2021 GRATITUDE REPORT
Finding hope in our community
A year of learning, a year of service.

December 2021 marked my first anniversary at Home Health & Hospice—a year of learning for me and for our organization as we continue assessing and addressing the challenges presented by COVID-19.

The pandemic drags on, and all of us in health care face significant staffing shortages as we witness the growing need for our services among neighbors. It can feel daunting. But what gives me hope, and keeps me going every day, is our community of talented staff, volunteers and generous supporters and advocates like you.

I have witnessed first-hand our team meeting unprecedented challenges by adapting to needed changes which will ensure sustainable growth in Home Health & Hospice. We remain committed to providing excellent care while navigating an unfamiliar landscape. Throughout, this community has risen to support our work and affirm that our neighbors deserve access to quality care, wherever they call home.

Dr. Martin Luther King said, “Life’s most persistent and urgent question is, ‘What are you doing for others?’” I am grateful to every donor, volunteer, advocate and partner who made our work possible this past year. Together, we fulfill our vision of people thriving in healthy communities.

In gratitude,

Adrienne Johnson Ross
President & Chief Operating Officer

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Respite House’s lasting impact

Grandmother’s stay ‘changed the direction of my professional life’

Kate Favaro understands from her work as a hospice bereavement coordinator the importance of compassion. She learned its powers as a child, first-hand from her beloved grandmother, Florence, known to most as Dutchie, and through Dutchie’s end-of-life journey at McClure Miller Respite House.

“Having to go through what is, hands-down, going to be the hardest part of anyone’s life, that’s the reality. It’s hard,” she observed. “Having to watch that was awful. But it was the most profound teaching experience she was ever able to give me.”

Dutchie was “fiercely independent,” Kate recalled. “She always did things her way. She would tell you that that’s not how it needed to be done,” and throughout her life was more ready to give help than receive it.

After arriving at Respite House, and when it became necessary, Dutchie “just got to a place where she could accept the help and compassion of other people,” Kate said. “You’re not going to learn that through a conversation; you’re going learn it watching one of the people you love most in the entire world go through this process, truly watching her adapt to that change and teaching you how to accept compassion and give it at the same time.”

“Watching her go through that, and having it be as positive as possible, truly changed the direction of my professional life.”
### Home Health & Hospice

**By the Numbers**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of care provided</td>
<td>138,522</td>
</tr>
<tr>
<td>Patients served, at all ages and stages of life</td>
<td>4,307</td>
</tr>
<tr>
<td>Days of care provided at McClure Miller Respite House</td>
<td>4,224</td>
</tr>
<tr>
<td>Miles driven</td>
<td>851,471</td>
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<tr>
<td>Staff (336 clinically facing)</td>
<td>392</td>
</tr>
<tr>
<td>Volunteers</td>
<td>468</td>
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<tr>
<td>Home Health clients who avoided re-hospitalization</td>
<td>80%</td>
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<tr>
<td>Home visits by caregiving team members</td>
<td>104,178</td>
</tr>
<tr>
<td>Meals delivered</td>
<td>1,602</td>
</tr>
<tr>
<td>Meals delivered +</td>
<td></td>
</tr>
<tr>
<td>Miles driven by volunteers in the Dinners with Love program for Hospice families</td>
<td>15,855</td>
</tr>
<tr>
<td>Visits with interpreter assistance</td>
<td>851</td>
</tr>
<tr>
<td>Check in calls to Hospice families</td>
<td>1,024</td>
</tr>
</tbody>
</table>
Financials

Support received from grantors, individuals, cities, towns and businesses in our service area allowed us to provide more than $2.1 million in charitable care last year. We are grateful to everyone who helped us close the gap between revenue and the true cost of caring for our community.

REVENUE:
Jan. 1, 2021 to Dec. 31, 2021

- Medicare: 48%
- Medicaid: 18%
- Insurance & Private Pay: 18%
- Other: 7%
- Community Support: 9%

$31,133,096

Our Partners in Caring

We are thankful to municipalities in our service area who include support for our work in their annual budgets.

Alburgh
Bolton
Burlington
Charlotte
Colchester
Essex
Grand Isle
Hinesburg
Huntington
Isle La Motte
Jericho
North Hero
Richmond
St. George
Shelburne
South Hero
Underhill
Westford
Williston

Community Support

- Endowment & Investment Revenue: 55%
- Individual Contributions: 28%
- City & Town Funding: 12%
- United Way: 3%
- Grants & Contracts: 1%
- Events: 1%
All in a day’s work
A day in the life of an Adult Home Health nurse

Emily Galina, RN, case manager for our Adult Home Health program, travels across our service area each day, visiting clients wherever they call home. Emily visits clients frequently and consults with other members of our caregiving team to provide preventative care and monitoring to catch problems before they become emergencies. Altogether, this improves overall health and helps keep clients out of the hospital.

Prompt action saves lives
Emily completes her nursing assessment of Bruce Godfrey during a home visit. During a visit the week before, Bruce was in excruciating pain and could barely walk. Emily immediately called 911 and Bruce was rushed to UVM Medical Center, where clinicians identified the cause — blood clots. Bruce is fighting cancer, but thanks to Emily’s quick action, he was able to enjoy a period of greater comfort.

Monitoring health
Kathleen St. Amour suffers from leg pain, a hernia and chronic obstructive pulmonary disease (COPD), so listening to her lungs is an important part of every nursing visit. Because Emily sees Kathleen frequently and manages her care at home, she is able to catch potential problems before they become emergencies.

Advising on medications
Emily reviews diabetes testing supplies and medications with Barbara Matthews, 90, during a recent visit. Emily helps Barbara keep on track and monitor her blood sugar levels, diet and insulin intake — all key to staying safe and managing her condition. Barbara is one of more than 55,000 Vermonters diagnosed with diabetes.

Dressing wounds
Emily changes dressings on the legs and feet of Omer Villemaire, who is experiencing complications due to congestive heart failure. Emily sees Omer regularly, monitoring and addressing any changes in his health to help keep him out of the hospital.
Trust flourishes at home

Pediatric Therapists from the Family and Children’s Program find success providing care at home

For the past 10 months, Josephine Tobin, who celebrated her first birthday in October, has had regular playdates at her home in Hinesburg with Scottie Taylor, DPT and Rebecca Grimm, MS, OTR/L. At least that’s what she thinks. “It’s physical therapy and occupational therapy but it’s totally disguised with games and fun,” says Erin Bingham, Josephine’s mother.

Josephine might enjoy her time with Scottie and Rebecca, but every bit of play has a therapeutic purpose. Josephine was born with Williams syndrome, which can create developmental issues. The treatment she receives through Home Health & Hospice helps her mobility, balance, motor skills, muscle strength, flexibility and eating.

“At the beginning she wasn’t able to do a whole lot; she was in a lot of pain and was distressed most of the time,” Erin says. But in less than a year her situation has improved significantly. “She’s much more comfortable in her body now and she’s much more interactive.”

Having therapy at home is more than just a help to Josephine’s busy parents. “This is her environment and it’s the best place for her to learn how to eat properly and how to move her body properly and how to gain strength,” says Rebecca, manager of the Pediatric Rehabilitation team at Home Health & Hospice.

The other main benefit, Scottie explains, is that a real bond can flourish between a therapist and a young patient in a home setting. “The beauty of meeting a child in their safe space is that trust, and therefore the child’s development, can flourish more easily.”

Josephine, age 1, investigates her image in a mirror.
Thank you, donors and volunteers!

YOU make our work possible – thank you.

The work of Home Health & Hospice depends on our people: our talented and dedicated staff and many generous friends in our community and far beyond who give their time and resources to help us care for our neighbors. With this support, we are able to do so much more. We can provide more charitable care each year. We can invest in training and career pathways for our staff. We are grateful to everyone who helped us do more in 2021.

Our volunteers are our cherished colleagues and friends, providing essential tasks to help us care for our neighbors every day. Our 468 volunteers do everything from preparing tasty meals for residents at the Respite House to calling the families of hospice clients to ensure they have everything they need heading into the weekend.

In 2021, more than 2300 people, from right here in Chittenden and Grand Isle counties and from across the country, stepped up to support our work. Their generosity allowed us to provide $2.1 million in unreimbursed care to our neighbors, increasing access to quality home health and hospice care for our neighbors.

Thank you!

MEET OUR DONORS
Indians, businesses, funders, cities and towns in our service area and beyond helped make our work possible in 2021. Meet our donors at uvmhomehealth.org/our-generous-friends/
Belief in a better future

Celebrating the Julia Smith Wheeler Founder’s Society

Home Health & Hospice’s story has always been one of ordinary people accomplishing the extraordinary. It begins in 1906 when a small group of determined women took action to safeguard the health of the most vulnerable in their community – children. The Visiting Nurse Committee, led by the intrepid Julia Smith Wheeler, went door-to-door to raise support for their fledgling organization. They began serving the community with one nurse and a big vision.

Their organization grew into today’s Home Health & Hospice, which currently serves more than 4,000 people in Chittenden and Grand Isle counties every year. Our services have expanded to include adult home health, hospice care, and more. What hasn’t changed is our commitment to caring for our most vulnerable neighbors.

Throughout our history, friends and supporters have demonstrated their belief in the future of our organization by making plans for a gift with their will or trust, IRA, or appreciated stock. These friends take the seed that Julia Smith Wheeler planted and extend her vision far into the future. It’s no surprise that we named our legacy giving society after Julia.

We celebrate our friends, past and present, who made Home Health & Hospice part of their legacy and invested in our future.

What is Legacy Giving?

Legacy planning offers individuals and families opportunities to be appreciated for their generosity now while deferring a gift into the future. Legacy gifts of all sizes make important contributions to our work and can be easily planned with wills, trusts, IRAs, and appreciated stock.

Creative legacy gifts are an excellent way to provide for your family now while making a big impact at Home Health & Hospice in the future. You retain flexibility over your giving and can even secure substantial tax benefits – all while investing in the health of your community. Have questions? We’re here to help.

To learn more, please contact Maya Fehrs, Director of Development, at (802) 860-4475 or donate@uvmhomehealth.org.
Help us care for our community

It is only through the support of our generous community that we can work towards our mission of helping people live their fullest lives by providing innovative, high-value, compassionate care wherever they call home. Together, we can work to ensure that every neighbor has access to the care they need. Please join us in caring.

You help us provide millions of dollars in charitable care every year.

You allow us to invest in our talented staff through training and professional development and enhanced career pathways.

You enable us to engage in innovative and collaborative partnerships to ensure we are collectively meeting the health care needs of our population.

Every gift, of every size, makes a difference right here in our community. Contact Maya Fehrs, Director of Development, at (802) 860-4475 or donate@uvmhomehealth.org to learn more about your impact.

Please join us with your gift today: UVMHomeHealth.org/donations
Our Programs
Serving our community at every age and stage of life

**Families and Children:** Pregnancy and early childhood are critical times for families and for child development. We help families through clinical and therapeutic early intervention, education and support.

**Pediatric Palliative Care:** We provide specialized care for children with serious illnesses and their families. Our goal is to create a sustainable support system for families throughout a child’s illness and beyond.

**Adult Home Health:** We assist patients recovering from surgery, illness or other impairment where they want to be—in the comfort of their own home—with a goal of maintaining each patient’s quality of life, safety and independence.

**Adult Day:** A safe, home-like program for elders needing assistance or companionship and adults with physical disabilities. Participants receive comprehensive health, social and therapeutic services.

**Long-Term Care:** We provide high-quality, non-medical support services to individuals who qualify for this federal program and choose to remain living independently at home.

**Hospice and Palliative Care:** Our interdisciplinary team provides expert whole-person care in partnership with patients with life-limiting illness and their families. We focus on managing pain and providing the spiritual, emotional and physical support desired by each individual and family.

**McClure Miller Respite House:** Vermont’s only Medicare-certified inpatient hospice residence, the Respite House is a home away from home for people with terminal illnesses.
Your partner in community health for more than 100 years.

Vaccines then (polio) and now (COVID-19)

Thank you for your support.

Meet our front cover stars!

**Top photo:** Alex Pial, licensed nursing assistant

**Middle photo:** Tom Paquette, Hospice social worker

**Bottom photo:** Kristin Walsh, Employee Health nurse

Visit us online: [UVMHomeHealth.org](http://UVMHomeHealth.org)

Call us: **(802) 658-1900**