



Celebrating 90 years 1913-2003

Mission Statement: We provide quality, compassionate care at home.

MESSAGE FROM HELEN GENCO, PRESIDENT/CEO

Planning, change and achievements have marked BAVN's 90th year.

Our Board reviewed and recreated our strategic plan. Efforts of staff and board members contributed to the process and our new mission statement is brief, focused and meaningful for all: We provide quality, compassionate care at home.

We developed and implemented a business plan for Pathfinders: Support for grieving children. The plan provides focus and direction for expansion of our services.

We implemented a point of service software. This product minimizes duplication of data entry and maximizes accuracy of clinical record entries while assuring capacity to bill for services and generate management reports in a timely manner for decision making. All employees played an important role in the implementation.

We studied and responded to our use of the OASIS assessment tool. Over a period of one year we markedly improved the accuracy of our use of that tool, thus optimally reflecting the service care needs of our patients.

We achieved deficiency free Medicare surveys for both our home care and hospice programs. We earned a score of 92% on our JCAHO survey. BAVN's patients continue to rank their satisfaction with our services at or above the national database.

As we close the year we are looking ahead to implement our strategic plan. Its focus on customer service, quality and fiscal responsibility sets a firm direction for all of us in 2004.

Thanks to our Board, staff, volunteers and community supporters for all of your efforts. Your belief in and support of our work is appreciated.



Betty Berger and Kay Lebowitz celebrating at BAVN's 90th anniversary party.

Board of Directors

Officers:

- Edward Gould - Chairman
Jane Irving - Vice Chairman
Irene Marshall - Secretary
Bruce Reddy - Treasurer

- Cathy Harriman
Jean Keef
Shawn Lewin
Helen McKinnon
Sandy Rothera
Alanna Stetson
Leslie Stewart
Thomas Openshaw, MD

- Margaret Atwood*
Jean Hamilton
Jane Hanson

*Deceased

2003 Annual Report

Personnel Committee:

Edward Gould, Chair
 Jane Campbell
 Jane Irving
 Jean Keef
 Rhonda Ralph, RN
 Leslie Stewart



Professional Advisory Committee:

Rhonda Ralph, RN, Chair	Bernard Miller, Rph
Rev. Thomas Benson	Helen McKinnon, RN
George Bostwick, MD	Rhonda Morneault, RPT
Gloria Cote, RN	Thomas Openshaw, MD
Debbie Dwyer, RN	Maureen Perry, RN
Susan Holt	Christine Stevens, RN
Carol Leech	

Record of Services

Home Health Visits (BAVN):	13,078
Hospice Visits (HOEM):	2,772
BAVN Patients Served:	662
HOEM Patients Served:	99
Flu Shots:	3,217
Total Volunteer Hours:	7,460
Pathfinders participants served:	110

(This number reflects the total number of attendees.)

Margaret Atwood (1918-2003)

We were saddened by the recent death of Margaret Atwood this past September. Margaret served on our board of directors for more than 20 years and became known as our resident historian. Her hard work on our behalf will be missed.

REFERRAL THANK YOU

We gratefully acknowledge our referral sources. Thank you for making us a part of your healthcare team in 2003. We appreciate your trust in our ability to deliver quality care to your patients. We look forward to serving you and your patients in 2004.

THANK YOU DONORS

Your contributions make a statement that you support the important work we do in the community. Thank you for believing in our programs and services. We are grateful for your trust in us and hope to earn your confidence again in the coming year.

All donors to Bangor Area Visiting Nurses and Hospice of Eastern Maine will be recognized in the Eastern Maine Charities 2003 Report on Philanthropy - a supplement to the Eastern Maine Healthcare Annual Report. We'll be mailing your copy of both reports early in 2004.

Bangor Area Visiting Nurses and Hospice of Eastern Maine are: state licensed, Medicare certified, accredited by the Joint Commission of Accreditation of Healthcare Organizations.

A United Way Agency 

