



2010 ANNUAL REPORT

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Letter from the CEO

Dear Friends of MVNA and HOTC,

We are delighted to present our 2010 Annual Report. Each and every day, hundreds of families in our community are impacted by the work of our staff and volunteers. We remain committed to living our mission and working together, to improve the quality and efficiency of the services we provide, with our primary focus on helping individuals, children and families across the state of Minnesota.



I arrived in Minnesota to begin my work as CEO February, 2011. I found a caring staff; working tirelessly to be of service to our many clients and families. Whether teaching a young mother how to care for her new baby, helping an elderly client to understand their debilitating illness, providing car seat safety classes for parents, or walking an end-of-life journey with a hospice client and their family, one constant was observable; the focus on the individual and the family. Many families in Minnesota continue to go without...without needed health care, without adequate housing, without adequate community support. Our role continues to be vital...to provide the necessary information, resources and care needed.

I am amazed and humbled that in a year of economic downturn and ongoing funding cuts, we have continued to respond to an increased need for health and community services. We are proud of the services that we offer and continue to have one primary goal in mind; to serve our community. Our mission continues strong. On behalf of MVNA and HOTC staff members and our Board of Directors, I thank you for your ongoing support and invite you to join us as we work to meet the many needs of our diverse community. As we look to our future, we will continue to build upon our current services and look forward to our continued partnership with you in meeting the challenges ahead. We are so proud to serve this community and appreciate your ongoing support for MVNA and HOTC.

With warmest regards,

A handwritten signature in blue ink that reads "Jen Van Liew". The signature is fluid and cursive.

Jen Van Liew, Ph.D., R.N.
Chief Executive Officer

WHO WE ARE

Minnesota Visiting Nurse Agency (MVNA)

The Minnesota Visiting Nurse Agency (MVNA) is a nonprofit public health care provider in the Twin Cities Metro area. Since 1902, MVNA has provided nurse home visiting services to pregnant women, infants, children, adults and older adults. MVNA is licensed by the State of Minnesota, certified by Medicare and accredited nationally by CHAP (Community Health Accreditation Program).

Hospice of the Twin Cities (HOTC)

Hospice of the Twin Cities is a nonprofit, Medicare certified, state-licensed hospice program, Community Health Accreditation Program (CHAP) and a wholly owned subsidiary of MVNA. HOTC provides care that focuses on the person, not the disease, empowering individuals to live with dignity, while remaining alert and pain free. HOTC care is about living life to the fullest in secure and familiar surroundings with those who matter most.

OUR MISSION

MVNA

The mission of the Minnesota Visiting Nurse Agency is 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.

HOTC

Hospice of the Twin Cities' mission is to enhance the quality of the lives of our patients and their families by providing respectful care based on maintaining dignity, alleviating physical, psychosocial and spiritual suffering, advocating for the fundamental rights and affirming the sacred value of life.

RECENT AWARDS

- **Care Providers of Minnesota's 2010 Dare to Be Great Award** – Hospice of the Twin Cities Holiday Lights & Limos Program
- **Care Providers of Minnesota's 2010 Champion Award** – Diane Hallock, Founder of Hospice of the Twin Cities Holiday Lights & Limos Program

FAMILY HEALTH

Public Health Nursing Services Offered For:

- Pregnant women
- Pregnant and parenting teens
- Post partum care to mothers and their infants
- Newborn Intensive Care Unit follow-up
- Post hospitalization follow-up
 - Children with special needs
 - Children with acute or chronic illnesses, including:
 - Failure to thrive
 - Pediatric asthma
 - Cardiac and pulmonary conditions

2010 Family Health Care Facts:

- 23,398 visits made – 5,532 clients served
- Child care consultation services
 - 222 child care centers served
 - 129 classes/workshops taught – 2,502 attendees
- School health consultation services
 - 40 schools served – 867 visits



Stories from the Heart

When Maria* discovered she was pregnant and about to start her own family, she never thought she would be in the situation she found herself in when this journey began. Maria was homeless, hopeless and full of shame since her husband left her; and she was overwhelmed with the thought of caring for her baby when she had no resources.

Maria was, however, resourceful and due to Maria's resourcefulness, and aided by the care of her MVNA nurse, Ana*, Maria persevered through her hardships and regained her confidence. Ana helped educate her in parenting skills and nurture for care of her child. Ana also helped connect her to community resources and encouraged her to stay in school.

Ana reports Maria is a wonderful mother, she has found a part-time job and both she and her baby are doing well!

**Names changed to protect confidentiality*

2010 Family Health Achievements:

MVNA became a Nurse-Family Partnership (NFP) Implementing Agency with the National Service Office of NFP in September 2010 with acceptance of the MVNA application. Four MVNA Public Health Nurses and one MVNA Family Health Supervisor were oriented and trained in the model.

Nurse-Family Partnership provides nurse home visits to first time pregnant women living at 200 percent of poverty. Visits are started by the 28th week of pregnancy and continue until the child is 2 years of age. The NFP home visiting model is client centered, building on the strengths of each family while delivering a comprehensive curriculum during pregnancy, infancy and the toddler years.

A COMMUNITY OF CARING & ADOPT-A-FAMILY

A Community of Caring & its Adopt-A-Family program received over \$240,000 of in-kind donations in 2010.

2010 A Community of Caring Facts:

- 4,327 clients served by A Community of Caring donations
- 720 individuals served through Adopt-A-Family
- 1,438 Adopt-A-Family donors

Giving Opportunities

Over a thousand people each year provide funds and in-kind donations that support about 4,000 requests from our nurses for non-medical items – the important items – some big, some small that bridge a gap in the lives of our clients. This support affects the lives of children, parenting families and older adults. Thank you for your support!



Stories from the Heart!

Bright Minds

Alicia* age 17, is a teen mother of Angie*, age 5 months. She described the impact of new books she received from MVNA Family Health Nurse Lee* when Angie was just a few months old.

“My nurse Lee told me to read to Angie even though she was so young. She said that it would calm the baby. I couldn’t believe it; babies are so smart right from the beginning. Now I read four books to her every night and if I “cheat’ and read only two or three books, she will start to fuss. She *knows* if I read all four books. Now Angie is trying to hold the book herself. It makes me feel good that I can calm her and not get overwhelmed.”

As for Alicia, she’s developmentally delayed and has struggled in school, but she now feels empowered to be her daughter’s teacher.

Ninety-five percent of MVNA clients do not meet baseline early literacy indicators which includes at least three children’s books in the home. MVNA established the *Reading Begins at Home Program*, which focuses on the regular distribution of new board books to children the first year of life. This program is generously supported by many community partners.

**Names changed to protect confidentiality*

HOME HEALTH

Home Health Services:

Home Health Nursing is a specialized area of Community Health Nursing Practice which focuses on individuals in need of care in their homes, their families, and their caregivers. Home Health Nurses provide care to individuals across the life span. Home Health Nursing stresses the holistic management of personal health practices for the treatment of disease or disability. Practice embraces



primary, secondary, and tertiary prevention; assistance to families with coordination of community resources and health insurance benefits; and delivery of health care service in an individual's home, including non-conventional residences.

Services Available (Nursing care provided by Public Health Nurses [PHN], RNs, LPNs):

- Home Health Aide Services
- Hospice Services: Hospice of the Twin Cities
- Palliative Care
- Lifeline Personal Response Services
- Therapy: IV, PT, OT
- Interpreters available for nursing visits
- PharmD services through partnership with University of MN School of Pharmacy

2010 Home Health Care Facts:

- 15,254 visits made – 1,193 people served
- 180 PharmD visits made – 161 people served

Stories from the Heart

A look at “nothing” captured the eyes of Andy*, MVNA Public Health Nurse, as he entered the home of Paul* – a one-room apartment. This 8'x8' space was stark without a kitchen and bathroom.

So what did not exist for Paul? Underweight, without access to consistent food sources, Paul slept on a small sheet of plywood placed on a base of cinderblocks without a sheet, blanket or pillow. Andy contacted MVNA's Community of Caring and requested items to provide for basic comfort and nutritional foods. The request included a bed, sheets, pillow, blanket, nutritional supplements, soup, some dishes, a pot and utensils. Through a community volunteer, a free bed was donated and delivered and the other requested items were fulfilled through additional community donations.

At a follow-up visit, Andy noted that Paul was more stable and loved sleeping in a bed. Best of all, Paul was so pleased that he could give his old spoon, fork and knife to his neighbor...as Paul described, “My neighbor, well he is someone who has nothing.”

**Names changed to protect client and nurse confidentiality*

WELLNESS AND IMMUNIZATIONS

Keeping the Community Healthy

MVNA's Wellness and Immunizations program provides an array of health services to the community and worksites – from vaccination clinics to health screenings to CPR/First Aid classes. All financial proceeds generate support care for MVNA clients who are uninsured or underinsured.

MVNA partners with many community members to bring wellness services to the individuals living in the community. In 2010, MVNA continued our collaboration with HealthFair 11 to bring immunization clinics to the public. MVNA offered public clinics at the Minnesota State Fair and we also partnered with LifeTime Fitness facilities and YMCA sites to provide over 9,000 immunizations in four weeks.



2010 Wellness and Immunization Service Facts

- Influenza Vaccinations: 117,380 individuals vaccinated for the seasonal flu
- Pneumonia Vaccinations: 620 individuals vaccinated
- Diabetic Screenings: 4,958 individuals screened
- Blood Pressure Screenings: 226 individuals screened
- Biometric Screenings (Blood Pressure/ Cholesterol/ Diabetes): 136 individuals screened

For more information or to schedule a Wellness or Immunization Clinic, contact MVNA at **612-617-4512** or visit our website at **www.mvna.org**

HOSPICE OF THE TWIN CITIES

Hospice Service:

Hospice of the Twin Cities offers outstanding care, the hospice team members are dedicated professionals who specialize in meeting the individualized needs of terminally ill patients and their families. Hospice of the Twin Cities builds upon a foundation of core values:

- *Dignity:* Valuing the quality of life and acknowledging the importance of honesty in all issues.
- *Affirmation:* Acknowledging meaning in each patient's life and manifesting beauty in the transition from this life to the next.
- *Respect:* Accepting each other and those we serve.
- *Advocacy:* Promoting patient and family decision-making through education and the pursuit of compassionate care.
- *Alleviation of Suffering:* Striving to ease the physical, social, emotional and spiritual pain of the patient and their family.



Hospice Service Facts:

- 689 Hospice clients served
- 39,472 total visits made to Hospice clients
- Visits by Discipline:
 - 18,079 Nursing visits
 - 4,618 Social Work visits
 - 10,746 Home Health Aide & Homemaker visits
 - 2,313 Spiritual Care visits
 - 2,563 Music Therapy visits
 - 1,060 Pet Therapy visits

Stories from the Heart – Hospice

Tim*, a WWII veteran, was receiving hospice care from Hospice of the Twin Cities since diagnosed with a terminal illness a couple months earlier. Tim was a widower, living alone in his tiny apartment. He cheerily greeted his hospice caregiver at every visit. "Tim was just one of those clients that would meet you at the door and make you feel good about the day," Lee*, his caregiver commented. As part of her visits, Lee noticed that Tim slept on an old fold-out sofa bed that caved inward into a "V" shape. Lee asked Tim if the bed was comfortable, and he explained that he just got used to getting an 'achy' night's sleep.

Lee felt this client, especially as a veteran and nearing the end of his life, deserved a good night's sleep and worked with our donor program to arrange for a donated bed. The donor gladly responded to the request and delivered the bed. Lee visited Tim the day after he received his new bed. He laughed as he told her that he almost fell out of bed the first night because he was used to sinking into the mattress. "Can you imagine, at my age I had to learn how to be in a real comfortable bed again."

A few weeks later, Lee made her routine to visit Tim's apartment after confirming with him the night before with his usual "see ya tomorrow." This time he did not answer the door. Lee was worried – her knock always brought Tim to the door, smiling ear to ear. With the assistance of the apartment manager, Lee gained entry to the apartment and discovered the Tim had died during the night.

Upon reflecting on Tim, Lee explained, "He was a kind man and I am so glad we were able to give him the dignified care he deserved. Caring for a person like Tim is what my work is all about."

**Names changed to protect client and nurse confidentiality*

2010 Generous Donors - MVNA

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2010 Generous Donors - MVNA

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