

KEEPING OUR COMMUNITY HEALTHY AT HOME



120 YEARS | **VNS Westchester**
Bring the best care home



ON THE FRONTLINES: THE YEAR OF COVID-19

2020 ANNUAL REPORT

OUR MISSION

Since 1901, Visiting Nurse Services in Westchester has been bringing the best care home to generations of families in our communities, fulfilling our not-for-profit mission:

To promote and support the health and independence of residents in the communities we serve through the delivery of home healthcare and related community health services by VNS Westchester, VNSW at Home, and other subsidiaries.

OUR VALUES

Excellence in Patient Care

Staff Education and Development

Community Involvement

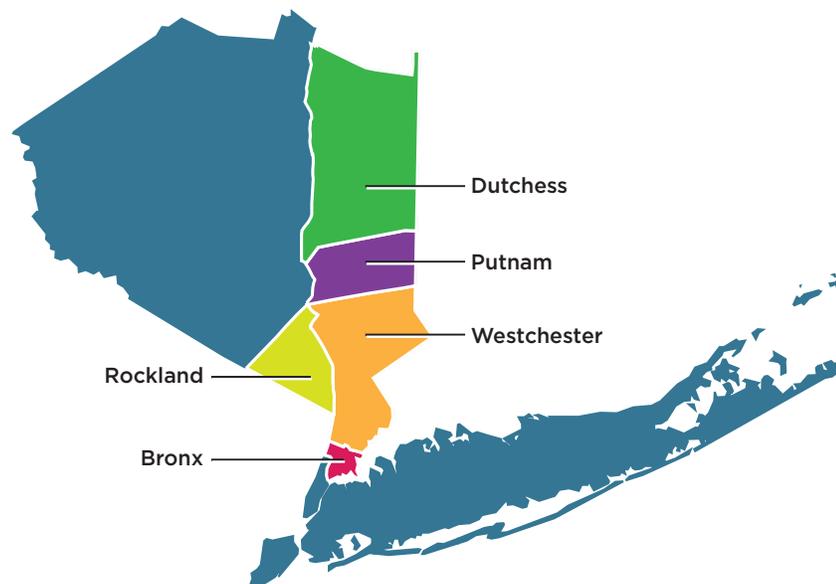
Cutting-Edge Technology

Freestanding and Community-based Structure

Fiscal Stability

OUR COMMUNITIES

VNS Westchester serves close to 10,000 people annually in Westchester, the Bronx, Dutchess, Putnam and Rockland counties.



**A MESSAGE
FROM OUR
PRESIDENT &
BOARD CHAIR**

The year 2020 has been a year like no other. In a year defined by the COVID-19 pandemic, we have all witnessed the devastating effects of COVID-19 in our communities and how it has altered our way of living. Despite this pandemic, Visiting Nurse Services in Westchester (VNSW) continued to play a vital role in safeguarding the health and well-being of our patients and families that we serve in Westchester, the Bronx, Dutchess, Putnam, and Rockland counties.

During the spring months that were filled with uncertainty and worry for many, VNSW and VNSW at Home put forth a plan that included a rigorous system of safety and treatment protocols. These protocols allowed our agencies to continue to provide comprehensive care for our patients in the comfort of their homes. Our staff were trained on advanced infection control procedures, how to properly use Personal Protective Equipment (PPE), and how to conduct fit-testing for N-95 face masks.

Even during an unprecedented year, our continued work of bringing the best care home never wavered. In spite of the many difficulties encountered throughout the past year, the determination and efforts of our staff shined through to ensure that our patients received the safest and most effective care during these times. In a year where many lives were lost due to COVID-19, we are blessed to share that our staff members who contracted COVID-19 were able to successfully recover and return back to work.

Navigating this pandemic wouldn't have been possible without our dedicated staff who went above and beyond this past year to bring the best care home for our patients, the generosity of our donors and organizations, and the leadership from our Board of Directors. In a year that has been faced with challenges, we are excited to have relocated into our new headquarters and are planning ahead for our 120th Anniversary in our communities. As always, please continue to remain safe and we look forward to a promising year ahead.



A handwritten signature in black ink that reads "Timothy P. Leddy".

Timothy P. Leddy
President & CEO



A handwritten signature in black ink that reads "Martin Considine".

Martin Considine
*Chairperson,
Board of Directors*

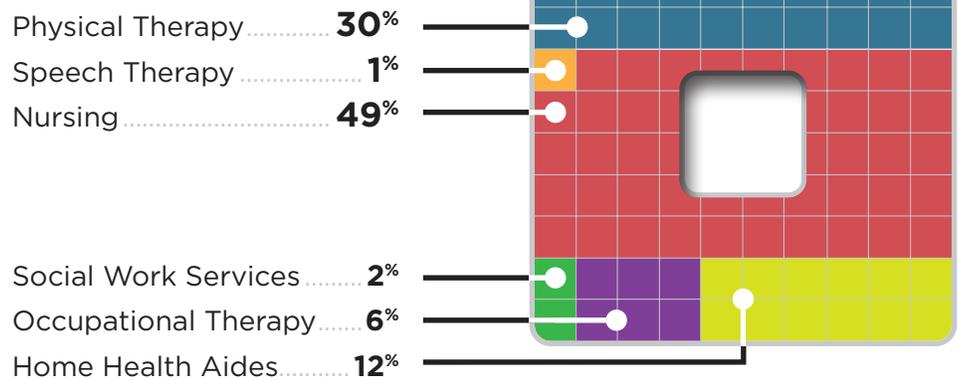
VNSW BY THE NUMBERS

VNSW Admissions
7,289

VNSW Home Visits
109,540

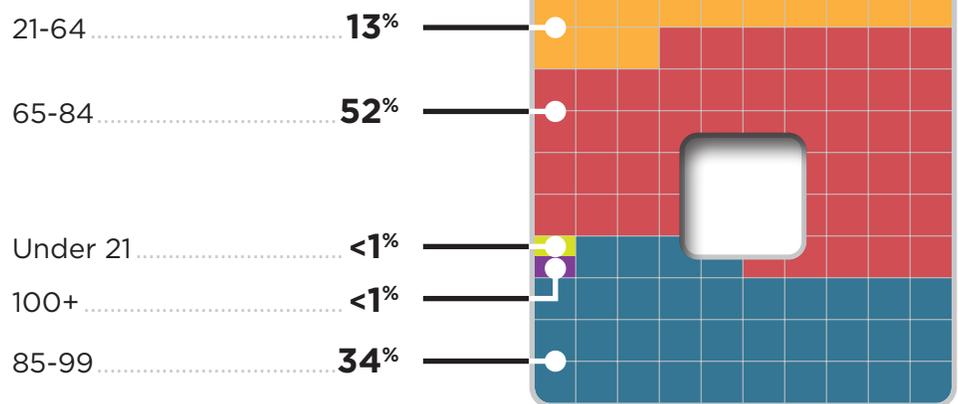
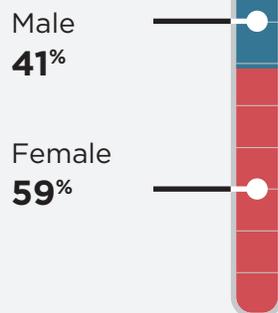
Westchester Care
at Home Hours
of Service
27,450

OUR HOME CARE SERVICES



OUR PATIENTS BY AGE

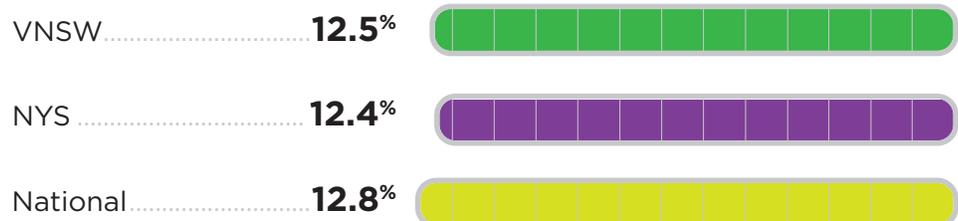
Patients by Gender



Telehealth
Enrollees
504 (468 New)

Patients with
Moderate to
High-Risk for
Re-hospitalization
2,290

PATIENT RE-HOSPITALIZATION RATE (30 days, acute care)

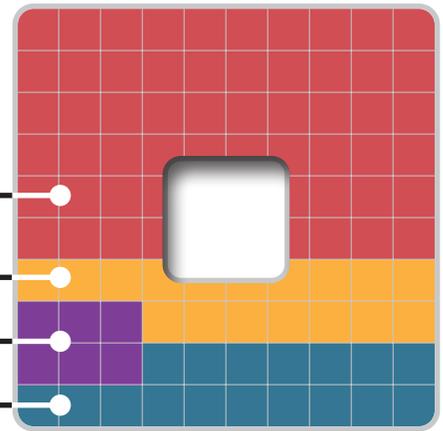


Number of Referrals
15,397

OUR HEALTHCARE PARTNERS

Referral Sources

Hospitals **60%**
 Physicians/Other
 Community Sources .. **17%**
 Rehab **6%**
 Skilled Nursing
 Facilities **17%**



Number of Staff
438

Number of Miles Staff Traveled for Patient Visits
524,707

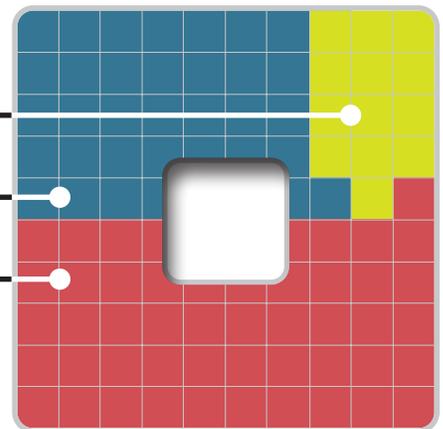
Number of Community Programs
6

People Served
6,684

STAFF AND COMMUNITY

Type of Staff

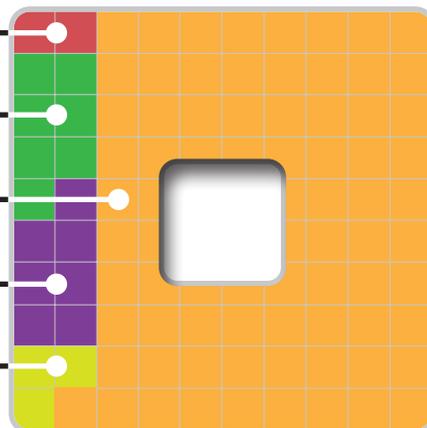
Business **13%**
 Clinical **36%**
 Paraprofessional **51%**



Total COVID Patients Served **328**

COVID PATIENTS SERVED BY AREA

Bronx **2%**
 Dutchess **7%**
 Westchester **81%**
 Putnam **7%**
 Rockland **3%**



SEPSIS SCREENING



Number of Patients Screened
6,843

Number of Patients Screened by Type of Intervention:

Patients Educated on Sepsis Symptoms
5,641

Early Interventions (referred to physician and/or hospital)
200

ADVANCING PATIENT CARE



PROTOCOLS IN PLACE FOR SAFE PATIENT CARE

As local hospitals and other acute care facilities discharged COVID-19 patients, VNS Westchester and VNSW at Home were ready to provide safe transitions to our home care services to help patients complete their recovery and get back on their feet. Keeping pace with the fast changing mandates from federal and state authorities, our team swiftly put into place a rigorous system of safety and treatment protocols in order to continue providing comprehensive care for patients in the comfort of their homes. Throughout this pandemic, our staff went above and beyond by volunteering to treat COVID-19 patients in their homes, training field staff on advanced infection control procedures, and how to conduct fit testing to ensure that N-95 face masks worn in the field were air-tight.

FRIENDLY VISITORS CALLS LAUNCHED



VNS Westchester launched our Friendly Visitor Program, a complimentary service available to all VNS Westchester patients. The Friendly Visitor Program provides support to our patients who would benefit from a friendly “virtual visitor” to speak to on the phone. Patients that are part of our program benefit from social companionship, helpful referrals to other social services, and an increased sense of well-being and social connection.

FIELD HALL FOUNDATION TELEHEALTH GRANT

Field Hall Foundation provided VNS Westchester with a \$3,500 grant as part of their COVID-19 Emergency Relief Fund. This grant helped offset a portion of the costs of leasing 25 additional telehealth devices to support our patient care services. The addition of 25 telehealth devices allows our clinical team to keep a watch on patients’ vital signs, coronavirus symptoms, and overall health status remotely, thereby minimizing exposure to the virus among our patients, their families, and our home care staff.



STAFF HONORS

HOME CARE ASSOCIATION OF NYS “HOME CARE HEROES”

VNS Westchester Wound and Ostomy Care Nurse Laura Maldonado (right) received recognition by the Home Care Association of New York State (HCANYS) as one of their “Home Care Heroes.” Laura was one of the first VNSW clinical staff members to volunteer to visit COVID-19 patients at home, especially those with complex wounds. To learn more about how Laura has been indispensable to her patients and other staff members throughout the pandemic, please [CLICK HERE](#).



Latoya Connolly (far left) and Angel Yohoulamanga (near left), Home Health Aides for VNSW at Home, were also honored as “Home Care Heroes” by the HCANYS. Both Latoya and Angel stepped up to work with COVID-19 patients during the pandemic. To read their story, please [CLICK HERE](#).

“GALLERIA OF GOOD” AWARD WINNER

A special congratulations to our very own Susan Fassett who was selected as the winner of the Galleria of White Plains “Galleria of Good” contest. The “Galleria of Good” award celebrates local residents and workers who have had a positive impact in the community during the COVID-19 pandemic. Here at VNS Westchester, Susan plays a key role in providing critical support services for our Clinical team, Home Health Aides, and the office staff at VNSW at Home and Visiting Nurse Services in Westchester.



NEW NAME FOR WESTCHESTER CARE AT HOME

Westchester Care at Home (WCAH), an affiliate of VNS Westchester, has rebranded and is now doing business as VNSW at Home. “We believe that our name change will result in significant benefits for our agency, and more importantly for our patients,” said Eileen Killeen, Agency Administrator. The change will reinforce the cooperative and complementary efforts undertaken by both agencies to ensure the best possible patient care, including seamless transitions from VNSW’s Medicare-based home care services to VNSW at Home’s outstanding in-home personal care. To learn more about VNSW at Home, please [CLICK HERE](#).



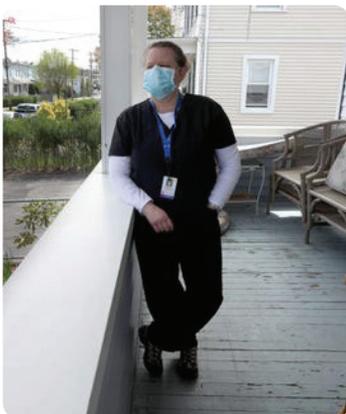
An affiliate of VNS Westchester

IN THE COMMUNITY



NYS UNITED TEACHERS UNION INTERVIEWS VNSW RN

VNSW Intake Nurse, Valerie Fitzgerald (left in photo), was interviewed by the New York State United Teachers Union (NYSUT) about VNSW’s role in COVID-19 care at home. Valerie, who also serves as President of the Westchester Federation of Visiting Nurses, discussed VNS Westchester’s role as “the next line of defense” for when patients are discharged from hospitals and need follow-up care at home, as well as the challenges securing PPE. We are grateful to NYSUT and their Labor Relations Specialist, Sarah Arbitrio (pictured holding the sign), for their generous donation of 1,500 surgical masks to our agency. For more information, please [READ THE INTERVIEW HERE](#).



JOURNAL NEWS SPOTLIGHTS VNSW FIELD NURSE

VNS Westchester RN, Joann Bykowski-Warner (pictured left) was featured in a May 7th Journal News article on home care agencies supporting COVID-19 patients. Joann described the many ways VNS Westchester supports COVID-19 patients, from careful monitoring of lingering symptoms to patient education, including how to do breathing exercises. Read more about how VNS Westchester has supported COVID-19 patients by [CLICKING HERE](#).

IN THE COMMUNITY

continued

VNSW GROUP PRESIDENT APPOINTED TO NONPROFIT BOARD

Westchester Visiting Nurse Services Group, Inc. (WVNSG) President & CEO, Timothy P. Leddy, was appointed to the Board of Directors of the Boys & Girls Club of New Rochelle. A New Rochelle resident, Leddy brings over 30 years of experience as a healthcare leader and advocate for accessible, high quality healthcare for individuals and families in our community.



VNSW MOVES TO NEW LOCATION

This past October, VNSW relocated our headquarters to 1311 Mamaroneck Avenue in White Plains. The new space accommodates the needs of our staff and our community amidst the fast changing landscape of home care. In response to the COVID-19 pandemic, our leadership has worked closely with our architectural design team to incorporate social distancing measures and other safeguards to ensure the safety of our staff and visitors. This new space will bring together all of our agencies in one space, thereby enabling us to better leverage staffing and other complementary resources to provide an enhanced patient experience and continued high quality home care for the over 10,000 patients VNSW serves annually.

VNSW FOUNDATION GALA 2020



Due to the events of the COVID-19 pandemic, we had to cancel our 2020 Gala to ensure the safety of our staff and attendees. We look forward to holding our Gala in 2022, which will celebrate our **120 Years Anniversary!**



Stay tuned for more information on our upcoming gala as well as other activities and events that we have planned for our friends, colleagues and donors throughout 2021 as part of our year of celebrations!

The year 2020 will be one we all will remember forever; so much loss and sadness. Meet Matilda Wallace, RN, BSN, Intake Nurse at VNS Westchester, as she shares her journey with us. Matilda has been a nurse engaged in many areas of nursing since 1975, both in England and New York, and we are so thankful that she is here today to share her journey with us.

In the beginning, how concerned were you about contracting COVID-19?

I was very concerned, we saw so much on the news, and everything was so new in the early days. There was no mask mandate at that time, and I covered the ER as one of my assigned units. I remember seeing the overflowing capacity of patients in the hallways due to insufficient ER beds. People appeared quite sick there, and there was a lot of coughing. I was genuinely concerned; I was so worried that I had a conversation about this with my Supervisor. Sadly, I had already contracted COVID-19.

Tell us what happened to you; tell us about your journey.

Once I contracted the virus, my first symptoms were abdominal - I started feeling nauseous with vomiting and abdominal pain. The first day I thought lunch did not agree with me. The second day I went home from work thinking I just had a stomach bug. I went to the ER on a Sunday to be on the safe side, and they did a flu swab and CT scan and then sent me home. By Wednesday, I returned to the ER because I was weak and had some respiratory symptoms. Then, a COVID-19 test was done - I was positive; my oxygen levels were deficient - I had bilateral lung infiltrates, which was the beginning of pneumonia. I was intubated right away from the ER and sent to the ICU.

I was in an induced coma in the hospital for five weeks; my system was shutting down, I had episodes of Dialysis. During my hospital stay, I had to have a Tracheostomy and put on a ventilator. I had to have a PEG tube for nutrition. I had COVID toes (which occurred due to impaired circulation, causing all of my toenails to fall off), and I had problems with my joints.

I have no memory of what happened to me during my stay in the hospital. I only remember being transferred to another hospital in PA because New York didn't have any beds left, and CT had closed its borders for new patients. My son and my cousin, a physician, were very much advocating for my acute hospital care and finding me the right subacute hospital to continue my care. After five weeks in the hospital, I was transferred to a subacute hospital in

PA because I was still on the ventilator and needed that level of care. I was at the following facility for another four weeks. After that, I went to an acute rehab, where I worked with Physical, Occupational, and Speech Therapists to learn how to walk, write, and manage all activities of daily living again. They also helped me cognitively because everything I went through left me with a brain fog that resulted in me having a hard time focusing.

After rehab and therapy, I regained my functionality even though I still have some issues that could be long-term. It's still early, and much needs to be learned about this virus and its long-term effects.

As a health care professional, this entire experience was very humbling, and I had a walk in my patient's shoes. It was a terrible journey, but I have become more empathetic in the process.

What pulled you through your darkest moment?

What kept you going? What pulled me through was my family and my son, who was my strongest advocate. Unfortunately, he also contracted COVID-19 from my early experience; thankfully, his was not severe. Those days of thinking of my son and seeing him through the rehab facility window kept me going. In addition, the strong family support and love from friends are what pulled me through my darkest moments.

Support and well wishes from my VNS Westchester family to my son and I were greatly appreciated. I remember getting flowers and care packages and phone calls and text messages from my VNS Westchester colleagues - who are too many to mention. My Supervisor, Katie, and HR Director Andrea were terrific. I am so thankful for everyone's support during those trying times. I feel special knowing that I am a part of this incredible group of people.

As we wrap up 2020, please tell us how you're doing now.

November was an exciting month; I returned to work on a limited basis (3 days a week) from home. My VNS Westchester family has been so supportive and wonderful, and I'm pleased to be back doing what I love, helping patients navigate onto home care. Returning to a routine has also been helpful in my recovery. I'm still working through some of my health challenges, but I'm feeling so much better. I feel blessed and lucky to be here and think of those who were not so fortunate.



DONATIONS TO THE VNSW FOUNDATION

Founded in 2016, the VNSW Foundation, Inc., a not-for-profit organization, was created to expand resource development opportunities to support the programs and services of VNS Westchester. The Foundation focuses on building strategic partnerships and conducting charitable outreach in the communities we serve to help ensure VNSW's long-term growth and sustainability in the decades to come.

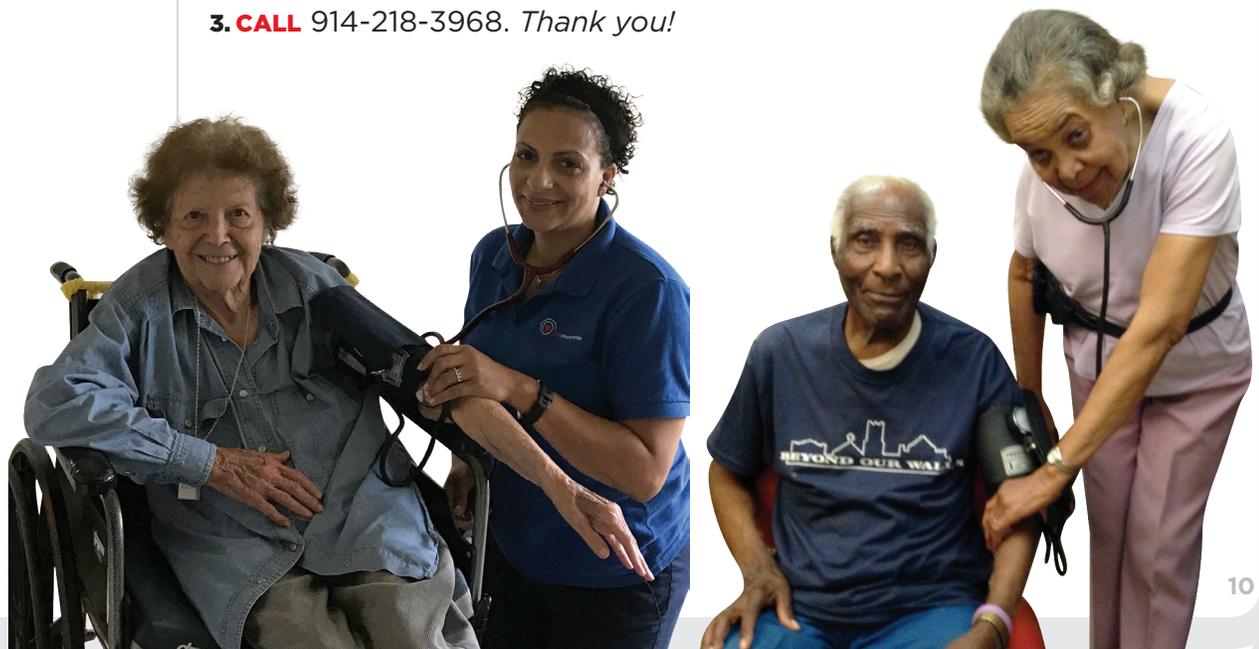
As we enter our 120th year, we are redoubling our efforts to preserve the health and safety of our patients and our community as COVID-19 continues to affect our lives. The pandemic has brought with it tremendous challenges in caring for our patients safely in their homes, which is why we need your help. With the steady decline in government reimbursement for our services and our inability to hold our annual fundraising gala this past year, our operating funds have been reduced.

Your tax deductible donation to our 120th Anniversary Campaign will help us to keep our community "healthy at home" in the challenging year ahead. Your donation will help provide additional telehealth remote patient monitoring devices and personal protective equipment (PPE) to protect our patients and staff who are providing essential in-home services. Now more than ever, we ask for your help once again so that we can get your family, friends, and neighbors through a safe recovery at home.

**WE INVITE
YOU TO JOIN
OUR FAMILY
OF DONORS!**

To make a tax-deductible donation, at any level, please:

- 1. VISIT** our secure online donation site at www.vns.org/donate
- 2. MAIL** your donation to VNS Westchester at
1311 Mamaroneck Ave, Suite 180, White Plains, NY 10605
- 3. CALL** 914-218-3968. *Thank you!*

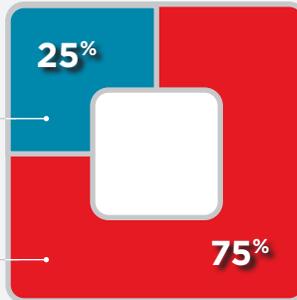


**REVENUE, GAINS AND
 OTHER SUPPORT**

Net Patient Service Revenue	\$ 30,866,231
Other Operating Revenue	\$ 1,485,269
Total Revenue	\$ 32,351,500
Expenses	\$33,283,454
Change in Net Assets	\$ (931,954)

**SOURCES OF
 NET REVENUE**

- Managed Care and Other
- Medicare/Medicaid



Westchester Visiting Nurse
 Services Group, Inc.

**BOARD OF DIRECTORS
 2019-2020**

Martin Considine, *Chairperson*
 James Martell, *Vice-Chairperson*
 Andrea McKay-Harris, *Secretary*
 Jesse Rosenblatt, *Treasurer*

Michael J. Amoruso
 Dr. Amy Ansehl
 Richard J. Davidian
 Richard D. Fenton
 Leroy Francis
 Camille Fremont
 Deborah Gogliettino
 Karen Herrero
 Dr. Arlene F. Rosen
 Jessica Ansehl Steinberg

VNS Westchester
 Also serving the Bronx, Dutchess,
 Putnam & Rockland

1311 Mamaroneck Avenue, Suite 180
 White Plains, NY 10605
 1-888-FOR-VNSW • 914-682-1480

2531 Route 52
 Hopewell Junction, NY 12533
 845-278-2550

vns.org
 @VNSWestchester

VNSW Foundation, Inc.
 A not-for-profit organization supporting the
 programs and services of VNS Westchester

914-218-3968

VNSW Home
 An affiliate of VNS Westchester

1-800-805-WCAH
 914-997-7912