



Learning a new dance

While 2021 began still under pandemic concerns, our frontline and behind the scenes staff remained laser-focused on the well-being and safety of our patients and clients. Together, we persevered, addressing new mandates, and restructuring our agency's policies and procedures to not only meet but exceed requirements ensuring everyone's safety in the evolving health crisis.

Under these uncertain world conditions, our innovative, dedicated, and compassionate staff still managed to provide high quality care to our patients. They not only met our continuously high scores but exceeded national benchmark! As leaders of this agency, we couldn't be prouder of this extraordinary team for its commitment to the most vulnerable in our community in their time of need.

Navigating another year of the pandemic, our team made great strides – from construction to staff changes, we certainly had a lot going on! Some of our major highlights include:

- **Blue Water Hospice Home** – Renovations to patient rooms including new flooring, paint, window coverings, and décor. We invited the community to submit photos of our beautiful State. Of the 176 entries, 24 were selected to adorn the walls of the patient rooms. We were fortunate to be contacted by a local collector who donated an additional 12 exquisite Michigan-based images.
- **Best of the Best** – Recognized by The Times Herald as Best of the Best for Home Health Care. Voted on by the community, we were named best in Home Health Care and runner up in Company Culture!

- **Changes in Medical Staff** – As 2020 ended, we thanked Dr. Anil Patel for his years of service, wished him well in his retirement, and Dr. Doru Bali was appointed Hospice Medical Director. A few months later, Dr. Rajat Prakash retired as Hospice Associate Medical Director, and we welcomed Dr. Candace Kimpson into the position.
- **Fundraisers** – For the second year, we were unable to host our annual River Run. After 34 consecutive years, we found ourselves on a two-year hiatus from our largest fundraiser. However, the Blue Water community was very kind in their ever-increasing donations to our Light Up a Life campaign.

We sadly lost two long-time staff. It is with tears in our eyes, and a smile in heart for having known them – we said goodbye to Mary Lou Glover, LPN, and Carol Hill, LPN. Co-workers describe both as very sweet, kind, and caring ladies who are greatly missed. In the words of Mary Lou... “love you, see you, bye.”

Although steps to our new dance in 2022 may be similar – it is to an entirely new tune. In a world post-covid, we are learning new ways of working – not only in how we provide care to our patients but overall, how our work is completed. Our dedicated team has growth on the horizon and a very bright future – and we look forward to 2022!

ANGELA DELAERE
PRESIDENT & CEO

LINDA MCGRATH, CHAIR
BOARD OF DIRECTORS

Quality Care

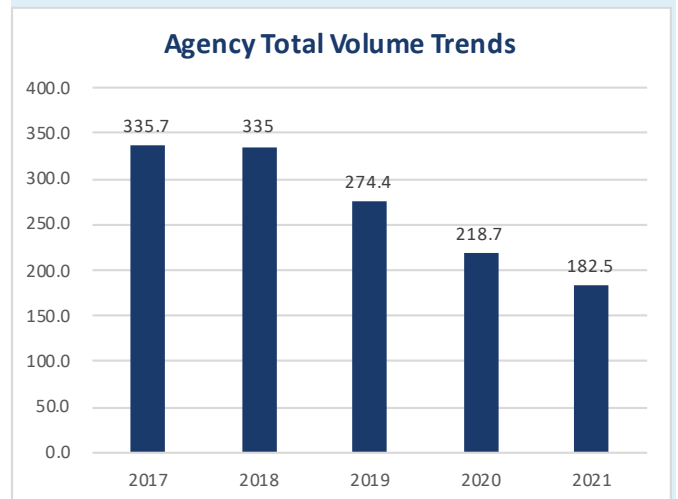
Home Health Quality		
Managing Daily Activities	VNA	SHP - National
Ambulation	89.3%	85.7%
Bed Transferring	89.9%	87.5%
Bathing	89.3%	87.5%
Managing Pain and Treating Symptoms		
Dyspnea	95.4%	87.5%
Status of Surgical Wounds	96.1%	92.9%
Preventing Harm		
Timely Initiation of Care	95.6%	96.1%
Drug Education All Meds	99.8%	98.8%
Management of Oral Meds	82.7%	83.4%
Fall Risk Asmt Conducted	100.0%	99.6%
Depression Asmt Conducted	99.5%	97.6%
Diabetic Foot Care & Education	100.0%	95.9%
Preventing Unplanned Hospital Care		
60-Day Hospitalizations	17.2%	14.7%

Hospice Quality		
Indicator	Blue Water Hospice	SHP - National
Treatment Preferences	99.7%	99.8%
Beliefs/Values Addressed	99.7%	99.1%
Pain Screening	99.4%	99.2%
Pain Assessment	100.0%	99.3%
Dyspnea Screening	98.1%	99.5%
Dyspnea Treatment	97.0%	98.9%

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

Growth

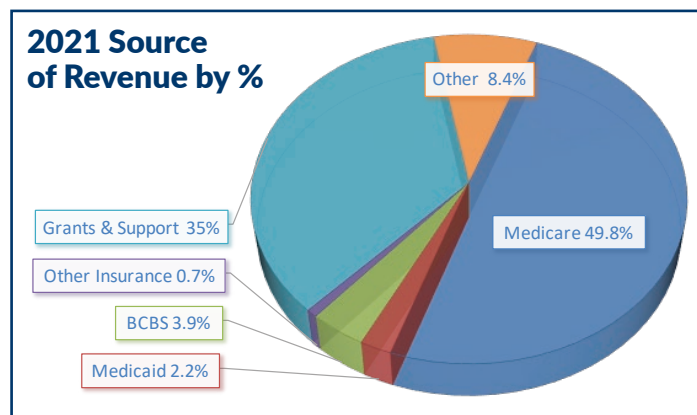
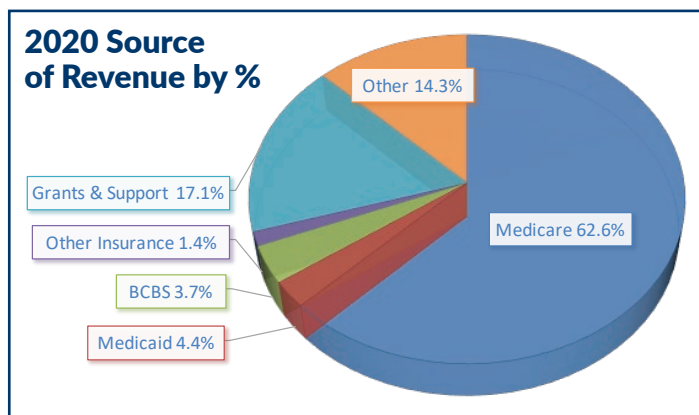
5-year Volume Trends					
CENSUS	2017	2018	2019	2020	2021
Annual Average					
Hospice Community	34.7	32	30.4	26.1	21.8
Hospice Home	10.5	10	9.7	9	7.2
Home Health	154	142	115.4	90.2	64.1
Private Duty	120	135	103.9	93.4	89.4
ADP	16.5	16	15	N/A	N/A
Total	335.7	335	274.4	218.7	182.5



Service

Patient Satisfaction			
		VNA / BWH	National
PRIVATE DUTY	Rate Agency 9 or 10	88.9%	N/A
	Recommend Agency	97.0%	N/A
HOME HEALTH	Rate Agency 9 or 10	87.5%	84.6%
	Recommend Agency	81.6%	79.1%
HOSPICE	Rate Agency 9 or 10	90.0%	84.0%
	Recommend Agency	91.0%	85.0%

	2021 Audited	2020 Audited
Changes in Net Assets without Donor Restriction from Operations:		
Revenues, Gains and Other Support:		
Net Patient Service Revenue	\$ 3,780,932	\$ 5,054,176
Contributions	156,571	146,479
Governmental grants and contracts	904,707	800,361
Other	15,199	17,296
Net Assets Released from Restrictions	30,854	58,489
Total Revenues, Gains and other Support without Donor Restrictions	4,888,263	6,076,801
Expenses:		
Program Services:		
Home Health Care	1,423,138	1,612,853
Special Care Services	490,665	445,175
Blue Water Hospice	1,143,090	1,279,489
Blue Water Hospice Home	1,595,920	1,519,318
Supporting Service:		
Management and General	1,302,612	1,362,231
Fundraising expenses	5,581	8,024
Total Expenses Without Donor Restrictions	5,961,006	6,227,090
Change in Net Assets without Donor Restrictions from Operations	(1,072,743)	(150,289)
Non-Operating Activities:		
Forgiveness of PPP Loan	889,423	-
Investment return on Long-Term Investments, Net Fees	544,640	542,285
Loss on Impairment of Property	(24,000)	-
	1,410,063	542,285
Changes in Net Assets without Donor Restrictions	337,320	391,996
Changes in Net Assets with Donor Restrictions:		
Contributions	72,125	80,000
Change in Value of Beneficial Interest in Assets Held by Others	6,999	4,659
Net Assets Released from Beneficial Interest in Assets Held by Others	-	(2,683)
Net Assets Released from Restrictions - Grants	(30,854)	(55,806)
Total Changes in Net Assets with Donor Restrictions	48,270	26,170
Change in Total Net Assets	385,590	418,166
Net Assets at the Beginning of the Year	8,067,182	7,649,016
Net Assets at the End of the Year	\$ 8,452,772	\$ 8,067,182



Our People

Staff We Lost in 2021

ALWAYS IN OUR HEARTS...



Mary Lou Glover



Carol Hill

Staff Years of Service

20+ YEARS OF SERVICE

Susan Bardon, 23
Edmond Fitzgerald, MD, 23
Mary Krestik, 30
Bernadine Louks, 28
Karen Merrit, 29
James Murphy, 21

16-20 YEARS

Mariah Marone, 20
Janet McCallum, 19

11-15 YEARS

Heidi Benner, 14
Jeanette Bloink, 14
Bonnie Hanson, 14
Millicent Johnson, 15
Lorrie Osborne, 17
Brenda Sparling, 17

5-10 YEARS

Carrie Barnes, 5
Judy Bloink, 8
Wendy Cronce, 6
Kimberley Cushard, 8
Brenda DeBell, 6
Lori Fox, 7
Constance Geeraerts, 9
Lucie Gillespie, 5
Larissa John, 5
Elizabeth Jones, 9
Jennica Kelly, 5
Nancy Klobnak, 5
Paula La Fortune, 7
Siera Lacey, 5
Stacey Lambert, 6
Louise Markovic, 9
Greg Mason, 5
Steve McMahan, 5
Muthu Murugan, 5
Jessica Plewinski, 10
Jennifer Rich, 9
Haley Walsh, 5
Donna Watters, 7
Jeannie Westbrook, 7
Sheila Wilson, 5
Cindy Wisdom, 9

NEW-4 YEARS

Alyssa Boyd, 2
Irene Bridge*
Rebecca Butler, 2
Catherine Chase, 1
Nicole Clapper*
Jacqueline Cole, 3
Anne Culling*
Breanna Day, 2
Melissa DeGuise, 3
Angela Delaere, 3
Mike Dobson, 4
Jennifer Fletcher, 2
Tammy Gaskill*
Sarah Grasley*
John Green, 3
Cordonia Halpin, 2
Jennifer Harris*
Claire Huntoon, 1
Theresa Jackson*
Katie Jezierski*
Taylor Kelly, 1
Amanda Kibbe*
Maria Kronner*
Dakota Krul, 1
Alissandra Lavere*
Deanna Madaj*
Jessica Martin, 3
Maurene Maxfield*
Madison Ottenbacher*
McKensey Pizzo*
Tiffany Poirier, 1
Taylor Pratt, 4
Rebecca Reeves, 3
Charles Seigneurie, 2
Monica Short, 1
Annamay Smith*
Rachel Staweki*
Deborah Stein*
Caillie Stephenson, 4
Shalita Strobbe*
Aleia Thomas*
Cady Thomas*
Lacey Timperley, 4
Nathaniel Tucker, 1
Pamela Warsinski, 3
Kelly Webb, 1
Amanda Whitmore, 2
Amanda Wolfe, 2
Robert Wynkoop, 1

*New Employee



Volunteer Years of Service

33 YEARS OF SERVICE

Nancy Doehring

28 YEARS

Martha Koerber

25 YEARS

Bobbie Umlauf

23 YEARS

Liz Norris

20 YEARS

Joe Linert

15 YEARS

Anne Moore

14 YEARS

Michele Theisen
Martha Bennett-Lewis

13 YEARS

Mike Dobson
Betsy Egypt

12 YEARS

Kathy Bielicki
Fran Meyers

10 YEARS

Catherine Dommer
Tom Norager
Marinus Thoen

9 YEARS

Bill Egypt
Grace Sulkowski

8 YEARS

Judith Garijo
Kittie Stommel

7 YEARS

Sandra Armstrong

6 YEARS

Joyce Fairbanks
Rebecca Falk
Judy Liva

5 YEARS

Carl Erickson

4 YEARS

Lynnette Clouse
John Connors
Carolyn Crowe
Marilyn Cruickshank
Cathy Tache'
Julie Varady

3 YEARS

Pat Oldham

2 YEARS

Sheila Lasky
Mary Paull
Tom Paull

1 YEAR OR LESS

Emily Koppel
Barb Murtagh
Cody Seigneurie
Charlene Rams
Nicole Warnatsch

2021 Awards



Larissa John
BESS MACCULLOCH
SERVICE AWARD



Lucie Gillespie
DR. ELMORE SHOUDY
SERVICE AWARD



Haley Walsh
KINDNESS AWARD



Jennica Kelly
LEADERSHIP AWARD



Tom Paul
VOLUNTEER OF
THE YEAR AWARD



Leadership

BOARD OF DIRECTORS

Chair Linda McGrath, CPA
Frohm, Kelley, Butler, & Ryan, PC

Vice-Chair Richard Hotchkin
Senior Pastor
St. John's United Church of Christ

Treasurer Jay Lindsey
Retired Supervisor
DTE Energy

Secretary Nigar Hussain
Community Member

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

Paula Carnaghi, RPh (8/21 - present)
Pharmacist
Lake Huron Medical Center

James Currier (10/21 - present)
Attorney

Tina Fraley
Guardianship Liaison
State of Michigan – DHHS

Laura Godwin
Funeral Director & LPC
Pollock Randall Funeral Home

Mary Jarad
Community Member

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

Ann Murphy (1/21 - 4/21)
Retired Educator
Port Huron Area School District

Justin Neil
Broker/Owner
Justin Neil & Associates

Alice Rieves
Executive Director
Mid-City Nutrition

EXECUTIVE ADMINISTRATION

Angela DeLaere, MBA, FACHE
President & CEO

Mary Krestik, BBA
VP Finance & CFO

Stacey Lambert, RN, BSN, MSN-Ed
VP Clinical Operations, COO

SENIOR LEADERSHIP

Jessica Martin, RN, BSN
Director of Hospice

Greg Mason, MA, CCC-SLP
Director of Home Services & Infomatics

Steve McCorry, PHR, SHRM-CP (1/21 - 5/21)
Human Resources Director

LEADERSHIP

Heidi Benner
Volunteer Coordinator

Jennifer Fletcher, RN, BSN (10/21 - present)
Hospice Clinical Supervisor

Jennifer Hayes (1/21 - 10/21)
Business Development Representative

Jennica Kelly, RN, BSN
Quality Coordinator

Barb Lavery, RN (1/21 - 5/21)
Home Health Care Clinical Supervisor

Mariah Marone
Revenue Cycle Supervisor

Janet McCallum
Private Duty Supervisor

Maurene Maxfield RN, BSN (9/21 - present)
Home Health Care Clinical Supervisor

Waneta Reckker, RN (1/21 - 7/21)
Hospice Clinical Supervisor

Jeannie Westbrook
Administrative Asst/Office Coordinator

MEDICAL DIRECTORS

Dr. Doru Bali
Medical Director

Dr. Candance Kimpson Johnson (6/21 - present)
Associate Medical Director

Dr. Rajat Prakash (1/21 - 6/21)
Associate Medical Director

Dr. Edmond Fitzgerald
Volunteer Physician

HOME SERVICES QAPI COMMITTEE

Angela DeLaere, MBA, FACHE
Greg Mason, MA, CCC-SLP
Sue Bardon
Linda Crane, Community Member
Lori Fox, MSW
Michelle Jahn, PT, Community Member
Stacey Lambert, RN, BSN, MSN-Ed
Barb Lavery, RN (1/21 - 5/21)
Janet McCallum
Steve McMahan, OT, PTA
James Murphy, PT

HOSPICE QAPI COMMITTEE

Dr. Doru Bali
Sue Bardon
Heidi Benner
Jeanette Bloink, RN
Judy Convery, PA (1/21 - 4/21)
Ashley Danneels, Community Member
Breanna Day, LMSW
Angela DeLaere
Jennifer Fletcher
Stacey Lambert, RN, BSN, MSN-Ed
Jessica Martin, RN
Waneta Reckker, RN (1/21 - 7/21)
Bob Wynkoop, Chaplain

ETHICS COMMITTEE

Dr. Edmond Fitzgerald
Sue Bardon
Heidi Benner
Ashley Danneels, Community Member
Breanna Day, LMSW
Angela DeLaere, MBA, FACHE
Paula LaFortune, RN
Jessica Martin, RN, BSN
Bob Wynkoop, Chaplain



Accreditations & Memberships



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

(810) 984-4131 • VNABWH.ORG

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