



# 2022 ANNUAL REPORT



**Visiting Nurse Association  
& Blue Water Hospice**

*Preferred Provider Since 1952*



# Positioning for a Successful Future

Although the COVID-19 Public Health Emergency (PHE) has officially ended, the aftermath of the pandemic will forever be felt by many. The way care is delivered has evolved, the way we communicate has changed, and for some, the atmosphere in which work is conducted has changed.

As we look back at 2022, we are reminded that all agencies have ups and downs, but clearly, we have had many more positives!

- Named Best of the Best by the Times Herald for Home Health Care
- Named Best of the Best by the Times Herald for Hospice Care
- Shining Stars – honored 11 staff and volunteers who go above and beyond
- Quilts of Valor - honored 15 veterans under our care
- Hospice Volunteers contributed over 4,000 hours and traveled more than 20,000 miles
- Medical Director Dr. Doru Bali earned prestigious Hospice Medical Director certification (the only physician in St. Clair County with this designation)
- Provided more than \$780,000 in Charity Care
- Through events and donations, raised more than \$114,000, benefiting Charity Care
- River Run Returns! After a 2-yr hiatus, it returned with more than 250 runners/walkers
- Annual Light up a Life (honoring a loved one campaign) - donations were up from previous years

- Detroit Lions partnership fundraiser was successful with 486 game tickets sold through our agency link
- A partnership opportunity with AmazonSmile donating a percent of sales back to our agency as a chosen nonprofit
- Hosted two, well attended and successful, community Hospice Education events (March and November)

In addition to the wonderful activities listed, we also had several additions to our team. To position ourselves for future growth as well as keep up with current needs, we invested in our quality team, care teams, and leadership. We were proud to promote Jessica Whitley, RN, BSN to VP of Clinical Operations & COO where she will help us lead the agency into the new landscape of home health and hospice care. These additions are providing a fresh perspective, allowing our agency to be adaptive to healthcare's future roadmap.

Many organizations were forced to push aside their strategic plans to focus on an unprecedented PHE – something none of us had experienced before. Well, 2023 is time to bring those plans back to the forefront and continue to position our agency for growth and much success in the future. With the support of our community, the knowledge of our board, the dedication of our volunteers, and the expertise of our teams, we look forward to a successful 2023 and remaining the preferred provide since 1952!

ANGELA DELAERE, MBA, FACHE  
PRESIDENT & CEO

KRISTINA FRALEY, CHAIR  
BOARD OF DIRECTORS

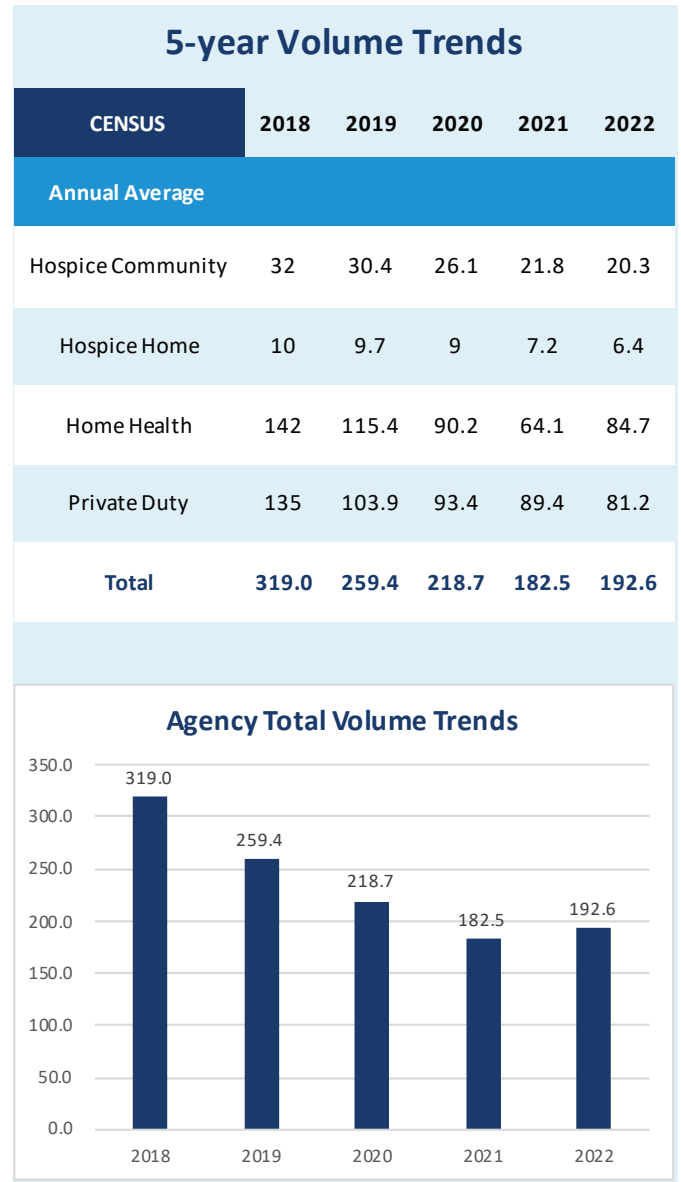
## Quality Care

Home Health Quality		
Managing Daily Activities	VNA	SHP - National
Ambulation	88.0%	86.9%
Bed Transferring	87.2%	88.8%
Bathing	93.0%	88.6%
Assessment & Care Plan Address Function	99.7%	98.2%
Managing Pain and Treating Symptoms		
Dyspnea	94.2%	89.2%
Skin Integrity	0.55%	0.27%
Preventing Harm		
Timely Initiation of Care	96.5%	96.5%
Drug Education All Meds	100.0%	98.9%
Management of Oral Meds	84.0%	85.1%
Flu Vaccine Received	77.8%	74.7%
Drug Regimen Review w/ Follow-Up	99.9%	96.2%
Falls w/ Major Injury	0.44%	0.91%
Preventing Unplanned Hospital Care		
60-Day Hospitalizations	19.6%	14.8%

Hospice Quality		
Indicator	Blue Water Hospice	SHP - National
Treatment Preferences	100.0%	100.0%
Beliefs/Values Addressed	100.0%	99.0%
Pain Screening	99.0%	99.4%
Pain Assessment	100.0%	99.0%
Dyspnea Screening	99.3%	99.6%
Dyspnea Treatment	94.8%	99.2%

\*SHP (Strategic Healthcare Programs) is a quality data reporting system providing actionable analytics, benchmarks, and dashboards to compare scores.

## Growth

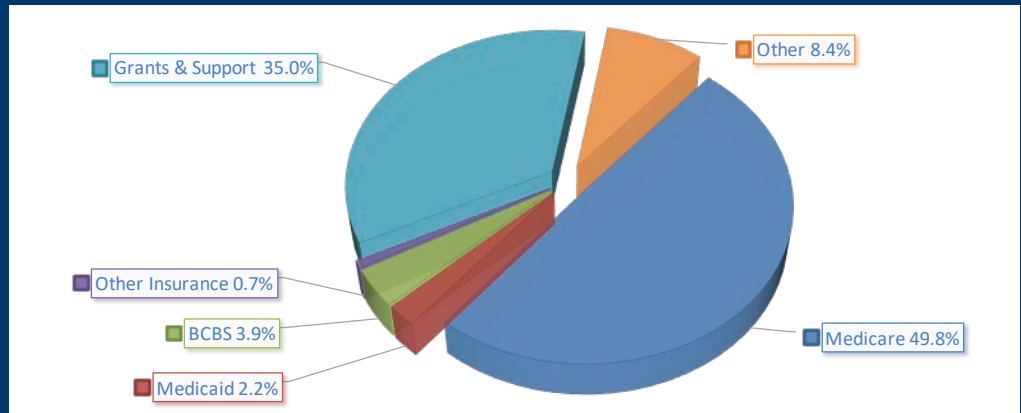


## Service

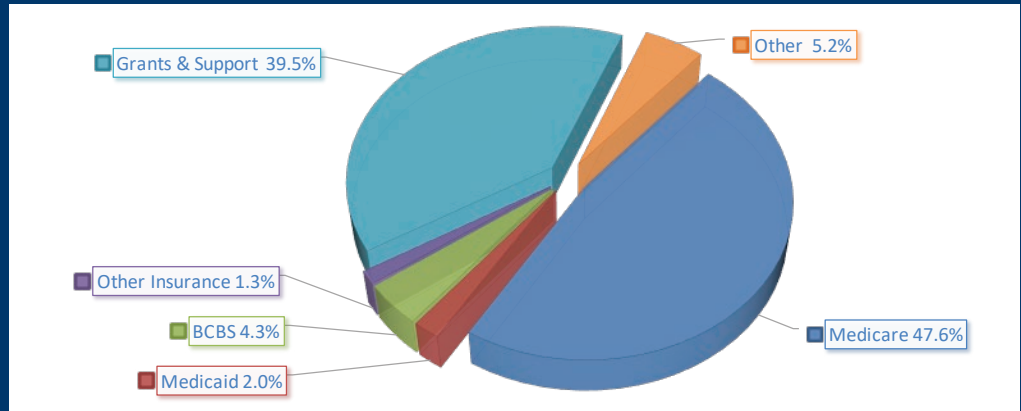
Patient Satisfaction			
		VNA / BWH	National
PRIVATE DUTY	Overall Rating	95.5%	N/A
	Recommend Agency	99.6%	N/A
HOME HEALTH	Rate Agency 9 or 10	87.6%	85.2%
	Recommend Agency	84.2%	79.6%
HOSPICE	Rate Agency 9 or 10	88.0%	84.0%
	Recommend Agency	93.0%	85.0%

# Finance

## 2021 SOURCE OF REVENUE BY %



## 2022 SOURCE OF REVENUE BY %



## Staff Years of Service

### 21+ YEARS OF SERVICE

Susan Bardon, 24  
Edmond Fitzgerald, MD, 24  
Mary Krestik, 31  
Bernadine Louks, 29  
Mariah Marone, 21  
Karen Merrit, 30  
James Murphy, 22

### 16 – 20 YEARS

Millicent Johnson, 16  
Janet McCallum, 20  
Lorrie Osborne, 18  
Brenda Sparling, 18

### 11 – 15 YEARS

Heidi Benner, 15  
Jeanette Bloink, 15  
Bonnie Hanson, 15  
Jessica Plewinski, 11

### 5 – 10 YEARS

Carrie Barnes, 6  
Judy Bloink, 9  
Wendy Cronce, 7  
Kimberley Cushard, 9  
Brenda DeBell, 7  
Mike Dobson, 5

Lori Fox, 8  
Constance Geeraerts, 10  
Lucie Gillespie, 6  
Larissa John, 6  
Elizabeth Jones, 10  
Jennica Kelly, 6  
Nancy Klobnak, 6  
Paula La Fortune, 8  
Siera Lacey, 6  
Louise Markovic, 10  
Steve McMahan, 6  
Muthu Murugan, 6  
Taylor Pratt, 5  
Jennifer Rich, 10  
Caillie Stephenson, 5  
Lacey Timperley, 5  
Haley Walsh, 6  
Donna Watters, 8  
Jeannie Westbrook, 8  
Sheila Wilson, 6  
Cindy Wisdom, 10

### NEW\* – 4 YEARS

Brooke Bandokoudis\*  
Nicole Birch\*  
Alyssa Boyd, 3  
Irene Bridge, 1  
Rebecca Butler, 3

Catherine Chase, 2  
Nicole Clapper, 1  
Jacqueline Cole, 4  
Katie Crump\*  
Anne Culling, 1  
Mary Beth Damouth\*  
Breanna Day, 3  
Melissa DeGuise, 4  
Angela DeLaere, 4  
Jennifer Fletcher, 3  
Tammy Gaskill, 1  
Sarah Grasley, 1  
John Green, 4  
Elena Grout\*  
Tracy Guinnane\*  
Cordonia Halpin, 3  
Elizabeth Handley\*  
Jennifer Harris, 1  
Megan Holzberger\*  
Claire Huntoon, 2  
Theresa Jackson, 1  
Katie Jezierski, 1  
Aubrey Jozefiak\*  
Taylor Kelly, 2  
Amanda Kibbe, 1  
Lori Koutny\*  
Maria Kronner, 1  
Dakota Krul, 2

Alissandra Lavere, 1  
Desiree Markopoulos\*  
Maurene Maxfield, 1  
Barb Murtagh\*  
Casey Nunez\*  
Madison Ottenbacher, 1  
McKensy Pizzo, 1  
Tiffany Poirier, 2  
Rebecca Reeves, 4  
Aleia Sapienza, 1  
Jean Schultz\*  
Charles Seigneurie, 3  
Monica Short, 2  
Rachel Stawecki, 1  
Deborah Stein, 1  
Shalita Strobbe, 1  
Cady Thomas, 1  
Vicki Torrey\*  
Nathaniel Tucker, 2  
Pamela Warsinski, 4  
Tammy Wassmus\*  
Kelly Webb, 2  
Jessica Whitley, 4  
Amanda Whitmore, 3  
Amanda Wolfe, 3  
Mary Beth Woolvett\*  
Robert Wynkoop, 2





## Volunteer Years of Service

### 34 YEARS

Nancy Doehring

### 29 YEARS

Martha Koerber

### 26 YEARS

Bobbie Umlauf

### 24 YEARS

Liz Norris

### 16 YEARS

Anne Moore

### 15 YEARS

Michele Theisen  
Martha Bennett-Lewis

### 14 YEARS

Mike Dobson  
Betsy Egypt

### 13 YEARS

Kathy Bielicki  
Fran Meyers

### 11 YEARS

Catherine Dommer  
Tom Norager

### 10 YEARS

Bill Egypt  
Grace Sulkowski

### 9 YEARS

Judith Garijo  
Kittie Stommel

### 8 YEARS

Sandra Armstrong

### 7 YEARS

Joyce Fairbanks

### 6 YEARS

Carl Erickson  
Elaine Zarling

### 5 YEARS

John Connors  
Carolyn Crowe  
Marilyn Cruickshank  
Cathy Tache'  
Julie Varady

### 4 YEARS

Pat Oldham

### 3 YEARS

Mary Paull  
Tom Paull

### 1 YEAR OR LESS

Charlene Ram  
Nicole Warnatsch  
Holly DeChane  
Sara Achatz  
Claudia Allen  
Michelle Biberston  
Laurie Irwin  
Karin Michaels  
Leslye Quick-Adragna  
Charles Seigneurie  
Jennifer Vogtmann  
Paula Weidig

## 2022 Awards



**Muthu Murugan**  
BESS MacCULLOCH  
SERVICE AWARD



**Breanna Day**  
DR. ELMORE SHOUDY  
SERVICE AWARD



**Melissa DeGuise**  
KINDNESS AWARD



**Julie Varady**  
VOLUNTEER OF  
THE YEAR AWARD



**Jeannie Westbrook**  
LEADERSHIP AWARD

# Leadership, Directors, and Committees

## BOARD OF DIRECTORS

**Chair: Linda McGrath** (1/22-5/22)  
**Treasurer** (5/22-present)  
Frohman, Kelley, Butler, & Ryan, PC

**Chair: Tina Fraley** (5/22-present)  
School Counselor  
Port Huron Area School District

**Vice-Chair: Richard Hotchkin** (1/22-5/22)  
Senior Pastor  
St. John's United Church of Christ

**Vice-Chair: James Currier** (5/22-present)  
Attorney

**Treasurer: Jay Lindsey** (1/22-5/22)  
Retired Supervisor  
DTE Energy

**Secretary: Nigar Hussain** (1/22-5/22)  
Community Member

**Secretary: Laura Godwin** (5/22-present)  
Funeral Director & LPC  
Pollock Randall Funeral Home

**Angela DeLaere, MBA, FACHE**  
President & CEO  
Visiting Nurse Association &  
Blue Water Hospice

**Paula Carnaghi, RPh**  
Pharmacist  
Lake Huron Medical Center

**Mary Jarad** (1/22-6/22)  
Community Member

**Lisa Moore**  
Director of CM/Social Services  
Lake Huron Medical Center

**Justin Neil** (1/22-6/22)  
Broker/Owner  
Justin Neil & Associates

**Alice Rieves**  
Executive Director  
Mid-City Nutrition

## EXECUTIVE LEADERSHIP

**Angela DeLaere, MBA, FACHE**  
President & CEO

**Mary Krestik, BBA**  
VP Finance & CFO

**Jessica Whitley, RN, BSN**  
VP Clinical Operations & COO

## LEADERSHIP

**Brooke Bandokoudis, RN, BSN** (6/22-present)  
Performance Improvement Coordinator

**Heidi Benner**  
Volunteer Coordinator

**Jennifer Fletcher, RN, BSN**  
Hospice Clinical Supervisor

**Aubrey Jozefiak, RN**  
Home Health Clinical Supervisor

**Jennica Kelly, RN, BSN**  
Quality Coordinator

**Mariah Marone**  
Revenue Cycle Supervisor

**Janet McCallum**  
Private Duty Supervisor

**Maurene Maxfield, RN, BSN**  
Home Health Clinical Supervisor

**Rachel Stawecki**  
Human Resources Manager

**Jeannie Westbrook**  
Administrative Asst/Office Coordinator

## MEDICAL DIRECTORS

**Dr. Doru Bali**  
Medical Director

**Dr. Candance Kimpson Johnson**  
Associate Medical Director

**Dr. Edmond Fitzgerald**  
Volunteer Physician

## HOME SERVICES QAPI COMMITTEE

Angela DeLaere, MBA, FACHE  
Greg Mason, MA, CCC-SLP (1/22-2/22)  
Brooke Bandokoudis, RN, BSN (6/22-present)  
Sue Bardon  
Linda Crane, Community Member  
Lori Fox, MSW  
Michelle Jahn, PT, Community Member (1/22-9/22)  
Maurene Maxfield, RN, BSN  
Janet McCallum  
Jennica Kelly, RN, BSN  
Steve McMahan, OT, PTA  
James Murphy, PT  
Jessica Whitley, RN, BSN

## HOSPICE QAPI COMMITTEE

Dr. Doru Bali  
Brooke Bandokoudis, RN, BSN (6/22-present)  
Sue Bardon  
Heidi Benner  
Jeanette Bloink, RN  
Ashley Danneels, Community Member  
Breanna Day, LMSW  
Angela DeLaere, MBA, FACHE  
Jennifer Fletcher, RN  
Vicki Torrey, Chaplain  
Jessica Whitley, RN, BSN  
Cindy Wisdom, Bereavement Coordinator  
Bob Wynkoop, Chaplain (1/22-6/22)

## ETHICS COMMITTEE

Dr. Edmond Fitzgerald  
Dr. Doru Bali  
Sue Bardon  
Heidi Benner  
Ashley Danneels, Community Member  
Breanna Day, LMSW  
Angela DeLaere, MBA, FACHE  
Paula LaFortune, RN (1/22-10/22)  
Jessica Whitley, RN, BSN  
Bob Wynkoop, Chaplain (1/22-6/22)



## Accreditations & Memberships



CHAP Accreditation is for three years:

- Private Duty 2021-2024
- Home Health 2021-2024
- Hospice Care 2021-2024



CMS has given CHAP authority to grant a "Deemed Status" title to organizations to whom they feel meet CMS certification requirements in addition to those of CHAP.

- Home Health: Deemed Status
- Hospice Services: Deemed Status
- Private Duty: Deemed Status



## Community Partners



These local organizations partner with us to provide financial assistance. Through these partnerships, we are able to succeed in our mission and continue to serve our community's health care needs.

### Mission

To provide high quality, cost-effective health care to patients and families coping with short-term, long-term, and/or end-of-life care.

### Vision

To be recognized as the premier provider of home care and hospice services, as measured by quality outcomes, committed people, outstanding customer service and value.

### Focus

To provide care and services that are:

- Patient and family centered
- Comprehensive to include physical, psychosocial and spiritual needs of patients and families, while acknowledging their diversity
- Coordinated within the community, consistent with its health and wellness goals, and integrated with other providers as appropriate.

### Social Media

Like us on Facebook!

@VNABWH • @BWHospiceHome







# Visiting Nurse Association & Blue Water Hospice

*Preferred Provider Since 1952*



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