

*Stories
from the Heart*

2006 ANNUAL REPORT

1902-2006



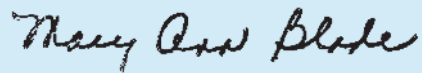
Letter from CEO | Letter from Board Chair

Dear Friends,

With the hard work of the staff and volunteers, MVNA was able to serve thousands of our residents in 2006, be financially sound and continue to upgrade, refine and evaluate all programs we delivered. The strong partnership with the City, County, HMOs and United Way enabled us to weather the significant changes that took place at the federal level which affected care delivery for people without resources. Our volunteers, either through Club 100/101, Adopt-a-Family or Hospice, provided time or nonmedical items which made such a difference in the lives of our families.

Because of the efforts of the staff, volunteers, donors and partners, MVNA had a successful year of service to our residents. Thanks to each one of you for your commitment to the work of MVNA.

Sincerely,



Mary Ann Blade, CEO



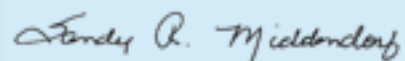
Dear MVNA Friends,

As you review the 2006 annual report, you will see that MVNA continues to be true to its mission “to provide comprehensive and culturally competent community health and related services in collaboration with Public Health and Health Service Providers to ensure a healthy future for Minnesota residents.” MVNA offers an array of high-quality healthcare and related services to the thousands of clients who might not otherwise qualify for assistance.

The continued success of MVNA is possible because of the strong leadership of the organization; its dedicated staff who are passionate about their work; its volunteers that freely give of their time and talents; its donors and board members who believe in giving to further enhance the mission of the organization; and its partners at the City, County and HMO level that collaborate to enhance the well-being of the many diverse clients that the organization serves.

A special thank you on behalf of the Board of Directors for your continued commitment and dedication to this fine organization.

Sincerely,



Sandy Middendorf
Chair, Board of Directors



Who We Are:

The Minnesota Visiting Nurse Agency is a nonprofit Home Health and Public Health care provider in the Twin Cities Metro Area. For over 104 years, MVNA's staff has served people in need of nursing, therapy and other supportive services. MVNA is licensed by the State of Minnesota, certified by Medicare and accredited nationally by CHAP (Community Health Accreditation Program).

Our Mission:

To enhance the health of the community by serving as the leader in compassionate, comprehensive, culturally competent and cost-effective Home Health Care and Preventative Health Services to the young and old alike.

Agency Awards:

2006 Minnesota Department of Health "Mark of Excellence" flu shot provider

2005 Home Care Agency of the Year, awarded by the Minnesota Home Care Association:

This is the first award of its kind by the Minnesota Home Care Association and the only award given of its kind to date. MVNA has offered comprehensive health care to the community through its nurses and gone the "extra mile" by offering nonmedical essential items to enhance the nursing services, through Club 100 and Club 101.

2002 Blue Cross/Blue Shield Champions of Health Award

2001 Minneapolis Chamber of Commerce Quality of Life Award:

In January of 2001, the Minneapolis Chamber of Commerce awarded MVNA a Quality of Life Award for its efforts with their Club 100 program. Club 100 is a fantastic program that has been teaming nurses and the community with disadvantaged and at-risk moms, dads and their families since September 2000. Club 100 has helped hundreds of families and has over 800 community volunteer members in its program.

2001 United Way Excellence Award (8 agencies were named)

Mary Ann Blade Awards:

Mary Ann Blade has received numerous awards. Most recently, she was the 2006 recipient of the **Shotwell Award** from the Hennepin County Medical Society, given annually to honor a local individual who has made an impact on the healthcare industry. She was named **Women in Business/Industry Leader** by the *Minneapolis/St. Paul Business Journal* in 2006. She also received the **Mentor of the Year Award**, the highest honor given to a CEO from the National VNAA in 2006.

Stories from the Heart...



A trusted nurse leaves a lifelong impact

Bendu* faces many challenges as a young single mother. She and her mother, Fatumah*, immigrated to this country from Liberia. An MVNA Public Health Nurse, Abby*, was referred to the family when Bendu became pregnant as the result of rape. Bendu has the IQ of a young child, which, along with cultural differences, causes many struggles in raising her daughter Bridget*.

Bridget, now 3, does not show signs of developmental delays; however, her verbal and social skills are slow. Bendu isn't able to read to her, due to her low IQ, and lacks social skills herself. Abby had to convince the family that speech therapy classes wouldn't stigmatize Bridget before they would consent to sending her. Fatumah in particular was against the idea and didn't want her granddaughter to be labeled as "different" or "crazy." She protests that in Liberia it is very common for 3-year-olds not to speak.

When Fatumah leaves the room, Bendu confides in Abby that she wants her daughter to learn how to speak and play with other children her age, but worries about her mother's reaction if she went against her. After much conversation, the family agrees, and they sign the enrollment forms. "I cannot make them do anything," says Abby, adding that she considers the classes critical for Bridget's future.

Bridget also suffers from rickets, causing her legs to bow out. Abby has spent much time explaining rickets to Bendu and how to treat it. Abby regularly brings her medicine and discusses proper diet; because of this, Bridget is now nearly cured and the bowed legs are almost unnoticeable. Abby has formed a relationship with the family's regular doctor so they are able to work in tandem.

Bendu and Abby continually work on parenting skills to help her become independent in preparation for the day when her mother will no longer be able to help her. "I care about them," Abby says. "Abby is a very nice person," says Bendu. "She helps me a lot. When I call she always comes."

**Names have been changed to protect privacy.*

2006 Family Health Care Service Facts:

MVNA provides home visits by Certified Public Health Nurses and Family Health Aides, giving family-centered and community-based nursing services to clients from diverse racial, ethnic and socioeconomic backgrounds. Healthy birth outcomes and positive early parent-child relationships are the focus along with the healthy development of infants and young children, injury and illness prevention and a safe living environment.

Types of Client Referrals:

- Pregnant women
- New mothers and new babies
- Children from Neonatal Intensive Care Unit
- Chronically ill and handicapped children
- Drug addicted pregnant women and children
- Lead poisoning
- Pediatric asthma
- Car seat safety
- SIDS grief support
- Children who are abused or potential abuse
- In-home child and teen check-ups
- Emergency room reduction
- Choices disease management



2006 Facts:

- 500+ referrals each month
- 75% of all clients are served in the City of Minneapolis
- 80+% are minority families
- 30% of families have limited English or do not speak English at all
- 7,676 people served
- 26,038 visits made

Service Facts- Licensed Child Care Centers and Schools:

- Child care consultation services
 - o 201 child care centers served
 - o 375 workshops taught
 - o 5,578 workshop attendees
- K-12 charter school health consultation services
 - o 18 charter schools served
 - o 565 charter school visits
- West Suburban Interagency Early Intervention Central Intake Coordination
 - o 272 referrals
- PICA Head Start
 - o 11 PICA Head Start centers served
 - o 471 PICA Head Start visits
 - o 612 PICA workshop participants

Family Health Client Satisfaction Survey

Open Clients	n = 654
Closed Clients	n = 658
Total Clients Surveyed	n = 1,312

Question:	Response Positive:
1. Was your MVNA nurse easy to talk to?	100%
2. Did your MVNA nurse arrive for appointments on time?	100%
3. Did your MVNA nurse show respect for your race, religion and culture?	100%
4. Did your nurse show concern for your/your child's comfort?	100%
5. Did your nurse respect your privacy?	100%
6. Did your nurse explain your/your child's medications?	100%
7. Did your nurse explain your treatment or care received at the home visit?	100%
8. Did you understand and agree with any changes in treatment or care received at the home visit?	100%
9. Did your nurse teach you how to care for yourself or your child?	100%
10. Did your nurse call you back promptly if you had left a message to be called?	99%
11. Did your nurse tell you services were ending, and why they would end?	99%
12. Did you understand your patient rights as explained in the Client Bill of Rights?	100%
13. Overall, how satisfied are you with the services provided by the MVNA nurse?	99%

Overall average rating = 99.7%

Stories from the Heart...



She's an angel

Eleanor* is 91 and still living at home. Facing increased back pain, heart problems, diabetes and difficulty doing household activities, Eleanor and her family found few options other than moving her into assisted living or a nursing home. Seeking cost-effective alternatives, she and her family connected with Southeast Seniors: A Living at Home / Block Nurse Program.

Southeast Seniors helps seniors stay at home and maintain a safe, high quality of life. MVNA nurses, volunteers and neighbors from the community work together to provide coordinated services to seniors, including administering medications, assisting with chores, socializing, offering transportation, preparing meals and more.

As Eleanor describes, the Southeast Senior program brought her "an angel," her Public Health Nurse, Shirley*:

Shirley visits Eleanor at her southeast Minneapolis home every Thursday, checking her blood pressure and glucose level and filling her prescription boxes. She advises Eleanor on how to best use her medications to balance her overall health. Shirley also watches for tools that can help Eleanor. For example, when she saw that Eleanor was having difficulty getting up from her chair, she worked with community resources to obtain a lift chair.

Eleanor's lift chair has made life easier and more comfortable as even simple tasks like standing up to answer the phone had become painful and potentially dangerous. "Shirley has helped me so much; since she was able to get me a lift chair, I have felt so much better," Eleanor said.

"I know I have seen an improvement in Eleanor's health – her pain is managed better and the lift chair has reduced much of the swelling and aches I noticed when I started visiting her," Shirley said.

Eleanor has received care from the Southeast Senior program for nearly a year, helping her to stay in her own home and remain more independent. "We work with senior clients to achieve safety in their home," said Shirley. "It is much more beneficial, in addition to being cost effective, to keep people where they want to be: in their own homes."

Eleanor is grateful for the assistance she receives and is happy to be at home. "I am not sure where I would be without Shirley," said Eleanor. "She is so gentle and kind."

**Names have been changed to protect privacy.*

2006 Home Health Care Service Facts:

Certified Public Health, Registered, and Licensed Practical Nurses implement and coordinate doctor's orders for specialized care and provide educational support about disease management, symptom control and medication management. MVNA home health nurses educate the client on how to perform self-care with technical procedures if the client is able to do so. Social Workers provide support and counseling about finances and community resources. Therapists provide physical, occupational and speech therapy. Home Health Aides provide assistance with personal care: bathing, grooming, dressing and homemaking.

Types of referrals:

- Acute chronic illnesses
- Heart conditions
- Cancer
- Respiratory disease
- Diabetes
- Mental health
- Medication management
- Terminally ill

Home Health



Services available:

- Skilled Nursing and Case Management
- Home Health Aide / Homemaker
- Therapies: Physical, Occupational, Speech
- Medical Social Services
- Interpreter Services
- Wound Care: Post Surgical and Chronic
- Enteral Tube Feedings
- Ostomy Care and Urinary Catheter Care
- Block Nurse Programs: Southeast Seniors, St. Anthony Park, Roseville, Nokomis Healthy Seniors
- I.V. Therapy and Injections
- Personal Care Assessments (PCA)
- Palliative Care
- Hospice Services Provided by Hospice of the Twin Cities
- Lifeline Personal Response System

Facts:

- 150+ referrals each month
- 1,461 people served
- 35,271 visits made

Eligibility

Anyone residing in Hennepin, Ramsey, near Anoka and Dakota counties.

Getting Started with Home or Family Health Care

Your doctor makes a referral. Within 24-48 hours a nurse will come to your home to assess your needs and what services will be appropriate. The nurse works with you, your family and your doctor to ensure appropriate services are identified and started. Services are available 24 hours a day, 7 days a week.

Who Pays for Services

As a United Way agency, we are able to serve individuals and families regardless of their income. To donate your financial support to MVNA, please go to our website: www.mvna.org.

Coverage varies depending on the policy benefits and types of services needed. Here is an example of some of the types of insurances we accept: Medicare • Private Insurance • MHP • Medical Assistance Medica • UCare • Veterans Assistance • Private Pay • Sliding Fee Scale Private Donations

Call Intake at 612-617-4700 for more information

Medicare.gov – Home Health Compare (Information Last Updated: August 14, 2006)			
Type of Ownership: Voluntary Nonprofit – Private Agency's Initial Date of Medicare Certification: 7/1/1966			
Medicare-covered Services:			
<ul style="list-style-type: none"> • Skilled Nursing Care • Physical Therapy • Occupational Therapy 		<ul style="list-style-type: none"> • Speech Pathology • Medical Social • Home Health Aide 	
Quality Measures	Percentage for MVNA	State Average	National Average
HIGHER PERCENTAGES ARE BETTER			
Patients who improve at walking or moving around	40%	37%	40%
Patients who improve at getting in and out of bed	52%	51%	53%
Patients who have less pain when moving around	54%	58%	62%
Patients whose bladder control improves	50%	45%	49%
Patients who get better at bathing	67%	59%	63%
Patients who get better at taking their medicines correctly (by mouth)	42%	35%	41%
Patients who are short of breath less often	61%	59%	60%
Patients who stay at home after an episode of home health care ends	71%	68%	68%
LOWER PERCENTAGES ARE BETTER			
Patients who had to be hospitalized	25%	28%	28%
Patients who need urgent, unplanned medical care	24%	23%	21%



Stories from the Heart...

Corporate Health

2006-2007 Flu Season Highlights:

- MVNA was recognized by the Minnesota Department of Health “Mark of Excellence” program for adhering to the Centers for Disease Control and OSHA standards of practice.
- Vaccination Campaign for the Homeless received \$5,000 in donations so that uninsured individuals could be vaccinated.
- The flu vaccine covered all major strains and supplies were adequate. Public response was less than anticipated, but demand for flu shots spiked sharply after the highly publicized deaths of five Minnesotans from the flu in February.
- **Within 24 hours of the flu crisis, MVNA began setting up more than 40 clinics in the metro area, working together with HealthFair 11, a partnership of Cub Pharmacy, Kare 11 TV and UCare Minnesota.**
- Cub Pharmacy donated 10,000 doses of flu vaccine, allowing us to provide vaccinations regardless of an individual’s ability to pay.
- MVNA responded immediately to a request from the City of Minneapolis to provide flu shots for staff and family members after the death of a fellow firefighter. Less than 24 hours after the request was made, MVNA nurses began to hold flu shot clinics at five select City of Minneapolis sites.
- MVNA vaccinated an additional 12,000 individuals in February 2007
- Medicare and high-risk immunizations given were over 85,880, or 60 percent of total immunizations delivered. (10 percent increase compared to 2005.)

Corporate Health Services

2006 Corporate Health Services	Number of Shots or Screenings
Influenza Shots ('06-'07 Flu Season)	153,808
Diabetic Screenings	8,362
Cholesterol Screenings	3,156
Pneumonia Shots	2,213
Blood Pressure	423
Hepatitis A, B, A/B	396
Other (combination)	223
Mantoux	32

Personal Care Assessment Program



The Personal Care Assistant Program is operated by the Minnesota Department of Human Services (DHS) in partnership with Minnesota counties. As a Medical Assistance (MA) funded program, initial assessments and annual assessments are required to determine clients' needs for continued care and to obtain ongoing authorization for these services. DHS mandates that PCA assessments be performed by a certified Public Health Nurse under contract with the county. MVNA contracts with several counties, including Hennepin, Anoka, Carver and Scott. The MVNA certified Public Health Nurse performs the Personal Care Assessments to determine if a client is eligible for services from the Personal Care Assistant Program.

This PCA program funds community-based health care services for people who need assistance with medically necessary personal cares. The purpose of the program is to accommodate clients' needs for relatively unskilled maintenance or supportive care provided in the home. By receiving these services, clients who otherwise may need alternative living arrangements are allowed to remain in their homes and in the community.

2006 PCA Program Summary

Total clients serviced 2006:	6021
Total visits completed in 2006:	6380
PCA interpreter visits in 2006 :	1900
Increase in referrals from 2005 to 2006:	24%

Hospice of the Twin Cities

Hospice of the Twin Cities is a wholly owned subsidiary of MVNA. As a non-profit 501(c)(3) organization, Hospice of the Twin Cities offers comprehensive care focused on easing the physical, emotional and spiritual pain that often accompanies a terminal illness. Offering outstanding care, hospice team members are dedicated professionals who specialize in meeting the individualized needs of terminally ill patients and their families, and is licensed by the State of Minnesota and certified by Medicare and Medicaid.

"Hospice is about relationships and support systems. During this very meaningful and critical time, when people need to make end-of-the-life decisions, hospice becomes an important piece in the delivery of quality care. Hospice must be competent in many areas including managing the medical delivery of palliative care and implementing the psychological skills of a counselor; but facilitating family relationships is the hallmark of quality in a hospice program." -Dianne Bartels, R.N., M.A., Associate Director, Center for Bioethics, University of Minnesota

For more information call Hospice of the Twin Cities at 763-531-2424 or 1-800-364-2478 or visit www.hospiceofthetwincities.com



Stories from the Heart...

Club 100, Club 101, Adopt-a-Family

To help overcome barriers to a healthy life!

Lila's Story

"Lila", a mother of two children, was diagnosed with breast cancer and had a bilateral mastectomy. A nurse from MVNA began visiting her to provide wound care and to monitor her response to chemotherapy. Lila has no family, no support system and lives in substandard housing. It was clear that she could barely make ends meet. Her nurse worried that she would not get adequate nutrition, which would lessen her chances of a successful recovery. She had virtually no support system. The nurse came to Club 100/Club 101 to inquire about resources. Lila wasn't old enough for Meals On Wheels nor considered disabled enough to participate in a waiver program. Club 101 was able to provide funds so that Lila could receive five hot meals per week during the critical period of her recovery. Club 100/Club 101 also helped by providing her children with warm hats and mittens and school supplies.

More than 6,000 families we serve each year have stories like this. Club 100/Club 101 and Adopt-A-Family programs offer a chance for the community to be directly involved in meeting the nonmedical needs of our clients.

CLUB 100

Provides nonmedical necessities for families with children

- Cribs for a safe place for baby to sleep
- Strollers that get mom and baby to clinic/ food shelf
- High chairs to encourage good eating
- Clothes and blankets
- Toys and age appropriate books
- Food or grocery gift certificates

CLUB 101

Provides nonmedical necessities for seniors

- Lamps to see for self-administering medicines
- Clean bedding/new mattresses for asthmatics
- New socks to cover bandaged foot
- Clothes or household items
- Food or grocery gift certificates

ADOPT- A- FAMILY

Holiday gift giving for needy families

VOLUNTEERS

Over 800 individuals from various organizations and churches, along with foundations and grants, support the work of Club 100, Club 101 and Adopt-A-Family. Small groups form "Teams" to support the needs of an MVNA nurse and her clients. In 2006 we added several new teams and strengthened others. Each team and individual contribution is significant and goes directly to the client and family receiving nursing services from MVNA. It either provides a way for a family to overcome a real barrier to a healthy life or is a gift that lifts the spirit and tells the family that the community cares about them.

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Karen Strauman-Raymond, RN
Ms Kathy M. Streifel
Ms Gail Stremel,
in honor of Sally Howard
SuperValu Pharmacies
Ms Penelope Sweitzer
Ms Mary Tambornino,
in honor of Sally Howard
Target Corporation
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Wendy Thompson
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Twin City Co-op Federal Credit Union
UCare Minnesota
Janis Verruso
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Vernal Wallin
Wal-Mart Stores, Inc
Ms Donna Ward
John and Benola Warder,
in honor of Sally Howard
Ms Nancy Warner Azarski
David and Ruth Waterbury,
in honor of Sally Howard
Ms Lorene Wedeking
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Ms Sandi Westberg
Jude and Jim Williams
Ms Lauren Wood
Zelle, Hofmann, Voelbel, Mason
& Gette, LLP
Ms Esther Zoet
Zonata Club of St. Paul

Thank you to all of our generous individual and corporate donors, foundations, grants, city and county partners, the Greater Twin Cities United Way, and to our very special volunteers and in-kind donors and to our many volunteers. Your contributions make this work possible!

Please accept our apologies if we inadvertently missed listing anyone, or incorrectly spelled your name. Please let us know by calling us at 612-617-4675.

2006 Financial Summary



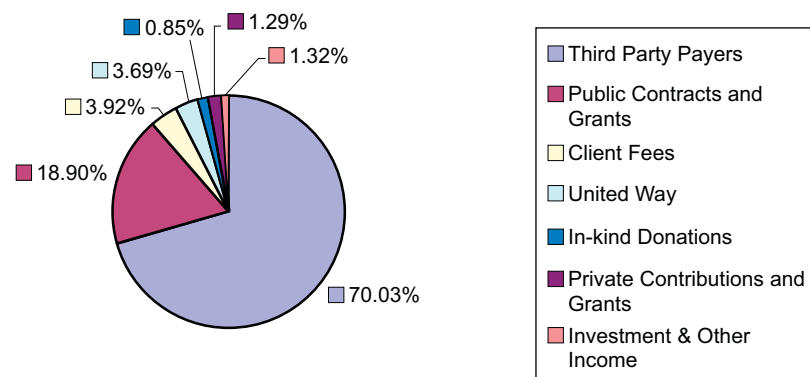
MVNA & Affiliate (Hospice of the Twin Cities)

12/31/06

Revenue Sources

Third Party Payers	70.03%	14,732,937
Public Contracts and Grants	18.90%	3,975,180
Client Fees	3.92%	824,306
United Way	3.69%	776,934
In-kind Donations	0.85%	179,790
Private Contributions and Grants	1.29%	272,179
Investment & Other Income	1.32%	278,568
	100%	\$21,039,894

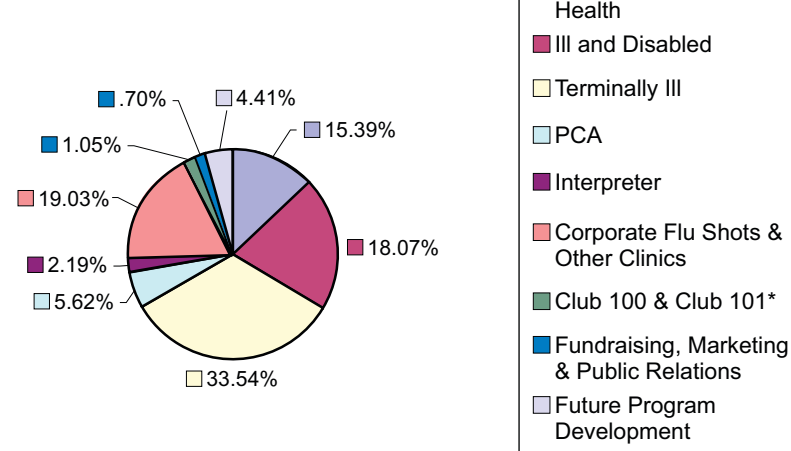
Revenue Sources



Expense Allocation

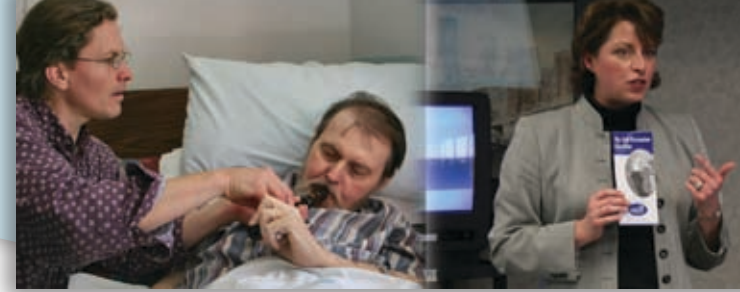
Children & Family Health	15.39%	3,238,428
Ill and Disabled	18.07%	3,801,227
Terminally Ill	33.54%	7,057,406
PCA	5.62%	1,183,191
Interpreter	2.19%	459,888
Corporate Flu Shots & Other Clinics	19.03%	4,004,581
Club 100 & Club 101*	1.05%	221,162
Fundraising, Marketing & Public Relations	.70%	146,653
Future Program Development	4.41%	927,358
	100%	\$21,039,894

Expense Allocation



*Includes \$169,315 of in-kind donations redistributed

Minnesota Visiting Nurse Agency



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