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November 2017

Town of Windham
 Attn: Anthony Plant, Town Manager
 8 School Road
 Windham, ME 04062

Dear Dear Selectmen and Residents of Windham:

VNA Home Health Hospice (VNA) is most grateful to the Town of Windham for their continued support of our efforts to care for your frail older residents. We have been here for many years and, although we are members of a large healthcare system, EMHS, our clinicians are from your community or one close by.

Enclosed is an overview of the services we provided in your community during fiscal year 2017. Statewide, our teams of nurses, rehabilitation therapists, home health aides and social workers made 167,891 visits to provide care to 8,068 patients at home recovering from illness or surgery and 46,328 visits to 1,116 hospice patients who made the decision to stop curative treatment. That is an average of 1,339 patients under our care on any given day.

In addition to providing homecare and hospice services, VNA provides telehealth services to those living with chronic illness. This enables our nurses to remotely monitor blood pressure and other vital signs on a daily basis. We can then alert patient and physician of changes that require attention.

We also want to inform you that our reimbursements from Medicare, MaineCare and other insurers fall short of our expenses. In fact, we have not received a per visit rate increase from MaineCare since 1999. This challenges us to raise more and more money to cover our costs because we provide care regardless of ability to pay, insured or uninsured.

Your commitment to VNA is directed to the care of your residents, enabling them to remain at home for as long as they possibly can. It also covers our ability to provide telehealth services. Therefore, it is our hope that Town of Windham will continue to provide municipal funding with a grant in the amount of \$300.00.

I am available to answer your questions or concerns, as are the dedicated members of our board of directors (list enclosed). Thank you for your consideration.

Very truly yours,



Colleen Hilton
 SVP, President of VNA & Rosicare
 VNA Home Health Hospice
 50 Foden Road, Suite 3
 South Portland, ME 04106
hiltonc@emhs.org, 207-400-8735 (Direct), 800-757-3325



Below are the FY 2017 statistics for your community ending September 26, 2017

Town/City: Windham

Home Health Patients: 241

Home Health Visits: 4,930

Hospice Patients: 28

Hospice Visits: 934

Value of Services: \$1,076,791

BANGOR AREA VISITING NURSES
 HANCOCK COUNTY HOMECARE & HOSPICE
 HOSPICE OF AROOSTOOK
 HOSPICE OF EASTERN MAINE
 LIFESTAGES FOR CUSTOMIZED CARE
 VISITING NURSES OF AROOSTOOK



are part of
 Delivering the same local care
 by the same local people with
 the support of a larger agency.

VNA Board of Directors - FY17				
Name	Work Affiliation	Occupation/Experience	Residence	Phone #
Bagg, Peter	Retired	Business -technology	Portland	272-8218
Bell, Carol	N/A	Non-profit	Presque Isle	554-6347
Briggs, Ann Marie Board Vice Chair	N/A	Nursing Education, Home Health and Hospice Nursing, consultant	Kennebunkport	967-3180
Claire Connor	Retired	Homecare/Hospice Exec	Brooklin	359-8910
Richard Duncan	Retired	Owner, Funeral Homes	Presque Isle	768-6068
Hale, Joanne	The Joint Commission	Nurse Surveyor	Portland	712-1115
Michael Lynch, MBA, LUTCF	Northeast Planning	Financial Advisor	Pittsfield	487-5306
Bruce Reddy Board Chair	CPA	CPA	Levant	942-6316
Small, Patricia	N/A	Education, Business	Scarborough	883-4855
Taylor, Debra CEO	Sweetser	Finance, Business	Wells	294-4651
James A. Violette, CLU, ChFC, LUTCF	Financial Advisor	Principal Northern New England Associates	Westbrook	797-5680 x103
Hilton, Colleen Pres/CEO VNA Ex Officio	VNA Home Health Hospice	Business, Nursing, Healthcare Administration	Westbrook	800-757-3326
Hood, Michelle Pres/CEO EMHS Ex Officio	Eastern Maine Health System	Business, Healthcare Administration	Mt. Desert Island	973-7045