



Changes

bring
growth

2016 ANNUAL REPORT



Visiting Nurse

HOSPICE HOME HOSPICE CARE PALLIATIVE CARE GRIEF SUPPORT





Dear Friends,

Ever since I joined Visiting Nurse as CEO in July 2017, I have been continually impressed by the dedication that surrounds this agency. Dedication from our employees, volunteers, and dedication especially from you, our supporters. We quite literally could not do what we do without your help. In fact, I'm counting on your continued dedication as Visiting Nurse embarks on an exciting new phase of growth.

In 2016, Visiting Nurse served more than 3,000 people through our hospice and palliative care programs, and also through our bereavement outreach. In its second year of operations, the Peggy F. Murphy Community Grief Center and its counselors served hundreds of grieving residents of northeast Indiana, whether through individual counseling sessions, group therapy, retreats or other special programs. We are seeing more and more people who are coming from the community who have suffered a loss that didn't involve hospice. And because we do not charge for our grief services, your support means that individuals who have lost family members can find relief from their sorrows without worrying about paying for those services.

And we're seeing more and more patients at our outpatient Palliative Care clinic. In 2016, our clinic was based at Lutheran Hospital, and because of the growth, in July 2017, we moved the clinic to a larger space just east of Lutheran Hospital. For patients who don't qualify for Medicare, Medicaid or private insurance, your support means they can still find relief of their symptoms as they seek treatment for their illnesses.

Of course, our core mission is to provide hospice care to the residents of northeast Indiana. Thanks to the dedication of our nurses, physicians, home health aides, social workers, chaplains and grief counselors, we're able to bring comfort to families facing crisis. We do that thanks to your continued support of Visiting Nurse.

Serving with you,

Eric G. Klimes, CEO

About Visiting Nurse

Since 1888, Visiting Nurse has provided compassionate service to our community. Visiting Nurse is a nonprofit organization that exists to support patients and their families during one of life's most challenging times. Visiting Nurse provides care for serious illness and end-of-life programs and services, including hospice and palliative care and grief support to any adult in the community who has experienced a loss.

Our Programs & Services



HOSPICE

Hospice care is a special approach to caring for people with an incurable illness. Our goal is to foster the optimum quality of life through physical, spiritual and emotional support. Hospice care is available in the home, independent/assisted living community, a nursing facility or in our 14-bed Hospice Home.



PALLIATIVE

Palliative care is designed for home-bound patients with a serious illness who may be seeking curative treatment. Our team provides support and assistance to manage health care needs in the home, area nursing facilities or by appointment at Lutheran Hospital. We help patients and their families and/or caregivers learn about symptom control and pain management.



GRIEF SUPPORT

The Peggy F. Murphy Community Grief Center offers support to any adult in the community who has experienced the loss of a loved one. Individual counseling and loss-specific support groups are available at the Center and located throughout the greater Fort Wayne area.

Executive Leadership Team

Eric Klimes, Chief Executive Officer
Colleen Marshall, Chief Program & Compliance Officer
Dr. Ann Moore, Chief Medical Officer/Medical Director, Hospice/Palliative Care Physician
Mary Shankster, Chief Development Officer

Medical Team

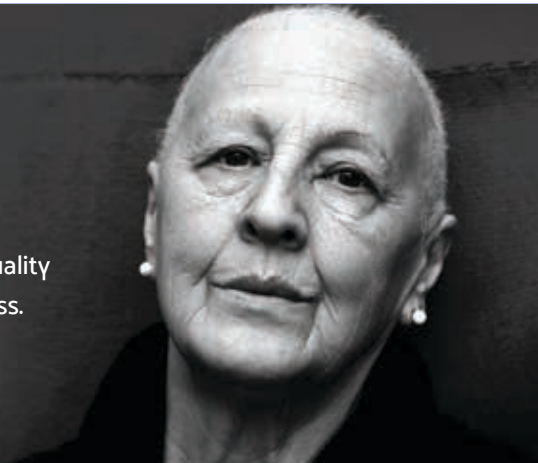
Ann Moore, DO, FACC01, CMD, Chief Medical Officer/Medical Director, Hospice/Palliative Care Physician
David Tribble, MD, FAAFPC/CAQHPM, Associate Medical Director, Hospice/Palliative Care Physician
Mary Wilger, DO, Associate Medical Director, Hospice/Palliative Care Physician
Lubna Ahmed, MD, Pediatric Hematologist/Oncologist, Pediatric Hospice Care Physician
Dennis O'Brien, MD, Pediatric Hematologist/Oncologist, Pediatric Hospice Care Physician
Leah A. Keena, MSN, RN, FNP-C, Hospice/Palliative Nurse Practitioner
Jamie Peppler, MS, RN, FNP-C, Hospice/Palliative Nurse Practitioner
Kathryn Smith, MSN, FNP-C, ACHPN, Hospice/Palliative Nurse Practitioner
Laura Thomas, MSN, RN, FNP-C, Hospice/Palliative Nurse Practitioner

2017-2018 Board of Directors

Joseph Byers, Chair, iAB Financial Bank	Angela Nevers, Do it Best Corp.
Patti Hays, Vice Chair, AWS Foundation	Kay Novotny, Community Volunteer
James Brunnemer, Treasurer Physician's Health Plan	Laurisa Roper, Bishop Luers
Jesica Thorson, Secretary, Beers, Mallers, Backs & Salin	Chris Schenkel, P.E., Schenkel & Sons, Inc.
Andrew Burton, Lutheran Health Network	Molly Slocum, Saint Vincent de Paul
Carmen DeBruce, RN, Lutheran Children's Hospital	Gina Zimmerman,
Elizabeth Frederick, Community Volunteer	Allen County Bar Association & Foundation
Doug Kline, TJ Nowak Supply Co., Inc.	Eric Klimes, CEO Visiting Nurse
Melissa Long, Community Volunteer	

Mission

Visiting Nurse provides compassionate care to alleviate suffering and ensure quality of life for those affected by serious illness.



Patient Data

1,246

PATIENTS RECEIVED

Hospice Care

IN 2016

Palliative Care

Number of Patients

244

17%

INCREASE FROM 2015

706
FEMALE

503
MALE

Volunteers

165

1,707

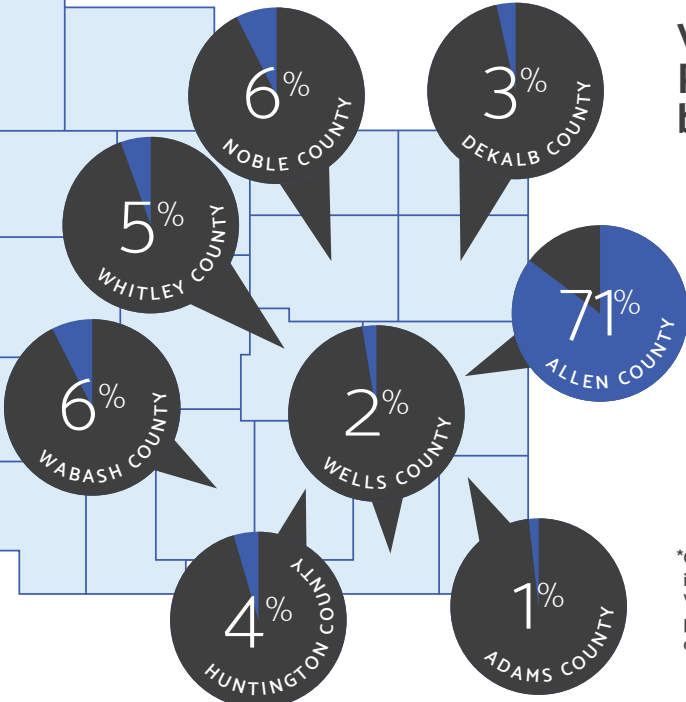
9,203

Volunteers

Direct Patient Care Visits

Volunteer Hours

Visiting Nurse Patients by County



2%
OTHER*

*Other is made up of those individuals who come to Visiting Nurse that have a primary residence outside of our service area.

Patient Data



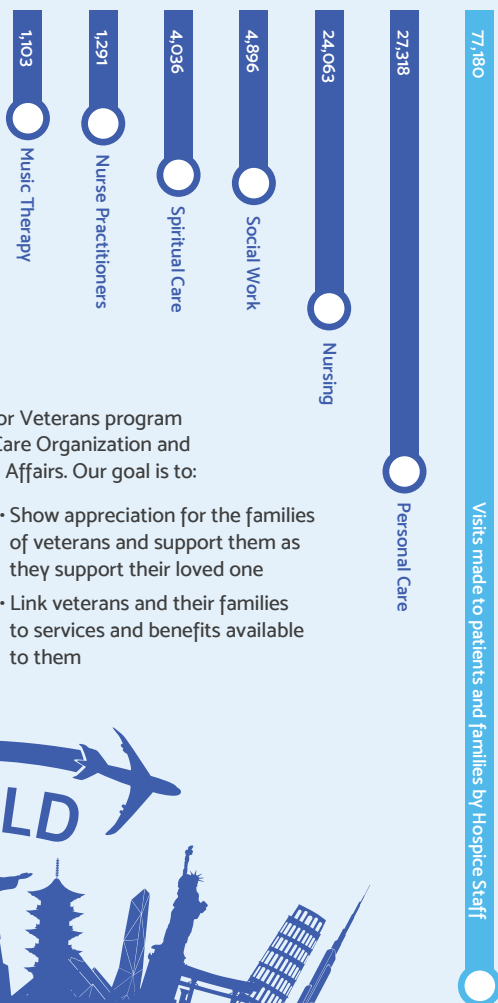
HOSPICE PATIENTS WERE

Veterans of the Armed Services

Visiting Nurse is a partner of the We Honor Veterans program with the National Hospice and Palliative Care Organization and the United States Department of Veteran Affairs. Our goal is to:

- Thank veterans for their service to our country
- Provide veterans with an opportunity to tell their stories
- Respect their service, their feelings and suggestions they may offer for increasing access to care for veterans
- Show appreciation for the families of veterans and support them as they support their loved one
- Link veterans and their families to services and benefits available to them

Number of Patient Visits



In 2016, our clinical staff traveled in excess of 429,000 miles to see our patients in their homes, nursing facilities and hospitals

Equivalent to **17** Trips Around the World!

Financial Information

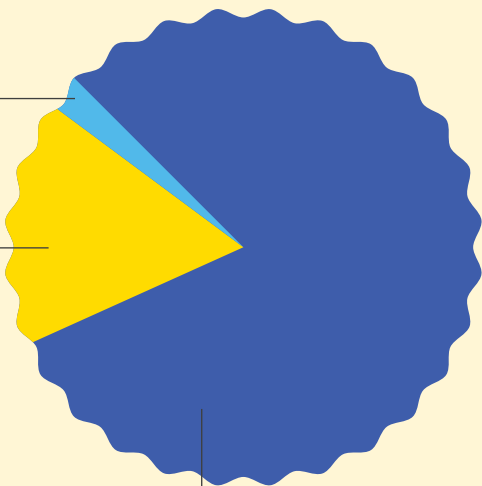
Expenses

Total: \$12,140,876

Fundraising 2%
\$277,104

Administrative Expenses 17%
\$2,029,102

Program Expenses 81%
\$9,834,670



Revenue

Charity & Contractual Allowances - (\$1,038,915)

Total: \$12,332,473

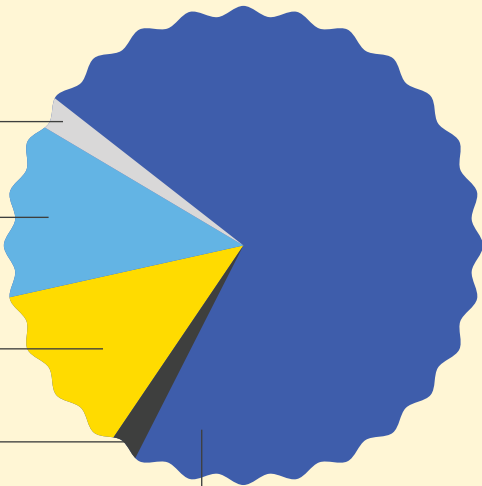
Medicaid 2%
\$283,020

Investment Gains,
Contributions & Other 12%
\$1,670,478

Insurance 12%
\$1,640,336

Individual & Other 2%
\$281,986

Medicare 72%
\$9,495,568



Financial Information

OVER \$266,000 OF
FINANCIAL ASSISTANCE WAS UTILIZED

Assets

Cash	\$2,324,048
Investments.....	\$9,242,173
Accounts Receivable	\$1,862,257
Prepaid Expenses.....	\$143,670
Contributions Receivable.....	\$273,902
Property and Equipment	\$6,183,293
Total Assets.....	\$20,029,343

Liabilities

Accounts Payable.....	\$615,807
Accrued Expenses.....	\$446,147
Total Liabilities	\$1,061,954

Net Assets

Unrestricted	\$18,868,103
Temporarily Restricted	\$73,286
Permanently Restricted.....	\$26,000
Total Net Assets.....	\$18,967,389

Programs Services and Supplies Cost

Hospice at Home	\$5,237,499
Inpatient Facility.....	\$2,757,996
Palliative Care.....	\$1,839,175
Total	\$9,834,670



GRIEF SUPPORT

1,283

PEOPLE FROM THE COMMUNITY
attended presentations on grief

1,700+

ATTENDED
support group meetings

4,000+

RECEIVED
bereavement services in 2016



The Peggy F. Murphy
Community Grief Center
For those who go on living
A service of Visiting Nurse

TAKE A TOUR!

Call (260) 435-3222
to schedule your tour
of Visiting Nurse and
The Peggy F. Murphy
Community Grief Center.



3,500+
cookies

baked in the Family Room



Grief Center Client

Patrick Roman

Your donations to Visiting Nurse's Music Therapy program have allowed Patrick Roman (right) to learn ways to cope with his feelings of grief and loss through working with Visiting Nurse Music Therapist Emily Paar. His favorite instrument is the wave drum, which was purchased thanks to a generous donation from Chuck and Lisa Surack and Sweetwater Sound.





We provide care to all persons, regardless of race, age, creed, sexual orientation, disability or nationality. Translation services available. To make a difference in the lives of Visiting Nurse patients and families, consider making a gift to Visiting Nurse.

Please visit www.vnfw.org/donate or call (260) 435-3222.



Visiting Nurse

HOSPICE HOME HOSPICE CARE PALLIATIVE CARE GRIEF SUPPORT

5910 Homestead Road, Fort Wayne, IN 46814

Phone: 260-435-3222 • Toll-Free: 800-288-4111

Nursing and Patient Referral Line: 24 hours a day, 7 days a week

Administrative Office Hours: 8 a.m.-5 p.m. Monday-Friday



www.VNFW.org