The VNA Philadelphia Difference!
WOODY HUNGARTER, PRESIDENT & CEO

The VNA Difference is a phrase we use often, but what does it mean? It means providing the highest level of care with the most advanced technology. It means designing specialty programming to meet the needs of our diverse community. It means caring for the whole person and not just the medical condition. It means making a difference in the lives of our patients every day.

Recently I asked some of our staff what The VNA Philadelphia Difference means to them. “Being able to provide homemade frozen meals and fresh fruit and vegetables to our patients.” “Making last wishes come true.” “Being able to buy patients things not covered by insurance that they need to help them in their recovery through our Patient Care Fund.” These were just a few of the responses that make the VNA Philadelphia Difference.

As an agency we are thankful for our staff that make The VNA Difference every day. Thanksgiving is approaching and it is a time to reflect and be thankful for the things we have accomplished in the recent months:

- Patient Care Improvements:
  - Population health has been introduced to improve the quality of life of VNA Philadelphia patients through a variety of programs, including our food pantry through which we have delivered over 1500 nutritious meals to patients!
  - Specialty programs have been developed for a number of different needs, including Diabetes and Heart Disease.

- Technology Improvements:
  - Home Care Home Base, our new EMR system has been implemented for 6 months and provides us analytic capabilities we previously did not have, allowing us to provide better and more timely patient care.
  - Telehealth success: Hospital Readmission rates for patients utilizing this Health and Education Lifestyle Monitoring (HELM) program is 9.09% compared to 12.64% for those not utilizing HELM.

At VNA Philadelphia we work tirelessly to care for the whole person. Our new Diabetes Prevention Program helps us do just that, as 40% of our patients are diabetic. VNA Philadelphia’s Diabetic Prevention Program (VNA-DPP) provides comprehensive Diabetes Self-Managed Education and Training. We provide these consultation services—along with our many services—in the comfort and safety of a patient’s home. This patient-centered approach to care allows us to utilize community support, partner with other organizations and make the care of our patients even stronger. For instance, our innovative HELM program allows us to remotely monitor the blood-glucose levels of diabetic patients.

In this season of Thanksgiving, we want to pause and THANK our staff for all of their tireless work. The past 6 months with the transition to Home Care Home Base was trying at times, but I am so proud of our staff who rolled up their sleeves and are mastering the system. We worked together as a team to better serve our patients and that is The VNA Difference!

A PATIENT'S DREAM COMES TRUE!

Our Hospice patient, Deborah Brooks, dreamed of a day getaway from her busy urban neighborhood to a sweet, serene environment to unwind and relax. Hospice social worker, Emily Ricci M.S.W. and Development Associate, Dominique Scott, spent the day with Deb at Longwood Gardens! Ms. Deb loves flowers, history and nature so what better place to visit than Longwood? She was surprised and filled with gratitude as she enjoyed the warm weather and beautiful scenery.
What a Perfect Pear –
Meet VNA Philadelphia’s
Director of Population Health & Clinical Services

Director of Population Health & Clinical Services:
Craig D. Hindman, LSW.

Craig Hindman joined VNA Philadelphia as the Director of Clinical Services in 1997. Hindman is a Pennsylvania licensed Masters of Social Worker and a graduate of Temple University’s School of Social Work. A lifelong resident of PA, Hindman received his BA from Penn State University. Recently, Hindman’s role was expanded to oversee the VNA’s population health initiative.

Population health, an interdisciplinary, customizable approach to health is essential to improving quality of life and community resources. “Population health, to me, is looking at the needs of our patients and going above and beyond basic medical care,” said Hindman.

One such need in Philadelphia, the “poorest big city” in the United States, is food. To respond to this critical need, Hindman recently created the Food Pantry, which is VNA’s first initiative of its population health program. Being able to access nutritious food is important to everyone’s health. However when people already have compromised immune systems, it can become a matter of life and death. With fresh produce donated by Philabundance and nutritious meals from Caring For Friends, healthy meals can make a difference. In fact, VNA Philadelphia is the only health provider in the city that delivers food from Philabundance.

“Recently we had a patient whose mouth watered at the thought of a cantaloupe, which he hadn’t had in years. When we – ironically – received cantaloupes in the food pantry, we were able to deliver these to him which added greatly to his quality of life,” recalled Hindman.
Like us on Facebook! Follow us on Twitter and Instagram!

How does using social media help us? Lots of ways! Mostly it helps people make decisions about choosing to use our agency for their health-care needs for their loved one. The better they get to know us, the more they understand that it's our compassionate care that makes the VNA Philadelphia Difference!

We want everyone to receive our care when they need it. Social media also gives people the opportunity to see all the things we are doing as an agency. Because we're a nonprofit charity, we rely on donations from individuals, companies, and foundations. Our social-media presence is a real-time way to keep people informed about our activities and a way to promote our agency's events.

Our website (www.vnaphilly.org) is also a tool people can use to learn about our agency, our people, and our events.

Welcome Dr. Ligato!
VNA's New Medical Director

Dr. Nicholas Ligato is an internist in Philadelphia, Pennsylvania. He received his medical degree from Philadelphia College of Osteopathic Medicine and has been in practice over six years.

FUN FACT: Dr. Ligato enjoys reading, cooking and playing sports in his free time!

A PATIENT’S DREAM COMES TRUE!

VNA hospice patient, Nicole Stewart, was loved by all the staff in our hospice in-patient unit. Her presence lit up the room and her sweet spirit warmed everyone’s heart. She dreamed of traveling to be a guest at her sister’s wedding. After all, Nicole loves her family and loves having a great time! With the help of her supportive and determined clinical team, Nicole attended the wedding to witness the momentous occasion!

Nicole Stewart & her daughter
E-A-G-L-E-S Eaglesssssss!
Staff Spirit Day

A few office staff members dressed in their Eagles gear in celebration of Eagles Spirit Day as we cheered on the Philadelphia Eagles to victory over the Washington Redskins! In fact, we even raffled off one pair of tickets to a VNA staff and their guest to attend the next home game at the Lincoln Financial Field.

WE WEAR PINK IN SUPPORT OF BREAST CANCER AWARENESS!

In support of Breast Cancer Awareness month, the staff at VNA Philadelphia wore pink every Friday for the month of October to highlight the importance of breast cancer awareness, education and research.

MAKE A DIFFERENCE!
Spread the word about mammograms, and encourage communities, organizations, families, and individuals to get involved and get tested early.
There's Nothing Like Jumping Right In!
VNA's Newest Chaplain Daniel Han

Nothing like jumping right in... our new chaplain, Chaplain Daniel Han performed a baptism for one of our patients in our inpatient unit on September 27th.

Daniel says, “It was immediately evident that faith was deeply important. The patient expressed to her sister prior to her recent decline that she wanted to be baptized. Her sister had been having difficulty adjusting to the patient’s recent change in health and her own feelings of grief and pending loss.

I enlisted the help of our inpatient staff to help with the service and performed a short meaningful baptism with prayer. The sister was very appreciative and with a smile and tears in her eyes, said ‘Hallelujah.’ I provided a baptismal certificate which the sister received with joy. This certificate remained right at the patient’s bedside until her passing on October 1st. The sister requested to keep the ceremonial bowl used for the service. I was happy to provide this as a token of what took place at this very crucial and spiritual time in the patient’s journey through life to her death. It was such a privilege for me to have been part of this memory and help fulfill a patient’s wish.”

A PATIENT'S WISH COMES TRUE WHEN HE VISITS TEMPLE'S MEDICAL SCHOOL

Since coming onto our service, Mr. Ronnie Elliot told our team he always desired to attend Temple University to study cardiology. His social worker, Emily Ricci, and chaplain, Ann Schlossnagel, coordinated a trip for Ronnie to visit Temple University Medical School. Our Temple grad student tour guides, ChiChi Akpunonou and Mykal Gerald were very knowledgeable and hospitable. We’re so glad you enjoyed yourself Ronnie!
VNA PHILADELPHIA
DIABETES PREVENTION PROGRAM
MAKING MILESTONES IN THE HOME THROUGH
SELF-MANAGED DIABETIC EDUCATION AND
TRAINING

VNA Philadelphia is now making milestones in Home Health and Palliative Care by providing comprehensive Diabetic Self-Managed Education and Training (DSMET). Through the induction of the Diabetic Prevention Program (DPP) and Nationally Accredited DSMET Program, VNA Philadelphia can allocate the tools necessary for success in all 7-Self Cares defined by the American Association of Diabetic Educators (AADE):

- Medications
- Monitoring
- Eating healthy
- Staying active
- Problem solving
- Risk management
- Coping skills

VNA services the diabetic client with a holistic and patient-centered approach to care utilizing community support through Philabundance, Caring for Friends, social work, population health, mental health services, and more.

At VNA Philadelphia, we provide consultation services in the convenience of your own home where trust, empowerment and advocacy begin. This foundation is one of the things that make us unique and different. Additionally, our trained team of Certified Diabetic Educators disseminate education on a one-to-one basis. Ongoing medical management can be coupled with our new innovative HELM program, which utilizes telemonitoring to manage blood glucose readings, blood pressure, pulse oximetry, heart rate, and daily weight. Fluctuations in readings are promptly addressed by an RN and NP. The blood sugar tracking diagram is faxed directly to the participating endocrinologist or PCP, making analysis and adjustments easy and convenient.

Through the induction of the Diabetic Prevention Program (DPP) and Nationally Accredited DSMET Program, VNA Philadelphia is one of the only home healthcare agencies accredited in the nation for CDC prevention.
Rock for Free Care 2019

The Midnight Brisket Band hosted a benefit concert for VNA Philadelphia’s hospice inpatient unit (IPU) at Franklin’s in East Falls. VNA's IPU is the only freestanding facility in Philadelphia. The event was not limited to VNA staff– it was an open venue for all who wanted to support while having a great time!

All of the money raised from this event provides free home care and the comforts of end-of-life care to individuals who have inadequate amounts of health insurance, or no health insurance at all.

Guest Bands:

*Vintage Stew and Electric Ladyfingers*

---

Ninth Annual Butterfly Release & Community Celebration of Life

Our Ninth annual Butterfly Release and Community Celebration of Life gathered local neighbors, staff and patients’ families together for an uplifting and inspirational program and festivities. There was a moving tribute to ones who passed away on our service, followed by the releasing of butterflies after the tribute. The butterfly is a symbol of transformation and is a universal symbol of hope. In many cultures, the butterfly symbolizes the soul. Every year, families, friends, staff and community residents look forward to this joyful, heartfelt annual celebration.
Opioid Crisis and Naloxone (Narcan) Training

Philadelphia is facing one of the greatest public health crises in recent history. Every neighborhood in the city is impacted by an epidemic of opioid use and overdose. Across all ethnic and socioeconomic groups, the number of deaths from drug overdose is higher than the number of deaths from homicide. In 2018, there were a total of 1,116 drug related overdose deaths, 939 of which involved opioids. VNA, along with Prevention Point, offered an Opioid Crisis and Naloxone (Narcan) training. VNA staff were educated on how to respond to this crisis and learned how to use Naloxone which reverses an opioid overdose.

Tree Lighting Memorial Service

VNA Philadelphia will hold its annual tree lighting memorial on Thursday, December 5th, 2019 at the Cancer Support Community Center, 4100 S. Chamounix Dr., Philadelphia, PA 19131 from 5:30pm to 6:30pm.

Our memorial evergreen tree will be illuminated with hundreds of white lights representing all of those who hold a special place in our hearts and memories.

Participants will gather for a special candle ceremony as a meaningful way to share the emotions commonly experienced throughout this time of year. For more information or to purchase a light for a loved one, please contact us at 215.581.2002 or visit www.vnaphilly.org.
**Are You a Military Veteran?**

Would you like to make an impact on another veteran’s life? Consider becoming a volunteer for our Veteran to Veteran program in Hospice.

No one can understand a veteran the way another veteran can. You speak the same language, have similar experiences, and can communicate in a special way with each other. Volunteers just need to spend time with patients– reminiscing, reading a book, or just being a quiet companion. Special training is provided at no cost and you’d be making a difference in a patient’s life.

VNA Philadelphia’s Hospice program is part of We Honor Veterans, a program of the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA), that invites hospices, state hospice organizations, Hospice-Veteran Partnerships and VA facilities to join a pioneering program focused on respectful inquiry, compassionate listening and grateful acknowledgment. By recognizing the unique needs of America’s veterans and their families, community providers, in partnership with VA staff, will learn how to accompany and guide them through their life stories toward a more peaceful ending.

For more information on becoming a volunteer (for military members or any other type of volunteer work) call Lori Collins at 215-581-2360 or email her at locollins@vnaphilly.org!

---

**Revolutionary Telehealth Program**

Imagine being able to have your medical questions answered from the comfort of your own home! As telehealth – the use of digital information and communication devices to access and manage healthcare – become more commonplace, VNA Philadelphia continues to expand its revolutionary telehealth program known as HELM (Health Education and Lifestyle Management).

Introduced in July 2018 with Health Recovery Solution (HRS), VNA Philadelphia’s telehealth program has been used for approximately 600 patients to date. Over 100 patients are currently using HELM, which is significantly more than has ever utilized the program at one time. Images can be sent back and forth in real time, lowering re-hospitalizations and reimbursements while keeping patients healthy and secure. “To be able to do a full assessment with the patients through telemonitoring was very important to us,” said Dawn King, SVP & Chief Nursing Officer. Primarily used to monitor patients with heart disease and diabetes, Philadelphia VNA is expanding its use of telehealth to reach even more patients.

“Currently HELM is being used in conjunction with VNA’s Diabetic Prevention Program which has shown huge success in decreasing blood sugars and rehospitalizations,” explains Teresa Quinn, Coordinator of VNA Philadelphia’s Telehealth Program. “This program is very important in reducing readmissions into hospitals and for patient management of their disease. We are able to head off exacerbation before they need to be seen in an ER setting,” explains Quinn.”

Thank you for your Contribution!

Abdul-Sharif, Amina
Adabbo, Ermeninda
Aldo, Jr., Edward
Allman, Richard
Alvarado, Jose
Amazon Smile Foundation
Aqua America, Inc.,
Assman, Agnes
Azor, Joseph
Bartelle, Nancy
Bauerle, Hattie
Bauman, Patricia
Beaman, Hulen
BeautyKind Foundation
Benson, Carol
Benyon, Mitchell
BlackTree Healthcare Consulting LLC
Bligan, M. Elizabeth
Bockelkamp, May
Boden, Irene
Bono, Josephine
Bradley, Sheila
Brandman, Sylvan
Brechf, Mary Ellen
Brinson, Lee
Brown, Patricia
Browning, Emily
Buns, Barbara
Busler, Scott
Byard, Evelyn
Cambron, James
Cameron, Nancy
Cannon, Denise
Carter, Marcella
Carter, Steven
Cavener, Bernard
Chadwick, Clara
Charities Aid Foundation of America
Clayton, Inda
Cleary, Colleen
Clowser, Richard
Cohen, Amy L.
Cohen, Barbara
Coho Partners, Ltd.
Collins-Floyd, Carolyn
Congdon, John
Connell, Francis
Connelly, Thomas
Console, Clara
Cooper, Sinceer
Cording, Jane
Cottman, Ruth
Crawford, Barbara
Croye, Anne
Culhane, John
Cumiskey, Margaret
Cumiskey, Mary
Czynierman, Stacey
Czekanski, Kathleen
Davis, Barbara
Davis, Barbara
Dennison, M Denise
Deoranzo III, Daniel
DePrince, Renee
Diversified Search
Dragoni, Dorothy
Dugan, Loretta
Dunn, Carol
Eaddy, Katherine
Eaddy, Robert
Eck, Allison
Edwards, Gina
Eisenman, James
Epstein, Bari-Joy
Erb, Joann
Evans, Cal
Evans, Wendy
Everly, Gery
Exelon Corporation
Exxon Foundation
Fair, Evelyn
Fairman, Julie
Feldman, Sharyn
Fenner, Helen
Fine, Stuart
Fineman, Hannelore
Finkelstein, Jane
Fluellen-Cowell, Nora
Forcura, LLC
Fox Rothchild LLP
Fox, Catherine
Fraser, Veronica
Frattone, Kimberly
Friedland, Linda
Galeo, Linda
Gallo, Printing
Gardner, Lorraine
Geiger, Donna
Geneva Global, Inc.
Gentry, Elizabeth
Gibson, Donna
Girgen, Charles
Goebel, Mary
Goffredo, Elaine
Goffredo, Victoria
Goldberg, Hinda
Goldberg, Jack
Golden, Helen
Golden, Mary Ellen
Goldstein, Karen
Golosman, Annette
Gordon, Marian
Grabosky, Barbara
Grabowski, John
Groder, Rita
Gross, Mary Lou
Hackett, Paul
Haeberle, John
Hardiman, Mary Beth
Harper, Lilian
Harrison, Joan
Haug, Linell
Hayes, Virginia
Health Recovery Solution
Hennigar, Claire
Hersch, Ellen
Hildenberger, Mary Ann
Hindman, Craig
Hodkinson, Albert
Home Care Home Base
Home HealthWorks, Inc.
Houline, Danielle
Hudson-Bodden, Cynthia
Hughes, Stephen
Hungarter, Elwood
Hunt, Patricia
Hunter, David
Hutchinson, Jacqueline
Ijoy, Lucille
Independece Foundation
Jackson, Chrystal
Jameson, John
Janis, Joseph
Jeffreys, Nancy
Jenkins, Henrietta
Johnson, Barbara
Johnson, Dennis
Johnson, Jennifer
Johnson, Yolanda
Johnston, Jane
Jones, Brian
Jones, Edward
Kain, Pat
Kalter, Bruce
Kay, Kenneth
Keilsohn, Marlene
Kelly, Dorothy
Kennedy, Jonathan
Kidd, Robert
Kim, Kyong
Kings, Dawn
Kotzker, Norman
Kruse, Ray
Lally, Kathryn
Lane, Margaret
LAOH Division 39 - St. Brigid
Latta, E. Carmel
Lebowitz, Carol
Lederer, Colleen
Livingston, Betty Jane
Loscalzo, Anthony
Lotkowski, Theresa
Lubker, Pamela
Lynaugh, Joan
MacLean, Burton
Madden, Catherine
Mangiarcina, Mildred
Margolis, Elaine
Marshall, Marie
May, LaVonna
McBee Associates, Inc.
Caffery, Jean
McCutchens, Jr., Sanders
McDaniel, Valerie
McGinn, Edward
Mcintyre, John
McGuinness, Liselotte
McGuinness, Peter
Mckinley, Pat
McLaughlin, Rose
McLean Contributionship
McShane, Alyssa
McShane, Brian
Medline Industries, Inc.
Meehan, Kathleen
Mehaffey, Donna
Miller, Eve-Lynn
Miller, Thomas
Miller-Wilson, Laval
Mondoll, Debra
Moore, Peter
Morasco, Dorothy
Morrison, Jill
Morrow, Dora
Mullen, Mary Ellen
Murchison, Valerie
Murphy, Maureen
Murphy, Susan
Myers, Velma
Network for Good
Nevrin, Lois
Newlin, Virginia
Newton, David
Nieburg, Gordon
Niezen, Jann
Noyalski, Mary
Noyes, Dorothy
O’Brien, Neil
Oliphant, Margaret
Owens, Ronald
Palenichka, Nina
Panichas, Daria
Paris, Sherry
Pastcan, Richard
Patterson, John
Pautrat, Marcel
Perry, Janice
Philadelphia College of Osteopathic Medicine
Pigliacelli, Louis
Pinckney, Patricia
Police Norristown Lodge #31
Proseda, Anne
Quality of Life Publishing Company
Quillen, James
Rappaport, Rochelle
Rayeski, Edward
Rees, Louise
Rees, Thomas
Reibel, Michelle
Ricci, Emily
Richman, Marsha
Riley, Emily
Roberts, Margaret
Robinson, Geraldine
Rodriguez, Fernando
Rogovin, Amy
Romanowski, Kenneth
Romanowski, Linda
Royce, Faye
Ruff, Jean
Ryles, Jocelyn
Sander, Sandra
Savinese, Stanley
Schlossnagle, Ann
Schrader, Jennifer
Scherer, Rosemarie
Schuler, Lindsey
Schwartz, Sherrell
Scimone, Nicole
Scott, Terry
Scurry, Cynthia
Selin-Orr, Deborah
Serratore, Chris
Setac, Joseph
Sharkoski, Brian
Sharkoski, Tiffany
Sharpe, Todd
Sharpe, Wayne
Sheehan, Ellen
Shesney, Jean
Shewbridge, Patsy
Sibley, Barbara
Sierko, Edward
Sloan, Amy
Smith, Karissa
Staveletti, Joseph
Stromquist, Mary
Stuart, Andrew
Stulginsky, William
Sullivan, Joshua
Supples, Henderson
Taddei, Lynne
Talbot, Brenda
Taraborrelli, Danuta
Taylor, Beth
Taylor, Constance
Taylor, Patricia
Thorton, Loretta
Tice, Sandra Lee
Tinney, Denise
Tsang, Frank
Tsang, Susan
Unger, Helen
United Way of Chester County
United Way of Delaware
United Way of South Jersey
Ventresca, Maria
Vincoff, Aileen
Viruet, Ivelisse
Vocht, Amy
Von Berger, Stacey
Waidelich, Megan
Walker, Joyce
Wallen, Jo Anne
Warren, Barbara
Watkins Harrison, Wanda
Wawa Foundation, Inc.
Wentz, Judith
Werntz, Sarah
West Laurel Hill
Whelan, Dennis
Whelan, Gerald
Whelan, William
Wiese, Wendy
Wieser, Nancy
Willis, Barbara
Wing, Joan
Woodson, Geraldine
Wortman, Susan
Zanger, John
<table>
<thead>
<tr>
<th>Included in this Issue</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Message from our President &amp; CEO</td>
<td>Cover</td>
</tr>
<tr>
<td>What a Pear: Meet VNA Philadelphia’s Director of Population Health &amp; Clinical Services</td>
<td>2</td>
</tr>
<tr>
<td>Meet Dr. Nick Ligato- VNA Philadelphia's New Medical Director</td>
<td>3</td>
</tr>
<tr>
<td>E-A-G-L-E-S Eagles! Staff Spirit Day</td>
<td>4</td>
</tr>
<tr>
<td>Supporting Breast Cancer Awareness</td>
<td>4</td>
</tr>
<tr>
<td>VNA Philadelphia's Newest Chaplain Daniel Han</td>
<td>5</td>
</tr>
<tr>
<td>VNA Philadelphia's Diabetes Prevention Program</td>
<td>6</td>
</tr>
<tr>
<td>Past Event Reflection: 9th Annual Butterfly Release &amp; Celebration of Life</td>
<td>7</td>
</tr>
<tr>
<td>Past Event Reflection: 2019 Rock for Freecare</td>
<td>7</td>
</tr>
<tr>
<td>VNA Hospice Annual Tree Lighting Ceremony</td>
<td>8</td>
</tr>
<tr>
<td>Past Event Reflection: Opioid Crisis and Naloxone (Narcan) Training</td>
<td>8</td>
</tr>
<tr>
<td>Our Military Veterans Program</td>
<td>9</td>
</tr>
<tr>
<td>HELM Collaboration with Health Recovery Solution</td>
<td>9</td>
</tr>
<tr>
<td>Thank You to our Donors</td>
<td>10-11</td>
</tr>
</tbody>
</table>

Contact Us

For more information on our services please call:
215-473-7600
215-473-0772

Or visit us on the web at www.vnaphilly.org.

To make a donation, please contact:
Emily Coder
Director of Development and Communications
215-581-2006
ecoder@vnaphilly.org

or visit www.vnaphilly.org and select Ways To Give.

A publication of VNA Philadelphia

Elwood Hungarter, RN, BSN, MS, President and CEO/ Emily Coder and Dominique Scott, Writer and Editor