

A photograph of a young woman with blonde hair, wearing a blue short-sleeved nurse's uniform with white piping and a small logo on the chest. She is smiling warmly and looking towards an elderly woman whose back is to the camera. They appear to be in a residential setting, possibly a home, with a brick wall and some greenery in the background. A red car is visible in the distance.

**2011
ANNUAL
REPORT**

LivingstonMemorial
VISITING NURSE ASSOCIATION

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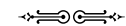
MISSION STATEMENT

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

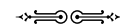
As community-supported, nonprofit organizations, they strive to provide professional, licensed and supportive home health and hospice care services of the highest quality in the most cost effective manner to the people of Ventura County to ensure a positive patient outcome.

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 for the organization.



The Livingston Memorial VNA Health Corporation is the parent organization of Livingston Memorial Visiting Nurse Association and Gold Coast CareGivers. Gold Coast CareGivers is a non-medical provider of in-home assistance.



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.

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.





Charles M. Hair, M.D.



Lanyard K. Dial, M.D.

Dear Friends,

For 64 years Livingston has provided Community Benefits to Ventura County. Programs and services that make our community a kinder and more caring place to live for the sick, handicapped, elderly and homebound.

One of our most frequent messages to you is about Livingston's subsidized home healthcare, which provides crucial in-home care and assistance to our underinsured and uninsured neighbors. And again, 2011 was a year that our community depended on Livingston as its home healthcare safety net. Last year we provided care to 424 patients without adequate resources or insurance. This number is 8.5% higher than in 2010.

Throughout this Annual Report we will share additional information, pictures and stories about our subsidized care program and other Livingston community benefits,

including Community Health Education, Professional Health Education, Community Support Groups and more. In particular, on page 11, we provide a comprehensive community benefits overview and offer more specific detail on these vital programs and services.

We extend our deepest gratitude to you, the Livingston Board of Directors, other volunteers, staff, and generous supporters for making it possible to provide these vital community benefits.

Sincerely,

Charles M. Hair, M.D.
Chairman of the Board

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

Year:	2007	2008	2009	2010	2011
Subsidized Care Patients:	186	245	342	389	424
Subsidized Care Provided:	\$140,466	\$234,582	\$263,711	\$302,064	\$345,649

LIVINGSTON NEWS

Community Support: Inside Out

Ever since **Olivia Hathaway** founded the Ventura County VNA in 1947, the agency has depended on the support of the community to provide home healthcare for those who do not have the resources to provide for their own needs. One pillar of Livingston's community support strength has always been the personal giving of its Board of Directors and staff.

Every year the individual members of Livingston's Board make personal contributions to the agency. 2011 was no exception, all 10 Board members made gifts totaling \$27,140. Couple this with record staff giving of \$23,416 and the agency enjoyed its strongest internal financial commitment in 64 years — \$50,556.

An end-of-year staff giving survey found that 92% think it's important to contribute to Livingston's mission of providing care to the sick, handicapped, elderly, and homebound. One staff member even expressed appreciation for being asked to give, "Thank you for the opportunity to participate in our mission financially."



Forward Thinking: Future Providers

As Livingston approaches its 65th Anniversary one of our most pressing concerns is to provide the community with healthcare providers for the future. To do this we have programs that prepare home health aids to work in the home, give nursing students home healthcare experience, and prepare new physicians to give compassionate hospice care to their patients at the end-of-life. This year we had the privilege of offering an internship to Yale University student, and Ventura County resident **Joy Cyprian**, *third from left*.

The internship coordinated by **Gloria Forgea**, RN, Director of Education, *second from left*, consisted of riding along with clinicians as they provided care for patients. Joy attended a skills lab, a quality improvement meeting, participated in a health fair, observed a diabetes class and an advanced directives workshop. For her project, Joy conducted a continuing education in-service on infection control and hand washing for home health aides.

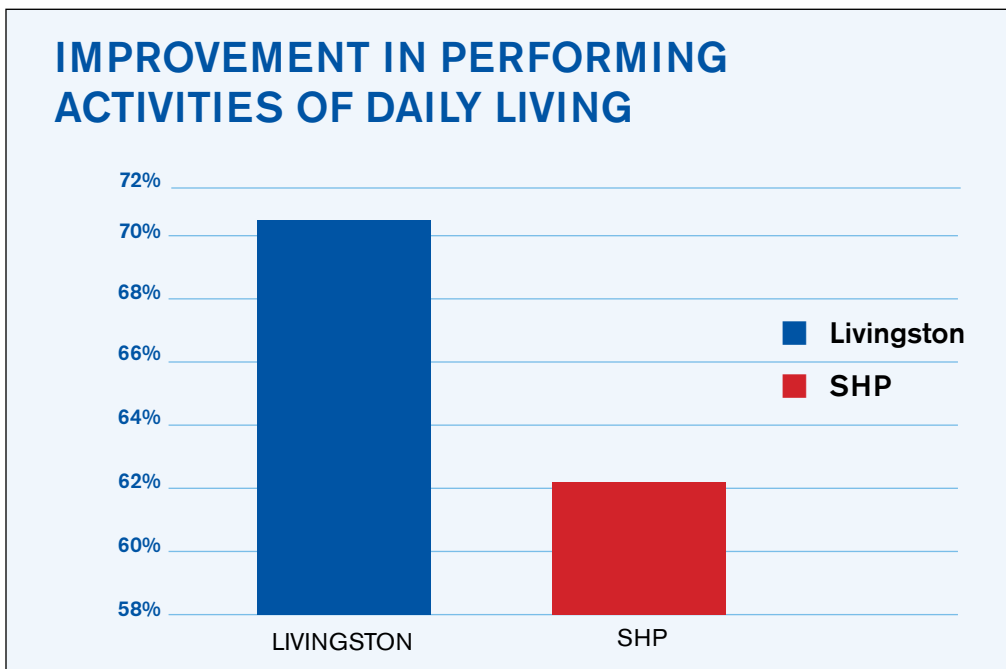
Debbie Ringen, RN, Community Liaison, *far left*, was Joy's preceptor for the month. "Joy was a pleasure to work with. All who worked with her were impressed with her caring and nurturing nature, her insightful questions and her enthusiasm for learning."

Joy was able to visit a patient with **Dr. Lanyard Dial**, and attended his presentation on aging at an assisted living facility. Dr. Dial appreciated Joy's cheerful attitude, "She has an exceptional depth of knowledge and good sense of self about who she is."

Quality of Care: How does Livingston measure up?

Quality of Care is defined as being a level of excellence. It characterizes health care based on accepted standards of quality: the right care, for the right person, at the right time that results in desired health outcomes. The care needs to be safe, timely, effective, efficient, equitable, and patient-centered. At Livingston we focus on measures that provide the greatest benefit to patient outcomes and believe patient satisfaction is a primary indicator of quality care.

- 98% of patients that received home health services would recommend Livingston to their friends and family
- 100% of patients that received home health services reported being treated with courtesy and respect



SHP: Strategic Healthcare Program provides comparison data from 2,600 home health agencies.

Efficient Service Delivery: Joint Replacement Program

There are more than 1 million hip and knee replacements performed yearly in the United States and those numbers are expected to skyrocket. Several reasons are the dramatic strides in life expectancy, an increase in severe debilitating arthritis, the obesity rate, and the aging of physically active baby boomers. Basically, the more we use our joints, the more quickly they wear out. When people start to experience pain that limits their ability to move, they seek help. Joint replacement surgery is often the recommended treatment.

To meet our community's growing demand for information on joint replacement, Livingston provided 60 free education programs throughout Ventura County in 2011. These monthly classes are taught by a Livingston physical therapist and are designed to prepare and help patients have a smooth transition from surgery to recuperation. Participants learn pre and post surgery exercises, what to expect during hospitalization, medication management, how to use adaptive equipment, and how rehabilitation can help maximize healing and speed recovery.

One attendee who felt "wonderfully served by the class" stated, "The seminar covered so many areas that would be virtually impossible for an attending physician to communicate because of time constraints."

HOME HEALTHCARE

About a year ago my wife was diagnosed with pancreatic cancer. Her treatment was at UCLA with chemotherapy, followed by surgery. Since being home, we have received assistance from several of your personnel. Their work has been truly outstanding and immensely helpful. We would have had a great deal of difficulty without them.

— VENTURA HUSBAND



We are especially honored to serve those who have served us, our proud veterans.

We are facing a healthcare wave that has been over 60 years in the making. Increasing numbers of baby boomers are experiencing tremendous stress as they age. According to the AARP, “The sheer magnitude of boomers and others who will need help in the future guarantees an elder care tsunami.”

We can confirm the critical numbers of individuals needing care. In 2007 we provided care for 460 baby boomers (those born between 1946 and 1964), 84 of whom required subsidized care. In 2011 we provided care for 884 boomers, 200 who needed subsidized care due to being underinsured, uninsured, or indigent.

Our services include 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 and nursing services provided in the home.

With strong community support, Livingston remains Ventura County’s only nonprofit provider of comprehensive home healthcare.

Patients: 3,381

Patient Visits: 40,826

Age Unknown	3 / <1%
Age 0-17	73 / 2%
18-34	94 / 3%
35-59	596 / 18%
60-107	2,615 / 77%

Subsidized Care Patients: 401

Subsidized Care Provided: \$336,489



You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but to live until you die.
 — DAME CICELY SAUNDERS,
 FOUNDER OF THE FIRST MODERN HOSPICE

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 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, for adults and teens, are an important part of the Livingston Hospice program. They are free of charge and open to people who have experienced a loss. The groups provide a safe and comfortable environment that encourages each member to explore and express feelings, better understand the grieving process, and receive emotional and educational support.

*Dear Dr. Dial,
 We would like to thank you and your wonderful staff for the support of my father and us during his time under hospice care. When called, you quickly lined up personalized services for him. Your highly competent and empathetic staff, as well as round the clock phone support gave us the knowledge and empowerment to care for Dad at home. We could not have done this without you.*

—SIMI VALLEY DAUGHTER AND WIFE

Patients: 653

Days on Care: 30,432

Age	0-17	4 / 1%
	18-34	2 / <1%
	35-59	44 / 7%
	60-104	590 / 92%

Subsidized Care Patients: 23
 Subsidized Care Provided: \$9,160

GOLD COAST CAREGIVERS

Gold Coast CareGivers, part of the Livingston family of services, has been providing non-medical in-home assistance since 1999. As employer, Gold Coast takes responsibility for payroll, scheduling and back-up care thus reducing the effort and stress of bringing help into the home.

Dedicated and competent caregivers offer assistance with personal care, such as bathing, dressing, toileting and ambulating. In addition, household help, meal preparation, transportation, errands and shopping can be arranged.

There are times when a little extra skilled help can make a big difference. For instance, the days following hip and knee replacement, or a task of bathing that has become a challenge. For those family members caring for a loved one 24/7, respite care offers a solution to this demanding role by offering a break from day to day responsibilities.

Gold Coast CareGivers are thoroughly screened through references, background checks, physical and drug testing and DMV record. All caregivers are certified nursing assistants or home health aides and are CPR certified. They are selected on the basis of integrity, experience and skill. On-going oversight ensures the highest level quality and standard of care.



Photo: Nick Brush

Gold Coast Caregiver, **Michelle Oliver**, and client enjoy a lighter moment.

The care giver's strength of personality, positive attitude, caring nature and a willingness to help in any way has allowed us to carry on as normal of a life as possible.

— SPOUSE, WESTLAKE VILLAGE CLIENT

Gold Coast CareGivers

The gold standard of home care.

642-9570 or (800) 830-8881
goldcoastcaregivers.org

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

Clients: 215

Hours of Service: 56,283

Age Unknown	18 / 8%
0-40	3 / 1%
41-60	7 / 3%
61-102	187 / 87%

Subsidized Care Clients: 77

Subsidized Care Provided: \$51,610

Thank you for a truly great experience. I'll always remember this community health rotation. I learned so many remarkable things about home health and I'm a better person for it.

—JOY CYPRIAN

Livingston's education programs have two primary purposes, to offer community health education services to vulnerable populations and to provide essential professional health education that ensures current and future practitioners have the skills and knowledge base they need to meet the community's home healthcare needs. Combined these programs met the educational needs of 40,245 residents, students and professionals in 2011.

Community Health Education:

- 60 Diabetes classes
- 60 Joint replacement classes
- 22 Advance directive and Physician Orders for Life-Sustaining Treatment (POLST) classes
- 22 Health fairs
- Printed educational materials for 30,000 people


Professional Health Education:

- 91 Classes in long term care facilities, senior retirement facilities, doctors' offices, clinics, hospitals, and colleges
- Certified Home Health Aide classes for 6 students
- Mentoring of 12 Ventura County Medical Center residents
- Mentoring of 19 nursing students from California State University Channel Islands, CSU Dominguez Hills, Moorpark College, and Yale University in home health, palliative, and hospice care

*Livingston's Education Team from left to right **Gloria Forgea**, RN, MBA, Director of Education; **Chris Poyer**, RN, Nurse Educator; **Jeanne Mitchell**, RN, Coordinator of Clinical Information; **Valerie Ziegler**, Education Coordinator; **Maddy Hazard**, MPH, Volunteer and Bereavement Coordinator; **Carole Cutler**, RN, Employee Health Nurse. Not pictured: **Linda Hampson**, RN, MSN, Diabetic Nurse Specialist and **Debbie Ringen**, RN, Community Liaison.*



VOLUNTEERS

olunteers 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 committees and offer professional expertise and community support. In addition, Livingston has many volunteers that give of their time supporting Livingston departments and programs.

In addition to Livingston's own volunteers, we collaborate with other community non profits including **Help of Ojai**. In 2011, Livingston and the Help relationship went a step further. Help volunteers are now receiving Livingston training and oversight.

Livingston Hospice has been serving the Ojai Valley since 1985. In the past 3 years, we have provided compassionate hospice care to over 300 Ojai residents with Help volunteer assistance. It was only natural for Livingston and Help to form a deeper collaboration.

The relationship between Livingston and Help is ideal as both are mission driven organizations. Combined, we have over 100 years of community service between us. **Terri Wolfe**, Executive Director of Help of Ojai, adds, "As we move into this new alliance, both Help and Livingston visualize the valuable opportunities before us and will remain committed to the vision of a program that was founded on the hope of making a difference."

Coordinating the Livingston-Help relationship is **Kathy Leary-Wilde**, MFT.

Thank you 2011 volunteers!

Joan Anderson	Richard Hazard	Carol Mullen
Marsha Anderson	Marion Holzworth	Barbara Jean Nash
Barbara Balke	Curtis Hotchkiss	Chris Neame
Jennifer Banks	Averi James	Jeffrey Paul
Rita Beahan	Janet Jacobs	Joel Paule
Gail Beltramo	Karen Jensen	Thomas Pecht
Dianne Bernstein	William Kearney	Kathy Pierce
Normand Bessette	Sue Khougaz	Ron Pollack
Sandi Biggs	Eelonka Klugman	Sue Pollack
Marc Bobonic	Nancy Kochevar	Mario Riley
Raymond Boyd	Randall Lamberson	Virginia Riley
Alice Braun	Jim Loughman	Vee Rolfe
Hanna Caraway	Anita Lorenz	Susan Rosen
Julianne Case	Paul Lorenz	Jean Rowe
Gary Channer	Denise Ludwig	Jim Rueb
Weitz Chatenever	Claudia Lurie	Nelda Samarel
MacKay Crampton	Michael Lurie	Mary Louise Sanchez
Patricia Doggett	Judy Macy	Ruth Sayre
Sherry Doyle	Doris Manley	Sherry Scott
Larry Dunst	Lois Manning	Patricia Sheaffer
Janice Dushane	Iris Martin	Gisele Shuford
Lynn Featherston	John Martin	Hilton Stemwedel
Barbara Fuller	Laura McAvoy	Bo Stevenson
Barbara Gage	Patty McKenna	Tania Sussman
Eleanor Guzik	Melinda Meeks	Diane Sykora
Richard Guzik	Barbara Mendeas	Joyce Dee Thompson
Charles Hair	Donna Miller	Douglas Van Bogelen
Carol Hambleton	Marta Mohorko	John Walters
Patricia Harter	Gudrun Moll	Edward Waters



All bereavement and grief support groups are free of charge and open to individuals who have experienced a loss. These groups provide a safe and comfortable environment. Drop-ins are welcome. See Livingston website for details, livingstonvna.org.

Community benefits are programs and services that improve health and increase access to health care in Ventura County. These benefits are an integral part of Livingston's mission to respond to our community's home healthcare needs. The programs are intentional, purposeful, carefully planned, and implemented with ways to measure effectiveness.

Subsidized Home Health Care: This is the cornerstone of Livingston's mission — 424 underinsured and uninsured patients received \$449,890 worth of quality home health and compassionate hospice care.

Community Health Education: Almost 200 free health education classes on diabetes, joint replacement, and advance care directives were offered to residents throughout the county. We also provided educational information at 22 health fairs, where 39,108 community members attended and took advantage of these offerings.

Professional Health Education: Maintaining a highly trained workforce of Certified Nurse Assistants, Home Health Aides, Nurses, and Physicians is crucial to preparing for the community's future home healthcare needs.

Gold Coast CareGivers: Family caregivers are at particular risk for physical and mental illness. Respite for caregivers and personal care for their loved ones is vital to the health of both.

Community Outreach and Support: Livingston sponsors, contributes and supports nonprofit community health agencies through partnership, financial contributions, and staff support.

Community Support Groups: Includes ongoing no cost bereavement and self help support to patients and families — 1,442 participants attended classes that are offered on a weekly basis.

Community Health Clinical Services: Health care support services for vulnerable populations — 850 primarily seniors, received a free flu vaccine.

Community Disaster Preparedness: Livingston partners with public health emergency services and hospitals for disaster and pandemic planning.

For Livingston's complete 2011 Community Benefits Report, please visit our website livingstonvna.org.

Total Recipients: 45,277

Total Community Benefits Provided: \$766,502

2011 FINANCIALS

A Healthy Investment:

100% personal giving participation from volunteer Board of Directors.

86.1% of income allocated to programs and services.

64 years meeting the home healthcare needs of Ventura County residents.

63% staff participation in 2011 Annual Giving campaign.

12.6% of income spent on administration.

1.3% of income spent on fundraising.

Endowment Fund Balance: \$1,029,414

Livingston Memorial Visiting Nurse Association Income Statement Year Ended December 31, 2011

DESCRIPTION	AMOUNT	%
REVENUE		
Patient Care		
Medicare	\$9,888,093	63.6%
Insurance	2,521,984	16.2%
Private Pay	957,911	6.2%
Medi-Cal	723,643	4.7%
Total Patient Care	14,091,631	90.7%
Fundraising		
Foundations	712,496	4.6%
Individuals	299,233	1.9%
Bequests	248,703	1.6%
Government Grants	119,607	0.8%
Special Events - Net	92,816	0.6%
Total Fundraising	1,472,855	9.5%
Investments	(27,705)	-0.2%
Total Revenue	15,536,781	100.0%
EXPENSE		
Home Health	7,124,846	47.0%
Hospice	4,777,532	31.5%
Administration	1,905,623	12.6%
Caregivers	1,159,807	7.6%
Fundraising	203,074	1.3%
Total Expense	15,170,882	100.0%
Replenish Reserves	\$365,899	

Source: Audited Financial Statements

*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 caring and compassionate home healthcare services for all Ventura County residents. Legacy Society members receive special recognition and are invited to an exclusive appreciation event.

Livingston Legacy Society members:

Anonymous	Mark & Terri Lisagor
Joan Anderson	John Luttrull
Donald R. Belless	Lynne Martson
Barbara & Raymond Boyd	Joanne Meister
Marc Bobonic	Mark & Nancy Minnis
Mary & Lanyard Dial	Eli Olson
Marcia Donlon	Thomas & Karen Pecht
John B. Gilbert	Dorothy & Fred Penney
Charles & Gerry Hair	Mark Schwartz
Jeanne G. Harvey	Anne Warring
Barbara Lewis	Jane & Edward Waters
Patricia M. Lewis	Marc Wilde

If you have included Livingston in your will or estate plans, please let us know so that we can give you proper recognition and make sure your wishes are honored. Contact Development Director, Marc Wilde, CFRE, at (805)642-0239 x603 or mwilde@lmvna.org.



Photo: Attasalina

By virtue of your support, you are passing down to your family the importance of giving back to the community. It is the legacy of giving and has a lasting effect on the future. The legacy of giving that you are leaving your children and grandchildren will allow Livingston to continue its mission for the next 65 years and beyond.

— JANE DONLON WATERS,
GREAT GRANDDAUGHTER OF DR. WILLIAM R. LIVINGSTON

DISTINGUISHED DONORS



DISTINGUISHED 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.



Photo: Artasalina

Edie and Tony Fowkes arrive at the annual Distinguished Donor Appreciation event. The fine wines and hors d'oeuvres reception at the Tower Club was generously underwritten by Rabobank.

DISTINGUISHED DONORS Annual Giving of \$1,000 and Above

Anonymous (6)	Mrs. David J. Donlon	Ms. Jo Ann Mason ^S	Swift Memorial Health Care Foundation
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Ditch Ranch Partnership	Ms. Sheila A. Lukehart	St. John's Regional Medical Center	
	Margaret A. Cargill Foundation	Harold R. & Winifred R. Swanton Foundation	

B: Board of Directors S: Staff

Thank you 2011 donors!

Livingston 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 mission of providing high quality home healthcare and compassionate hospice care.

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!



Livingston's annual Mother's Day Luncheon, in honor of Norma Lagomarsino and in memory of Katherine Haley, generated \$47,431 in proceeds to further our mission of providing vital home healthcare for all Ventura County residents, regardless of the patient's ability to pay.

SPONSORS \$500-999

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Mr. Tyler deBoer
Ms. Lisa Dee
Mr. John Denissen

I am enclosing my gift check to further express my gratitude for the tremendous help and caring comfort your group gave recently to my dear friend. Your booklet and materials are continuing to help me. Several years ago your organization helped my brother also, and I hope that when my time comes I will also have your great care.

— FRIEND OF PATIENT, PORT HUENEME

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Pediatric patient pulls through

When Luis (*name changed*) was born, it quickly became evident that his jaundiced appearance was an indication of a serious problem. He was born four weeks premature and without bile ducts from his liver to intestines that aid in digestion. At 15 months, Luis received a liver transplant and was also given a gastronomy tube to receive most of his nutrition. He began growing and gaining weight with the support of his family and the Livingston home healthcare team. In March, he was successfully discharged from Livingston's care. His family now knows how to take care of him, administer medications, and work with his doctor to ensure his future health.





Photo: Dan Madsen

L-R Jennifer Banks, Kathy Leary-Wilde, Roy Carlson 2011 Volunteer of the year: Janet Jacobs, Sherry Doyle, Kate Russell.

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Photo: Dan Madsen

Over 500 stars completely flocked three Memory Trees at the annual Light Up A Life celebration. The holiday event netted \$45,976 for compassionate Livingston Hospice.

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Special thanks to the 839 donors who contributed between \$1 and \$99. It takes all of our donors to ensure that no one in need of care is turned away due to a lack of resources.



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Chrystal (*name changed*) may not realize it, but she is an extremely fortunate seven-year-old. She was diagnosed with a severe seizure disorder (Lennox-Gastaut Syndrome) at 11 months. When she was six years old, she began to experience seizures while at school. The first two seizures stopped after approximately two minutes, the third seizure did not stop. Chrystal was emergency transported to pediatric intensive care. When she arrived at the hospital, she was in a comatose condition. While in the hospital, she had a feeding tube placed in order to receive all her hydration and nutrition. After a month in the hospital, she was discharged and returned home, and into the Livingston home healthcare program. Chrystal was no longer able to sit upright, walk, speak, grasp objects, or eat any foods. Livingston's professional staff was able to

SEVEN YEAR OLD MAKES *Remarkable* RECOVERY



provide her with speech therapy, pediatric specialists in occupational and physical therapy, and nursing care. We provided services to her every four to seven days over a five month period. By the time she was discharged from our care, she was able to sit, crawl, bear weight, walk, dress and undress, feed herself, and have sufficient fine-motor movement to grasp small objects, color within lines, and string beads.

Chrystal is one of 424 uninsured and underinsured patients that Livingston cared for in 2011. All our patients' stories

are unique. The common thread of our indigent patients is that without Livingston there is no one to care for them. It is only with your support that Livingston has the resources to provide vital care for those who need it most. Thank you for helping to make Ventura County a kind and compassionate place to live.