

Heartfelt home care 2008 Annual Report



SMMC
 **visitingnurses**

Letter from the **executive director**



As I sat down to write my annual article this year I decided that instead of asking you to read only what I have to say, I would share comments and letters that we've received over the past year from our patients. These comments say far more about the quality of our care than I could ever share.

In our survey form, we ask patients what are the three things they LIKED MOST about the care they received from SMMC Visiting Nurses.

Here's how they described us:

- "A competent, pleasant staff that inspired confidence."
- "Personable, professional, caring."
- "Timely (well coordinated with release from hospital care); well organized (good use of nurse's and patient's time); excellent communication (from start to finish)."
- "All care providers (are) professional in helping me; they are all more than friendly; they really want to help make life a little easier and more enjoyable."
- "Personable and caring staff with knowledge and professionalism. It's easy to reach someone quickly with questions and receive quality answers."
- "The staff was kind and sympathetic. They were always on time and they never rushed to completion."
- "There was a good evaluation of my situation and needs with careful attention for physical signs of any problems after surgery. I received excellent advice from an experienced nurse."
- "The personal touch was always present, encouraging me to stretch beyond current achievements while refraining from encouraging unrealistic expectations."

One of our popular new services is **Telehealth**, a remote in-home health monitoring service that provides periodic updates on a patient's vital signs, including monitoring blood pressure, blood glucose levels, oxygen levels and other key health measures. The unit has a "voice" feature that guides the user through test procedures, as well as to warn caregivers if emergency steps need to be taken. It's like having a

nurse on site all the time, enabling patients to remain under care in the comfort of their home. Here is a note we received from one of our patients using the Telehealth service:

"(Telehealth) relieved my children's and my concerns about where my 'numbers' were. When blood sugar or pulse oxygen were too low, someone always called in to check on me. I like the sincere, positive, upbeat attitude of all who came here. Thank you!"

Finally, one more comment from one of our Sanford families:

"The cheerful and totally professional people that came are of the best quality. Even being a CNA for 22 years, I could not have shouldered the burden of care without a lot of anxiety when my mother was critically ill. Your staff comforted me and addressed all my worries as well! It was a great blessing when you arrived. The high competency of your staff allowed her the best care possible while I could relax, knowing she was in great hands. I recommend your service highly and in the future. Although we live in Sanford, I will always call SMMC Visiting Nurses with great appreciation and respect."

We see patients in all towns throughout York County, meeting the needs of many individuals and families during very challenging times. Like the patients and families who have sent us letters, you too can count on a wonderful team of highly trained professionals who understand the value of empathy and compassion. I am understandably proud of our staff. I congratulate each and every one of them -- both those who see patients at home and those who work behind the scenes keeping the agency humming. They are the very best. I think our patients have said it all, don't you?

A handwritten signature in cursive script that reads "Elaine Brady".

Elaine Brady, RN, MHSA
Executive Director
SMMC Visiting Nurses

Healthy thinking; **Lunch & Learn programs share knowledge**



Sharon Landry, MPA

“Knowledge is power.”

Sir Francis Bacon, 1597

Sharon Landry, MPA, coordinator of the Breast & Cervical Health Program for SMMC Visiting Nurses, may not have had Francis Bacon in mind when she was asked to develop a grant to establish a series of educational programs for seniors, but she clearly understood the spirit of his renowned phrase.

Elaine Brady, RN, MHSA, executive director of SMMC Visiting Nurses, along with the public relations committee of SMMC Visiting Nurses, wanted to see what the agency could do within a year's time to have an impact on chronic health conditions most common among the elderly in York County, such as diabetes and depression. Elaine asked Sharon to explore the possibility of getting a grant to establish some innovative programs that would arm people, age 65 years and older, with the education necessary to understand and manage some of the most serious chronic health issues.

Using her grant writing skills and some innovative thinking, Sharon secured support from the Huntington Common Charitable Fund for Seniors of the Kennebunk Savings Bank Foundation to establish a year-long series of educational programs and health reports. To make the information as accessible as possible, the SMMC Visiting Nurses team planned three 90-minute Lunch & Learn programs throughout 2008 featuring renowned medical specialists sharing the latest findings on key health topics.

The first program, held over lunch, on April 30, 2008, featured well-known physician Stephan Babirak, MD, PhD, of the Maine Centers for Endocrinology and Diabetes in Scarborough, whose topic, **Preventing and Managing Diabetes**, drew an overflow crowd.

The second Lunch & Learn program, focusing on **Depression**, is scheduled for July 30, 2008 from 11:30am to 1pm at SMMC Visiting Nurses' Main Street facility in Kennebunk. The third program, to be held in the fall at the same location, will be announced later this summer.

Each program is accompanied by printed health reports, distributed free of charge, that summarize and highlight the featured topics.

“Our goal is to give seniors in our service area the knowledge they need to prevent and manage some of these chronic conditions,” says Sharon. “By providing educational programs and resources, we hope to empower individuals and their families to become knowledgeable, active participants in their health care.”

If you want more information about the Lunch & Learn programs, please call (207) 985-1000.



“Knowledge is power.”

Sir Francis Bacon, 1597

SMMC Visiting Nurses Donations 2007

Municipal

Town of Arundel
City of Biddeford
Town of Kennebunk
Town of Wells

Nurse Gibson Society (\$1,000 and up)

The Robert P. and Patricia J.
Bauman Foundation
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Dorothy Low Newton Trust
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Elmina B. Sewall Foundation
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Community Foundation
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About SMMC Visiting Nurses

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Elizabeth Terwilliger
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Claire McEachern
Laurie Peterson
Wendy Reagan
Linda Silva
Elinor Smith
David Stead
Ray H. Thyng
Joline Woodhead

SMMC Visiting Nurses was originally founded as the Kennebunk Public Health Association in 1909 by the Parsons Family in order to provide a public health nurse to the Town of Kennebunk. Since that humble beginning on the second floor of the Pythian Building on Main Street, the organization has evolved and changed, just like the delivery of health care has changed. The one constant, though, has been continuous service in the provision of home visits and health promotion activities to the community.

SMMC Visiting Nurses, which affiliated with Southern Maine Medical Center in 1996, is a non-profit home health agency governed by a local voluntary community board. The agency is state licensed, certified by Medicare and MaineCare, and accredited by the Joint Commission.

As a full-service home health agency, SMMC Visiting Nurses provides home visits which include Skilled Nursing, Physical Therapy, Occupational Therapy, Speech/Language Pathology, Medical Social Work Counseling and Home Health Aide contacts for assistance with personal hygiene and activities of daily living. Our nursing services are available to our patients 24 hours a day, 7 days a week. Staff work closely with physicians to develop a plan of care to ensure that each home health patient achieves the highest level of independence and rehabilitation possible.

SMMC Visiting Nurses provides a wide array of clinical and health education activities to the community. We maintain a Walk-in Nurse Clinic at our 72 Main Street location which provides residents with easy access to numerous preventative health screening tests and, of course, annual flu shots. We also offer an extensive Diabetes Program with monthly Diabetic Support Groups. In addition, we manage the Breast & Cervical Health Program for all of York County (no cost mammograms and pelvic exams for eligible women 50-64 years of age) and provide a "Loan Closet" of medical equipment (walkers, crutches, commodes, wheelchairs, etc.) at no charge. This year we initiated a Telehealth Program that allows patients with chronic needs to have their vital signs monitored daily for close observation and compliance with doctor's orders. For more information, contact us at (207) 985-1000 or visit our website at www.smmcvisitingnurses.org.



Memorial donations

Ken and Diane Afferton

In memory of Catherine M. Bullock

Joan Baines

In memory of Edward Baines

Mr. and Mrs. Agostino Balzano

In memory of Clifford Sawyer

Norman and Rachel Belanger

In memory of Emma Belanger

Magdalene Came

In memory of Charles Came

James Clements

In memory of Laurent J. Caret

Pat Cochrane

In memory of Laurent J. Caret

Irene Corriveau

In memory of Laurent J. Caret

Crowther Family

In memory of Catherine M. Bullock

Marilyn Daggett Cote

In memory of Lena Hill

Ms. Marilyn Dannenfelser and Family

In memory of Laurent J. Caret

Thomas and Shirley Dolan

In memory of Dorothy and Reino Lehtola

Richard R. DuPont, Sr.

In memory of Goldie DuPont

Aileen Eastwood

In memory of Laurent J. Caret

Phyllis A. Gerson

In memory of Julian J. Gerson

Mrs. Mary Groleau

In memory of Clifford Sawyer

Cindy Guay

In memory of Laurent J. Caret

Mr. and Mrs. Peter H. Hersey

In memory of Elizabeth Hatch

Mrs. Ann M. Katon

In memory of Lorraine Poisson

Mary Ann Kilroy

In memory of Laurent J. Caret

Rita Lavigne

In memory of Andre Lavigne

Pauline Lemire

In memory of Henry Lemire

Stella, Corinna & Regina Marinucci

In memory of Clifford Sawyer

Mr. and Mrs. Fred Nason

In memory of Clifford Sawyer

Mrs. Blanche Newall

In memory of Clifford Sawyer

Mrs. Josephine Nicolella

In memory of Clifford Sawyer

Mr. and Mrs. Louis Nicolella

In memory of Clifford Sawyer

Harriet and Steven Passerman

In memory of Thomas Hackett

Ardath Pierce

In memory of John and Gladys

Nadeau

Mr. and Mrs. Henry Pierce

In memory of Doris Griffin Jacobs

David C. Purcell, Jr.

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In memory of Lori C. Rushia

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Dr. John and Mrs. Scappaticci

In memory of Clifford Sawyer

Mrs. Mary Sciarra

In memory of Clifford Sawyer

Joseph and Debbie Seeberger
and Family

In memory of Laurent J. Caret

Mrs. Rosalie St.Pierre

In memory of Clifford Sawyer

The Estate of Joyce I. Surprenant

In memory of Joyce Surprenant

Elizabeth Terwilliger

In memory of Laurent J. Caret

Towson University Foundation, Inc.

In memory of Laurent J. Caret

Donald R. Turgeon

In memory of Beverly Turgeon

Erwin C. Warren

In memory of Yvette L. Warren

Mike and Janet Weston

In memory of Diq Weston



Financial Report

SMMC Visiting Nurses Financial Report

(Compilation Review of revenues and expenses for fiscal year ending April 30, 2007)

We billed patients for:

Total billed revenues for home health services delivered:	\$ 3,174,810
Not received from insurances or from patients without insurance or ability to pay:	\$ (327,523)
Total revenue from other clinical services:	\$ 238,072

Total net revenues \$ 3,085,359

We spent

Salaries, wages and benefits	\$ 2,338,183
Supplies and expenses	\$ 560,256
Provision for bad debts	\$ (5,726)
Depreciation	\$ 40,278

Total operating expenses \$ 2,932,991

Income from operations	\$ 152,368
Total non-operating revenues (donations & income on investments)	\$ 412,263

Excess of revenues & gains over expenses \$ 564,631

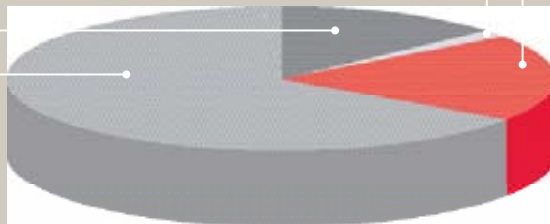
Operating Expenses

Supplies 19%

Depreciation 1%

Benefits 14%

Wages 66%

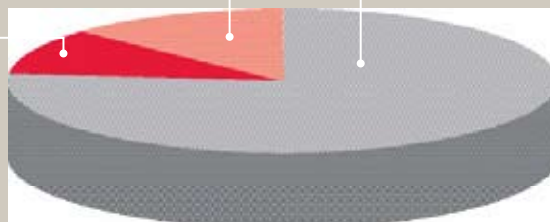


Payor Percentages

Medicare 73%

Medicare/EIM 11%

Private Insurance 16%



Statistical Report

May 1, 2006 to April 30, 2007

All Programs: 5,796 patients seen

Home Care Program:

In-Home Visits:	1,428 patients
Skilled Nursing	11,779
Physical Therapy	4,559
Occupational Therapy	591
Speech Therapy	1,820
Medical Social Work	275
Home Health Aide	3,552
Total visits	22,576

Clinical & Education/Support Programs:

Clinics held:	300+
Patients seen:	4,368
Adults & Children	6,196 contacts
Flu shots	3,473
Blood pressures	560
Mammograms	88
Routine foot care	110
TB tests	85
Other tests	1,338
Education/Support	542

Free Loan Medical Equipment:

Pieces of medical equipment loaned 246

Diabetes Support Programs:

Classes held	42
Participants	174
(Plus monthly support groups offered)	

Other classes/outreach activities held:

Breast Self Exam	Ostomy Care
Insulin Pump	Heart Health
Diabetes Day	Fall Risk Safety

Blood Drives: June/Dec 213 units

Telehealth initiated in January 2007
49 chronically ill patients monitored



2007 - 2008 Board of Directors

Officers:

Phyllis Russell, *Chair*
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Debbi Lord

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C. Bruce Wright

Retired in 2007:

Suzanne Yeatts

SMMC Visiting Nurses employed 71 professional staff in 2007. We have also been blessed by many active volunteers who helped support our work with 1,540 hours.

Volunteers in 2007:

Virginia Allen; Jane Anderson; Judy Barrett, RN; Sallyann Bassett; Priscille Belanger; Connie Belyea; Bette Briggs; Dale Came, RN; Dr. Elaine Carlson; Helen Clark; Betty Craver; Shirley Dolan; Dr. James Donovan; Dee Francouer; Ellie Gauvreau; Theresa Gilblair; Betty Jordan; Edith Korb; Dr. Frank Lavoie; Dolores Levesque; Joyce Mahler; Alba Mangone; Carolyn McAdams; Victoria Mills; Alton Palmer; Maureen Parkin, RN; Lynne Pettis; Doe Schmalz; Sylvia Searle; Judith Tobin; Helen Wilson; Susan York-Wilbur; and Suzanne Yeatts.

Youth Volunteers: Benjamin Burtchell; Carolyn Grillo; Michaela Lynch; Nadia Rashed; Sarah Rashed; and Brianna Welch.

The Marjorie O'Connor Memorial Volunteer of the Year for 2007 was Susan York-Wilbur.

Joanne Wrba Memorial Nursing Scholarship

2007 recipient was Lindsay D'Ascanio of Kennebunk.

To date, SMMC Visiting Nurses has awarded \$5,500 to local high school seniors pursuing a nursing career in memory of our beloved nurse and friend, Joanne Wrba, RN.



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