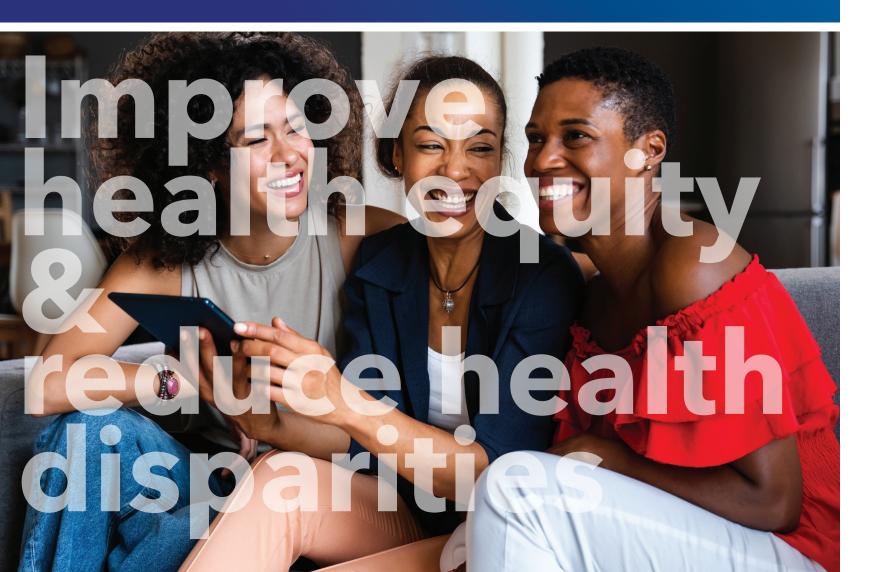
FORWARD MOMENTUM

Annual Report 2023



Our Mission

VNA Health Care is a humanitarian, not-for-profit organization that provides comprehensive primary care and community health services for people living in suburban Chicago and beyond. VNA strives to improve health equity and reduce health disparities with high quality, accessible, and compassionate care delivered in VNA health centers, community settings, and patient homes.



Forward Momentum

Suburban Chicago is home to hundreds of thousands of people with limited income, limited insurance, and additional barriers to getting the health care they need. For over 100 years, VNA has served everyone with a focus on serving the most vulnerable. Over the years, we have worked to expand our reach and capabilities to extend care to more people. We developed a new strategic plan - "Growing for Tomorrow" - to serve more patients, expanding from serving 75,000 unduplicated patients annually to 100,000 annually in the coming years.

As outlined in our plan, the VNA team has worked diligently to build the foundation for growth, focusing on people, technology and facilities. We continue to develop our provider, nursing and nurse/medical assistant staff by focusing on educational experiences, tuition support and job flexibility. We are elevating our use of technology with a transition to Epic for our clinical system, a new system for financial management and new technologies in the delivery of care, such as diabetic remote monitoring. We also made significant progress with our facilities plan this year.

In August, VNA signed a lease for 26,000 square feet in the former Copley Hospital in Aurora, where we will provide immediate care, family practice, internal medicine, obstetrics/gynecology, pediatrics, psychiatry, counseling, pharmacy and more, which will open during the 2024 summer. In September, we opened a new 14,000-square-foot clinic in Joliet, complete with a wellness kitchen, pharmacy, laboratory and 25 medical exam rooms. We have signed a lease for 5,000 square feet to establish a new clinic in Villa Park in 2024. In addition, we began the architectural work for a 2024 expansion at our Indian Avenue location in Aurora with more medical exam rooms, an expanded wellness kitchen and a play area for children.

A record number of patients served and exams provided by VNA doctors and nurses this past autumn, a year-over-year increase in infant deliveries and an expanded set of services are evidence of the momentum that is building. Thank you for your support as we move forward to provide more care for many thousands more people in the years to come!

Lunie Windel

Linnea Windel, MSN, RN, FAAN President & CEO

Mike Shales, CPA Chairman







Mr. J. Shar

Forward **Momentum IMPACT**

Increasing Access to Quality, Affordable Health Care

Over its 105-year history, VNA has evolved to meet the changing needs of the community while remaining steadfast in its purpose of serving all, especially those who face obstacles to getting the necessary care. This year, VNA reached more patients with a broader range of important health care services.

Primary & Specialty Care Services

72,000+ 190,000+ Patients **Encounters** 37,000 14,700+ 5,200+ 3,200+ Pharmacy Mental/Behavioral Podiatry Mammograms Prescriptions Health Encounters Encounters 1,000+ 1,600+ 500+Optometry **Clinical Pharmacy** Certified Diabetic Sessions Encounters Educator Sessions 47.5% of VNA patients prefer a language Most other than English VNA frontline staff, **Patient Ethnicity** nurse assistants, and medical assistants are bilingual in Spanish 8.2% - 3.5% - - 0.1% →0.1% Ethnicity 64.1% • Hispanic or Latino • White 12.3% Black or African American 11.7% Unspecified 8.2% 3.5% Asian • American Indian or Alaska Native 0.1% Native Hawaiian or Other Pacific Islander 0.1%

- ► Family Practice / Internal Medicine
- Obstetrics / Gynecology
- Pediatrics
- Psychiatry & Counseling
- Dental
- Optometry
- Podiatry
- Nutrition Counseling
- Massage Therapy
- Outpatient Physical Therapy
- MAT (Medication-Assisted Treatment)
- Mammography & Ultrasound
- Laboratory Services
- Pharmacy

Services In Hospitals



1,400 **Babies Delivered**

By VNA Obstetricians & Midwives

5,400 Hospital Visits By VNA Physicians

12,000

Hospital Follow-up Visits At VNA Clinics

Providing a Wide Range of Services & Support

Home-Based Services 1,200 1,500+ MEDICAL HOUSECALLS HOME HEALTH & HOSPICE VISITS



VNA Helps Severely Premature Baby Thrive

This past year, a VNA patient gave birth at 23 weeks with her baby weighing in at a little over a pound. The baby was only given a 1% probability of survival at birth. While taking breastfeeding classes at VNA, the new mom learned about the nutritional and socio-emotional benefits of breastfeeding. She was able to immediately put these lessons into good use to boost her child's chances of surviving. Her WIC Breastfeeding Peer Counselor provided resources including a breast pump and continuous support to resolve any breastfeeding issues as soon as they arose. She was able to breastfeed for over a year and half. Due to her perseverance and the help of the VNA team, her son was able to leave the NICU after a year and is now thriving.



Community Health Programs

4,500+ WIC CASELOAD

2,300+HEALTHY FAMILIES HOME VISITS

2.100 +FAMILY CASE MANAGEMENT CASELOAD

Wellness Classes

300 STEP BY STEP WELLNESS CLASSES

85 PRENATAL HEALTH & PARENTING CLASSES

Offered in English & Spanish

VNA Benefits Assistance

24% UNINSURED PATIENT **ENCOUNTERS**

12,000+ BENEFITS CONSULTS



Forward Momentum EXPANSION

New Joliet Health Center

Ribbon-Cutting Ceremony





There to celebrate the new facility from left to right: Joliet Mayor Terry D'Arcy, State Representative Dagmara (Dee) Avelar, Congressman Bill Foster, VNA President and CEO Linnea Windel, Congresswoman Lauren Underwood, State Senator Rachel Ventura, and VNA Board Chairman Mike Shales The new 14,000 square-foot VNA health center in Joliet will provide family practice, obstetrics and gynecology, pediatrics, mental/behavioral health, podiatry, pharmacy, chronic disease management, benefits assistance and nutrition education services.

"With this clinic, we are expanding our services in order to positively impact the lives of thousands of people in the area and the community as a whole," said VNA President and CEO Linnea Windel.

Support for the Joliet health center was provided in part from the Health Resources & Services Administration (HRSA) through the American Rescue Plan, Community Project Funding from HRSA that was secured by Congresswoman Lauren Underwood and Congressman Bill Foster, and State of Illinois capital construction funding secured by Illinois Representative Dagmara (Dee) Avelar and Illinois Representative Barbara Hernandez.

In the next two years, VNA expects to serve over 5,000 patients and complete 25,000 exams at this new location.

Elgin Pharmacy Opening



In March, the Elgin Area Chamber of Commerce hosted a grand opening ceremony for VNA's new drive-through pharmacy at its Elgin Health Center on Villa Street. Community leaders joined VNA staff to celebrate the new pharmacy. VNA pharmacies offer convenience, affordability and expert consultation.

Growing Partnerships

More Coverage: VNA is proud to accept more insurance plans, enabling more patients to choose VNA as their in-network home for primary care services:

- ► 7 Medicaid Plans
- ▶ 10 Medicare & Medicare Advantage Plans
- 4 Medicare-Medicaid Alignment Initiative Plans
- **9** Commercial / Marketplace Insurance Plans

Community Health Education: VNA works with dozens of local colleges and medical schools to provide meaningful community health experiences for students. These clinical partnerships helped students get ready for future careers or volunteer work in a community health setting such as VNA.

323 Weston Avenue, Aurora Ceremonial Lease Signing

VNA recently celebrated its decision to develop a new clinic at 323 Weston Avenue in Aurora in the redeveloped former Copley Hospital building. In addition to comprehensive primary care services, this health center will also offer mental and behavioral health, an on-site pharmacy and laboratory, and a wellness kitchen. Along with same-day care available at all VNA clinics, this location will also offer immediate care for imaging, temporary casting and suturing.

Mrs. Ira Copley became a VNA Board of Directors member in 1919, just a year after VNA's founding. It seems likely that she would have strongly approved of the decision to place a VNA clinic at this location!



Speakers (pictured from left to right) at the event included: VNA Board Chairman Mike Shales, VNA Chief Operating Officer Dave Koch, VNA Chief Clinical Officer Claire Dobbins, City of Aurora Mayor Richard Irvin, Aurora School District 131, Superintendent Jennifer Norrell, City of Aurora Chief Management Officer Alex Alexandrou, and Bloomhaven Founding Partner Michael Poulakidas



New Health Services

In order to assist our patients with mobility and pain management, VNA expanded its service offerings to include Outpatient Physical Therapy and Massage Therapy.

This has been especially important to our older adult patients and those suffering from conditions that cause chronic pain.



Rx Food: VNA has recently joined Advocate Health, Valley View School District, and the Northern Illinois Food Bank to assist with a monthly mobile Rx food pantry at Bolingbrook High School. The program provides healthier food options, recipes, and information about nutrition classes and primary care services to families in need in Will County. Since late summer of 2023, nearly 350 families have been served.



VNA's Walk with a Doc Program: Rush Copley is partnering with VNA and providing a space for this walking program during winter months. Other months, VNA providers lead participants on walks through Wilbert Walters Park (courtesy of program co-sponsor Fox Valley Park District). During these twice monthly sessions, the group embarks on a multi-mile walk while discussing a variety of health topics in a casual environment.

Forward **Momentum** INNOVATION

Technology Enhancements



One Year Anniversary of Transition to EPIC

This year marks the one year anniversary of VNA's transition to EPIC, its new EMR system. The display of clinical data assists VNA care teams with efficient care management at both the individual patient and patient group levels.

Direct & Open Scheduling for Patients

Through the implementation of new functionality in the MyVNA patient portal, patients now have more options and convenience for scheduling appointments with VNA. Direct Scheduling allows VNA patients to make and change their own appointments online. Open Scheduling allows new and existing VNA patients to view and book appointment slots online for available providers, including providers they have not seen before. These capabilities reduce phone wait times, enable appointment setting outside of regular hours, and offer an option for those who prefer doing business online vs calling.

Addressing Food Insecurity

To address food insecurity and increase access to healthy foods, VNA worked closely with local food pantries and schools to provide access to VNA nutritionists, education on healthy eating, and food assistance via programs such as WIC.

Healthy soup was made and distributed by VNA staff and volunteers through VNA's Healthy Soup Program. And through its Recipe Portal, VNA has created a collection of nutritious recipes in English and Spanish.



Tackling Transportation Barriers

To address transportation barriers, VNA ramped up efforts to help patients get rides to and from a VNA clinic in Aurora. Rides were provided via the VNA shuttle, a collaboration among VNA, Aurora Township, the City of Aurora and Pace Suburban Bus. VNA also works with Uber Health in some communities.



VNA is also participating in the new C.A.R.S. program pilot, a trial program funded by the City of Aurora to provide rides to and from any healthcare appointment for income-qualifying Aurora residents over age 60 or who have a disability.

Quality & Clinical Excellence



Advanced Certifications

Through the new VNA Career Pathways program, VNA encourages and supports employees to advance from within and obtain advanced certifications. This year, VNA assisted two employees to become Advanced Practice Registered Nurses. VNA is proud to support these aspiring individuals and offer advanced levels of care to patients.

Diabetes Total Care

VNA serves over 6,500 patients with diabetes, many with dangerously high blood sugar levels. To help these patients learn to better manage their diabetes, VNA launched its Diabetes Total Care program.

Target Population

- Many of these patients have HbA1c levels over 9
- Many have co-morbid conditions such as hypertension
- Many have been hospitalized related to a complication of their diabetes

Intended Impact

- Improve patient short-term outcomes including reduced blood alucose levels
- Improve patient longer-term outcomes including reduced ED visits, hospitalizations and complications
- Promote patient engagement
- Promote clinician satisfaction

VNA Helps Diabetic Patient Lower A1c

In March, a 49 year-old male patient was seen in the ED for high blood sugar with a hemoglobin A1c level of 15 (a normal level is below 5.7). His VNA provider knew he needed help to avoid permanent damage to parts of the body such as the eyes, nerves, kidneys and blood vessels, and encouraged him to attend Diabetes Day at Bolingbrook VNA Health Center. There, he registered for Step By Step Nutrition classes and worked with a VNA diabetes educator, learning the importance of nutrition in self-management of his condition. On the last day of classes, the patient's A1c was 6.2 and he was well on his way towards diabetes remission and reducing his risk of future illness.



VNA Receives USDA Breastfeeding Award

The U.S. Department of Agriculture (USDA) Food and Nutrition Service awarded VNA Health Care the WIC Breastfeeding Gold Award of Excellence, which recognizes excellence in breastfeeding practices and support. VNA was one of only four Illinois clinics earning the recognition this year. 11.2% of infants served at VNA locations were exclusively breastfeeding infants, compared to the statewide average of 10.1%.

VNA houses two peer counselors, two International board-certified lactation consultants and three certified lactation specialists. Over 550 active breastfeeding mothers participated in the VNA program.

>93% of VNA patients rated their care Good or Excellent

Program Elements

Diabetes Day Clinics offer

multiple services at the

primary care

foot exam

vision exam

HbA1c monitoring

nutrition counseling

same visit

Remote HbA1c monitoring

- Step by Step classes
- Fresh First fruit and vegetable program

Forward **Momentum CONNECTION**

VISION >>>>>

Community Events

VNA held community events at:

- Schools
- Mobile & pop-up clinics
- Senior centers
- Food pantries & shelters
- Community centers

And more!

1,600+

Community

Events

Taking Health Care On the Go

VNA brought health care into the community with the VNA mobile van and pop-up clinics, bringing care and health education to hundreds of individuals at schools, shelters, parks, grocery stores, and other locations.



Furthering Community Health Dialogue

At the request of Congressman Bill Foster, VNA hosted community leaders in a roundtable discussion with Democratic Whip Katherine Clark. The group discussed the Inflation Reduction Act and strategies for lowering health care costs to increase access.



Community Partners

VNA continues to expand relationships with community organizations that address the needs of underserved populations. This year, work with groups including the DuPage Health Coalition, the Aurora Housing Authority, and Hesed House expanded VNA's ability to provide care to those who are uninsured, low income, or homeless. Through on-site clinics and free transportation to and from VNA facilities, VNA can continue to reduce barriers and serve more who are in need.

Bringing Health Care to Schools

Through the school-based health center at East Aurora High School and the school-linked health center with Romeoville High School, VNA provided care to 800 students. In addition to having access to primary health care services and mental and behavioral health services, students are able to work directly with VNA nutritionists to receive education and support with healthy eating.

A new school-linked health center, in collaboration with the West Aurora School District at the former Todd School, is planned to open in 2024.

VNA increased its collaboration with area schools and now works with 13 school districts to provide essential access to primary care services.





Growing for Tomorrow

The VNA Growing for Tomorrow campaign was launched in March 2023 to support capital and service expansion in preparation for providing care to over 100,000 patients annually. To date, the campaign is more than halfway there, with the ultimate goal of raising 5 million dollars over the course of 3 years. These funds will help build new facilities, enlarge/improve current facilities, and provide staffing and operational support. These expanded locations and services will improve access to care for people at increased risk of health disparities who may face increased barriers to care.

VNA will open a 26,000-square-foot health center, built on the site of the former Copley Hospital on the east side of Aurora, which will provide both primary care and immediate care services. VNA will also be launching a school-linked health center service that will be located on the site of the former Todd Elementary School, serving West Aurora School District #129. VNA's service area is also expanding with a new clinic in Villa Park in DuPage County. This clinic will expand access for the underserved populations in Villa Park and surrounding communities.

The expansion of the VNA Health Center located at 1400 Indian Avenue will begin in 2024 to provide enhanced Obstetrics & Gynecology and Pediatrics services. A new supervised play area for children will be a welcome added feature to this clinic, as it is intended to help parents who may otherwise delay their health care due to a lack of available childcare during their appointment time.



Pictured from left to right: Linnea Windel, VNA President and CEO; Vicki Morcos, Dunham Foundation President and CEO; and Chrissie Howorth, VNA Philanthropy and Grants Management

Please Consider Supporting the Campaign by:

- 1. Making a donation with the envelope included or online.
- 2. Hosting a fundraiser. Organize a workplace or club event, cocktail/dinner party with friends and family, sports/games night, or a pool party with donations/tickets supporting VNA.
- 3. Visiting us on Facebook, Instagram, or LinkedIn. Like our posts and share with your friends. Even host an online fundraiser for your birthday or Giving Tuesday!



VNA deeply appreciates the support of the Growing for Tomorrow Campaign by community funding partners and individual donors. The Dunham Foundation was the first donor to help launch the campaign with a generous \$1.5 million contribution. Additional funding support is gratefully recognized on our donor pages.





Visit VNA's donate page and watch the campaign video!

Forward **Momentum** LEADERSHIP TEAM AND BOARDS

DONORS & GRANTORS

Senior Leadership Team



Linnea Windel, RN, MSN, FAAN President & Chief Executive Officer



Dave Koch, MBA, BS /P of Operations/Chief Operating Officer



Claire Dobbins, RN, MS, NE-BC /P of Clinical Services/Chief Clinical Officer



Amy Baudouin, FMP VP of Facilities & Office Operations



Jim Hojnacki /P of Administrative Operation



Sylvia Marten, MBA, BA VP of Marketing & Communications

Tammy Spooner

Sonny de Rama

Managemen

VP of Revenue Cycle & Collection

VP of Development & Innovation

Jordan Scofield, JD, BSN, RN

AVP of QI, Risk Management &

Michelle Sexton, FNP-BC

AVP of Health Center Operations

Corporate Compliance



Jill Stevens



Sangmesh Jabshetty, MD Interim Medical Director

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DuPage Advisory Board

April Redzic

Dawn Roznowski

Lara Schwarz



Growing for Tomorrow Campaign

This 3-year campaign supports capital improvements and service expansion.

Campaign **Benefactor**

Dunham Foundation

Campaign Champion Northwestern Memorial HealthCare

Campaign Investor Stumm Insurance, LLC

Campaign Builder

Aurora Rotary Club Foundation Duly Health and Care Charitable Fund of **DuPage Foundation** Dave & Liz Koch Mike & Petrecia Shales Linnea Windel

Campaign Supporter

Dr. Gary & Judy Ahasic Anonymous Charles & Mary Kay Brown Ami & Sonny de Rama **Claire Dobbins** Alderman Bill Donnell Jim Hojnacki Chrissie Howorth





VNA provides comprehensive primary care and preventive services in clinics, patient homes, and community settings such as schools, faith-based organizations, senior living facilities, and workplaces.

VNA strives to improve health equity and reduce health disparities with high-quality, accessible, and compassionate care. Support from the grantors and donors below helps make this possible.

> Sylvia Marten Byron & Kathleen Saum

- Tammy & John Spooner
- Jill Stevens
- Sharon Swanson

In Honor of **Janet S. Craft** Amy Baudouin

In Memory of Arlene D. Hoban Arlene D. Hoban Trust

In Memory of **Doris A. Kroll** Doris A. Kroll Trust

In Memory of Alderman-at-Large Robert J. O'Connor Campaign Fund of Robert J. O'Connor

Campaign Friend James Bachman Gregg & Jan Buchner Janet S. Craft Katie & Evan Darger Dr. Jeffries Eilert John & Jean Frana Charitable Gift Fund

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Donna M. Tabernacki **Robert Unger**

Erin Weldon

United Way of Greater Milwaukee and Waukesha County

In Memory of Richard Abdnour, Jr. Margaret L. Mortenson

In Memory of Marlisa Ebeling Richard Ebeling

In Honor of Elisa Lara Rotary Club of Carol Stream

In Memory of Walter F. Meinert Kristin Meinert

In Memory of Sherman Rosen Sarene Rosen

Primary Care Support

Ken Bartels The Blackbaud Giving Fund Michael & Susan Bell J.R. Carson Mary Hauge Jerry E. Mitchell James & Katherine Navota

Ken & Louise Van Andel

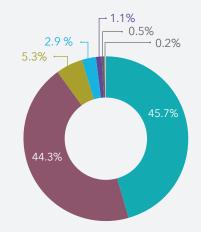
In-Kind Donations

Direct Relief Joellyn Farina Fox Valley Park District Edie Hard Jerry's Welding

Give a Girl a Mammogram

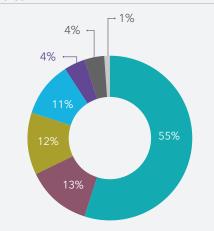
Paul Abel Edith Aquilar Layla Ajeena Natalia Andrade Erica Bastian Jeza Cepeda Theresa Ellingsen **Diane Ferriss Dulce** Gutierrez Viridiana Hernandez Chrissie Howorth Sigrid Hugh Pam Jimenez Sue Laurila **Bev Maples Giselle Marquez** Lorena Marquez Delgado Connie Masson Vanessa Perez Laura Peterson Karina Prado Veronica Reyes Jordan Scofield

Financial Overview



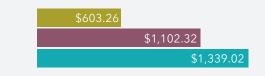
Sources of Revenue FY23

• Grants	45.7%
Medicaid	44.3%
Insurance	5.3%
 Self-Pay 	2.9%
Medicare	1.1%
 Contributions / Other 	0.5%
Interest	0.2%



Charitable Care FY23

\$2,855,357	55%
\$663,075	13%
\$640,512	12%
\$559,330	11%
\$228,878	4%
\$193,037	4%
\$66,508	1%
\$5,206,697	
	\$663,075 \$640,512 \$559,330 \$228,878 \$193,037 \$66,508



Cost Efficiency:

• VNA	\$ 60
Annual Cost of Care per Patient	
Community Health Centers	

• VNA	\$603.26
Illinois	\$1,102.32
United States	\$1,339.02

Brenda Spooner Tammy Spooner Susan Stefanski

Jill Stevens Liang Tang

Priyanka Tiwari

Anahi Valenzuela

Blanca Vargas Rachel Warner

Erin Weldon

Linnea Windel Laura Zimmerman

In Memory of Marie VonOhlen

Lisa Hill & Todd Von Ohlen

Giving Tuesday

Paul Abel Anonymous Jennifer Atilano Amy Baudouin Charles & Mary Kay Brown Katie & Evan Darger Ami & Sonny de Rama **Claire Dobbins** Theresa Ellingsen Linda E. Gustavson Dan & Karen Fox James Hojnacki Chrissie Howorth Sue Kammes Kristine & Ken Marsh Kate Moore James & Katherine Navota Michael & Nancy Noonan Amber Peters Laura Peterson Byron G. Saum Jordan Scofield Michelle Sexton Tammy & John Spooner Jill Stevens

Stumm Insurance, LLC

Arpit Tiwari

Priyanka Tiwari

Robert Unger Beverly Weldon Erin Weldon Linnea Windel

VonOhlen

In Memory of **Claire VonOhlen** Lisa Hill & Todd

In Memory of Jorie VonÖhlen Lisa Hill & Todd VonOhlen

Healthy Families

Batavia Mothers' **Club Foundation** Woman's Club of Aurora

Mental & **Behavioral Health**

Allison Smelley

Sharon Swanson

Optometry

Lions District 1J Warrenville Lion's Club

VNA Serenity Garden

In Memory of **Robert Buchner** Theodora Buchner

VNA Shuttle Bus -**In-Kind Supporters**

Aurora Township City of Aurora

Pace Suburban Bus

Grant Supporters

Ascension Saint Joseph

Aurora Rotary Club Foundation

Aurora Township

Aurora Women's Empowerment Foundation

Blue Cross Blue Shield of Illinois

The Chicago Community Foundation Anonymous Donor -Advised Fund

Duly Health and Care Charitable Fund of **DuPage Foundation**

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Illinois Children's Healthcare Foundation

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Illinois Department of Public Health

Illinois Primary Health Care Association

INC Mental Health Alliance

Kane County

Kane County HealthDepartment

Kendall County

Northwestern Memorial HealthCare

Rush Copley Foundation - Fox Valley Heart Fund

Start Early

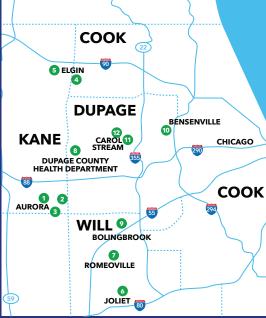
United Way of Metropolitan Chicago

University of Chicago - IL-Cares

VNA Health Care Locations: 2023

- **1** VNA Health Center | Aurora 400 North Highland Ave. Aurora, Illinois 60506
- **2** VNA Health Center | Aurora 1400 Indian Ave. Aurora, Illinois 60505
- **3 VNA Health Center at** East Aurora High School | Aurora 500 Tomcat Ln. Aurora, Illinois 60505
- 4 VNA Health Center | Elgin 801 Villa St. Elgin, Illinois 60120
- **5** VNA Health Center | Elgin 620 Wing St. Elgin, Illinois 60123
- **6** VNA Health Center | Joliet 1501 West Jefferson St. Joliet, Illinois 60435









Annual report video library

Videos and additional content for this annual report are available on the VNA website! Scan the code with your phone to watch.





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