

## 2010 ANNUAL REPORT



Livingston Memorial  
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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.*

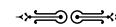
*As community-supported, nonprofit organizations, they strive to provide professional, licensed and supportive home health and hospice care services of the highest quality in the most cost effective manner to the people of Ventura County to ensure a positive patient outcome.*

*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.*



Dear Friends,

Never before has the community need for Livingston's home healthcare services been more crucial, and never before has Livingston needed the community's support more.

We have been on a four year trend of skyrocketing demand for our Subsidized Care Program (care for the uninsured and underinsured).

The number of indigent patients we provided care for more than doubled during that time, from 186 in 2007 to 389 in 2010. This is staggering, but not surprising.

Our County continues to grow and age. Add to that record numbers of unemployed and uninsured, and our Subsidized Care patient numbers tell the outcome of that mix.

We are proud and humbled to report that due to loyal support from the community, we were able to provide care for all of those in need regardless of their ability to pay. We did not turn any patients away due to a lack of financial resources.

You came through for Livingston. You came through for the community. You helped make Ventura County a kinder and more caring place for the sick, disabled, elderly, homebound, and terminally ill.

We extend our deepest gratitude to the Livingston Board of Directors, volunteers, staff, and generous supporters. Thank you for your truly extraordinary commitment and dedication.

Sincerely,

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

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



Charles M. Hair, M.D.



Lanyard K. Dial, M.D.

Year:	2006	2007	2008	2009	2010
Subsidized Care Patients:	171	186	245	342	389
Subsidized Care Provided:	\$177,531	\$140,466	\$234,582	\$263,711	\$302,064

# LIVINGSTON NEWS

## Internal Support: Staff Giving

*“It’s rewarding to give to an organization with a mission that includes community education and helping the underinsured and uninsured,”* says Gloria Forgea, Director of Education.

Since 1947 donors have been supporting Livingston’s mission to provide care in the home for the sick, handicapped, elderly and homebound. While we make great efforts to recognize and appreciate all donors, our most unsung donors have probably been our very own Livingston staff. We needed to change that.

In 2010 we put in place a formal Staff Giving Program. The program was designed to increase participation, give appropriate recognition, and help with team building. The results should not have surprised us. We had nearly 55% participation: 104 staff made gifts totaling \$16,617. Eight made gifts at the Distinguished Donor level and five joined our Legacy Society, see Giving Clubs pages 11-12.



*Livingston’s Staff Giving campaign was joined by 104 Livingston Team members who contributed a total of \$16,617.*

## Efficient Service Delivery: Telemedicine

The population of Ventura County continues to grow and age. In 2010 the County’s population was 844,713 and 19% are seniors. Combine this with earlier hospital discharge of sicker patients and the ongoing challenge of maintaining a high quality professional staff, and we have the perfect home healthcare delivery storm.

For many years we’ve been addressing this challenge in a number of ways. Our critically acclaimed Nurse Re-entry Program brought nurses who had been away from the field back into nursing. Another way we’ve been able to efficiently care for patients is with our newly expanded Telemedicine Program.

Telemedicine reduces clinician burden by allocating field time for patients when they truly need in-home visits. As nurses remotely check in with patients, they determine the most appropriate frequency for visits – which may be more or less than planned. For example, a Telemedicine patient who is scheduled for three home visits per week may exhibit strong vitals and few symptoms. The lead nurse may determine the patient can skip one of their weekly visits. That frees up taxed staff so that the nurse who would have made that visit is available to admit a new patient.

## Quality of Care: Low Hospitalization Rates

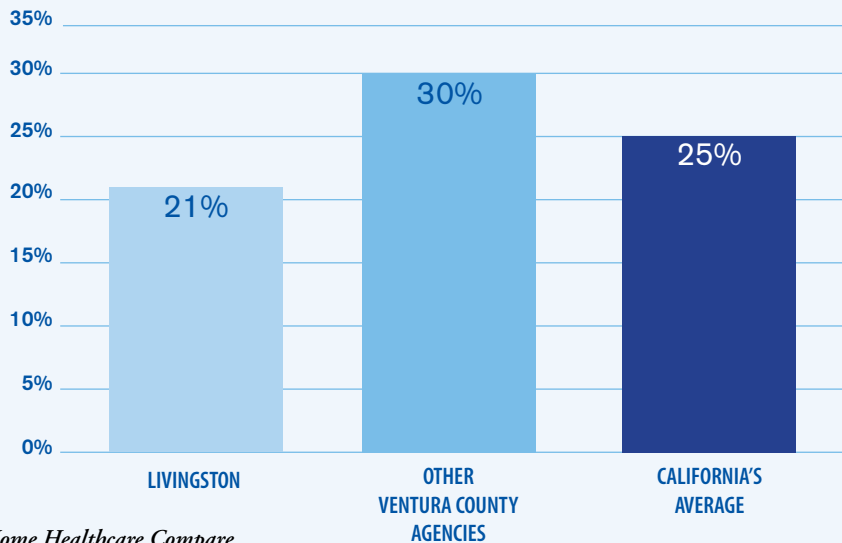
**B**ouncing back and forth between hospital emergency rooms and home is no one's idea of fun. At Livingston we take our hospitalization rate very seriously. While not the only measure of quality of care, this one is an important one. Our goal is to take such good care of our patients that they heal at home and stay out of the emergency room.

There are numerous studies that show people heal faster at home and at a significant cost savings over care in a hospital.

The California benchmark rate of acute care hospitalizations for home healthcare patients is 25%. What this means is that on average one in four home health patients will need to be admitted to the hospital during their course of care. This is not the case for Livingston patients. Livingston's patients are hospitalized at a rate of only 21%, nearly 16% less than the state rate, and 30% less than other Ventura County home health agencies.

At Livingston we don't believe there is a substitute for quality of care. Our patients who heal and recover from illness and injury at home don't either.

### HOME HEALTH PATIENTS HOSPITALIZATION RATES



Source: Home Healthcare Compare

## Forward Thinking: Wound Management

**P**atient wound care has emerged as a top concern in healthcare. Wounds can be slow to heal, infection can cause complications, and wound assessment and course of treatment in the home is not easy. For the home health patient, their doctor does not see the wound on a regular basis and multiple nurses may interpret healing and progress differently.



*Sharon Wilson, R.N.  
Wound Specialist*

To address wound care complications, Livingston instituted a comprehensive Wound Management Program. The program includes staff education, an internal audit of wound care policies, and new wound management software that integrates with our electronic patient records system and standardizes wound assessment.

For Livingston patients who need wound care, high resolution pictures are taken of the wound at various stages. The pictures are then reviewed by our Wound Ostomy Continence Nurse (a wound specialist), who then coordinates treatment with the nurses in the home and the patient's physician. The result is that patient wounds are healing quicker and with fewer complications.

## HOME HEALTHCARE

*I really appreciated the services received by your agency. It has helped so much in my recovery from the heart attack. In particular I received excellent care from your physical therapist. He was always so positive, helpful and aided so much in my getting better.* — THOUSAND OAKS PATIENT



*Compassionate quality care is a Livingston hallmark.*

Founding Nurse Olivia Hathaway made her first house call on July 21, 1947. By 1955, the agency's three nurses were visiting nearly 300 patients a year – and a third were indigent residents who could not pay. More than six decades later, Livingston remains Ventura County's only nonprofit provider of comprehensive home healthcare, medical hospice and in-home support. While Medicare, Medi-Cal and private insurance remain our largest payors, we still see the bulk of the County's underinsured and uninsured.

Our services include treatment of chronic and acute medical conditions, recovery from surgery and other post-hospitalizations, 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.

Patients: 3,148

Patient Visits: 34,235

Age	0-17	56 / 2%
	18-34	117 / 4%
	35-59	561 / 18%
	60-107	2,413 / 77%



Photo: Brett Ziegler

*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 Hospice is a special way of caring for people at the end stages of a terminal illness. It takes place where the patient resides, whether it is at home, an assisted living facility, or a skilled nursing facility. The hospice team works together with the patient’s physician to provide comfort care to meet the physical, emotional and spiritual needs of both patients and their families. Hospice is focused on the quality of a patient’s life through the management of a patient’s symptoms. Livingston Hospice provides supportive rather than curative care for patients, helping each individual live their life to the fullest.

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.

*I wanted to take this opportunity to express my personal gratitude and appreciation for the exemplary care Livingston Hospice nurses provided for my husband. As a nurse myself, I would not trust my husband’s care to just anyone, so my family and I are so grateful for everything they did.*

—SIMI VALLEY WIFE

Patients: 653

Days on Care: 31,855

Age	0-17	5 / 1%
	18-34	2 / <1%
	35-59	33 / 5%
	60-104	613 / 94%

## GOLD COAST CAREGIVERS

*F*amily caregivers are at particular risk for physical and mental illness stemming from stress, exhaustion, and self-neglect. For those who don't seek help, their life spans can be shortened by four to eight years, and they often die before the person they are caring for. Temporary relief from the constant responsibilities of caring for a loved one is crucial to the health of the caregiver and care receiver.

Our dedicated and competent caregivers offer assistance with activities of daily living, such as bathing, dressing, toileting, eating, walking, even help with tidying up around the home. We take great care to match the right caregiver with the needs of specific clients.

Caregivers are selected on the basis of integrity, experience, and skill. Our ongoing monitoring ensures that the quality and standard of care remains at the highest level.

### Gold Coast CareGivers

*The gold standard of home care.*

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

**[goldcoastcaregivers.org](http://goldcoastcaregivers.org)**

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

*As mom's full-time caregiver since her stroke 4 years ago, I wanted to thank each of you for your kindness to my mother and me. We appreciate the help with mom's showers and making it possible for me to get out to get groceries.*

— DAUGHTER, OXNARD CLIENT



Photo: Jennifer London

Clients: 205

Hours of Service: 53,834

Age		
0-40	4	2%
41-60	8	4%
61-120	193	94%

Subsidized Care Clients: 51

Subsidized Care Provided: \$41,212



*Thank you so much for allowing me to shadow your staff. I appreciate all of the hard work your staff does for the citizens of Ventura County. You have some wonderful, caring and competent staff.*

RN-BSN STUDENT CAL STATE  
UNIVERSITY DOMINQUEZ HILLS

*In 2010 Livingston graduated 6 Certified Home Health Aides. Participants learn to combine client care with household tasks. The program is for Certified Nurse Assistants who want to become eligible to work in a Medicare certified agency.*

Livingston explores and develops health-related programs based on community need.

- Livingston offered over 450 classes serving 5,600 community members on a range of topics such as diabetes, heart disease, dementia, joint replacement and bereavement.
- We provided clinical experience in the home setting to 21 students enrolled in nursing degree programs from CSU Channel Islands, CSU Dominquez Hills, Holy Names University and Regis University.
- 12 residency interns from Ventura County Medical Center learned Livingston Hospice's compassionate approach to care by attending team meetings and spending time in the field with a Hospice nurse.
- 6 Certified Nurse Assistants earned Certified Home Health Aide certification.

Another important function of Livingston's Education Department is to develop, provide, coordinate, and evaluate education and training programs for all 250 Livingston and Gold Coast employees. We provided almost 200 education and training programs, including in-services, continuing education classes, skills labs and CPR classes.

Our robust new hire orientation program ensures that skill levels and work practices are up to Livingston's quality of care standards and prepares home healthcare and hospice staff to be safe, effective and professional in the patients' homes. We trained 52 new employees in 2010.



## 2010 FINANCIALS

### A Healthy Investment:

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

**86.2%** of income allocated to programs and services.

**63** years meeting the home healthcare needs of Ventura County residents.

**54%** staff participation in 2010 Annual Giving campaign.

**12.4%** of income spent on administration.

**1.4%** of income spent on fundraising.

**Endowment Fund Balance: \$857,477**

### Livingston Memorial Visiting Nurse Association Income Statement Year Ended December 31, 2010

DESCRIPTION	AMOUNT	%
<b>REVENUE</b>		
<b>Patient Care</b>		
Medicare	\$9,304,476	65.3%
Insurance	2,413,666	16.9%
Private Pay	966,239	6.8%
Medi-Cal	646,628	4.5%
<b>Total Patient Care</b>	<b>13,331,009</b>	<b>93.5%</b>
<b>Fundraising</b>		
Foundations	376,350	2.6%
Individuals	224,954	1.6%
Special Events - Net	111,625	0.8%
Government Grants	98,549	0.7%
Bequests	11,218	0.1%
<b>Total Fundraising</b>	<b>822,696</b>	<b>5.8%</b>
<b>Investments</b>	<b>100,118</b>	<b>0.7%</b>
<b>Total Revenue</b>	<b>14,253,823</b>	<b>100.0%</b>
<b>EXPENSE</b>		
Home Health	6,510,395	46.1%
Hospice	4,570,527	32.3%
Administration	1,751,443	12.4%
Caregivers	1,097,380	7.8%
Fundraising	200,991	1.4%
<b>Total Expense</b>	<b>14,130,736</b>	<b>100.0%</b>
<b>Replenish Reserves</b>	<b>\$123,087</b>	

Source: Audited Financial Statements



Legacy society members have named Livingston Memorial Visiting Nurse Association in their will or estate planning. 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.

*We are proud to introduce our inaugural Livingston Legacy Society members:*

Anonymous  
Barbara & Raymond Boyd  
Marc Bobonic  
Mary & Lanyard Dial  
Marcia Donlon  
John B. Gilbert  
Barbara Lewis  
John Luttrull  
Lynne Martson  
Mark Minnis  
Eli Olson  
Tom Pecht  
Dorothy & Fred Penney  
Mark Schwartz  
Anne Warring  
Marc Wilde

If you have included Livingston as part of your legacy, please let us know so that we can give you proper recognition. Contact Development Director, Marc Wilde, at (805) 642-0239 x603 or [mwilde@lmvna.org](mailto:mwilde@lmvna.org)

Photo: Attasalina

*It will hardly surprise anyone that Marcia Donlon, the actual granddaughter of Dr. William R. Livingston, is an inaugural member of the Livingston Legacy Society. Marcia told us, “The VNA is vital to our county and I will continue to contribute and support its dedication in the future. There are so many worthy causes out there, but this is my pet organization.”*

## 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: Atrasalima

*Elise and Bill Kearney arrive at the annual Distinguished Donor Appreciation event. The fine wines and hors d'oeuvres reception was generously underwritten by Rabobank.*

### DISTINGUISHED DONORS

*Annual Giving of \$1,000 and Above*

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 Advanced Digital Services  
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 Mr. & Mrs. Raymond Boyd  
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## Thank you 2010 donors!

Livingston Memorial Visiting Nurse Association 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!

Photo: Dina Pielact



*Livingston's annual Mother's Day Luncheon, in honor of Janice Petit Willis and in memory of Margaret Martin Daily, generated \$72,147 in proceeds to further Livingston's mission of providing vital home healthcare for all Ventura County residents, regardless of the patients' ability to pay.*

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#### \$500 to \$999

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Photo: Atrasalina

*The award winning ChannelAires Chorus raise their voices for Livingston's annual Light Up A Life. The holiday event netted \$41,203 for compassionate Livingston Hospice.*

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 Ken & Jane Winter

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*Thank you for the excellent service that was provided for my dad. Although he was in Hospice for only a short time, he truly thought his nurse was his special angel. So did we; she is a beautiful person. At the time of his death, she was a part of the family. Please consider this small donation a gesture of our gratitude for Livingston Hospice.*

— CAMARILLO DONOR

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***Special thanks to the 1,090 donors who contributed between \$1 and \$124. It takes all of our donors to insure that no one in need of care is turned away due to a lack of resources.***



Photo: Dan Madsen

*Marc Bobonic, Volunteer of the Year, is pleasantly surprised by his honor. He later took up with the band and brought the house down. A heartfelt thanks to all Livingston volunteers who contributed a total of 5,091 hours of service in 2010.*



**Livingston Memorial**  
VISITING NURSE ASSOCIATION

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FINDING *Grace* AT THE END OF LIFE



*Alex's story is one of 389 uninsured and underinsured patients that Livingston cared for in 2010. All our patients' stories are unique. The common thread of all our indigent patients is that without Livingston there is no one to care for them. And, without your support, Livingston would not have the resources to care for them. Thank you for making Ventura County a kind and compassionate place to live.*

Alex lived a difficult, chaotic life. He was estranged from his family, unemployed and lived mostly on the streets. Over the years he had been stabbed, shot and contracted hepatitis. In 2010 he was diagnosed with terminal lung cancer. The disease had already spread to his spine, ribs and legs. Amazingly, one of his sisters accidentally happened upon him at Ventura County Medical Center while he was sitting in a wheelchair waiting to be treated. Upon discharge, the sister moved him into her home and Livingston provided palliative and hospice care. With Livingston's assistance he was able to reconcile with his family and received compassionate care through his final days. The night before his death, he spent time with his sisters, niece, three of his four children and mother. The following morning, Alex humbly asked his mother for permission to go and died surrounded by his family (*patient name has been changed, photo is representational*).