



Addison County Home Health and Hospice **Fiscal Year 2018 Annual Report**



FY 2018 Annual Report



We are pleased to present our Fiscal Year 2018 Annual Report to the community of Addison County. The following report will highlight the many achievements of Addison County Home Health & Hospice (The Agency) during the past year. It has been a year of celebration, change and a return to financial security at Addison's County's *only* independent, non-profit home health and hospice provider. Through it all, the agency has continued its unwavering dedication and focus to providing excellent, high quality, patient care to our friends and neighbors, the people of Addison County. We sincerely hope you enjoy this year in review.

Celebration:

The 2018 fiscal year was a year during which the agency began celebrations to commence its 50th year of healthcare service to our community and these celebrations will continue into the first half of calendar year 2019. Much has happened during the 50 years since the founding of Addison County Home Health & Hospice, specifically relating to the rapidly changing world of healthcare. Since the year of our founding, 1968, advancements in medicine, medical care application and technology have increased the average life span in the United States by 10 years according to United Nations data compiled by the World Bank. In Vermont the average life expectancy now exceeds 80 years of age, according to the Vermont Department of Health. During our 50 years of service, this agency has helped thousands of Addison County residents live longer, healthier lives through the application of dedicated and compassionate health care. We hope that you, the community, will show your support for us during our 50th anniversary celebrations and be on the lookout for a community celebration notification from our marketing department.

Another moment to be celebrated was the Agency's receipt of the Strategic Healthcare Programs (SHP)



FY 2018 Annual Report

National Award for Best Home Health Patient Satisfaction for being a Superior Performer. SHP's scoring ranked ACHHH in the top 20%, nationally, for patient (quality) satisfaction. This award recognizes our entire staff's hard work and dedication in their commitment to providing excellent patient care to their community.

Finally, dedication comes in many forms and we were fortunate to celebrate that on two occasions during the past year. First, our own Valerie Ortiz, RN won the Kimberly Krans Women who Change the World award, provided by area non-profit, Womensafe. Second, the Hoehl Family Foundation awarded ACHHH a generous grant to assist in offsetting the implementation cost of our Electronic Medical Record implementation. We would like to extend our sincerest appreciation and gratitude to Val and the Hoehl Family Foundation for their continued dedication to our mission.

With all of that celebration, it's hard to believe we were able to accomplish much else. However, during the past year, the agency began to implement changes that will cement the foundation for another 50 years of excellent service to the community. These changes began with an agency-wide implementation of a major software application.

Change:

The modern world of healthcare requires organizations, like ACHHH, to adapt very quickly to this constantly changing environment. To achieve this aim, a strategic vision must be formed and applied. The strategy must allow for the organization to be adaptive and flexible, while not losing sight of its mission. Only then can the organization thrive in such an environment. This vision began to take shape in the early months of the past 2018 fiscal year.

Starting in September 2017 the entire agency began to pivot from a paper-based system of medical information tracking, documentation, scheduling and billing, to one of cutting-edge technological capabilities. This was accomplished through a partnership with Brightree Home Health & Hospice, LLC; a national provider of Electronic Medical Record (EMR) technology. Through this partnership, the agency is now able to provide new and exciting means by which to track and record the medical condition of our patients. These new capabilities have shifted the healthcare focus from largely reactive, to predominantly proactive, as medical information tracking and documentation has been converted to near real-time accessibility. This is a seismic change not only for our agency but, more importantly, for our patients. Our staff now have, at their fingertips, access to near real-time changes in the condition of all patients under our agency's care. Therefore, if a patient is in need of emergent care in their home, Addison County Home Health & Hospice staff has all pertinent health information in front of them on arrival. Historically, the staff would have been required to filter through paper notes to find patient diagnoses, drug information, allergens, etc. This improved accessibility drastically reduces the time the clinical staff spends sifting through paper volumes of patient data and increases the amount of actual time and energy that they can spend caring for the patient in need.

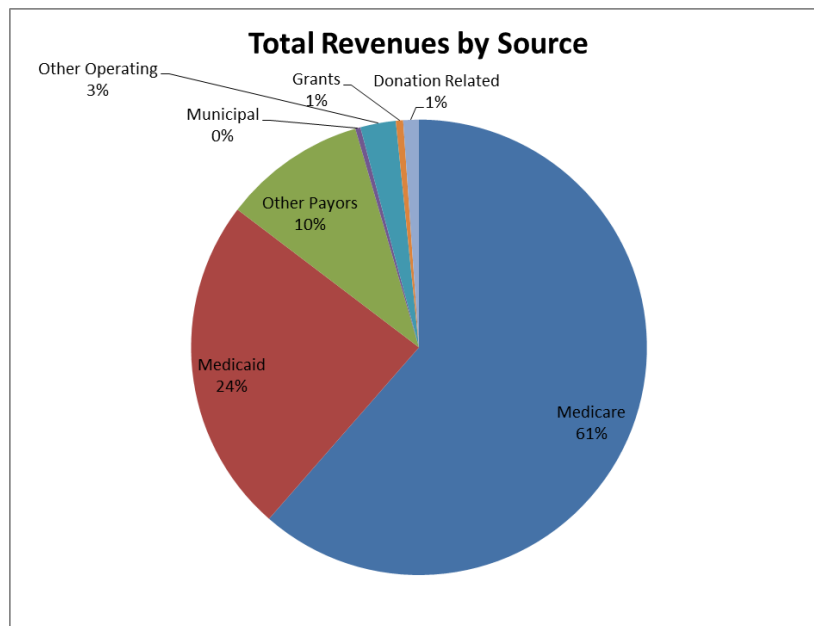
FY 2018 Annual Report

The staff of Addison County Home Health & Hospice worked diligently throughout many months to perfect their knowledge and understanding of the new software while simultaneously continuing their dedication to high quality patient care and we would like to take this opportunity to acknowledge their hard work and dedication.

Finance:

Throughout the celebrations and changes, the agency continued to reaffirm its financial security for the future. The agency's financial well-being is integral to the healthcare and economic viability of the Addison County community. We are Addison County's sixth (6th) largest employer, employing over 125 people, with an annual payroll exceeding \$6 million, the vast majority of which is spent within the county.

The constant changes impacting our modern healthcare system also affect how an independent, non-profit agency, such as ACHHH, is reimbursed for the many services it provides. Increasingly, cuts to major government payers, impact the services our agency can provide and as you can see from the graph below, we derive 85% of our annual revenues from the government sources of Medicare and Medicaid.



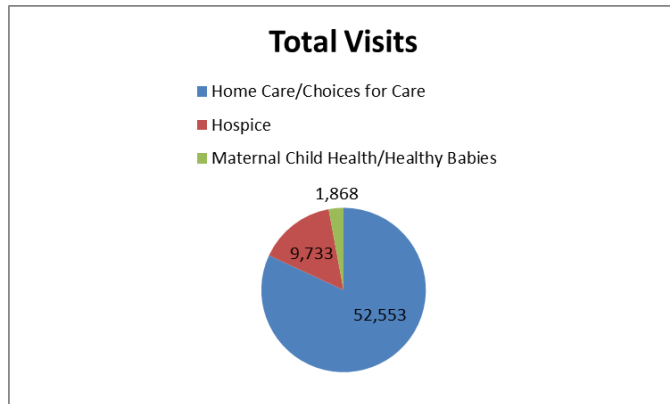
With funding from government payers declining, and cost to provide services rising, we have to maintain a tight margin so that we may maximize our healthcare services potential. A recent Vermont Public Radio (VPR) article offers a telling story on the funding challenges Home Health & Hospice organizations face. Specifically, the VPR piece discusses the elimination of Medicare's 'Rural Add-On,' a long-established reimbursement tool used by rural Home Health providers to cover some of the

cost of providing home health care in rural America. The link to read or listen to the aforementioned article can be accessed [HERE](#). Operating expenses in FY 2018 totaled \$10.1 million, 77% of that figure is allocated to salaries & benefits and mileage expense to provide healthcare services. With these challenges facing our agency every day, it is more important than ever that our communities support us through financial donations. The overall result of your financial support is a return on investment in the form of resources that aid in allowing ACHHH the opportunity to provide continued high quality patient care from people who live in this community. We appreciate your support.

FY 2018 Annual Report

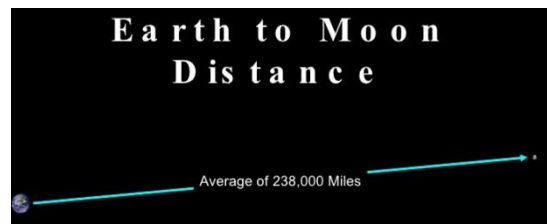
Statistics:

During the past year, our staff delivered in excess of 63,000 visits to 1,500 different patients in Addison County. A breakout of those visits can be seen below, with the specific disciplines also listed.



- Home Care/Choice for Care: Skilled Nursing, Hi-Tech, Palliative Nursing, Therapies, Aides and Social Work
- Hospice: Nursing, Aides, Social Work and Bereavement
- MCH/Healthy Babies: Nursing, Counseling, Family Support and Social Work

Miles driven by ACHHH staff to deliver or support those 63,000 patient visits totaled 670,300 miles around Addison County. That amount of distance exceeds the distance of one round trip to the Moon and back to Earth.



Other Community Activities:

- 66 Foot Clinics provided for Addison County residents aged 60 or older.
- 25 CPR certified employees annually, prepared to help while in the community.
- 2 holiday food drives in support of HOPE (Helping Overcome Poverty's Effects) and providing 50 gifts for children and families.
- Continuation of our relationship with Homeward Bound through the "Pets in Crisis" program.
- Continuation of our relationship with Dinners with Love, providing free meals to hospice patients.
- Participation in the "Living with Dying" partnership.
- Participation in community events from the Maple Run, to the Middlebury New Filmmaker's Festival to Addison County Field Days.

FY 2018 Annual Report

In Closing:

It has been an eventful year of celebration and change. We want to express our gratitude to you, the community, for your continued support of our services. As your independent, local, non-profit, our work is not always seen but, *we are always here*. Please join us in the coming months as we publicly celebrate 50 wonderful years and raise a toast to 50 more.

Sincerely,



Patrick T. Rooney, CFO



Tim Brownell, CEO



Bryan Young, Board President