

# The return of a *VNA* tradition: the 2010 Tree of Lights!

A beloved tradition of caring has come home! For the first time since 2005, a real Indiana County evergreen is illuminated as the symbol of the community's compassion for VNA patients. It is our first outdoor Tree of Lights in many years, lit up in VNA blue for the agency's 40th anniversary.



As in years past, much of our organization's year-end support comes from those who have experienced the services of VNA Home Health Care, Family Hospice and Palliative Care (including Punxsutawney Family Hospice) and VNA Extended Home Care. Letters like this one are an inspiration to nurses and staff each and every day:

"My monetary contribution is a small representation of my gratitude for the care provided by your people. Compassion carries no price tag. I will never forget the day I observed the hospice aide bathing my mother and making sure she was comfortable in what turned out to be, literally, her death bed. Money can't compare to that generosity of spirit."

Be a part of a holiday legacy! Your gift to the 23rd annual Tree of Lights will help to buy the things which *do* have a price tag – the medicines, supplies, therapies, and skills our staff provide every day of the year, and the fuel to get them across the more than 90,000 square miles we serve. Send your gift in the enclosed envelope, or click your gift online at [www.vnaindianacounty.com](http://www.vnaindianacounty.com).

## Hospice survey yields a perfect review

You can take them by surprise, but you'll never find the Hospice nurses and staff unprepared. When professionals from the Department of Health arrived in an unannounced Medicare survey in November — the clinical equivalent of a white glove test — they found *no deficiencies*. That means that beyond providing outstanding care, Hospice patient records and office procedures maintain and uphold the integrity of the entire division. Congratulations, Hospice! What a nice 25th birthday present!



## A legacy tradition continues, too

The VNA lost a number of devoted friends in the past year. Because two of them provided for the agency in their wills, their compassion will remain for years to come.

**Dr. Lois C. Blair**, past member of the VNA/ Hospice Foundation Board, left an unrestricted gift which the VNA will use for the most urgent purposes.

**Col. Charles Stevenson** designated his estate gift for the support of both Extended Home Care and Family Hospice and Palliative Care.

If year-end planning or New Year's resolutions find you looking ahead, consider an estate provision to the VNA. In times of economic stress, planned gifts can be especially attractive, because they do not depend on current income. We welcome those who have named the VNA in their wills as *Friends for Life!*

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*“A good character is the best epitaph. Those who loved you, and were helped by you, will remember you when forget-me-nots are withered. Carve your name on hearts, and not on marble.”*

*C. H. Spurgeon*

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**National Hospice and Palliative Care  
Organization**

*Member*





# AT YOUR DOOR

*A Newsletter for the Friends of the Visiting Nurse Association of Indiana County*

## Linda Bettinazzi honored by physicians

It had been ten years since the Indiana County Medical Society had bestowed the Benjamin Rush Award, so everyone associated with the VNA was thrilled that the 2010 Award went to President and CEO Linda Bettinazzi. The award honors a person (not a physician) who has had a significant impact on the health of Indiana County communities. At the Medical Society's annual dinner gala, guests were treated to thoughtful remarks by Society President Dr. Ruth



*photo caption:* Joining Benjamin Rush Awardee Linda Bettinazzi (center) were Marion Nugent Cowan, Director of Family Hospice and Palliative Care (left); and Rhonda Warren, Executive Assistant.

Woolcock and guest speaker Pat Hillebrand; and to a light-hearted retrospective of Mrs. Bettinazzi's

life, narrated by Dr. Stella Boron, longtime friend and Hospice Medical Director.

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of this issue

**A year of service  
to the community:  
2009-2010 Annual  
Report**



# From your heart to their homes: The lasting impact of a year of giving

## The 2009-10 Gifts Report

To the remarkable statistics in the Annual Report at the center of this newsletter issue, add this: 1,081 individuals, corporations, foundations, and organizations invested in the Visiting Nurse Association last year. In a time of doubt and anxiety, they showed a profound determination to maintain outstanding patient care and secure growing resources for new models of care. Because of their generosity, we can send our nurses and staff into the field every day, equipped with the finest tools and prepared for the growing complexity of illnesses and disabilities in our Indiana County communities. As reimbursements continue to fall short of the actual cost of care, charitable contributions are the bridge to the families who, every week, write us notes like this one: "It seems that your organization has hand-picked the perfect people to help not only the patient but the family as well."

Throughout the Gifts Report, we recognize our Loyalty Donors with a diamond ♦. We salute the continuity of our "Loyals," who have made 10 or more gifts to the VNA, including the most recent fiscal year.

We thank all the families who designated our agency for memorial contributions, by listing our name in newspaper obituaries and by making our memorial envelopes available at the funeral home. In order to report memorial tributes in a more timely way, we acknowledge those who gave through September 30, 2010, rather than closing with the end of the fiscal year on June 30, as we do for all other gifts. This edition includes memorials made from October 1, 2009, through September 30, 2010.

*In the absence of a preference for Mrs. or Miss, we default to no title for either Ms. or Mr. We are happy to update our records to reflect new preferences or name changes.*

### MEMORIALS 10/1/09 through 9/30/10

*Includes tributes made through the annual appeals and through the inaugural "Hope Takes Flight" Butterfly Release*

**Nancy Adair**  
ARAMARK  
Sharon Smith,  
*from Sharon & Steve*  
Mr. & Mrs. Sonny Wincek  
Michelle Zmuda

**Jacki Adams**  
Mr. & Mrs. Larmar Altman

**Katie Adornato**  
Mr. & Mrs. Robert Stewart ♦

**Mary Albenze**  
Mr. & Mrs. Ronald Albenze ♦

**Anna Allen**  
Sharon Ressler  
Mr. & Mrs. Donald Robinson

**Jonalee Altrogge**  
Julian Altrogge ♦

**Charles and Gladys Anderson**  
James R. Anderson

**Janet Anderson**  
Mr. & Mrs. Paul Calvetti ♦  
Delta Zeta Alumnae Chapter  
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Mr. & Mrs. George Lenz  
Mr. & Mrs. Paul E. Maloney  
Mrs. Jo-Anne McQuilkin  
Thomas Miller ♦  
Senator Don White

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Mrs. Anthony Angeloni

**Carl Richard Anstrom**  
Mrs. Ruth Marie Anstrom

**Esther Arford**  
Mr. & Mrs. James Arford

**Anthony Augustine**  
Mrs. Nora Augustine

**William J. Bair**  
Mrs. Phyllis Bair

**Steven C. Bartek**  
Mrs. Frances Bartek

**Mickey Bartholow**  
Jess Bartholow  
Mrs. Phyllis L. Bartholow

**Ernest Bartlebaugh**  
Mrs. Ethel Bartlebaugh ♦

**Lloyd and Elizabeth Bastian**  
Mrs. Florence Helwig ♦

**Bertha Bell**  
Sherrie Allshouse &  
Babe Horning  
Mr. & Mrs. David J. Lorenzo –  
*Dave, Faye, & family*

**Martha and Noble Bell**  
Dr. Patricia Lambiotte

**Ralph Berkey**  
Mrs. Helen Berkey (2) ♦

**Bettinazzi family members**  
Mr. & Mrs. David Bettinazzi

**Rose Bianco**  
James Bianco

**Lois Blair**  
Dr. M. Dorcas Clark ♦  
Mr. & Mrs. Anthony Kuzneski ♦

**Dorothy Blazek**  
Mr. & Mrs. Bill Clawson  
Mitsuko Hullenbaugh

**Joseph T. Blazek**  
Mr. & Mrs. Bill Clawson

**Richard D. Bloom**  
Rodney Bloom ♦

**John C. Bobella**  
Mrs. Betty Bobella

**Dorothy Bonacci**  
Mr. & Mrs. David L. Bonacci  
Mr. & Mrs. William A. Mills

**Carole Jagt Bonacum**  
Rev. & Mrs. Arthur Dilg ♦

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Mrs. Shirley Boring

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James Wilson ♦

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Barbara L. Hughes

**William Buchanan**  
Mrs. Roberta Buchanan (2) ♦

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Joyce Burkett  
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Bernard Burkett  
Thomas Miller ♦

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McAnulty  
Jack Piatak  
Mrs. Trina O. Plazio  
Barbara Shema &  
David Stasenko  
Mr. & Mrs. Conrad M. Weiser  
Linda S. Woods, *for*  
*the Simpson family*

**Mary C. Buterbaugh**  
Mrs. Josephine Stango ♦

**Edward Cann**  
Kathy Cann ♦

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Homer City American Legion  
Indiana Senior High Faculty  
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**Roman Castellani**  
Mr. & Mrs. James M. Costello ♦

**Joseph Castranio**  
Mrs. Louise Castranio ♦

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**Mildred and Tom Clark**  
Dr. M. Dorcas Clark ♦

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Mr. & Mrs. Bill Clawson

**Frank and Mary Colosi**  
Mary E. Colossi (2) ♦

**Grandma**  
Mr. & Mrs. Thomas Conrad ♦

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Mr. & Mrs. A. Gerald Craig

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Donald Marsh  
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Saltsburg Elementary School  
Sandy Smith

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Alex Johnston

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Mr. & Mrs. Robert Vargo ♦ (2)

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Mr. & Mrs. William D. Boatman  
Mrs. Mary Jane Mikesic ♦

**Robert Deemer**  
John Kurtz

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Miss Helen K. DeGaetano ♦ &  
Mrs. Helen L. DeGaetano

**Joey DeLuca**  
Mrs. Loretta Turk

**Mary Demosky**  
Mr. & Mrs. Stephen J. Demosky

**Christopher Dibiasi**  
Rosalind Dibiasi

**Lucille Dickey**  
Melvin Sheesley &  
Kathryn Sheesley

**Emma and Arthur Dilg**  
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Mr. & Mrs. James Martin ♦

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**Linda Dougherty**  
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Tammy Strong ♦  
Mrs. Mary White

**Alma Fedoruk**  
Sam Fedoruk ♦

**Robert Ferree**  
Nan Ferree

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**“There is a land of the living and a land of the dead,  
and the only bridge is love – the only meaning.”**

**Thornton Wilder**

*Although most of the tributes listed on these pages were for people who died in the past year, many are for people lost long ago, yet remembered lovingly, year after year. Such memorials perpetuate the compassionate hearts of those who have passed, by helping today's patients and families.*

---

**Mr. and Mrs. John Fetterman**  
Mr. & Mrs. A. Gerald Craig

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Joyce Filler

**Wayne Fiola**  
Miss Laurabel Jane Blue  
Mrs. Jean Davis♦  
Mrs. Jeanne Ekstrom  
Paula J. McGuire

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Mrs. Mary E. Frech

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Mr. & Mrs. Pete Alexander  
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Linda Sloaf♦

**Roy Frye**  
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the George F. Smith family

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Medical Supply♦

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Mitsuko Hullenbaugh

**Sharen Hursh**  
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**Mary L. Johnston**  
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Dr. M. Dorcas Clark ♦  
Dr. Pepita Jimenez-Jacobs ♦  
& family  
Ford Swigart, Jr. ♦  
W. H. Wood ♦

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Dr. & Mrs. Alex Juhasz  
Mr. & Mrs. Milton Roumm ♦

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Mrs. Sandra Kadlubowski

**George and Nellie Kaschak**

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Eileen B. Laorr  
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Ron LoPresti  
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Mr. & Mrs. Adam McCoy  
Mrs. Kathy J. Mihoerck  
Morgan Murayama

Mrs. Carol Naylor & David,  
*now deceased*

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John Pettina  
RITCS Group  
Mrs. Jean Rowe ♦  
Mrs. John Walker ♦  
A. Lynette Way  
Christine Wolcott  
Mr. & Mrs. Jeff Wolcott  
Mr. & Mrs. John O. Wolcott  
Mr. & Mrs. Melvin Woodard ♦  
Mr. & Mrs. William R.  
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**Kevin Klotz**

Mrs. Isla F. Smith

**Irene Kodman**

Mr. & Mrs. Albert J. Kodman,  
*for Irene's family*

**Walter Koehler**

Mr. & Mrs. Stanley DeGory ♦

**Nicholas Kopchick**

Friend of the Kopchick family  
Mrs. Betty Lou Isenberg  
IRMC Physical & Occupational  
Therapy:

Linda Carnahan  
Sue Ewen  
JoAnn Farabaugh  
Sharon Lishka  
Greta Means  
Teresa Reeger

IUP Administration &  
Finance Division

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Dolores Brzycki ♦

**Josephine Kucera**

Vivian Holt ♦

**Charlotte Kunkle**

Mr. & Mrs. Walter G. Taylor ♦

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**Winifred Ladley**

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**J. W. Lattimer**

Mrs. Florence Helwig ♦

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**Raymond Lucas**

Mr. & Mrs. Harold D. Moorhead

**Leroy Lukehart**

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Justine Smuro, Jodi, Jason,

& Kaylee

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Urish Popeck & Co., LLC

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brother David Marsh, &  
sister-in-law Cyndy

**Mary Frances Marsh**

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**Sara Marshall**

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**Joyce Marshall**

Melvin Marshall

**Orlando Martini**

Mrs. Maria Martini

**Carol L. Martz**

Mrs. Betty Walters ♦ (2)

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## Special thank you to families

*In addition to the tributes noted on these pages, we are grateful to the other families who designated the VNA, Family Hospice and Palliative Care, or VNA Extended Home Care to receive gifts in memory of their loved ones :*

*Howard "Joe" Bruckhart  
Roy Fennell, Sr.  
Lorena Goodwin  
Alfred P. Henry  
William Leasure  
Harry Murdick  
Linda Neal  
Thomas J. Strittmatter  
Warren Stutzman  
Pearl Thompson  
Geraldine "Pete" Woods*

---

*Dorothy Maruschak  
Mr. & Mrs. Alex Lezark ♦*

*William Matthis  
Mrs. Elaine Matthis*

*Joyce Maughan  
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**VNA**

Visiting Nurse Association  
OF INDIANA COUNTY

**We know the way out.**

Last year, we helped 2,978 people out of the scary realm of confusion, pain, loneliness, and fear.

We don't promise to cure people.  
We don't promise to fix the healthcare system.

**We do promise the best home health,  
hospice, and eldercare in the region.  
We pledge to guide our patients and clients  
through the maze of sickness, surgery,  
treatment, and therapy.**

**A year of service  
to the community:  
2009-2010 Annual  
Report**



# Our people

Our people are, quite literally, our product. In a time of profound economic challenges, our staff have outdone themselves in the office and in the field. The long-awaited conversion to point-of-care technology required all the patience, ingenuity, and persistence we could muster. We continue to pilot models of coaching supervision, corporate compliance, and cross-functional communication which will become the gold standard of home health and elder care. Despite gloomy forecasts about the future of nonprofit home healthcare, we make a conscious decision every day to remain optimistic. Our patients' courage in the face of illness and death is our inspiration, and it is our privilege to enter their homes to help them.

## Our comprehensive staff:

Linda Bettinazzi, *President and CEO*

Debbie Bier, *Director of Home Health*

Maureen Bonatch, *Director of VNA*

*Extended Home Care*

Marion Nugent Cowan, *Director of*

*Family Hospice and Palliative Care*

Betsy DeGory, *Director of Funds*

*Development*

Linda Ribbeck, *CFO*

June Stewart, *Director of Marketing &*

*Community Education*

*In Home Health and in Family Hospice and Palliative Care -*

65 Registered Nurses (RNs)

9 RN Supervisors

8 Home Health Aides

22 Office support staff

4 Medical Social Services staff

2 Physical Therapists

1 Occupational Therapist

20 Contracted service providers

*In VNA Extended Home Care -*

2 Registered Nurses

4 Licensed Practical Nurses

19 Nursing Assistants and Home Health Aides

11 Companions and Housekeepers

6 Office support staff



## We help infants and the elderly, and all ages in between.

*Statistics required by the Commonwealth of PA.*

	<b>Home Health</b>	<b>Hospice</b>	<b>VNA EHC</b>
Birth to 20 years	89	1	8
21 to 40 years	122	2	4
41 to 59 years	399	21	7
60 to 65 years	243	18	20
66 to 75 years	500	53	42
76 to 85 years	678	81	97
Over 85 years	555	103	90

## Our patients' care needs are increasingly complex.

*Statistics required by the Commonwealth of PA.*

*For Home Health and Hospice:*  
Duplicated  
patients

Circulatory system diseases, including cardiac	596
Musculoskeletal	338
Neoplasms (cancer)	309
Other - as yet undiagnosed when admitted to care	272
Injury/Trauma	212
Respiratory	210
Skin	146
Genitourinary	134
Digestive	128
Mental	121
Nervous system	89
Diabetes	79
Pregnancy	40
Blood	32
Endocrine	23
Infections	15
Perinatal	15
Congenital	3

## We made more than 75,000 visits.

	<u>Home Health</u>	<u>VNA Hospice</u>	<u>EHC</u>
Total visits:	45,128	9,825	19,938
Total patients served:	2,404	316	258
Total EHC hours:			63,172

## The negative impact of Managed Medicare slowed a little.

<u>Payors for</u>	<u>VNA &amp; Hospice</u>	<u>EHC</u>
Medicare	53.5%	-
Managed Medicare	25.7%	-
PA Medical Assistance	2.9%	36.5%
Highmark Blue Cross	5.4%	-
Other insurance	3.5%	6.8%
Patient/community service fees	1.0%	54.4%
United Way contributions	.5%	-
Other contributions	2.4%	2.3%
Other income	5.0%	-

## Unfunded, unreimbursed care cost the VNA \$240,000

### It all adds up!

40 years Visiting Nurse Association of Indiana County  
 25 years VNA Family Hospice and Palliative Care  
 15 years VNA Extended Home Care  
 \_\_\_\_\_ =  
 Experience, Expertise and Exceptional Quality



## A message from the CEO

We read and hear the word community so much in our rural county that it can easily lose its meaning from overuse. In the case of the VNA, this single word tells the story of how we got started, what sets us apart, and why we have plans in place for the future of our agency. Being community-based and -operated allows us to tailor our programs and services to meet the specific health concerns of the people in our communities. Our extensive telehealth monitoring program, for example, meets the needs of vulnerable patients with difficult symptom management, many of whom live far from a hospital or doctor's office. Our nurses can keep an eye on their vital signs each and every day, as transmitted from the patients' homes.

Nonprofit VNA's like ours are governed by Board members who live and work here. The mission they uphold for us is providing care to all patients, regardless of the complexity of their illnesses or their ability to pay. We provide service to patients on Medical Assistance; patients with no insurance, and also those whose insurance either doesn't pay for home healthcare or pays only a limited amount. In each of the past several years, the VNA of Indiana County has provided more than \$200,000 in unreimbursed care. At times, that figure approached half a million dollars.

A volatile debate has divided our country over efforts to reform healthcare insurance. I feel as if I'm already a veteran of that battle, along with every member of our amazing staff. We have been in the trenches for decades, fighting for every visit our patients need, and every piece of medical equipment. We have watched the pendulum swing from fair Medicare reimbursement formulae to harsh budget cuts.

I wish it were otherwise. I wish that we could go about the business of delivering compassionate healthcare every day, knowing that we would be fairly compensated for our efficiency and excellent outcomes. The future could make that a reality. In the meantime, we are meeting the needs of thousands of patients in local communities and gearing up for many who will need us in the next 40 years.

Thank you for your interest and support.

**Our Board members lead and govern us as partners in mission, as workers in the field, and as ambassadors to the community.**

## **VNA of Indiana County/VNA Extended Home Care Board of Directors 2009-2010**

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Thomas Trevorrow, M.D.  
Cindy Virgil

**Our numerous affiliations make us an active healthcare partner locally and nationally.**

The VNA is regulated by the Commonwealth of Pennsylvania and certified by both Medicare and Medicaid. We are members of:

Pennsylvania Association of Home Care Agencies  
Visiting Nurse Associations of Pennsylvania  
Visiting Nurse Associations of America  
National Hospice and Palliative Care Organization  
United Way of Indiana County  
Indiana County Healthcare Careers Consortium  
Indiana County Chamber of Commerce  
Affiliate of Indiana Regional Medical Center

Our Funds Development Division adheres to the standards of practice of:

Association of Fundraising Professionals  
Partnership for Philanthropic Planning

## **Our mission and values**

The Visiting Nurse Associations of America (VNAA) is a national network of 154 nonprofit home healthcare providers. As a member agency, we have upheld the values of the VNAA for 40 years:

- **Access to care:** We believe all persons should have access to affordable, high-quality, compassionate home- and community-based health and hospice services, regardless of the complexity of care or ability to pay.
- **Excellence:** We strive for the highest possible levels of service, patient care, ethical conduct, and integrity as we deliver healthcare.
- **Transparency:** We will share information and communicate openly with our partner agencies, our staff, our Board of Directors, and our volunteers and donors.
- **Accountability:** We will generate reliable and accurate data and information, and we are accountable to the public for delivering measurable outcomes and results.
- **Stewardship:** We embrace our responsibility for securing and managing available resources efficiently and effectively in pursuit of our mission.
- **Leadership:** We believe that we can improve the health of the communities we serve.

**Home Health Care  
Family Hospice & Palliative Care  
Extended Home Care**

**Medical Arts Building  
Suite 3000**

**850 Hospital Road  
Indiana, PA 15701**

**tel 724.463.6340**

**fax 724.463.8907**

**www.vnaindianacounty.com**

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## **Grant support to strategic priorities**

The Funds Development Division continues to focus its grantseeking on funders who share our priorities in patient care and employee excellence. Three funding sources supported direct care worker recruitment and retention:

- The Direct Service Initiative, a program of the Commonwealth of Pennsylvania, through a partnership with Indiana County's Aging Services - \$5,331.
- The Workforce and Economic Development Network of Pennsylvania (WEDnet) - \$2,290.
- The Tri-County Workforce Investment Board - \$1,332.

A \$1,000 grant from Highmark underwrote the Five Wishes workbook for end-of-life planning, distributed throughout the community by Family Hospice and Palliative Care.

A \$12,500 grant from the Bork Family Foundation of the Community Foundation for the Alleghenies has enabled the VNA to begin to add two-way videomonitoring to its complement of remote telehealth monitors, which have become the standard of care for our patients with congestive heart failure and other chronic conditions.

Finally, the agency's conversion to point-of-care technology was supported by a \$10,800 grant from the Indiana Rotary Club; and \$74,269, in FY10, of a three-year grant from the USDA Distance Learning and Telemedicine Program.

# Hope Takes Flight Butterfly Release

*by Mary Edith Cicola  
Hospice Volunteer Coordinator*

The weather did not bode well on the morning of August 22nd, the day of the first VNA Family Hospice Butterfly Release. As the over 200 people began to arrive, the skies started to clear. When the time came to distribute the butterflies to waiting hands, the clouds parted, and the sun began to shine.

Over 225 butterflies were released in honor and memory of loved ones. Some took to the air immediately while others were more reluctant to leave the warm hands holding them. A number of the butterflies lingered for a while, arranging themselves on shoulders and heads, flowers and grass, content to adapt to their new environment before taking to the air on their long migration.

Thank you to all of the VNA staff who came to help and make the day a wonderful memory for so many.

Thank you to Cierra Overdorff, daughter of Hospice nurse Kim Overdorff, who dressed as a Monarch butterfly to present souvenir bookmarks to those in attendance.

Thanks also go to Angela Free, volunteer Cleo Free's granddaughter, along with Cleo's daughter, Tracey Repinski, for their artistic face painting skills. They did a wonderful job and the kids and parents were thrilled. Cleo's grandson, Travis provided his video skills for the day.

Thank you to Ray Goss, volunteer, emcee, and consummate professional; and to Acey and Molly Gongaware for donating their time and musical talents on keyboard and violin.

We especially appreciate all of those Hospice volunteers who gave so much of their time: Pat Burns, Amelia Derr, Judy Dole, Cheri Finotti, Cleo Free, Ray Goss, Olive Holt, Don Kolar, Lois Lodge, Pat May, Shirley Nealer, Ruth Nelson, Bob Rittle, Jan Starry, Ella Stenman, and Judi Zelensky. This amazing group of people worked everywhere from registration to children's crafts. As always, they are invaluable!

Our able parking staff consisted of Dave Bettinazzi, Norb Cowan and Dave Cicola.

We look forward to the next Hope Takes Flight Butterfly Release!



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*Other friends and contributors are listed in the Gifts Report, either with Memorial/Honor tributes or with Annual Gifts.*

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OF INDIANA COUNTY

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