



VNA Health Care

GROWING *for* TOMORROW

104 YEAR HISTORY 20th Anniversary as a Community Health Center



2022
ANNUAL REPORT

GROWING FOR TOMORROW

OUR MISSION:

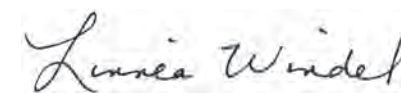
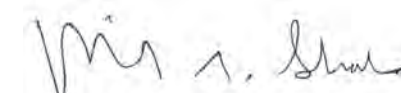
VNA Health Care is a humanitarian, not-for-profit organization that provides comprehensive primary care and community health services for people living in suburban Chicago and beyond. VNA strives to improve health equity and reduce health disparities with high quality, accessible, and compassionate care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

This year we celebrated VNA's 20th anniversary as a Community Health Center (CHC). Twenty years ago we converted our preventive primary care clinics (which had been operating since 1918) into comprehensive, patient-centered primary care clinics and applied for designation and funding from the Health Resources and Services Administration (HRSA). With recognition and the HRSA grant award in 2002, VNA began service as a CHC and served 6,000 individuals in the first year. This year, VNA will serve 75,000 people of all ages in health centers, homes, and community settings. In the space of 20 years, VNA has grown to serve more people who reside in suburban Chicago than any other Community Health Center.

VNA's team of family practice physicians, pediatricians, obstetricians, psychiatrists, nurses, nurse practitioners, social workers, pharmacists, nutritionists, dentists, optometrists, podiatrists, mammography staff, and others have cared for well over 500,000 individuals of all ages over these 20 years. And yet, there is much to do. Over 750,000 lower-income individuals reside in VNA's service area, sometimes with limited options for health care and many with complex health conditions that require coordinated care.

With a central mission to improve access to care and decrease health disparities, VNA aims to serve 100,000 individuals per year in the coming years. We will expand certain existing clinics and add new locations to support this growth. As always, we strive to provide high-quality, convenient, low-cost services that result in an excellent experience for each patient. Accordingly, we pledge our continued commitment to these pillars of practice in our approach to the delivery of care.

We look with excitement to our plans laid before us and the opportunity to serve more people in communities across suburban Chicago. Many thanks for your support as we have expanded over these past years and for supporting us as we move forward, growing for tomorrow.

Linnea Windel, MSN, RN, FAAN
President & CEO

Mike Shales, CPA
Chairman



VNA Increases Access to Care and Improves Health Equity

COMMUNITY HEALTH PROGRAMS FOR FAMILIES

- ▶ WIC Caseload **4,200+**
- ▶ Family Case Management Caseload **1,500+**
- ▶ Healthy Families' Home Visits **2,100+**



VNA BENEFITS ASSISTANCE

- ▶ Percentage of Uninsured Patients: **28.88%**
- ▶ Medicaid and SNAP applications completed: **4,800+**
- ▶ Other Benefits Inquiries: **1,600+**

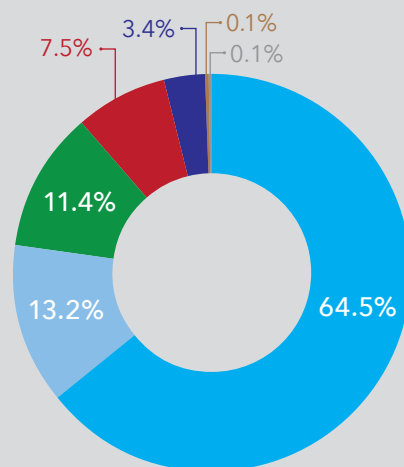


- ▶ Home Health Nurses deliver baskets of fresh fruit and vegetables to patients every week in the summer.



Viridiana Hernandez, MS, RDN, LDN, led a painting class with participants of Take a Break with VNA, a new program for older adults to reduce social isolation and to provide healthcare resources.

VNA offers a wide array of free classes and educational activities to patients and the community. Classes cover topics such as breastfeeding, financial wellness, nutrition, parenting, and prenatal health. The Walk with a Doc and Take a Break with VNA programs combine a light-hearted atmosphere with health care guidance from VNA health professionals.



Patient Ethnicity

| | |
|---|-------|
| Hispanic or Latino | 64.5% |
| White | 13.2% |
| Black or African American | 11.4% |
| Unspecified | 7.5% |
| Asian | 3.4% |
| American Indian or Alaska Native | 0.1% |
| Native Hawaiian or Other Pacific Islander | 0.1% |



VNA BY THE NUMBERS

- ▶ Health Center Patients Served **70,000+**
- ▶ Health Center Patient Visits **189,000+**
- ▶ HouseCalls Visits **1,100+**
- ▶ COVID-19 Tests to Date **65,000+**
- ▶ COVID-19 Vaccinations Administered to Date **100,000+**
- ▶ Pharmacy Prescriptions Filled **36,300+**



93% of VNA Patients ranked their care **Good or Excellent**



VNA has been recognized by the Health Resources & Service Administration (HRSA) for increasing access to enabling services based on social risk factors impacting patient health.



HRSA also awarded VNA the badge for Advancing Health Information Technology (HIT) for Quality as VNA has optimized HIT services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health data to increase access to care and advance quality of care.



Joliet Groundbreaking

▶ On June 21st, VNA was joined by community leaders for the groundbreaking of its newest health center located at 1501 West Jefferson Street in Joliet. The clinic will open in the summer of 2023.



Bensenville Opening ▼



The Bensenville Chamber of Commerce hosted a ribbon cutting ceremony for VNA's newly relocated health center in Bensenville. City officials and local community leaders joined VNA staff to unveil the expanded clinic.

An Award-Winning Team ▼

VNA Health Care received the Non-Profit Award from the Elgin Area Chamber of Commerce for its work providing COVID services in the community as well as a Partner of the Year award from Elgin U-46 School District for providing COVID-19 vaccination services. The VNA Health Care team has also received multiple awards for their exceptional service to the community including the Will County MAPP Heart Award and the Illinois House of Representative Certificate of Appreciation from Representative Stephanie Kifowit for VNA's role in organizing clinics to administer COVID-19 vaccines, boosters, and annual flu shots.



Caring for a Growing Community



access to care for those who would otherwise have difficulty obtaining health services. VNA received a request from the DuPage County Health Department (DCHD) and DuPage Health Coalition (DHC) to provide care for Venezuelan immigrants transported to the area from Texas. VNA collaborated with DCHD, DHC and the

VNA's mission is to serve all people with a focus on improving

Illinois Department of Human Services to provide initial care using VNA's mobile health care van with follow-up appointments at VNA clinics. The Tri-Town YMCA provided transportation for families to get to and from clinic visits. With the arrival of these newest members of our community, VNA builds on its aim to eliminate inequities in health care by serving everyone in need.

Outdoor Wellness Services ▼



In partnership with Fox Valley Park District, VNA helped improve the Wilbert Walters Park with exercise equipment and signage with healthy lifestyle suggestions spread throughout the newly revamped park. This will allow VNA to incorporate more outdoor activities into our free wellness services, including Walk with a Doc.

20th Anniversary Celebration as a Community Health Center ▼



In 20 years, VNA has grown from serving 6,000 patients to an anticipated 75,000 patients this year. Linnea Windel, President & CEO of VNA, spoke to local community leaders about continued plans to grow in the coming years.

VNA Improves its Digital Footprint ▶

In 2022, VNA launched its new website which provides patients with expanded information and resources regarding VNA services in a more user-friendly format. VNA also began producing a new digital short series called



VNA Today. The bilingual show provides timely patient health education and can be viewed on VNA's website, on social media and in VNA waiting rooms.

20th Anniversary as a Community Health Center

For over ONE HUNDRED years...

Before there was an industry called health care...

Before there was Medicare, Health Insurance or Third Party Payers...

Before there were hospitals in many communities

...There was **VNA, bringing health care wherever it was needed.**

Founded in 1918, VNA celebrates its 20th Anniversary as a Community Health Center and anticipates serving 75,000 individuals this year in 16 locations across suburban Chicago.



2002
VNA designated as a Community Health Center

VNA opened its first School-Based Health Center in East Aurora High School



VNA remodeled the 56,000 square-foot 400 North Highland Avenue building in Aurora

2002

2006

2003

VNA starts providing dental services



Name updated to VNA Health Care and new logo unveiled

2011



2012



Mobile Clinic Van and VNA Health Centers in Bensenville, Bolingbrook, Carol Stream, and Elgin Villa Street open

2008

VNA Mammography Center opened to provide advanced digital mammography services for people with little or no insurance

Expansion in Aurora with a new health center on Indian Avenue and a new dental clinic at the Highland location

2013



2014

First Healthy Lifestyle Center & Wellness Kitchen opened at Highland Avenue with the launching of Step-by-Step wellness programming and the Fresh First Farmers Market program to improve nutrition and encourage healthy eating



2015

New health center opened for service in Joliet



VNA Health Care established services at DuPage County Health Department

2019



A second health center in Carol Stream opened in the Mona Kea Professional Park



2019

VNA launched Medication Assisted Treatment services for Opioid Use Disorder in support of local and national efforts to address the opioid crisis

In collaboration with the City of Aurora, Aurora Township and Pace, a shuttle-bus service for VNA patients was started in January 2020

2020



2020-2021

VNA served on the frontline to provide COVID tests and immunization services. VNA has administered 100,000 doses of COVID-19 vaccines



2022

VNA relocated the Bensenville health center to 213 W. Main St.



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"Remember to celebrate milestones as you prepare for the road ahead."
—Nelson Mandela

Over the past 20 years, much has been accomplished. And yet, until every one of our neighbors has access to health care that meets their needs, VNA will continue to work to address those needs—just as it has for over one hundred years. This is why we will be Growing for Tomorrow, increasing the depth and breadth of services VNA offers in order to provide care for 100,000 patients a year.

Our bold vision includes plans for:

- Transition of VNA's Electronic Medical Record to EPIC and a new patient portal, MyChart
- Opening of a drive-through pharmacy at our Elgin Health Center on Villa Street
- Increased obstetric and pediatric services for families with the expansion of VNA's Health Center at Indian Avenue in Aurora to include more exam rooms and enhanced services
- Opening of a new VNA Health Center in Joliet
- Expansion of the VNA Career Pathway Program in partnership with the Edward-Elmhurst Health Community Investment Fund and the Aurora Women's Empowerment Foundation in order to advance education and deepen the meaning of the future career experience



- Expansion of VNA Wellness Services including classes and programs like Walk with a Doc
- Improvements at the VNA Health Center campus on Highland Avenue to accommodate health center access for growing volumes of pedestrians and vehicles
- Expansion of care for older adults including all-inclusive medical services and social assistance to support seniors living independently in communities across the VNA service area
- Expansion of mental and behavioral health services including additional substance use disorder services



Senior Leadership Team

- | | |
|--|--|
| Linnea Windel, RN, MSN, FAAN President & Chief Executive Officer | Laura Peterson VP of Marketing & Communications |
| Claire Dobbins, RN, MS, NE-BC VP of Clinical Services/Chief Clinical Officer | Theresa Powell Williams AVP of Employee Services |
| Fadel Azer, MD, FACOG Medical Director | Jordan Scofield, JD, BSN, RN AVP of QI, Risk Management & Corporate Compliance |
| Amy Baudouin, FMP VP of Facilities & Office Operations | Michelle Sexton, FNP-BC AVP of Health Center Operations |
| Sonny de Rama VP of Development & Innovation | Tammy Spooner VP of Revenue Cycle & Collection Management |
| Jim Hojnacki VP of Administrative Operations | Jill Stevens Controller |
| Sangmesh Jabshetty, MD Medical Director | |

Governing Board and Advisory Boards

Governing Board

- | | |
|--|---------------------------------|
| Mike Shales Chairman | Alma Harrell Director |
| Byron Saum 1st Vice Chairman | Kathe Pava Director |
| Miriam Smith 2nd Vice Chairman | Mary Taylor Director |
| Gary Ahasic Secretary | Maria Topete Director |
| Kristine Marsh Treasurer | |
| Charles Brown Director | |
| Diana Conde Director | |
| Jeff Eilert Director | |
| Lucy Ferrer Director | |

Elgin Advisory Board

- Carol Gieske**
Chairman
- Kimberly Dewis**
- Dan Fox**
- Joan Kanute**
- Amber Peters**
- Kim Plate**
- Laurie Schachtner**
- Dawn Silfies**

DuPage Advisory Board

- Kara Murphy**
Chairman
- Ken Bartels**
- Adam Forker**
- Marla Fronczak**
- Geri Kerger**
- Marcie Lafido**
- Bette Lawrence-Water**
- Amanda Nonnie**
- Christy Poli**
- April Redzic**
- Dawn Roznowski**
- Lara Schwarz**

Donors & Grantors

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.



Donors

- Amazon Smiles
- Anonymous
- James Bachman
- Ken Bartels
- Benevity Community Impact Fund
- Charles & Mary Kay Brown
- Gregg & Jan Buchner
- J.R. Carson
- Janet S. Craft
- Dr. Jeffries Eilert
- John & Jean Frana Charitable Gift Foundation
- Patrick & Lora McGuire
- James & Katherine Navota
- Terence & Kimberly Olah
- Neal & Mary Clark Ormond
- David & Jeri Ott
- John & Sue Potter
- John & Shirley Roesch
- Daniel & Susan Russo
- Duane & Jeaneen Suits
- Donna M. Tabernacki
- United Way of Greater Milwaukee and Waukesha County
- Ken Vass
- Linnea Windel

- Janet Zengel
- Laura Zimmerman
- In Honor of Fred Barnard**
- Dr. Laura Anderko
- In Memory of Irene V. Campbell**
- Irene V. Campbell Trust
- In Memory of Marlisa Ebeling**
- Richard Ebeling
- In Memory of Floyd Hoffman**
- Richard & Anne Dietz
- In Honor of Doris A. Kroll**
- Doris A. Kroll Trust
- In Memory of Walter F. Meinert**
- MaryAnn Andrews
- In Memory of Joan Mennie**
- Mary Tetzlaff
- In Memory of Steven R. Norris**
- Leota Norris
- In Honor of Melanio & Matilde Padernal**
- Agnes F. Padernal
- In Memory of Sherman Rosen**
- Sarene Rosen

In-Kind Donations

- Direct Relief
- Jerry's Welding

A Century of Service

- Cordogan Clark & Associates

Community Partner Events

- Give a Girl a Mammogram**
- Rosary High School

Give a Girl a Mammogram

- Paul Abel
- Edith Aguilar
- 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
- Brenda Spooner
- Tammy Spooner
- Susan Stefanski
- Jill Stevens
- Liang Tang
- Priyanka Tiwari
- Anahi Valenzuela
- Blanca Vargas
- Rachel Warner
- Erin Weldon
- Linnea Windel
- Laura Zimmerman

- Jordan Scofield
- John & Tammy Spooner
- Beverly Weldon
- Erin Weldon
- In Memory of John S. "Jack" Shales**
- Mike & Petrecia Shales

Healthy Families

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

Home Based Services

- In Memory of Samuel G. Gustavson**
- Linda E. Gustavson

In Memory of Evelyn M. Lottero

- Bernadette A. Gleeson

In Memory of Agnes Gaetana Marquard

- Julie Hansen

Mental & Behavioral Health

- Sharon Swanson

Pediatrics

- Anonymous

Vision Clinic

- Lions District 1J
- Warrenville Lion's Club

Wellness Programs

- Clifford G. Pensyl

VNA Expansion

- Anonymous

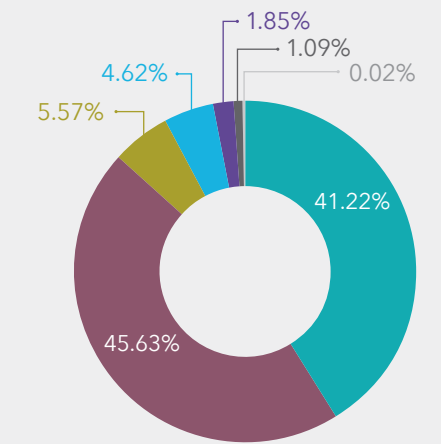
VNA Shuttle Bus - In-Kind Supporters

- Aurora Township
- City of Aurora
- Pace Suburban Bus

Grant Supporters

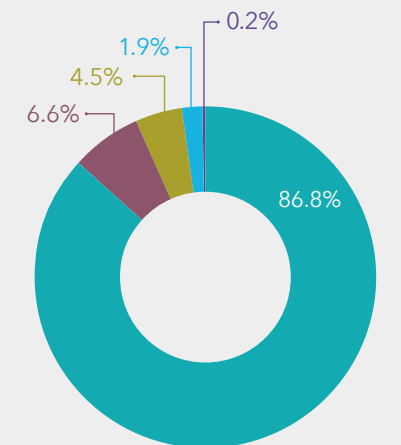
- American Cancer Society - CHANGE Program
- Aurora Women's Empowerment Foundation
- Blue Cross Blue Shield of Illinois
- The Chicago Community Foundation - Anonymous Donor - Advised Fund
- Delta Dental of Illinois Foundation
- Dunham Foundation
- DuPage Medical Group Charitable Fund of the DuPage Foundation
- Edward-Elmhurst Health Community Investment Fund
- Federal Bureau of Primary Healthcare
- Fox Valley United Way
- Health Resources & Services Administration
- Illinois Children's Healthcare Foundation
- Illinois Department of Human Services
- Illinois Department of Public Health
- Illinois Primary Health Care Association
- INC Board, NFP
- Kane County
- Kane County Health Department
- Kendall County
- Northwestern Memorial HealthCare
- The Rotary Club of Naperville
- Rush Copley Foundation - Fox Valley Heart Fund
- Start Early
- Susan G. Komen
- United States Department of Agriculture
- United Way of Metropolitan Chicago
- University of Chicago - IL-Cares

Financial Overview



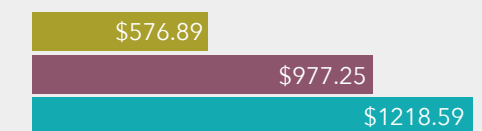
Sources of Revenue FY22

| Source | Percentage |
|-----------------------|------------|
| Grants | 45.63% |
| Medicaid | 41.22% |
| Insurance | 5.57% |
| Self-Pay | 4.62% |
| Medicare | 1.85% |
| Contributions - Other | 1.09% |
| Interest | 0.02% |



Charitable Care FY22

| Category | Amount | Percentage |
|---------------------|--------------------|------------|
| Primary Care | \$6,010,042 | 86.8% |
| Mental Health | \$455,672 | 6.6% |
| Home-Based Services | \$310,507 | 4.5% |
| Dental | \$131,033 | 1.9% |
| Mammography | \$17,501 | 0.2% |
| Total | \$6,924,755 | |



Cost Efficiency: Community Health Centers Annual Cost of Care per Patient

| Entity | Annual Cost of Care per Patient |
|---------------|---------------------------------|
| VNA | \$576.89 |
| Illinois | \$977.25 |
| United States | \$1,218.59 |

VNA Health Care Locations: 2022



1



8



9



2



5



10



3



6



11



4

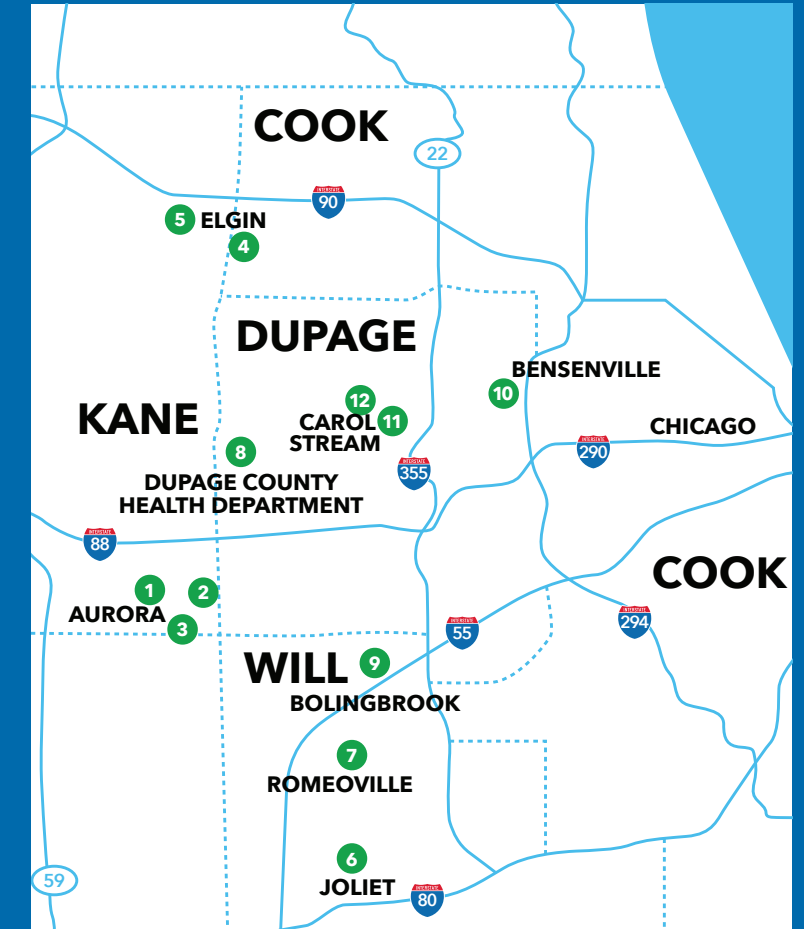


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12

- 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**
2400 Glenwood Ave, Suite 210
Joliet, Illinois 60435
- 7 **VNA Health Center | Romeoville**
Designated School-Linked Health Center for D365U | Romeoville
160 N. Independence Blvd.
Romeoville, Illinois 60446
- 8 **VNA Health Center at DuPage County Health Department | Wheaton**
111 North County Farm Road, First Floor
Wheaton, Illinois 60187
- 9 **VNA Health Center | Bolingbrook**
396 Remington Blvd., Suite 230
Bolingbrook, Illinois 60440
- 10 **VNA Health Center | Bensenville**
213 W. Main St.
Bensenville, Illinois 60106
- 11 **VNA Health Center | Mona Kea**
397 S. Schmale Rd
Carol Stream, Illinois 60188
- 12 **VNA Health Center | Carol Stream**
350 S. Schmale Rd., Suite 150
Carol Stream, Illinois 60188



Annual report video library

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



VNA Health Care

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