



*Team Livingston Ventura*

# 2014 ANNUAL REPORT

*lmvna.org*

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## MISSION STATEMENT

*Livingston Memorial VNA Health Corporation, Livingston Memorial Visiting Nurse Association and Livingston CareGivers recognize the growing need to provide services in the home environment for the sick, handicapped, elderly, terminally ill, and homebound.*

*As community-supported non-profit organizations, they strive to provide professional and supportive home health and hospice care services of the highest quality in the most cost effective manner to the people of Ventura County to ensure a positive patient outcome.*

*Livingston explores and develops health-related programs based upon community need and acceptance, economic viability and availability of resources to provide services.*

*Livingston is sensitive to the financial circumstances of its patients and provides needed services, including those at reduced or no charge to indigent patients, based upon the available resources of the organization.*



*The Livingston Memorial VNA Health Corporation is the parent organization of Livingston Memorial Visiting Nurse Association and Livingston CareGivers.*

*Livingston Memorial Visiting Nurse Association is licensed by the State of California, certified by Medicare and Medi-Cal, and is accredited by The Joint Commission.*

*The Joint Commission accreditation is regarded as the most comprehensive review of patient safety and quality efforts in the industry. Accredited home health organizations have fewer readmits to the hospital after an episode of care.*



*Livingston CareGivers is a non-medical provider of in-home assistance and is CAHSAH certified and not associated with The Joint Commission.*



Dear Friends,

Adaptability was the story of Livingston's 67<sup>th</sup> year.

2014—the first year of government implementation of the Affordable Care Act (ACA) was filled with uncertainty, anxiety, optimism, legal challenges and political opposition, technical glitches, and a massive reduction in California's uninsured population. Of an estimated 5.9 million uninsured Californians ages 19-64, 3.4 million gained coverage either through private insurance or Medi-Cal.

This seismic shift in healthcare coverage and delivery was felt by Livingston in dramatic fashion. While the numbers of uninsured patients have declined, low income people are being directed into Medi-Cal, where coverage for care is limited by low reimbursement rates. This large pool of underinsured patients is entering the healthcare system with chronic conditions that have long gone untreated and often with multiple complications. Other than Livingston, almost no other providers are willing to help this population. Last year Livingston provided 94% of the home health care for Ventura County's Medi-Cal patients.

Other key directives of the ACA are to improve quality and lower healthcare costs. These mandates are being felt by both Ventura County hospitals and home healthcare agencies. A key measure of quality improvement is a hospital's 30 day readmission rate. The government does not want to see a revolving door of patients entering and reentering hospitals for the same condition, so continuum of care from hospital to home has become more vital than ever. This has been a long term focus of Livingston even



**Laura K. McAvoy**



**Lanyard K. Dial, M.D.**

before the ACA. We believe avoiding readmission is in the best interest of our patients. In fact, Livingston's hospital readmission rate of 8.15% is well below the benchmark national rate of 11.86%.

The overall response from local hospitals has been to begin forming alliances with quality home healthcare agencies like Livingston for the purpose of improving patient care and containing costs. We welcome this effort. Livingston has always stressed and will continue to emphasize quality continuum of care between hospital and home.

Livingston has been meeting the community's home healthcare needs for 67 years and we haven't done it by standing still. In response to the ACA, as we have done through nearly seven decades, we are adapting to meet the vital home healthcare needs of our community.

Sincerely,

Laura K. McAvoy  
*Chairman of the Board*

Lanyard K. Dial, M.D.  
*President/CEO and  
Medical Director*

Year:	2010	2011	2012	2013	2014
Subsidized Care Patients:	389	424	549	558	650
Subsidized Care Provided:	\$302,064	\$345,649	\$420,740	\$606,132	\$733,788

# LIVINGSTON NEWS

## We Honor Veterans

It surprises many people to learn that 680,000 Veterans die every year in the U.S. – that's 25 percent of all deaths. Livingston Hospice has been working to help these heroes at life's end.

We Honor Veterans is a pioneering program focused on respectful inquiry, compassionate listening and grateful acknowledgment. Recognizing the unique needs of America's Veterans and their families, Livingston Hospice learns how to accompany and guide them through their life stories toward a more peaceful ending.

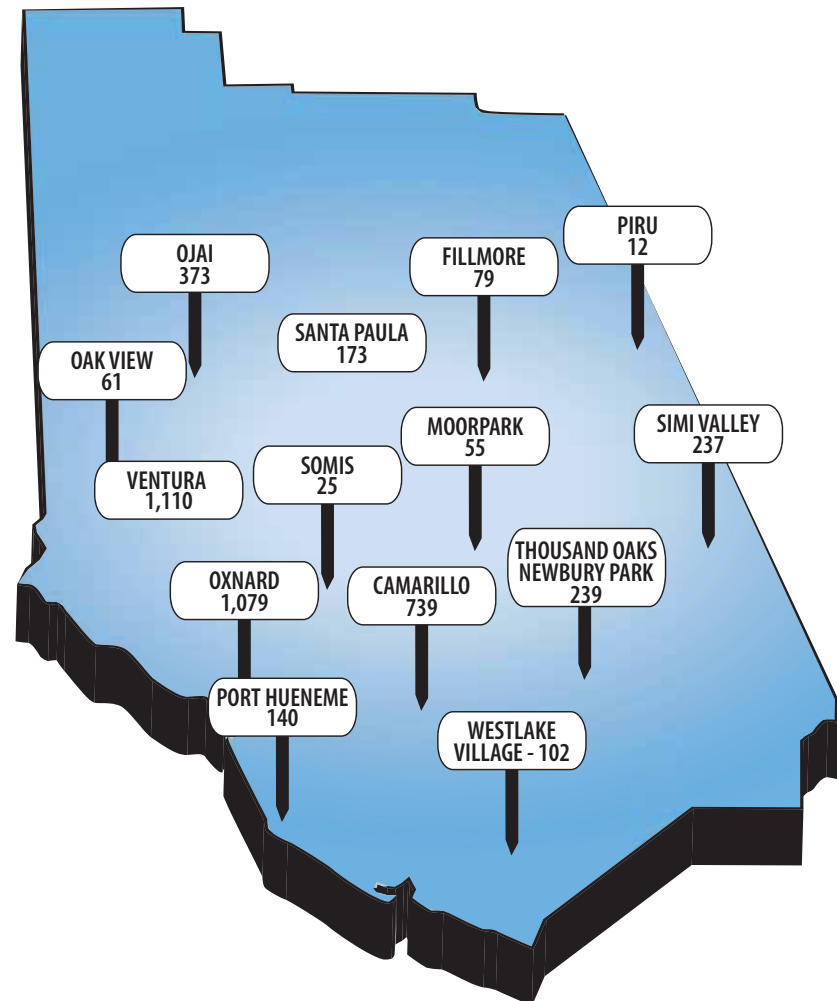


As part of Livingston's We Honor Veterans program, nine area Veterans were celebrated on July 2nd at the Mountain Vista Manor in Ojai. Livingston gave American Flag lapel pins to each guest while Mike McManus, County of Ventura, Veteran Services Officer Senior Master Sergeant, USAF (ret) presented each Veteran with a certificate. Collectively the Veterans honored served in World War II, the Korean War, Vietnam, and the Persian Gulf in active and reserve capacities.

Mr. McManus said this about Livingston's program, "Veterans have answered this nation's call to protect all the freedoms we as Americans enjoy daily. They served and sacrificed, at home and abroad, and in some cases, made the ultimate sacrifice. Events like Livingston's recognition ceremony allow Americans to express their gratitude to veterans. It's a tangible sign that citizens appreciate the efforts of the men and women who serve in our Armed Forces."

## 2014 Ventura County Service Delivery Map-

Patients per city



Patients in adjacent counties: 62

Total Patients: 4,486

## Quality of Care: A Livingston Hallmark

With the implementation of the Affordable Care Act there is additional emphasis placed on patient satisfaction and patient outcomes. Livingston had no problem adjusting to the additional scrutiny as we were already in the top tier of both measures.

Patient satisfaction continues to be a hallmark of Livingston home healthcare. On a scale of 1 to 10—83% of Livingston patients would rate Livingston as a 9 or 10. This is 4% higher than the California state average and higher than all of Livingston's main competitors in Ventura County.

Livingston also continued to maintain a high rating for referrals, with 79% of patients saying they would recommend the agency to a family member or friend. This rating is 7% better than the state average.

On other more specific measures of quality patient outcomes: walking, transfers, bathing, pain, and dyspnea (shortness of breath), Livingston's marks have improved in all categories for the period 2012 to 2014.

The continuing focus on quality by Livingston's Board of Directors, Patient Advisory Board, and clinical services leadership and staff really do make Ventura County a kinder and more caring place to live.

## Forward Thinking: Hospital Alliances

Since the implementation of the Affordable Care Act, Ventura County's Medi-Cal membership has increased by 54,100. Michael Englehard, the CEO of the Ventura County Medi-Cal managed plan commented on the new enrollees, "they need more care. Hospital days are up. Referrals for specialization services are up. We're seeing that these new members coming in are higher utilizers of services."

In addition to increasing access to healthcare, the ACA also demands that hospitals become more accountable for their patients' healthcare outcomes. In fact, hospital reimbursement rates are now linked to quality of care. This is driving hospitals to form alliances with home healthcare agencies for the purpose of improving patient care and containing costs. Specifically, one of the primary goals of the partnerships is to ensure that the continuum of care from hospital to home minimizes hospital readmissions.

Livingston is well known to area hospitals for providing quality home healthcare and reducing hospital readmissions. In fact, Livingston patients' hospital readmission rate of 8.15% is well below the national average of 11.86%.

In recognition of Livingston's quality of care, we were asked to join an alliance that includes Community Memorial Hospital, St. John's Hospitals in Camarillo and Oxnard, and Simi Valley Hospital.

As the ACA moves forward, we expect more hospital/home healthcare alliances to form and we remain ready to meet the needs of an evolving healthcare system.



*Livingston and St. John's Hospitals have a longstanding community partnership, left to right: **George West**, Vice President, Mission Integration and **Cathy Frontczak**, Chief Nursing Officer of St. John's; and **Laura McAvoy**, Board Chairman and **Dr. Lanyard Dial**, President/CEO and Medical Director of Livingston.*

## HOME HEALTHCARE



*The majority of Livingston patients are seniors who want to recover in the environment where they heal best—their own home.*

*Thank you for assigning another great Physical Therapist to help me through my second total hip replacement surgery. She is so thorough and patient. I am now walking pain free for the first time in years!*

—GRATEFUL VENTURA PATIENT

Since the implementation of the Affordable Care Act, Ventura County's Medi-Cal roles have grown by over 54,000. Due to low reimbursement rates, no other Ventura County home healthcare agency is willing to provide care for these patients who are considered underinsured. As a result, Livingston saw its subsidized care patient numbers grow by 16 percent and subsidized care costs grow by 21 percent. In fact, Livingston now provides 93% of all Medi-Cal home healthcare visits in Ventura County. According to the State of California, of the 5,506 total Ventura County Medi-Cal home healthcare visits made in 2014, Livingston provided 5,107.

Livingston home healthcare includes treatment of chronic medical conditions, recovery from surgery, intravenous therapy, wound care, medical social work, rehabilitative services (physical therapy, speech therapy and occupational therapy), Telehealth services, and other medical services provided in the home.

Home Healthcare Patients: 3,937

Patient Visits: 49,118

Age	Unknown	6 / <1%
0-17	75 / 2%	
18-34	113 / 3%	
35-59	763 / 19%	
60-105	2,986 / 76%	

Subsidized Care Patients: 577

Subsidized Care Provided: \$687,599



Livingston has been providing hospice services in Ventura County since 1985. Our dedicated hospice team specializes in combining medical knowledge with compassionate care to relieve suffering, provide comfort and restore dignity to each individual we serve.

**Livingston Hospice** helps families provide care to patients of any age, including children. Our goal is to help families feel confident, comfortable and supported while caring for their loved one at this special time. Bereavement support groups are also an important part of the program.

**Livingston Palliative Care** is specialized holistic care that focuses on treating the pain and symptoms of a serious illness. It is care that supports individuals and their families as they explore their goals for future care.

*On behalf of my father, I would like to acknowledge my gratitude for all the work your nurses have done, along with yourself in checking him on occasion to assess his health in reference to the cancer. I truly believe you have compassionate personnel tending to the homebound and terminally ill. The care they have extended is truly something to be valued by all who receive it. Thank you and do please extend my appreciation to those wonderful nurses.*

—GRATEFUL SANTA PAULA DAUGHTER

Hospice Patients: 667

Days on Care: 32,575

Age	0-17	2 / <1%
	18-34	0 / 0%
	35-59	39 / 6%
	60-104	626 / 94%

Subsidized Care Patients: 49

Subsidized Care Provided: \$31,358

## LIVINGSTON CAREGIVERS



CareGiver **Jeannette Valdez** with client **Roger Caldwell** is a match that works for everyone.

**L**ivingston CareGivers provides vital non-medical, personal assistance in the home to residents of Ventura County. Our clients are frail, disabled, elderly, and anyone who needs personal help at home.

When daily living needs are managed and addressed, people can remain in their own home, which is often a preferred alternative to long term care placement. Livingston CareGivers provides numerous services, but the most important benefit is the peace of mind in knowing that a trusted agency, part of the Livingston Family, is here for you and your loved ones.

*To whom it may concern:*

*I would be remiss if I did not take pen to paper regarding your Livingston caregiver Jeannette Valdez. She came to us at a time when I was in dire need of help. My husband of almost 58 years was suffering from Parkinson's and dementia with Lewy bodies. I was his caregiver and ended up in the ER twice with stress related problems.*

*Enter Jeannette! You could easily say she was an angel in disguise. With our first meeting she impressed me with her poise, personality, compassion, and willingness to help us in any way she could. She literally has been a godsend to us both. She makes our evening meals, dusts, does dishes, takes out the trash, etc. She even walks our dog and makes my morning coffee! What a jewel! We so enjoy her easy manner and fabulous sense of humor. If I could adopt her I would!*

*Thank you Livingston for your wonderful staff who are always so helpful and pleasant on the phone.*

*Sincerely,*

— LEE CALDWELL

### Livingston CareGivers

**(805)642-9570 or (800)830-8881**

*A non-medical home care provider and  
a subsidiary of Livingston Memorial VNA  
Health Corporation*

CareGiver Clients: 155

Hours of Service: 55,082

Subsidized Care Clients: 24

Subsidized Care Provided: \$14,831



## VOLUNTEERS



*2014 Livingston Hospice volunteer class graduates.*

<b>Christina Altfeld</b>	<b>Richard Hazard</b>	<b>Sue Pollock</b>
<b>Rose Alton</b>	<b>Douglas Honeyman</b>	<b>John Powell</b>
<b>Joan E. Anderson</b>	<b>Curtis Hotchkiss</b>	<b>Mario Riley</b>
<b>Carol Annable</b>	<b>Janet Jacobs</b>	<b>Virginia Riley</b>
<b>Joan R. Araujo</b>	<b>Steve Jacobsen</b>	<b>Jeannette Rothweiler</b>
<b>Barbara Balke</b>	<b>Karen Jensen</b>	<b>Nelda Samarel</b>
<b>Peggy Barnes</b>	<b>Cynthia Johnson</b>	<b>Mary Louise Sanchez</b>
<b>Karen Barton</b>	<b>Shelli Karnes</b>	<b>Ruth Sayre</b>
<b>Sylvia Basich</b>	<b>Julia Kauffmann</b>	<b>Sherry Scott</b>
<b>Rita Beahan</b>	<b>William J. Kearney</b>	<b>Patricia Sheaffer</b>
<b>Gail Beltramo</b>	<b>Sue Khougaz</b>	<b>Susan Sher</b>
<b>Dianne Bernstein</b>	<b>Nancy Kochevar</b>	<b>Laura Siders</b>
<b>Normand Bessette</b>	<b>Randall Lamberson</b>	<b>John Sieck</b>
<b>Sandi Biggs</b>	<b>Barbara Lewis</b>	<b>Betty Siegfried</b>
<b>Marc Bobonic</b>	<b>Jenna Lindquist</b>	<b>Angela Slaff</b>
<b>Alice Braun</b>	<b>Jim Loughman</b>	<b>Tania Sussman</b>
<b>Hanna Caraway</b>	<b>Denise Ludwig</b>	<b>Marvin Tepper</b>
<b>Julianne Case</b>	<b>Michael R. Lurie</b>	<b>Douglas Van Bogelen</b>
<b>Weitz Chatenever</b>	<b>Judy Macy</b>	<b>John Walters</b>
<b>Patti DeLaTorre</b>	<b>Lois Manning</b>	<b>Edward P. Waters</b>
<b>Pat Doggett</b>	<b>John Martin</b>	<b>Lynda Whelchel</b>
<b>Jennifer Duke</b>	<b>Laura K. McAvoy</b>	<b>Lori White</b>
<b>Janice Dushane</b>	<b>Bobbie McCaffrey</b>	<b>Laura Whitney</b>
<b>Sharon Elvin</b>	<b>Patty McKenna</b>	
<b>Catherine Frontczak</b>	<b>Linda McMichael</b>	
<b>Barbara Gage</b>	<b>Barbara Mendeas</b>	
<b>Jurgen Gramckow</b>	<b>Jannette Moreno</b>	
<b>Jennifer Guernsey</b>	<b>Elizabeth O'Brien</b>	
<b>Eleanor Guzik</b>	<b>Jeffrey D. Paul</b>	
<b>Richard Guzik</b>	<b>Joel Paule</b>	
<b>Charles M. Hair</b>	<b>Thomas P. Pecht</b>	
<b>Carol H. Hambleton</b>	<b>Kathy Pierce</b>	
<b>Pat Harter</b>	<b>Ron Pollack</b>	

Volunteers are truly at the heart of Livingston's mission. An all-volunteer Board of Directors oversees the leadership and fiscal health of the agency. A volunteer Professional Advisory Board reviews and has oversight of Livingston's medical care policies and procedures. Our volunteer Community Advisors assist our Board of Directors and offer professional expertise and community support. In addition, Livingston has many volunteers that give of their time supporting Livingston departments and programs.

This year Livingston added 22 names to our roster of hospice patient volunteers. These individuals bring a wealth of experience and expertise to our already rich mix of caring hospice angels. From a computer programmer to a retired psychologist, these members of the community came forward to bring relief to caregivers, companionship to the bed bound and a warm, caring presence to each home they enter.

## 2014 FINANCIALS

### A Healthy Investment:

**\$733,788** spent on subsidized care for the under and uninsured.

**4,486** total agency unduplicated patients.

**650** total agency unduplicated subsidized care patients.

**130** staff donors who made voluntary contributions.

**100%** personal giving participation from volunteer Board of Directors.

**86%** of expenses spent on programs and services.

**67** years meeting the home health care needs of Ventura County residents.

**12.5%** of expenses spent on administration.

**1.5%** of expenses spent on fundraising.

**Endowment Fund Balance: \$1,518,986**

### Livingston Memorial Visiting Nurse Association

Income Statement Year Ended December 31, 2014

DESCRIPTION	AMOUNT	%
<b>REVENUE</b>		
<b>Patient Care</b>		
Medicare	\$13,396,946	63.8%
Insurance	3,016,173	16.9%
Private Pay	1,313,404	7.4%
Medi-Cal	1,142,122	6.4%
<b>Total Patient Care</b>	<b>16,868,645</b>	<b>94.5%</b>
<b>Fundraising</b>		
Foundations	358,858	2.0%
Individuals	254,407	1.4%
Special Events - Net	135,265	0.8%
Bequests	116,854	0.6%
Government Grants	85,422	0.5%
<b>Total Fundraising</b>	<b>950,806</b>	<b>5.3%</b>
<b>Investment Income (Loss)</b>	<b>31,349</b>	<b>0.2%</b>
<b>Total Revenue</b>	<b>17,850,800</b>	<b>100.0%</b>
<b>EXPENSE</b>		
Home Health	9,029,314	49.9%
Hospice	5,344,876	29.5%
Administration	2,263,108	12.5%
CareGivers	1,188,912	6.6%
Fundraising	273,716	1.5%
<b>Total Expense</b>	<b>18,099,926</b>	<b>100.0%</b>
<b>Reserve Utilization</b>	<b>(\$249,126)</b>	

2014 audited financial statement and 990 available on request.

*The classes have given me an understanding of the disease beyond what I could learn just by reading. I have a sense of control over this one area of my life. Understanding that I can make a difference in the course of this disease certainly makes it less daunting. Every month I go home with renewed energy and new tools to implement. I always look forward to the class.* — CAMARILLO DIABETES CLASS ATTENDEE



*In 2014 Livingston provided 87 Diabetes classes throughout Ventura County reaching almost 1,000 people. Livingston Diabetes Educators left to right, **Linda Hampson**, **Gloria Forgea**, and **Patricia McLay**.*

Diabetes represents a major public health concern. In the 2014 National Diabetes Statistics report, 29.1 million people or 9.3% of the United States population has diabetes. While an estimated 21 million people have been diagnosed, unfortunately, 8.1 million people (27.8%) are unaware that they have the disease. In addition, the U.S. Department of Health and Human Services estimates that at least 86 million U.S. adults ages 20 or older have prediabetes (37% of U.S. adults). In 2012 according to the U.S. Census Bureau, the adult population of Ventura County was 588,732. County estimates of diagnosed diabetes in Ventura County were 7.1% of the adult population, or about 41,800 adults.

Now add to that those that have prediabetes.

People with prediabetes are at increased risk of developing type 2 diabetes and cardiovascular disease, which can lead to heart attack or stroke. The Diabetes Prevention Program (DPP) validated the significant contribution of self-management education and support to controlling both the progression of prediabetes to diabetes and prevention of diabetes related complications.

Livingston has offered free Diabetes Education Classes to our Ventura County community for over 20 years. Linda Hampson, RN, MSN, Diabetes Specialist, has been teaching Diabetes Management in Ventura County since 1988 and has worked for Livingston for 22 years. Gloria Forgea,

RN, MBA, Director of Community and Professional Relations, has been a Diabetes Educator for 30 years. Throughout 2014, she conducted Diabetes Self Management classes at our Ojai office, Help of Ojai, to staff at Residential Care Facilities for the Elderly and to members of the Partnership for a Healthy Ventura County.

This year, Livingston partnered with Clinicas de Camino Real and Gold Coast Health Plan in order to address the need for diabetes education in the Hispanic community. Since June 2014, Patricia McLay, RN, BSN, CDE, Livingston's Bilingual Certified Diabetes Educator, has conducted three 6 week Diabetes Education classes in Spanish. Not only does the individual

## COMMUNITY BENEFITS / CONSIDER THE CONVERSATION

with diabetes attend the classes, the entire family is encouraged to attend since this is truly a health issue that affects everyone within the household. With this collaboration, we are able to more effectively target community members who not only have diabetes, but also members who are considered prediabetic by their healthcare provider. We are able to increase the informational reach to low-income and Hispanic communities, making stronger referrals to encourage people to attend the Diabetes Self-Management classes offered in both English and Spanish.

### Livingston's Free Monthly Diabetes classes are held:

- Livingston Ventura office the first Tuesday of each month from 1:00-2:30pm
- Simi Valley Senior Center the first Wednesday of each month from 10:30am-12:00pm
- Camarillo Community Center the first Wednesday of each month from 2:30-4:00pm
- Goebel Senior Center in Thousand Oaks the fourth Wednesday of the month from 1:30-3:00pm
- Livingston Ojai Office the fourth Monday of every month from 2:00-3:00pm
- Leisure Village the fourth Wednesday of the month from 10:30am-12:00pm (for residents only)
- Spanish Diabetes classes –call Livingston at (805)642-0239 for class dates and times

Our healthcare system struggles to meet this desperate need for Diabetes Self-Management Education, and it is because of our generous donors that Livingston is able to continue to help meet this critical need.

*My wife and I, both former hospice workers, saw it three times, bought it and have sent it to family members, even though we have no imminent plans to die. The discussions afterwards, particularly led by Dr. Dial and Ms. Helton, greatly added to the experience. The program encourages this discussion, as hard as it may be, before the crisis. This planning ranks in importance with having a will, a trust, and funeral plans. — SHOLOMO KREITZER*

Important exchanges happen in life about marriage, having children, travel, retirement and more. But the conversation that most people avoid is about personal choices and preparations for end-of-life. Many people are embarrassed or afraid. But mostly, people just don't know what to say or how to go about making their wishes known. Having open and clear communication with loved ones is the first vital step. Livingston promotes open and clear communication



*Dr. Dial facilitates difficult conversations.*


about choices for end-of-life decisions by sharing the video Consider the Conversation, a documentary on an emotional subject and leading

discussion around the film, including the thoughts and feelings it can generate, facilitated by **Lanyard Dial, MD** and **Teri Helton, RN, MSN**.

Classes on Advance Health Care Directives and POLST (Physician Orders for Life Sustaining Treatment) are also offered with the emphasis on the importance of having clear communication with those who will be making decisions for the person when they can no longer do so. An Advance Health Care Directive (AHCD) is a written document that names someone to make healthcare decisions for a person who can no longer do so. It also can state what a person wants or does not want done regarding healthcare treatment and prolongation of life. The POLST is a medical order when completed correctly and signed by the patient or named decision maker and a physician. The documents can be helpful in stressful healthcare situations, but they have more meaning when conversations about end-of-life wishes have taken place.

The Ventura County Coalition for Compassionate Care (VC-CCC) was established in 2014, recognizing the need for education about AHCD, POLST and end-of-life issues in Ventura County is so large. The mission of the VC-CCC is to be a Ventura County resource for educating, empowering and encouraging the conversation concerning life sustaining treatments for all adults, particularly those facing end-of-life decisions. Livingston took the lead in promoting this important collaborative work in Ventura County. Some of the active partners include Dignity Health St. John's Hospitals of Ventura County, Los Robles Hospital and Medical Center, Senior Concerns, Camarillo Health Care District, Oxnard Family Circle, as well as other home health and hospice agencies.

In 2014, Livingston provided 7 documentary film showings of Consider the Conversation to 153 people and conducted 24 Advance Care Planning classes to 332 people in Ventura County.

 Community benefits are programs and services designed to improve and promote health and healing in communities as a response to identified community needs and to increase access to healthcare. They are integral to the mission of not-for-profit health care organizations. As a non-profit health care organization, Livingston demonstrates its commitment to community service through organized and sustainable community benefit programs by providing free and discounted care to those unable to afford health care, care to low-income beneficiaries of MediCal and other indigent care programs, services designed to improve community health, and increase access to health care and medical knowledge.

This is a snapshot of Livingston's commitment to give back to our community, exhibiting the founding values of caring for all with compassion and respect while meeting the needs of our growing population, and while providing quality home care services to the residents of Ventura County. The numbers only tell part of the story, as the real impact is seen in the lives of the people that Livingston has touched.

**Subsidized Home Healthcare:** Consistent with Livingston's mission to deliver compassionate, high quality, affordable health care to all including those who are underinsured, uninsured or indigent, 650 patients received \$733,788 worth of subsidized home healthcare, hospice, and personal care at home.

**Community Health Education:** As the health care system implements health reform, two important developments are emerging, the formation of population health management programs, and the evolution of traditional and targeted community benefit programs into comprehensive strategies for improving community health.

## COMMUNITY BENEFITS SUMMARY

By building on community relationships, working with public health experts and contributing to community-wide coalitions, we are better able to assess and prioritize community health needs and develop programs based on goals, measurable outcomes and evidence-based interventions. Livingston has been committed to population health, a tradition that began 67 years ago. Our goal is to maintain wellness and improve the health of our local citizens through education while meeting the disease prevention needs of our community.

In 2014 Livingston provided 109 health education classes for 939 participants which included Joint Replacement, Nutrition, Fall Prevention and Disease Management to name a few. Livingston also participated in 26 Health Fairs providing health education, resources and information about our services and programs.

**Professional Health Education:** To prepare the future health care professionals of tomorrow; 16 physician interns from **Ventura County Medical Center** and **Community Memorial Hospital** were mentored in Palliative and Hospice Care through on site training, field experience and participation in Hospice Interdisciplinary Group meetings; 10 nursing students from **California State University Channel Islands** and **California State University Dominquez Hills** received their clinical experience in home health and hospice through our preceptorship program; 1 Registered Dietician Intern from **Pepperdine University** received clinical experience in home health; and 1 Bioethics Doctoral Student from **Loyola University of Chicago** received education and training in Home Health and Hospice.

In addition, 77 professional educational classes with 1,318 participants were given to staff in doctors' offices, clinics, skilled nursing facilities, and residential care facilities for the elderly

covering topics such as Medication Management, Communication Skills for the Person with Dementia, Pain Management, Disease Management, and Hospice Care.

**Community Outreach and Support:** Through collaboration and partnership, Livingston supports, sponsors and contributes to non-profit health care agencies to ensure Ventura County residents receive the help and assistance they need.

**Community Support Groups:** After the loss of a loved one, ongoing grief and bereavement support is important in order to explore and express feelings, improve understanding of the grief process, decrease emotional pain, receive emotional and educational support, develop coping skills, increase independence and autonomy, create new social support systems, and rediscover a sense of hope. This year 97 Bereavement Groups had a total attendance of 1,117.

**Good Grief:** On any day there are a number of youth in Ventura County who experience the death of someone with whom they had



an important relationship: perhaps a grandparent, a parent, a sibling, a cousin, a teacher or a friend. The death may be from illness, accident, violence, or suicide. In any school classroom at this moment there is likely one or more students in the midst of grieving. The Teen Grief Support Group provides confidential bereavement support for local middle and high school students who have lost a family member or friend. Good Grief Groups are offered at: **Channel Islands High School, Oxnard High School, Buena High School, Pacifica High School, Ventura High School, De Anza Middle School, and Santa Paula High School.**

In 2014 there were 142 Teen Support Groups sessions with 734 students attending.

**Caregiver Support:** Family caregivers routinely perform complicated medical and nursing tasks for their loved ones. These caregivers often feel overwhelmed, afraid of making a mistake. They are home alone. As the health care system shifts from an emphasis on acute care to chronic care, which is long term in nature, caregiver training and support must be long term too.

Livingston provides Caregiver Support Groups for those who want to be with others to share, listen and explore thoughts and feelings about the struggles, losses and stresses of caring for their loved one. Meetings are held at the Continuous Care Unit of **Ojai Valley Community Hospital**, in the fireside room the 1<sup>st</sup> and 3<sup>rd</sup> Mondays of the month, 10 to 11:30am. In 2014 there were 22 Caregiver Support Group sessions with 101 total contacts.

**Community Health Clinics:** The risk of communicable and heart related disease is a significant problem, especially among the underserved. 635 benefited from Livingston's flu vaccine clinic. 272 people received free blood pressure screening at the **Patrician**

**Mobile Home Park, Oxnard High School District** and through our community outreach efforts with **Seaview IPA.**

**Community Disaster Preparedness:** Connections matter when disaster hits. Disasters are the great equalizers, they do not discriminate. All who live in a community that experiences a disaster become "those in need." This culture of preparedness does not happen by chance. It takes organizational commitment, continuous training, community collaboration and coordination to be successful in the ever-changing health care environment.

Our regional response efforts to build, maintain and expand networks of healthcare services have focused on communication and resource coordination during community wide emergency and disaster events. The primary objective is to sustain home health and hospice care and to be present to all those affected. Our shared mission with other healthcare agencies thrives in times of disaster. Throughout the year, Livingston works with the **Ventura County Emergency Operation Communications System**, the **Department of Public Health** and the **Ventura County Health Care Coalition**. One event that Livingston participates in is **Master the Disaster** which is an annual professional seminar facilitated by the **Emergency Preparedness Office** under the **Emergency Medical Services Agency** to address the topic of first-hand experiences in disaster preparedness/response.

For more information about classes, resources and services, please visit our website at [lmvna.org](http://lmvna.org).

2014 Total Recipients of Livingston's Community Outreach:	14,278
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Annual fund required to provide Livingston Community Benefits:	\$926,500
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## LIVINGSTON LEGACY SOCIETY

*I did it because you helped me out and I wanted to help Livingston out in return. The Legacy Society and volunteering a day or two a week in the Human Resources department are things I can do to help Livingston now and in the future.*

— BARBARA LEWIS, LIVINGSTON VOLUNTEER AND LEGACY SOCIETY MEMBER



**L**EGACY SOCIETY members have named Livingston Memorial Visiting Nurse Association in their will or estate plans. These visionary leaders recognize the value to the community of perpetuating quality and compassionate home healthcare services for all Ventura County residents. Legacy Society members receive special recognition and are invited to an exclusive appreciation event.

### *Legacy Society Members:*

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**In grateful memory;**  
Richard Churchill  
Jack Gilbert  
Jeanne G. Harvey  
John Luttrull

If you have included Livingston in your will or estate plans, please let us know so that we can give you proper recognition. Contact Development Director, Marc Wilde, CFRE, at (805)642-0239 x603 or [mwilde@lvmvna.org](mailto:mwilde@lvmvna.org). To explore legacy options that are right for you, please visit [livingstongift.org](http://livingstongift.org).



## DISTINGUISHED DONORS



*Distinguished Donors enjoying a fine wines and hors d'oeuvres reception at the lovely ranch home of **Karen & Tom Pecht**, with additional generous underwriting by **Rabobank, Gail Beltramo, Carol Hambleton, Mark Minnis and Sherry Scott**. No funds intended for patient medical services or programs were used to host the donor appreciation event.*

**D**ISTINGUISHED DONORS demonstrate their strong commitment to helping the sick, handicapped, elderly and homebound by contributing \$1,000 or more annually through either a single gift or cumulative giving. These donors receive special recognition, a courtesy year-end giving summary letter and are invited to an exclusive appreciation event.

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## Thank you 2014 donors!

ivingston gratefully acknowledges the following individuals, foundations, businesses, institutions, and community organizations for their generosity.

The loyalty of our many supporters allows us to continue our 67 year mission of providing high quality home healthcare, compassionate hospice care, and life saving in-home assistance.

Honoring and recognizing our donors is very important to us. We apologize for any omissions and/or errors. Please call (805)642-0239 to update us with any changes, corrections or preferences.

Your support is greatly appreciated!

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*We are delighted that you have arranged for a tree to be planted in Los Padres National Forest in memory of our mother. Mom was not just an ardent gardener and flower arranger; she loved the wilderness too, and took us kids on annual summer camping trips in the Western Sierra for many many years. Thank you all for this lovely gift and tribute to our mom.*

— GRATEFUL DAUGHTER, VENTURA

## LIGHT UP A LIFE

Photo: Dan Madsen



*Memory stars and sweet remembrance are two key ingredients of Livingston's annual Light Up A Life celebration. Our 30<sup>th</sup> annual holiday event netted a record \$91,842 for compassionate Livingston Hospice.*

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## MOTHER'S DAY LUNCHEON



*Dottie Loebel*



*Carolyn Leavens*

*Livingston's annual Mother's Day Luncheon, in honor of Dorothy "Dottie" Loebel and in memory of Carolyn Leavens, generated \$81,448 in proceeds to further our mission of providing quality home healthcare for all Ventura County residents, regardless of the patient's ability to pay.*

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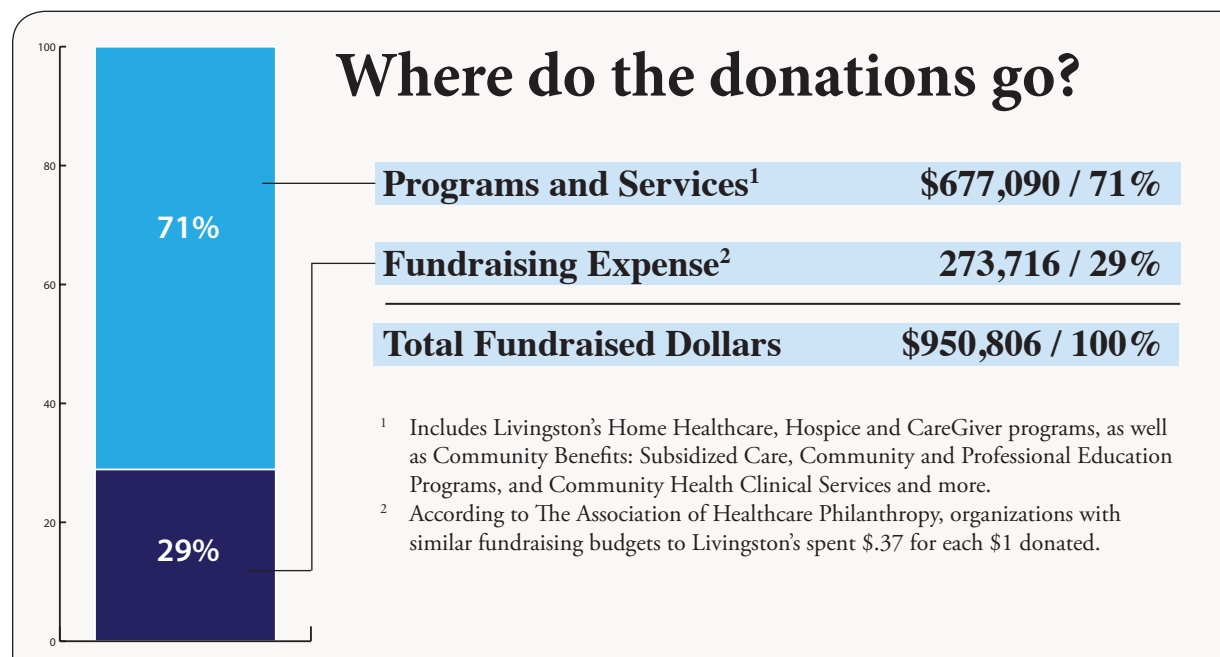


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## One True Love

Thank you! I wanted to write and tell you that. You were invaluable to me and my mom as we cared for my dad in his last days. You were the difference between being able to have him at home, or having to have him in a nursing facility, where he was totally miserable. But you could answer my questions, you gave me confidence that I could do this, and he was at peace, and he was comfortable at the end.

I want to thank you, too, for your help for my mom in the days and months after dad died. She was 18 years old when they were married. In the middle of WWII, she traveled, alone, from Minnesota by train to Washington state, to where he was located waiting to ship out on his first permanent assignment. I can't imagine what that was like for her. He was her first—and only—boyfriend. After he died, she was in deep mourning, and lonely. Your mailings to her meant so much. Thank you. This summer, she finally joined him in a better place. The two of them are together again.

I am enclosing a check. It is not enough, but it is what I can come up with now. Again, thank you!

Blessings to you,

**Rev. Christine Miller**, Camarillo

*All Livingston patient stories are unique. The common bonds of our patients' care is that it will be provided at the highest level of quality within the home healthcare industry and that it will be delivered with compassion and dignity. Thank you for helping to make Ventura County a kind and compassionate place to live.*



*Winston & Ruth Miller*



*Team Livingston Ojai*



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