



**Livingston Memorial**  
VISITING NURSE ASSOCIATION

**2009  
ANNUAL  
REPORT**

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## MISSION STATEMENT

*Livingston Memorial VNA Health Corporation and Livingston Memorial Visiting Nurse Association recognize the growing need to provide services in the home environment for the sick, handicapped, elderly and homebound.*

*As community-supported, nonprofit organizations, they strive to provide professional, licensed and supportive home health and hospice care services of the highest quality in the most cost effective manner to the people of Ventura County to ensure a positive patient outcome.*

*LMVNA explores and develops health-related programs based upon community need and acceptance, economic viability, and availability of resources to provide services.*

*LMVNA is sensitive to the financial circumstances of its patients and provides needed services, including those at reduced or no charge to indigent patients, based upon the available resources for the organization.*

*The Livingston Memorial VNA Health Corporation is the parent organization of Livingston Memorial Visiting Nurse Association and Gold Coast Caregivers.*



*Livingston Memorial Visiting Nurse Association is licensed by the State of California, certified by Medicare and Medi-Cal, and is accredited by The Joint Commission.*

*Joint Commission accreditation is regarded as the most comprehensive review of patient safety and quality efforts in the industry. Accredited home health organizations have fewer readmits to the hospital after an episode of care.*



*Gold Coast CareGivers is a non-medical provider of in-home assistance.*



Dear Friends,

With our population continuing to age (11% of Ventura County residents are now age 65 and older), record unemployment figures, and a fiscal crisis second only to the Great Depression, we faced the difficult challenge of delivering more home healthcare to a community in need, while at the same time facing significant funding cuts. There was the very real possibility that we would have to cap our subsidized care program and limit the vital home health, hospice, and respite care programs and services we provide.



Charles M. Hair, M.D.



Lanyard K. Dial, M.D.

With your help, we did not allow that to happen and we treated 30% more subsidized care patients in 2009 than in 2008.

We are proud to report that the community's loyal support enabled us to provide care for all of those in need, regardless of their ability to pay. We did not turn any patients away due to a lack of financial resources.

You came through for Livingston. You came through for the community. You helped make Ventura County a kinder and more caring place for the sick, disabled, elderly, homebound, and terminally ill.

We extend our deepest gratitude to the Livingston Board of Directors, other volunteers, staff, and generous supporters. Thank you for your truly extraordinary commitment and dedication.

Sincerely,

A handwritten signature in black ink that reads "Charles M. Hair, M.D." in a cursive style.

Charles M. Hair, M.D.  
*Chairman of the Board*

A handwritten signature in black ink that reads "Lanyard K. Dial, M.D." in a cursive style.

Lanyard K. Dial, M.D.  
*President/CEO and Medical Director*

## HOME HEALTHCARE

*You came to my home for treatment of my leg ulcers, as well as complications from diabetes and other health issues. I would like to thank you for your kind assistance, and express my appreciation for the wonderful nurses that came to visit me and take care of my legs.*

—THOUSAND OAKS PATIENT



*Continuing Livingston staff education plays an important role in delivery of high quality patient care.*

Livingston Memorial Visiting Nurse Association has been making house calls to Ventura County residents since 1947. The primary purpose of our agency is to provide home healthcare services to ill, recovering, elderly and homebound patients. Our services include treatment of chronic medical conditions, recovery from surgery, intravenous therapy, wound care, medical social work, rehabilitative services: physical therapy, speech therapy and occupational therapy, Telehealth services, and other medical services provided in the home.

With broad community support, we remain Ventura County's only non-profit provider of comprehensive home healthcare programs and services.

**Patients: 3,237**

**Patient Visits: 38,102**

<b>Age</b>	<b>0-17</b>	<b>64 / 2%</b>
	<b>18-34</b>	<b>111 / 4%</b>
	<b>35-59</b>	<b>587 / 18%</b>
	<b>60-105</b>	<b>2,475 / 76%</b>

*I would like to express my most sincere appreciation to your agency for all the help it has given to my wife. The hardest part of trying to care for her was frustration. As her condition worsened, I didn't always know what was happening or how to care for her. The Livingston Hospice staff was extremely helpful in showing me what to do.*

— OXNARD HUSBAND

**Patients: 611**

**Days on Care: 52,847**

Age	0-20	8 / 1%
	21-40	3 / <1%
	41-60	35 / 7%
	61-120	565 / 92%

Livingston Hospice is a special way of caring for people at the end stages of a terminal illness. It takes place where the patient resides, whether it is at home, an assisted living facility, or a skilled nursing facility. The hospice team works together with the patient's physician to provide comfort care to meet the physical, emotional and spiritual needs of both patients and their families. Hospice is focused on improving quality of life through the managing patient symptoms. Livingston Hospice provides supportive rather than curative care for patients, helping each individual live their life to the fullest.

Bereavement support groups for adults and teens are an important part of the Livingston Hospice program. They are free of charge and open to anyone who has experienced a loss. The groups provide a safe and comfortable environment that encourages each member to explore and express feelings, better understand the grieving process, and receive emotional and educational support.

Photo: Brett Ziegler



*Livingston Hospice meets the needs of both patient and family members.*

## GOLD COAST CAREGIVERS



Photo: Jennifer London

*Our family is so fortunate to receive your help. When my sister chose you to help mom, I don't think any of us really knew what to expect. We were blown away. There are not enough words to express our appreciation for all you've done for our family.*

— CAMARILLO CLIENT

Family caregivers are at particular risk for physical and mental illness stemming from stress, exhaustion, and self-neglect. For those who don't seek help, their life spans can be shortened by four to eight years, and they often die before the person they are caring for. Temporary relief from the constant responsibilities of caring for a loved one is crucial to the health of the caregiver and care receiver.

Our dedicated and competent caregivers offer assistance with activities of daily living, such as bathing, dressing, toileting, eating, walking, even help with tidying up around the home. We take great care to match the right caregiver with the needs of specific clients.

Caregivers are selected on the basis of integrity, experience, and skill. Our ongoing monitoring ensures that the quality and standard of care remains at the highest level.

### Gold Coast CareGivers

*The gold standard of home care.*

**(805)642-9570 or (800)830-8881**

**[www.goldcoastcaregivers.org](http://www.goldcoastcaregivers.org)**

*A non-medical home care provider and a subsidiary of Livingston Memorial VNA Health Corporation.*

**Clients: 205**

**Hours of Service: 51,896**

<b>Age Unknown</b>	<b>39 / 19%</b>
<b>0-40</b>	<b>2 / 1%</b>
<b>41-60</b>	<b>6 / 3%</b>
<b>61-120</b>	<b>158 / 77%</b>

## Livingston Memorial Visiting Nurse Association

Income Statement Year Ended December 31, 2009

DESCRIPTION	AMOUNT	%
<b>REVENUE</b>		
<b>Patient Care</b>		
Medicare	\$9,346,324	66.0%
Insurance	2,300,684	16.2%
Private Pay	974,227	6.9%
Medi-Cal	551,576	3.9%
<b>Total Patient Care</b>	<b>13,172,811</b>	<b>93.0%</b>
<b>Fundraising</b>		
Foundations	263,975	1.9%
Bequests	240,345	1.7%
Individuals	183,017	1.3%
Special Events - Net	99,416	0.7%
Government Grants	83,263	0.6%
<b>Total Fundraising</b>	<b>870,016</b>	<b>6.1%</b>
<b>Investments</b>	<b>121,344</b>	<b>0.9%</b>
<b>Total Revenue</b>	<b>14,164,171</b>	<b>100.0%</b>
<b>EXPENSE</b>		
Home Health	6,478,834	46.9%
Hospice	4,366,263	31.6%
Administration	1,641,645	11.9%
Caregivers	1,134,022	8.2%
Fundraising	202,944	1.5%
<b>Total Expense</b>	<b>13,823,708</b>	<b>100.0%</b>
<b>Net Income</b>	<b>\$340,463</b>	

Source: Audited Financial Statements

## 2009 FINANCIALS

*“...if an organization is worth living, then the community will carry it through.”*

— OLIVIA HATHAWAY 1947,  
FOUNDER LIVINGSTON MEMORIAL  
VISITING NURSE ASSOCIATION

A healthy investment:

**100%**

individual giving participation from  
volunteer Board of Directors

**86.7%**

of income spent on patient programs  
and services.

**11.9%**

of income spent on administration.

**1.5%**

of income spent on fundraising.



Endowment Fund Balance: \$857,321

*My mother received care from your nurses the last two months of her life, and because of the love and attention they showed her, the family requested donations in lieu of flowers be made to your fine organization. Enclosed please find a check for a small sum but a token of how much I appreciate the great assistance your nurses gave my mother.*

— VENTURA DONOR



*The ChannelAire Chorus raises its voice for 25 years of Light Up A Life celebrations.*

## Giving Clubs

**DISTINGUISHED DONORS** demonstrate their strong commitment to helping the sick, handicapped, elderly and homebound by contributing \$1,000 or more annually through either a single gift or cumulative giving. These donors receive special recognition, a courtesy year-end giving summary letter and are invited to an exclusive appreciation event.

**New LIVINGSTON LEGACY SOCIETY** members have named Livingston Memorial Visiting Nurse Association in their estate planning. These visionary leaders recognize the value to the community of perpetuating caring and compassionate home healthcare services for all Ventura County residents. Livingston Legacy Society members receive special recognition and are invited to an exclusive appreciation event. The inaugural Livingston Legacy Society members will be listed in our 2010 Annual Report.

If you have included Livingston Memorial Visiting Nurse Association in your estate plans, please let us know so that we can give you proper recognition. Please call Development Director, Marc Wilde, CFRE, at (805)642-0239 x603.

Photo: Dina Pielact

# Thank you 2009 donors!

Livingston Memorial Visiting Nurse Association gratefully acknowledges the following individuals, foundations, businesses, institutions and community organizations for their generosity.

The loyalty of our many supporters allows us to continue our mission of providing high quality home healthcare and compassionate hospice.

Honoring and recognizing our donors is very important to us. We apologize for any omissions and/or errors. Please call (805) 642-0239 to update us with any changes, corrections or preferences.

Your support is greatly appreciated!

## **DISTINGUISHED DONORS**

*Giving of \$1,000 and Above*

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## 2009 ANNUAL GIVING

*Barbara Mendez, Volunteer of the Year, is surprised at her honor and the opportunity to wear a 15 carat diamond necklace for the evening.*

*A heartfelt thanks to all Livingston volunteers who contributed a total of 3,300 hours of service in 2009.*



Photo: Dina Prelact

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Harold & Winifred Swanton Foundation

Swift Memorial Health Care Foundation

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Photo: Dina Pielact



*Mother's Day Luncheon, in honor of Cynthia Lloyd-Butler, in memory of Lucy Tauber.*

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University Village Thousand Oaks  
Ventura County Corvette Club  
Ventura Police Management Assoc.  
William G. Scholle Ranch  
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\$250 to 499

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*Holly Cole presents a check from the Verizon Foundation to Sharon Wilson, R.N. and Board member Tom Pecht for Livingston's Wound Management program.*



**Livingston Memorial**  
VISITING NURSE ASSOCIATION

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*Home is where the heart is.*