

2018/2019
Annual Report

Looking back.

Moving forward.

Our mission is to promote the highest quality of life at every age through compassionate healthcare, community and public health services, and wellness programs.

Dear Friends...



Theresa Santoro

Theresa Santoro

President and CEO

Eileen Walker

Eileen Walker

Board Chairperson

Gratitude and pride best express our sentiments when reflecting on our past year's accomplishments.

Gratitude for the people who believe in us. The donors, supporters and contributors who make us who we are today and are deeply — and generously — committed to our mission and progress. The talented and heartfelt employees and volunteers who deliver our services and embody our spirit, every single day of the year. The partners who introduce RVNA to more people and new audiences. And to those who entrust their care and wellness to us. You are all the reason we exist, progress and sustain.

Pride in the organization we are today and envision for the future. Our mission stays alive and relevant through the consistent assessment, refinement and growth of our services and value. As a non-profit organization, this is impossible to do without the confidence and support of so many. We take great pride in our work, and the relationships, loyalty and reputation we have earned.

With change, comes change. The healthcare landscape is constantly shifting, requiring us to continually learn, grow and adapt. In this spirit, RVNA is turning over a *brand* new leaf. The following pages offer a look back at the year that was and a glimpse of what is to come.

With gratitude and pride, we share our accomplishments.

ForwardProgress

Received CHAP accreditation in November 2018 making RVNA Hospice services official.

Achieved high patient satisfaction rates in home health, above national and state averages.

Recognized as a Top Workplace in September 2018 for the 7th time since 2011.

Invested in clinical growth and development in wound, cardiac, palliative and diabetes care.

Saw growth across all Community Health & Wellness services:

- 47% increase in Nutrition visits
- 9% increase in office visits
- Expanded Travel Health offerings
 - ~ Cholera
 - ~ Oral Typhoid
 - ~ Children's Vaccines
 - ~ Altitude Medications
- 600+ Free Health Fair Screenings

Achieved additional certifications in the LSVT Big and Loud® programs and Vestibular Therapy.

Introduced CT Wellness Rx, a wellness program for Town of Ridgefield employees.

Year in Review JULY 1 '18 JUNE 30 '19

HOME VISITS BY SERVICE TYPE

Nursing	17,526
Physical, Occupational and Speech Therapy.....	21,662
Medical Social Worker.....	408
Senior Care Manager.....	135
Home Health Aide	3,859
Total	43,590

PATIENTS CARED FOR AT HOME

AGE	FEMALE	MALE	TOTAL
0-18.....	5	4	9
19-44	36	20	56
45-65.....	269	228	497
66-84	509	372	881
>85	432	236	668
Total.....	1,251	860	2,111



43,590
MEDICAL
Home Visits



2,111
PATIENTS
CARED FOR
AT HOME



3,886
FLU, PNEUMONIA
AND OTHER
IMMUNIZATIONS



917
ON-SITE
NURSING
VISITS AND
TRAVEL
CONSULTS

Physical, Occupational & Speech Therapy

REHAB by RVNA STATS

Number of Patients 338
 Number of Patient Visits 3,941

Non-Medical Home Care

HEMECARE by RVNA STATS

Number of Clients 250
 Number of Hours 252,282

Hospice Care for Comfort and Peace

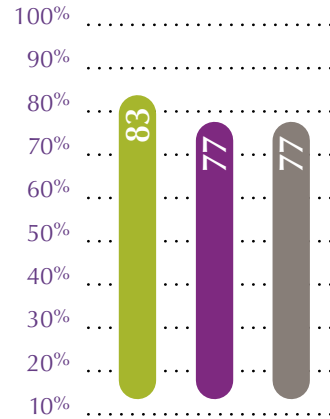
HOSPICE STATS

Number of Clients 65
 Number of Client Visits 2,093

OUTCOMES 18/19

PATIENT SATISFACTION

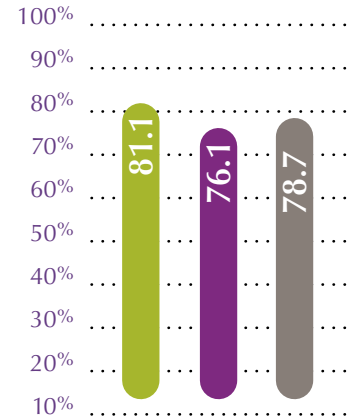
Would Definitely Recommend
 to Friends and Family



● RVNA
 ● CONNECTICUT
 ● NATIONAL

PROCESS MEASURES

Less Pain When Moving Around



600+ Health Fair
 INDIVIDUAL
 SCREENINGS



621
 BLOOD
 PRESSURE
 SCREENINGS



214
 TOTAL STAFF
 : RVNA = 104
 : REHAB by RVNA = 5
 : HEMECARE by RVNA = 92
 : HOSPICE by RVNA = 13



313
 DIETITIAN
 VISITS



192
 Philips Lifeline®
 MEDICAL ALERT SYSTEM
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In·Home Care

| Sheva Bassett, PT, at the piano
| with Mrs. Maria Bergmann.



In 2019, as we have been doing for over a century, RVNA's team of nurses, therapists and home health aides provided care, support and encouragement to those recovering at home from surgery or illness, living with chronic disease or significant disability, or in the last days of life.

Services we provide:

- Skilled Nursing
- Physical, Occupational and Speech Therapy
- Home Health Aide Support
- Care Management and Discharge Planning
- Education and Instruction
- Medical Nutrition Therapy

“All of the RVNA practitioners were expert in their respective areas, informative about the therapy and care, responsive to my questions and just ‘nice people.’ It was evident that each person was a professional committed to helping me heal and get on my way to normal activity. A ‘thank you’ to all of them.”

Stephen / Fairfield, Connecticut

At the RVNA Center for Exceptional Care, our Rehabilitation team provided outpatient physical, occupational and speech therapy, massage and Reiki, and ongoing aftercare programs.

The RVNA Rehabilitation Center offers comprehensive therapies for conditions such as:

- Joint replacement surgeries (knee, hip, shoulder)
- Stroke/neurological recovery
- Orthopedic injury and back pain
- General muscular/skeletal injury
- Parkinson's, ALS and Multiple Sclerosis
- Falls/balance training

“I recently finished a program of outpatient physical therapy at RVNA. Day in and day out, my physical therapist's patience, positive energy, and deep knowledge helped me make incredible progress. She somehow found the balance between pushing me when she thought I could do more, and not pushing me before I was ready. She treated the whole person, and by doing so has helped make me whole.”

R. Thorn / Ridgefield, Connecticut

Rehabilitation Therapies

Sarah Triano, OTR/L, working with
Mrs. Joyce Ligi.



Hospice Services

End-of-Life Care and Comfort

Mr. Dana Gingras enjoying a good laugh with Cynthia Merritt, LCSW.

Our interdisciplinary hospice team serves patients and loved ones, providing physical, emotional and psycho-social support for those with a life-limiting illness. Services are offered in a patient's home, bringing expertise and care amidst the people and memories one treasures the most.

RVNA hospice services include access to all of the following:

- Physicians and Nurses (24/7)
- Social Workers and Pastoral Care Providers
- Home Health Aides
- Medical equipment, supplies and medications
- Volunteers for companionship, Reiki, massage and more
- Bereavement Counseling and Support Groups
- Rehabilitation Therapies and Nutrition Counseling

"How does one express such gratitude to a group of caregivers who went beyond expectations in the gentle care of our mom? I don't think we would have been able to cope with mom's final week, except for your deep emotional support. Our warmest thanks."

K. Gamcsik / Norwalk, Connecticut

RVNA HomeCare provides non-medical caregivers in the home to enable individuals to remain independent and to offer support and peace of mind to loved ones and families. Caregivers support those with age-related needs, short-term and respite needs, dementia, degenerative diseases, and terminal conditions.

Some of the services RVNA caregivers provide include:

- Care Planning and Management
- Personal Care and Household Assistance
 - ~ Bathing, dressing, toileting
 - ~ Medication reminders and appointment management
 - ~ Assistance with ambulation and transferring
- Household Assistance
 - ~ Grocery shopping and meal preparation
 - ~ Errands, transportation
 - ~ Light housekeeping and laundry

“Thank you is not enough to express my gratitude to the many wonderful staff members who have helped care for my grandmother over the past few years. Knowing you are there helping her has put my mind at ease. I know she has been in capable and loving hands.”

A. Gardner / Manchester-by-the-Sea, Massachusetts

HomeCare Services

Live-in and Hourly Caregivers

Mr. Aldo Biagiotti playing a game of checkers with Hilaria Stubbs, caregiver.



Community Health & Wellness

Linda and Martin Handshy, enjoying a much-anticipated holiday.

Every year, RVNA provides wellness services and preventative care to hundreds of individuals, helping each person maintain their optimal level of health. We offer these services and programs at our Center for Exceptional Care in Ridgefield as well as in the many Connecticut communities we serve.

RVNA Community Health & Wellness Services include:

- Nutrition Consultations and Education
- Skilled Nursing Services and Immunizations
- Travel Health Consultations and Immunizations
- Well-Child Clinics
- Flu and Pneumonia Vaccinations
- Free Blood Pressure Clinics
- Education Programs and annual Health & Wellness Fair
- Medical alert system installation and maintenance
- Public health and emergency preparedness assistance

"I wouldn't miss your Health Fair as long as I'm local. I got a wealth of information and everyone greeted me with a smile and was very helpful. Thank you for inviting me."

M. Gartrell / Norwalk, Connecticut

Turning Over a Brand New Leaf

2019 — a milestone, marking 105 years since our founding in 1914 and the year that we introduce a new RVNA — the culmination of a five-year examination of our name and our brand to ensure its relevance and resonance with all of our audiences.

RVNA's sustainability over the last century was not by chance. Rather, we consciously and consistently evolved — at times incrementally, at times dramatically — to address changes in the health care landscape as well as changes in the care and wellness needs of our population.

RVNA remains committed to staying at the forefront of our field. We remain committed to well-managed and deliberate growth to ensure that we are delivering the right and the best care, and to uphold the trust and reputation we have earned since our inception.

While our organization has introduced new services and changed our name in the past, our mission to serve and our commitment to deliver exceptional patient care have never wavered. In 2019, it is time again for RVNA to move forward and turn over a *brand* new leaf to renew this commitment and to accurately reflect our breadth and depth. This year, our organization will assume a new name — **RVNAhealth.**

With a strong nod to our legacy, our new name conveys the broader scope of health services we offer to a wider regional area.

The logo for RVNAhealth features the word "rvna" in a lowercase, rounded, olive-green font, followed by "HEALTH" in a taller, uppercase, olive-green font. A small purple dot is positioned above the "v". A trademark symbol (TM) is located at the end of the word "HEALTH".

rvnaHEALTHTM

For Lifelong Care & Wellness

RVNAhealth is more than just a new name.

In addition to adopting a new name, we have redefined our overall brand to convey the comprehensive and integrated approach we bring to providing care and wellness services. We are introducing unique positioning and messaging and a visual expression that differentiates us from our competitors. A new tagline has been developed to communicate the lifelong continuum of care and wellness services we provide.

It simply states: **For Lifelong Care & Wellness**

Our position as a lifelong provider of care and wellness services — at each age, stage and level of care — led us to a recategorization of our services to reflect a care continuum, addressing the care and wellness needs that individuals may have over a lifetime.

These categories, “The Wells,” include ➡

BEWELL

Services to Keep
You Healthy

GETWELL

Services to Recover
Your Best Health

STAYWELL

Services to Remain
Safely in Your ‘Home’

COMFORTWELL

Hospice Care to Provide
Comfort and Peace



A new logo, colorful and compelling imagery, and a new brand promise further reinforce the brand story:

RVNAhealth is a brand that cares for all people at all ages, stages and levels of care and wellness.

RVNAhealth promises to deliver consistent excellence through the highest standard of individualized care and community wellness.

RVNAhealth is unmatched at offering comprehensive services and solutions that address lifetime care and wellness needs — a “lifetime partner” to turn to for excellence in care and wellness.

Looking back with pride as we recognize our organization’s rich history, we are equally excited to look forward and turn over a *brand* new leaf to address the lifelong care and wellness needs of all those we serve.

Volunteers

Over 200 volunteers from the community – individuals, registered nurses and physicians, business professionals, student interns, and civic groups — shared our mission with us. Serving on our Board and committees, organizing and staffing events, providing office support, administering blood pressure screenings, and being there in times of need — the time and generosity of our volunteers enables us to get our jobs done, and reminds us why we're here.



Supporters

Likewise, our financial contributors helped keep our mission alive and strong through their confidence and support. Every day, the generosity of our donors and sponsors allows RVNA to care for uninsured and underinsured patients; to offer meaningful community programs and events to educate and inform; and to provide help and resources to the homebound. Together, we have the ability to impact and improve lives.

**Thank you for your contributions
and for believing in RVNA.**



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 Bethel HealthCare Center
 & Cascades Assisted Living
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 Danosky & Associates, LLC
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 ~ Barbara Sladek
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109 Cheese and Wine
850 Degrees Wood Fired
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ACT of Connecticut –
A Contemporary Theatre
Adam Broderick Salon & Spa
Addressi Jewelers
AMC Theatres
Ancona's Wines & Liquors
Angel Cooperative
Ann Taylor Loft
Arbonne International –
Amy Polacko
Baja Cocina
Bambu
John & Lori Berisford
Bernard's
Bethel Health Care
Bissell Pharmacy &
The Loft at Bissell's

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Nancy Burke	Hutton's Fine Men's Wear	at River Oaks
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Eddie's Pizza & Pasta	Raffaele Gallo	Winged Foot Golf Club
Escape 101, Danbury	Results Personal Training & Fitness	Zulu Nyala Group
Fit Club	Ridgefield Bicycle Company	
Gainfield Farms Golf Course	Ridgefield Hardware Store	
Genoa Deli & Pasta	Ridgefield Parks & Recreation	
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Peter & Debra Hayes	Riverview Cinemas 8	
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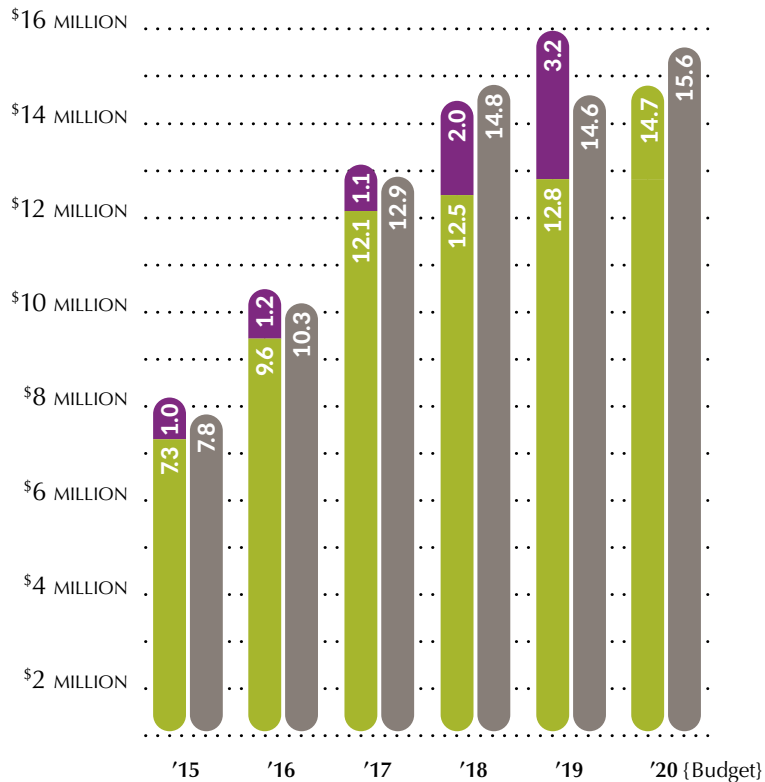
**We have done our best to
include all names properly.
Please accept our apology for
any omissions or errors.**

Financials

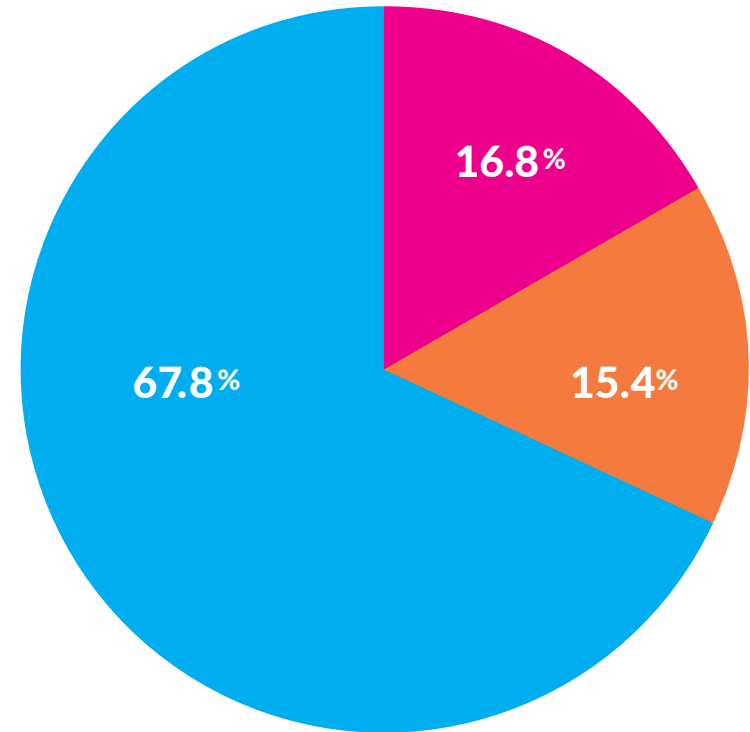
- NET SERVICE REVENUE
- DEVELOPMENT/OTHER REVENUE
- OPERATING COSTS

- ADMINISTRATIVE
- IT, MARKETING, OTHER
- CLINICAL SERVICES

REVENUE AND OPERATING COSTS BY YEAR



OPERATING EXPENSES FISCAL YEAR 2019



Based on financial statements of the Visiting Nurse Association of Ridgefield, Inc. for year ending June 30, 2019.



**RVNA's exceptional care and services
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Easton	Sherman
Fairfield	Southbury
Georgetown	Stamford
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Newtown	Woodbury



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RVNAhealth (formerly RVNA or Ridgefield Visiting Nurse Association) is a private, non-profit, mission-driven organization that continues to thrive since our inception over a century ago. Our name, services and reach evolve to meet the care and wellness needs of those we serve.

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