing staff, the recent purchase of digital cameras for all VNSWP nurses means they no longer have to travel back and forth to the office to secure a camera, saving enormous time for both nurses and patients. By downloading photos from the patients' bedside directly to their charts, Wound & Ostomy Clinical Nurse, **Janice Malett** can quickly evaluate the wound from her office desktop, expediting diagnoses and improving staff productivity.



Early Prevention/ Treatment for Cardiac & Lung Disease

All of our nurses and a number of our physical therapists were recently provided with portable Pulse Oximeters to improve the management of patients with cardiac and/or lung disease.

A Pulse Oximeter measures the amount of oxygen in the blood. Decreases in these levels are sometimes an early indication of heart failure or an exacerbation of other health problems. By closely monitoring oxygen level changes, we are able to facilitate adjustments in medications and prevent unnecessary re-hospitalizations.



Staff Training Goes Online

Technology tools are also taking center stage in our staff education and training programs. To keep our nurses and therapists up-to-date and at optimal skills levels in the treatment of complex care, we have contracted with the Corridor Group to provide us with the new CHEX e-Learning system, giving our staff access to over 200 online educational programs. In addition to government-mandated courses on such topics as infection control and HIPAA regulations (concerning patient privacy, safety, and security), classes also offer training in pediatric care, pain management, elder abuse, and many other critical areas. Online training is helping us become more efficient in managing the time of our busy education staff. This is becoming increasingly important as the number of patients we serve continues to grow in Westchester and in our new Putnam branch. To meet growing needs, we are in the process of hiring a full time nurse educator (*see more about VNSWP staff openings on page 6*).



Dr. Jonathan Fader gives a “High Five” as he engages health care professionals at “Motivational Interviewing” training program.

VNSWP Hosts Training Session on Motivational Interviewing

In an ongoing effort to continually improve its service to the community, VNSWP, on March 23rd, hosted a training session on the subject of “Motivational Interviewing,” presented by **Dr. Jonathan Fader, PhD**, a nationally-known expert in this scientific intervention strategy. This method has been proven effective in helping patients to make lifestyle changes to improve their health.

Titled “*Health Literacy: Communication Techniques To Improve Patient Outcomes*,” the primary purpose of the program is to develop a curriculum with practical solutions for improving provider-patient communication in health care.

Attended by 75 people, the seminar allowed participants to:

- Learn how to demonstrate an understanding of Motivational Interviewing theory
- Learn the technique of Motivational Interviewing
- Apply it to enhance clinical outcomes and patient satisfaction

Dr. Fader, a licensed clinical psychologist, is an assistant professor at Albert Einstein College of Medicine, and is team psychologist to the NY Mets Baseball team, among many other notable clients.

The seminar was largely funded through a grant from the National Library of Medicine, which was obtained from New York Medical College by **Amy Ansehl, RN, MSN, FNP-C**, a newly-joined member of the VNSWP Board of Directors.

VNSWP Serves as a Major Sponsor of Westchester Senior Citizen’s Hall of Fame



VNSWP is proud to announce that it will serve as a major sponsor of the 29th Annual Senior Citizen’s Hall of Fame, which is sponsored by the Westchester County Department of Senior Programs & Services (DSPS), the Westchester Public/Private Partnership for Aging Services, and Westchester County Parks.

The Award and Induction Ceremonies will take place at a luncheon at the Westchester Marriott in Tarrytown on Friday, December 2nd. DSPS established the Senior Hall of Fame in 1982 to honor seniors who have “contributed their energies and abilities to improve the quality of life in their community or in the county at large,” said DSPS Commissioner, **Mae Carpenter**.

According to VNSWP Director of Community Education, **Mary Gadomski**, “VNSWP has a long history of collaborating with DSPS and the other sponsoring agencies on programs and services that help seniors lead active, healthy lives. We are thrilled to participate in an event that recognizes seniors who have raised the bar high when it comes to serving the needs of others in the community.”

Since the Hall of Fame began, more than 835 senior citizens have been inducted. Seniors were nominated to the Hall of Fame by members of the community and will be selected by a screening committee composed of past Hall of Fame members and DSPS staff. For information about the event, contact **Caryl Weinstein** at (914) 813-6400.

PROGRAM PROFILE:



Meet Lisa Sioufas, VNSWP Mental Health & Social Work Program Manager

Our editors recently sat down with Lisa Sioufas, Manager of VNSWP's Mental Health and Social Work Program for four years, to talk about Mental Health care services for the community.

Q. Lisa, what is the approach you and your staff take in treating mental health clients in the home?

A. The hallmark of VNSWP's program is our comprehensive, "whole person" approach that takes the person's life circumstances and environment into consideration when assessing, evaluating, and developing a treatment plan. Led by a psychiatric nurse specialist, we have a staff of 19 registered nurses with advanced psychiatric training and 8 social workers working with clients and their families to ensure we meet the total health requirements of individuals. Utilizing this approach, we partner with inpatient and outpatient mental health providers, offering adjunct services that complement the mental health component, such as psychiatric social workers, home health aides, medical/surgical nurses, and physical therapists, as needed. We even have bilingual nurses for Spanish- and Italian language speakers.

Q. What is the scope of the program and what populations do you serve?

A. We operate the largest Mental Health Home Care program in the County, serving approximately 200 clients of all ages: the elderly, adults, adolescents, and children. With the recent closures of mental health clinics and hospital mental health treatment programs in our area, demand for our services has risen dramatically. I'm pleased to say that we recently expanded our Mental Health care services to our Putnam office as well, offering the same level of comprehensive care.

Q. Lisa, what are some of the services provided by VNSWP staff to their clients?

A. The range of services can vary widely based on individual client needs and can be quite complex. In addition to core treatment and case coordination functions, staff often provides assistance outside of their "job descriptions," helping patients with such tasks as paying rent, food shopping, setting up appointments, filling prescriptions, and serving as a client advocate with other individuals and agencies. We have even helped clients deal with bed bugs!

Q. What is the most common diagnosis and treatment you are providing?

A. Depression is a common condition that we identify and treat in the home environment. In fact, we often get calls about the symptoms of depression one should look for. Some key symptoms include:

- Depressed mood most of the day; feeling sad or empty, tearful
- Significant loss of interest or pleasure in activities that used to be enjoyable
- Significant weight loss (when not dieting) or weight gain; decrease or increase in appetite
- Difficulty sleeping or sleeping too much
- Fatigue or loss of energy

For more information on VNSWP's Mental Health Care Program, please contact Lisa at 914-682-1480, ext. 648, or e-mail: MentalHealth@vns.org

Putnam Office Update: Ribbon-Cutting Ceremony Marks Official Launch



Left to right: Suzanne Moses (VNSWP Director of Patient Services), Katharine W. Conroy, Paul Eldridge, Dr. Sherlita Amler, Elias "Lou" Nemnom, Loretta Molinari

After opening its doors last January, the "official" launch of our new Putnam office was celebrated at a ribbon-cutting ceremony held on May 18th at our modern new facility in Brewster.

Local dignitaries, health care providers, and neighbors assembled to welcome the agency to Putnam and to hear remarks from Putnam County Executive **Paul Eldridge**, Putnam County Health Commissioner **Dr. Sherlita Amler**, VNSWP Board Chair **Katharine W. Conroy**, VNSWP Administrator **Elias "Lou" Nemnom** and Putnam Branch Manager **Loretta Molinari**.

"After our extensive selection process," said Mr. Eldridge, "all of those involved, from our County leadership and County employees to our local residents, were relieved and excited to know that Visiting Nurse Services in Westchester was selected."

"The Putnam County Department of Health appreciates the smooth transition of our Certified Home Health Agency patients to Visiting Nurse Services in Putnam," said Dr. Amler. "We are pleased that the patients are receiving the same level of quality care that was provided by the Putnam County CHHA, often with the same nursing staff!"

We would like to thank Putnam Arts Council Executive Director **Joyce Picone** and artist **James Sparks** for the loan of his dazzling oil paintings which were prominently displayed throughout our Putnam office, adding to the ambience of our celebratory event!



Putnam County Arts Council Executive Director Joyce Picone and artist James Sparks

Recent Happenings

As the Putnam branch enters its tenth month of service, Branch Manager, Loretta Molinari noted the enthusiastic community response. "Our clinical staff has already received rave reviews for the skilled nursing care, rehabilitation services, and excellent specialty programs we are providing. As one example, a comprehensive community needs assessment conducted jointly by the Putnam County Department of Health and Putnam Hospital Center highlighted the area of mental health as a major need in Putnam. Our Mental Health Care program has filled a tremendous gap in health care in the County, meeting this need head-on."

The Putnam office, along with the organization as a whole, is working very hard to reduce the rehospitalization rates of our patients. Many dynamic strategies have been put into place to achieve this goal, including the addition of a TeleHealth program in Putnam which allows nurses to monitor patients' vital signs from remote settings, facilitating diagnoses and treatment. In addition to achieving and maintaining reduced rehospitalization rates, "... providing the best care possible to achieve the best health outcomes for patients is a priority," said Ms. Molinari.

Putnam staff has also been working closely with local partners to bring health education programs to the community. In collaboration with the Westchester-Putnam Access to Health Care Coalition, the agency co-sponsored a program "Tips and Tricks of the Trade: What to Say and Do When Helping People Get Access to Coverage and Care" on October 6th.

We also collaborated with the Putnam County Special Needs Population Committee to present a disaster/emergency preparedness workshop on October 26th for facilities that provide services to "special needs populations," including senior citizens and the physically and mentally disabled. "Stay tuned!" says Ms. Molinari, for additional programs in the months ahead.

VNSWP's Putnam Branch office is located at 979 Route 22, Brewster, NY 10509. For information, please call (845) 278-2550, toll-free: 1-855-4-PUTNAM; or fax (845)279-4370.

VNSWP Announces New Leadership!

Welcome



Lou most recently served as Interim Chief Financial Officer (CFO) at AllianceCare, a leading home health company. Prior to that, he was Senior Vice President and CFO for Patient Care, another home health care agency. He has held leadership positions at other health care firms and agencies, among them Continuum Health Care Partners and Saint Vincent Catholic Medical Centers. He also served as CFO at First Medical Group and MEDE American Corporation, and as Senior Vice President of Finance at Medserv Corporation.

“I’m honored to join this legacy agency with its 110-year history of providing caring, quality home health care services to Westchester and Putnam residents of all ages,” said Nemnom. “The need for skilled home nursing care and supporting health care services has never been greater. In response, we are developing a dynamic roadmap for the future to ensure that VNSWP continues to meet diverse community needs.”

A Certified Public Accountant, Lou received an undergraduate degree from New York Institute of Technology and a Master’s degree from St. Joseph’s Institute. He resides in Bedford with his family. Please join us in welcoming Lou to VNSWP!

The VNSWP family of agencies is pleased to welcome **Elias M. (Lou) Nemnom** as its new Administrator, succeeding former President/CEO Carol Weber. On the occasion of his May election by the VNSWP Board of Directors, Chairman of the Board **Katharine Conroy** said, “With his three decades of health care experience, Lou has a thorough understanding of the rapidly evolving home health environment. We are delighted that he is bringing his knowledge and business acumen to our organization and look forward to tapping his experience on behalf of VNSWP.”



Join The VNSWP Team!



Looking for a rewarding career in home health care? Recognized for its 110 years of delivering quality, compassionate care, VNSWP is expanding its team of skilled professionals to provide enlightened nursing and rehabilitative services to the Westchester and Putnam communities. Learn more about career opportunities for Registered Nurses, Physical, Occupational, and Speech Therapists and Home Health Aides by contacting our Human Resources Department at hrdept@vns.org.



New Board Members

Six outstanding individuals recently joined/rejoined the VNSWP/WCAH family by agreeing to serve on our Board of Directors. We welcome them with both gratitude for their service and anticipation of their insights as we address the challenges of the year ahead!

VNSWP

Katharine W. Conroy is Of Counsel to the law firm Bertine, Hufnagel, Headley, Zeltner, Drummond & Dohn, LLP. Following a hiatus, she rejoins VNSWP as Chairman of the Board, of which she was previously a longtime member. Additionally, she sits on the board of The Arc of Westchester, chairs the Guardianship Committee of NYSARC, Inc., and was a founding board member of Hospice and Palliative Care of Westchester. She is the Past President of NYSARC, Inc., which provides services for people with intellectual and other developmental disabilities.



Jean C. LePere is Manager, Network Community Programs at Memorial Sloan-Kettering Cancer Center. She is responsible for developing and expanding relationships with community and professional organizations with strategic health alliances such as the NYS Cancer Consortium. She is a volunteer Mentor for the “Her Honor” program sponsored by **Judge Judy Sheindlin**, and is a member of the Putnam County Medical Reserve Corps and of the Collaborative for Palliative Care of Westchester & the NY Southern Region.

Amy Ansehl, RN, MSN, FNP-C, has, over the past decade, held the positions of Director of Public Health Practice, Executive Director of Partnership for a Healthy Population and Assistant Professor, New York Medical College. Additionally, she has served as a Board member of the Columbia University School of Nursing Alumni Association, currently serves as a POW’R Against Tobacco steering committee member, and is a member of the American Nurses Credentialing Center as a Board-Certified Nurse Practitioner.



Debra Swee is an accomplished business communications professional. At Viviani Public Relations, she specializes in creating communications that tie to business objectives, and, for over 23 years, she served as Corporate Communications Director for Verizon. She is also a partner in Culinary Collaboration, a club that offers members cooking classes and demonstrations with chefs around Westchester and Putnam. She is a Board member of the Putnam Arts Council and a member of the NYNEX Corporation Alumni.

WCAH

Judith Z. Matson is a long-standing community relations professional with extensive experience in the non-profit, corporate and government sectors. Currently, she is a Community Relations Consultant for several non-profits, including the Holocaust & Human Rights Education Center, the Food Bank for Westchester, the Westchester Community College Foundation and Arts Westchester. She previously served as Director of Community Relations with FUJIFILM Holdings America Corporation and as Director, Cultural Affairs for Westchester County.



Nancy J. Rudolph is a partner at Bleakley Platt & Schmidt LLP, concentrating in the area of trusts and estate administration, estate tax and guardianship in the Surrogate’s Court, Supreme Court, and before the United States Tax court. Prior to joining the firm in 2001, she was in private practice with a White Plains law firm, practicing litigation. She received her B.A. at Manhattanville College and her J.D. at New York Law School.

VNSWP, as Sponsor of Westchester Women's Hall Of Fame, Awards Three \$5K Scholarships to "Nurses Of The Future"

For the fourth consecutive year, VNSWP's parent group created a special Scholarship Fund to support the educational and career goals of outstanding nursing students in Westchester County. While VNSWP has traditionally awarded two "Nurse of the Future" scholarships in the past, this year our Scholarship Committee, with an influx of need-driven applications, approved additional funds, enabling us to award scholarships to three deserving nursing students.

Before an audience of hundreds of county citizens and public officials, the students received their awards on March 25th at the Rye Town Hilton as part of the 27th Annual Women's Hall of Fame Luncheon presented by the Westchester County Office for Women.



Scholarship Winners, left to right: Paola Zavala, Maribel Georgi and Samia Azmat

The awards of \$5,000 each, paid directly to the schools they are currently attending, went to **Samia Azmat** of Yonkers, **Maribel Georgi**, of Peekskill, and **Paola Zavala**, of Mt. Kisco.

Ms. Azmat is currently enrolled at the Cochran School of Nursing, with an interest in becoming

an RN and ultimately a Family Nurse Practitioner caring for older adults. During the summer, she volunteers for health and education fairs at Cochran and St. John's Hospital. She was motivated to choose nursing through her experience as a Medical Assistant, where she gained insight and experience working with a multidisciplinary team. Unable to work on a regular basis, Ms Azmat demonstrates extreme commitment to completing school, no matter what difficulties may present. Ms. Azmat's

scholarship award will be particularly helpful, since she is "on a payment contract at school and close to being placed on business-hold. This will profoundly ease the financial burden of paying my tuition."

Ms. Georgi is a wife and mother of a 3-year old, and a 7-year veteran of "climbing the corporate ladder." In 2009 she decided on a career change, entering Westchester Community College and later the NYU College of Nursing in pursuit of a Bachelor of Science in Nursing. "My goal now is to obtain a four-year degree in nursing, says Ms. Georgi, "to become the best professional nurse to help my community." Many circumstances inspired her to become a nurse, but most important was when she was becoming a mother, suffered from digestional diabetes and did not want her baby to become diabetic. After doctors and nurses helped her have a healthy baby, Ms. Georgi explains, "my mind changed, my soul was full of happiness and I felt great satisfaction helping an innocent human being. I took a step forward and decided that I wanted to help other children whose lives were chronically ill and in disadvantage."

Of Peruvian descent, Ms. Zavala is currently a student at the Lienhard School of Nursing and aspires to a career as a skilled nurse. Despite significant challenges at home (an ill father and severe family financial difficulties), her deep moral convictions and love-of-neighbor have for the past 11 years moved her to volunteer in her community, dedicating 60 hours a month to visiting people at their homes, providing comfort to the grieving and infusing hope and a positive outlook to those in need. Ms. Zavala cites her parents as extremely influential in and supportive of her career choice. With her scholarship, Ms. Zavala looks forward to it "helping me finish my studies, become a nurse, and ease the hardship of all the bills we have to pay on our own."

Congratulations to our 2011 VNSWP Nurses Of The Future. We are pleased to offer these scholarships to help you make your dreams come true!



Fall 2011 Health Tips

Suggestions from VNSWP for a healthier fall-into-winter experience!

As we enter the fall/winter season, we offer the following quick tips on how to distinguish cold vs. flu symptoms.

| SYMPTOM | COLD | FLU |
|-------------------------|---|--|
| Fever | Fever is rare | Tends to be present in most cases with 100+ degrees lasting 3-4 days |
| Headache | Typically rare with colds | Usual and can be severe |
| General aches and pains | Can occur but usually mild | More common and severe with the flu |
| Fatigue/weakness | Sometimes occurs, though mild | Typical and more severe, may linger for 2-3 weeks |
| Runny, stuffy nose | Very common, usually lasts for a few days to a week | Not common with the flu |
| Sneezing | A common occurrence with colds | Not generally common to the flu |
| Sore Throat | Usually present with colds | Not typical with the flu |
| Coughing | A productive (wet) cough is common | A dry cough is common and can be severe |
| Chest Discomfort | Present but typically mild | Often more severe |
| Time frame | Onset can take several days | Tends to strike quickly, within a few hours |

These health tips are not intended as medical advice on individual health problems. As always, such advice should be obtained from your physician.

We get letters!

"My home care with VNSWP has come to an end. I cannot let this opportunity go by without complimenting your staff on the excellent service and care.

Meg has the ability to brighten your day, gave me the encouragement to move forward and always said "you can do it!" Joy was a "joy" each time she arrived. Excellence is the key!"

Janet M.

"I am making a donation in honor of two members of your staff who took care of me after my recent surgery: Imelda, who was so caring, professional and kind, and Mary, my physical therapist, who was caring and encouraging. Many times I was sure I couldn't do the exercises, but Mary gave me the confidence in myself that I could. I'm still doing the exercises daily and making great progress."

Myrtle V.G.

"When I became sick and was released from the hospital, I was lost. I had no care partner until I received the care and concern from your staff. It has helped me mentally and physically. I could go on for a long time about how I feel about your staff. I looked forward to your visits and help. Thank you from the bottom of my heart."

Alberta W.



HCA's Al Cardillo and Joanne Cunningham

VNSWP Hosts HCA Briefing on Industry Trends for Board & Staff

The ongoing training of VNSWP Staff and Board is embedded in the core values of our agency, a critical means of remaining responsive to the needs of our patients and health care partners. The latest training program took place on September 15th in our White Plains office on the topic of: "Home Care in NYS: Challenges and Opportunities." The presentation, led by Home Care Association (HCA) President, **Joanne Cunningham**, and Executive Vice President, **Al Cardillo**, focused on the changing regulatory climate in the State, and how proposed new policies are altering the home health care landscape. While underscoring the challenges VNSWP and other agencies face in light of Medicare and Medicaid cutbacks and proposed changes in care coordination, the presenters also pointed out opportunities for forging new strategic partnerships and service delivery models that foster efficiency, while preserving quality care.

WCAH Expands Training Opportunities for Home Health Aides



Like VNSWP, our affiliate agency, Westchester Care at Home places a high premium on providing field staff with ongoing training, a means of ensuring the optimum level of client care in the comfort of their own homes. The new, expanded space occupied by the agency last year, has been fitted with a state-of-the-art kitchen, handicapped shower, and laundry -- simulating real-world settings in which home health aides learn to excel in performing the activities of daily living to better serve clients.

According to WCAH Administrator, **Karen T. LaMonica**, "we've engaged the 'best of Westchester' to offer their expertise for our staff training workshops, bringing in chefs and nutritionists to teach cooking classes that take into consideration the wide range of tastes and dietary requirements of our clients. We've even brought in a professional cleaning service to demonstrate techniques that make cleaning less intrusive, adding to the quality of life for our home-based clients." The agency has also invited educators and practitioners to their enlarged classroom space where staff benefit from the latest information on Alzheimer's and Dementia, Vision and Hearing deficits, Elder Abuse, Physical Therapy, and other medical conditions common to the aging population.

Westchester Care at Home, Inc. since 1988, has provided hourly and live-in home health aide services to our community. We welcome any questions that may arise: please call us at (914) 997-7912, or visit us in our new space at street level (downstairs from VNSWP) at 360 Mamaroneck Ave., White Plains, NY 10605.



Smoking Cessation Workshop Expanded to Putnam

This fall, VNSWP's popular Smoking Cessation Workshop was expanded to our Putnam office. Led by **Sara Oppenheim-Somerville**, CHt, the agency's Tobacco Cessation Specialist, the six-session workshop held between October 25 – November 1, helped participants learn how to "commit to quit" through a combination of hypnosis, personal counseling, and simple techniques. "More and more people of all ages are tired of being a slave to smoking—not only for health reasons, but for the growing expense of keeping up the habit," said Sara. "The workshop is a golden opportunity for people to learn to stop smoking, once and for all."

For information on future programs, call (845) 278-2550.

VNSWP/WCAH ANNUAL REPORT - FY 2010

**VNSWP Patients Served
(unduplicated): 5,800**

VNSWP Patient Admissions: 6,889

WCAH Hours of Service: 362,830

**Growth over FY 2009
+14.8%**

+12.3%

+15%

VNSWP

VISITS BY DISCIPLINE

| | |
|------------------------|--------|
| • Nursing | 79,824 |
| • Home Health Aide | 42,870 |
| • Physical Therapy | 34,796 |
| • Occupational Therapy | 5,915 |
| • Social Work Service | 2,708 |
| • Speech Therapy | 2,168 |
| • Complementary Care | 658 |

**Total Visits
168,939**

TOP TEN DIAGNOSES TREATED IN 2010

| | |
|----------------------------|--------------------------|
| 1. Wounds | 6. Circulatory Disorders |
| 2. Neurological Disorders | 7. Respiratory Diseases |
| 3. Mental Health Disorders | 8. Cancer |
| 4. Cardiac Disease | 9. Diabetes |
| 5. Orthopedic Disorders | 10. Pregnancy/Newborns |

PATIENTS BY AGE, GROUP, GENDER

| Age | Male | Female | Totals |
|-----------|-------|--------|--------|
| Under 21 | 122 | 120 | 242 |
| 21-64 | 559 | 677 | 1,236 |
| 65 & over | 1,549 | 2,773 | 4,322 |
| Totals | 2,230 | 3,570 | 5,800 |

SOURCES OF NET REVENUE

Medicare 69% Medicaid 12% Managed Care 19%

VNSWP/WCAH STATEMENT OF OPERATIONS AND CHANGE IN NET ASSETS

Revenue, Gains and Other Support

| | |
|-----------------------------|--------------|
| Net Patient Service Revenue | \$31,997,000 |
| Other Operating Revenue | \$304,000 |
| Total | \$32,301,000 |

Non-Operating Gains

\$127,000

Change in Net Assets
\$342,000

| | |
|-----------------------------|--------------|
| Expenses: | \$32,086,000 |
| Gain (Loss) from Operations | \$215,000 |

Visiting Nurse Services in Westchester & Putnam and Westchester Care At Home:

Number of Employees and Independent Contractors: 506



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White Plains, NY 10605

WESTCHESTER OFFICE
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Loretta Molinari, RN, BSN, MSN

Westchester Care At Home Administrator

Karen T. LaMonica, RN, BSN, MA

Accreditation

Community Health Accreditation Program (CHAP)

On The Home Front:

Design/Production: Dott Communications

Send us your E-mail Address... and Become Eligible to Win a Surprise Gift Bag!



In the interests of saving the trees and being a good "green citizen," VNSWP is planning e-mail editions of our "On the Home Front" newsletter and other VNSWP communications as an option in the near future. If you'd like to become part of our upcoming "E-Network," please send your e-mail address – along with your name, mailing address, and phone number – to jfoscaldi@vns.org. In doing so, you'll be entered into a drawing to win a special "Gift Bag" filled with surprises, courtesy of VNSWP!

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... and much more!