



2020 IMPACT REPORT

**Dedication.
Courage.
Resilience.**



Caring for our Communities Since 1908

THROUGH FIRES, FLOODS, EARTHQUAKES, WARS, RECESSIONS, AND PANDEMICS



Dear Patients, Caregivers, Donors, Staff, and Volunteers,

VNA Health has always delivered care that comes to you — care that continues even during a pandemic — care that even COVID-19 can't stop. While much of life as we knew it shut down due to the pandemic, VNA Health knew exactly what to do, since it's what we do every day. Throughout 2020, our dedicated care teams suited up and showed up to provide exceptional nursing, therapy, palliative, and hospice care.

- + We served over 12,000 patients and families, including 96 COVID patients — none of our staff contracted COVID while providing care.
- + Serenity House remained COVID free, and welcomed families and friends, allowing patients to be held in their final days by their loved ones.
- + The Loan Closet stayed open to ensure residents could access equipment at no cost — recording a 38% increase in families served.
- + Our strong technology infrastructure enabled rapid expansion of remote working, increase of our telehealth care, and transition to digital document signing for patients and doctors.
- + Bereavement support increased by 12% in response to the inability of many to grieve with loved ones due to social isolation.
- + Over \$1.2 million was invested in our COVID response to ensure everyone's safety.
- + Our Safety Officer was recognized as the "Champion of Community Outreach" by the Pacific Coast Business Times, reflecting VNA Health's continuing commitment to the health and safety of our community through close collaboration with partner agencies and our Public Health Department.
- + Volunteers moved offsite and provided support remotely: compiling materials, writing letters, delivering flowers, and even producing over a thousand masks.
- + Palliative Care achieved Joint Commission accreditation, joining VNA Health's other clinical programs.
- + Our Home Health program received a CMS (Centers for Medicare/Medicaid Services) 4.5 star rating for Quality of Patient Care, which only about 8% of home health agencies nationwide achieve.

Our community and donors were vital to our success. Continuing collaboration with Cottage Health, Sansum Clinic, CenCal Health, our local physicians, facilities, and many community-based programs allowed us to meet the needs of patients who required home care. Our donors remained generous, boosting our charitable programs, and supporting our virtual events. VNA Health leadership stayed steady and strong as this unprecedented crisis demanded unprecedented swift action to keep everyone safe. However, our healthcare teams stand out as the true heroes in 2020.

Every day, our care teams worked on the front lines — putting on full PPE for ALL patients to keep everyone safe at the peak of the pandemic; undergoing weekly COVID tests; risking their own health; and putting their heart into their work even when weary. They are an inspiration to us all for their selfless dedication, courage, resilience, and generosity of heart.

Since 1908, our promise has been to care for our community with compassion and integrity — and 2020 was no exception. The year reminded us how precious life is, how home is our safe place, and how much we need one another.

Thank you for your continued belief in, and support of, our mission.

Kind regards,

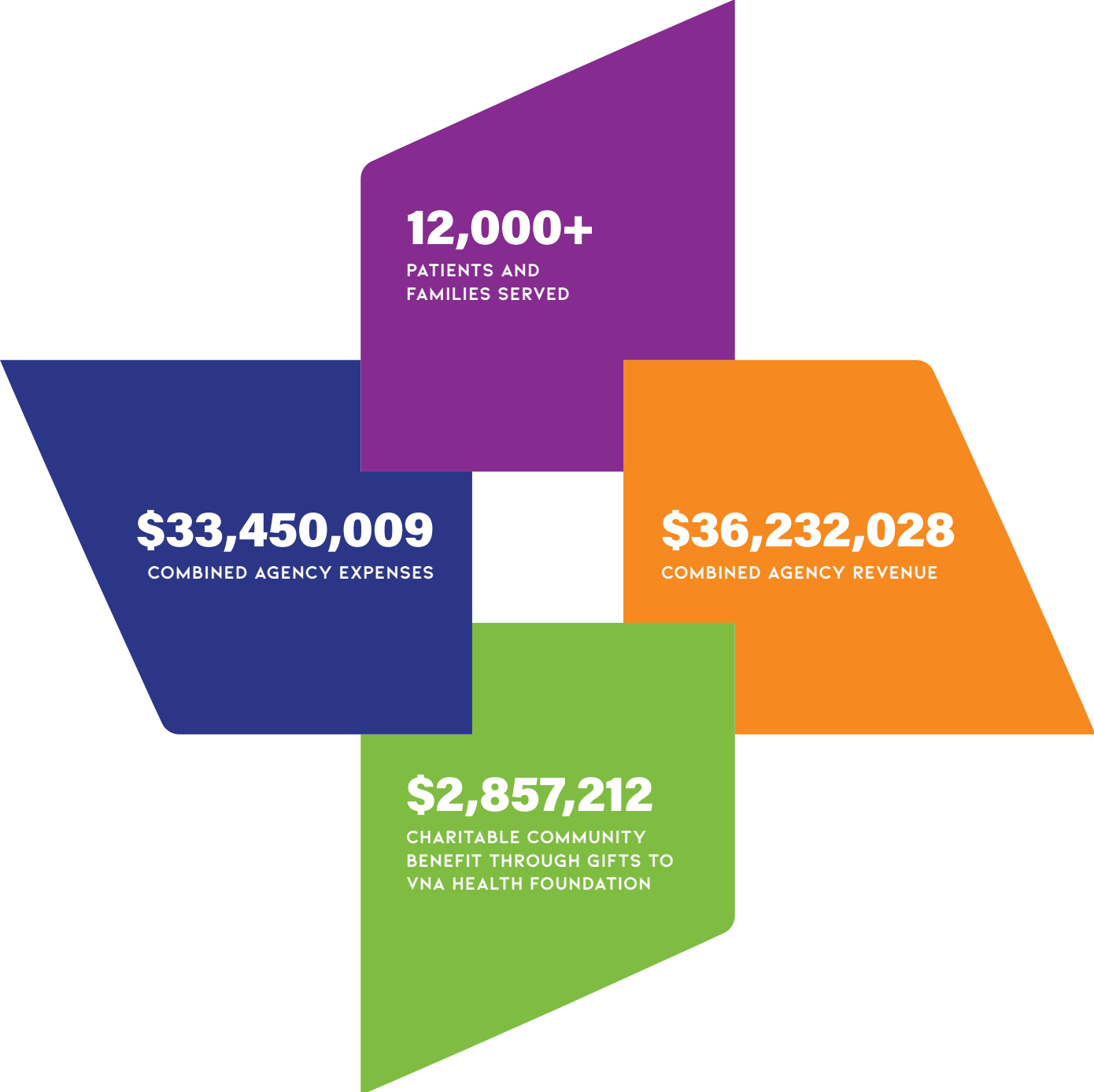


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2020 Numbers at a Glance



Thank you.

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A NOTE TO OUR SUPPORTERS We appreciate your generous donations to VNA Health Foundation and we want to recognize everyone accordingly with 100% accuracy. Every effort has been made to ensure the accuracy of our donor information. If we have inadvertently made an error, please contact VNA Health Foundation at (805) 690-6290 or foundation@vna.health with concerns or corrections.

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**“My nurse greatly
 contributed to me being
 able to reduce my great
 anxiety and relax with
 the treatment she gave
 me. I am sure this further
 contributed to my healing.”**
 — Nancy S.

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“Through laughter and tears and Hospice by our side, we thanked God for Mom and the good life she had, and together we sent her to Heaven.”

— Violeta S.

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 Andree Harmer
 Raye Haskell
 Shauna & Bob Hirsch
 Mrs. Norman Wolfgang Jaffe
 Sharon & Christopher Jones *
 Keith Jowell
 Legacy
 Mr. & Mrs. Frank LaSalle
 Chris & Mark Levine
 Marjorie McKean
 Marilyn E. Meyr
 Mary Orr
 Lucille R. Owens
 Marie & Mickey Plaut

Maryan S. Schall
 Kate Schepanovich
 Linda Seals
 Peter G. Simeth
 Patricia O. Snyder
 Mr. David Sparer
 Juliette Sponsel
 Landon Stableford
 Violet R. Stegall
 Cynthia & Ted Thoreson *
 Nancy Vaughan
 Daniel & Marjorie Venzor Trust
 Keith W. Moore
 Mary J. & Edwin A. Weston

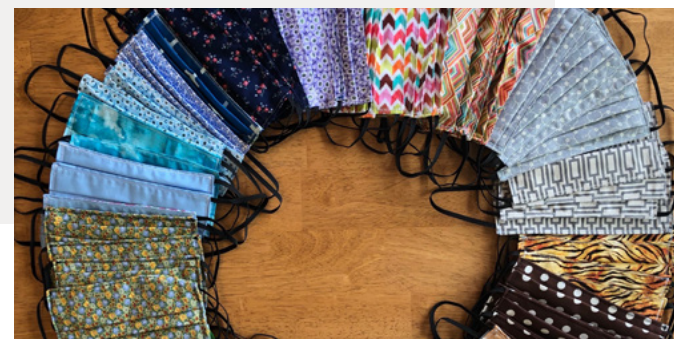
VOLUNTEERS

Linda Armbruster
 Joe Asher
 Brittany Avila Wazny
 Jo Bardsley
 Liz Barton
 Rebecca Bautista
 Linda Beers
 Devin Behjatnia
 Maren Beneke
 Jan Birzer

Jen Bolton
 Suzanne Brayton
 Diana Brelsford
 Jocelyne Bublitz
 Laurie Burnaby
 Barbara Carrington
 Noel Christensen
 Debi Clark
 Jennie Clark
 Jim Cook
 Marilyn Coyle
 Todd Danen
 Roger Deck
 Joanne Deck
 Carol Donner
 Monica Dunne
 Rita Dyer
 Danna English
 Scott Eschbach
 Jan Everote
 Arti Fairchild Stanley
 Maria Fazio
 Caryn Felipe
 Thomas Felkay
 Susan Forkush
 Sally Fohse
 Anne Fraser

125+

TOTAL VOLUNTEERS



VOLUNTEERS

Rich Grimes
 Katie Grossman
 Leti Gutierrez
 Julia Hayes
 Michael Hegewald
 Matthew Hendren
 Mary Heumphreus
 Wendy Hiefield
 Len Hoffman
 Dorbe Holden
 Jan Hollister
 Phil Hons
 Sandy Jankowski
 Marie Johnson
 Michael Kinsella
 Ken Kuroda
 Karen Langlands
 D'Ann Lawson
 Tyler Lee

Ronnie Li
 Matt Lum
 Loy Lytle
 Sarah McCarter
 Jim McClure
 Bill McCullough
 Joyce McCullough
 Liv McDonald
 Maureen McKenna
 Joyce McKnight
 Anna Menough
 Maria Miller
 Barb Mizes
 Nancy Moore
 Elaine Nicol
 Nick Noggle
 John O'Connor
 Mary Orr
 Tondi Page

Jerry Pearson
 Wendy Pearson
 Marcia Permut
 Lanette Perry
 Arlene Radasky
 Don Reif
 Peggy Renker
 Austin Reynolds
 Judi Richards
 Corinne Rink
 Glenn Ritsema
 Karen Roberts
 Laura Roby
 Marylynn Rohrbach
 Alan Romero Solorzano
 Barbara Rook
 Audrey Rose
 Linda Ruffton
 Chris Salvetti
 Carole Sebitts
 Sally Sheridan

Scott Smith
 Branden Song
 David Sparer
 Jan Speier
 Aaron Stein
 Arlene Stepputat
 Kay Stevens
 Janet Stich
 Alison Strelch
 Susie Thomason
 John Torell
 Nevin Trampenau
 Diana Trautwein
 Virginia Urschel
 Wendy Varnals
 Wini White
 Maude Williamson
 Mary Woodyard
 Sheri Wright
 Erfan Zeyaei Kajbaf
 Neda Ziaei Kajbaf

2020 Events Go Virtual



**PHORUM: PHENOMENAL
 RESEARCH OF END-
 OF-LIFE EXPERIENCES**
vna.health/phorum2020



**MOTHER'S DAY
 LUNCHEON**
vna.health/luncheon2020



**ANGELS
 AMONG US**
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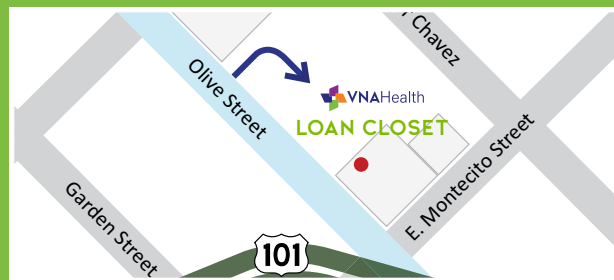
Thank you Loan Closet!

“It means the world. So nice to have one thing be simple and readily available when everything else in life is difficult!”

— Sabrina B.

NEED MEDICAL EQUIPMENT?

The Loan Closet at VNA Health has durable medical equipment such as wheelchairs, walkers, crutches, canes, and bathroom safety items ready to lend to Santa Barbara County residents at no charge. To inquire about availability of equipment or to make an appointment, please call 805.690.6235 or email loancloset@vna.health.



Enter through the VNA Health Parking Lot at 360 Olive Street
Open Mon–Fri, 8:00 AM–4:30 PM (EXCEPT HOLIDAYS)



Peace radiates at Serenity House.

When hospice care at home becomes too difficult or stressful, Serenity House offers a peaceful home away from home to help patients live well with dignity at end-of life.

The only inpatient hospice residence of its kind in Santa Barbara County, Serenity House provides 'round-the-clock care and each patient room has a private patio and homelike spaces to share with family and friends.

Patients and families are supported by an expert team including: physicians, nurses, home health aides, medical social workers, bereavement counselors, chaplains, music therapists, pet therapists, dieticians, chefs and specially trained volunteers.

“Serenity House is a place so unique and inspiring, even the most difficult times can bring about meaningful memories to cherish forever.”

— Jane D.



VNA Health has earned The Joint Commission's Gold Seal of Approval® for Home Health Care, Palliative Care, and Hospice Care.



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