

Contact Information



2011-2012 VNSNY Total Care Guide

For more information or
to arrange for our services:

Visiting Nurse Service of New York
1-888-VNS-1-CALL (1-888-867-1225)

Visit VNSNY Online:



www.vnsny.org



<http://blogs.vnsny.org>



www.vnsnychoice.org



www.partnersincareny.org



*A Guide to the Programs
and Services of the
Visiting Nurse Service of New York*

2011-2012 VNSNY Total Care Guide



This pocket guide will help you get to know the wide range of services and programs offered by the **Visiting Nurse Service of New York**.

If you know someone who needs home health care or a Medicare and Medicaid health plan, consult this guide. Chances are, we can provide whatever care or services that are needed.

Still not sure whether VNSNY provides a certain service? Just call us at: **1-888-VNS-1-CALL** (1-888-867-1225) or **212-609-7300**.

For hospice-related referrals or questions, please call VNSNY Hospice Care: **212-609-1900**.

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For referrals or questions about private pay services, please call Partners in Care: **1-888-9-GET HELP** (1-888-943-8435) or **212-609-7700**

For referrals or questions related to VNSNY CHOICE Medicare or VNSNY CHOICE MLTC, please call: **1-866-867-0047** or **212-609-4966**



VNSNY At a Glance

The **Visiting Nurse Service of New York (VNSNY)** is the largest not-for-profit home health care organization in the nation.

VNSNY was founded in 1893 by Lillian D. Wald, the first public health nurse.

On any given day, VNSNY has more than 30,000 patients in our care.

In 2010:

- Total Patients Served: 140,000
- Total Professional Visits: 2,428,100
- The average age of a VNSNY patient was 73 years old. The youngest patient was only a few days old; the oldest was 111.
- VNSNY provided care to more than 550 patients who were over 100 years old.
- Approximately 63% of our patients were female.
- More than 30% of our patients spoke languages other than English.
- Hospitals were the largest single source of referrals for VNSNY.
- Diabetes, hypertension, symptoms involving the nervous and the musculoskeletal system, heart failure, and chronic ulcer of the skin are among the most frequent diagnoses of our patients.

Staff

Total Employees:	15,300
Registered Nurses:	2,600
Rehabilitation Therapists: <i>(physical, occupational, speech)</i>	520
Social Workers:	575
Other Clinical Professionals: <i>(physicians, nutritionists, psychologists)</i>	130
Home Health Aides:	8,710
Home Attendants:	640

- Collectively, VNSNY staff members speak more than 50 languages.
- In 2010, our youngest employee was 18 years old, and our most seasoned employee was 86 years of age.
- Since 2005, VNSNY and its staff have received more than 60 regional and national honors from the American Public Health Association, *The New York Times Tribute to Nurses*, Visiting Nurse Associations of America, the National Association of Hispanic Nurses, New York University College of Nursing, Home Care Association of New York State, *Crain's New York Business* and many others.

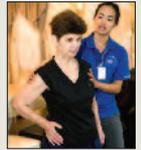
Charitable Care and Community Benefit

In 2010, VNSNY provided \$27.5 million in charitable care and community benefit, which included \$12.7 million to provide direct home care services to more than 5,000 underinsured and uninsured New Yorkers.

These charitable care dollars also went to pay for medications for the neediest; wigs for cancer patients; and home-safety items for the frail elderly. A wide range of community initiatives—from services to children and families, to programs facilitating aging in place—received critical support to operate and grow.

We also provided free health education and screenings to thousands of New Yorkers throughout our New York service area.

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Short-Term Services (Acute Care)

VNSNY Short-Term (Acute Care) Services include:

- Skilled Nursing
- Physical, Occupational and Speech Therapies
- Home Health Aide Care and Companionship
- Medical Social Work
- Behavioral Health Specialty Care
- Nutritional Guidance
- Infusion Care



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To make a referral, please call:
1-888-VNS-1-CALL
(1-888-867-1225)

Skilled Nursing

Overview of Services

VNSNY's **Skilled Nursing** program serves clients 18 years of age and older with a range of skilled nursing or rehabilitation therapy needs. This program is the primary point of entry for most VNSNY patients. Specialized services are available for individuals with illnesses such as asthma, diabetes, congestive heart failure and cardiopulmonary disease.

Target Population

Patients 18 years of age or older

Areas of Service

Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Nassau and Westchester Counties

To learn more about this program, please call:

Referral Services: 212-609-7500



2

To make a referral, please call:
1-888-VNS-1-CALL
(1-888-867-1225)

Physical, Occupational and Speech Therapies

Overview of Services

At VNSNY, **Rehabilitation Services** encompasses over 520 physical, occupational and speech language therapists. Our skilled rehabilitation therapists work with patients, families and caregivers to improve and/or rebuild speech, movement and memory. They focus on promoting independence in activities of daily living and on optimizing functional abilities.

Specialized services include:

- Physical therapy for post-operative joint replacement
- Cardiopulmonary rehabilitation
- Fall prevention product: Strong Foundations
- Telehealth services to augment speech therapy care at home

Rehabilitation therapists provide: evaluation and assessment in home to identify:

- The patient's physical and cognitive ability to function at home
- The need for adaptive and/or assistive equipment and devices
- A comprehensive safety assessment, including identifying environmental barriers and fall risk

- Assessment of patient and family support system for participation in the rehabilitation plan of care
- In-home education and training program
- Based on assessment and the patient's own goals, establishment of an individualized rehabilitation program designed to maximize independence and improve a patient's functional abilities
- Services are available to all VNSNY programs, including Acute Care, Hospice, Congregate Care, Long Term Home Health Care Program, Pediatrics and other specialized programs, such as VNSNY CHOICE MLTC

Areas of Service

Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Nassau and Westchester Counties.

To learn more about Rehabilitation Services, please contact:

Region	Phone number
Brooklyn	718-787-3017
Manhattan	212-760-3150
Queens	718-888-6920
Staten Island	718-477-4750
Bronx/Westchester	718-536-3249
Nassau County	516-942-4516

Behavioral Health Specialty Care

Overview of Services

The Visiting Nurse Service of New York's **Behavioral Health Specialty Care** is for patients who exhibit behavioral health symptoms that include, but are not limited to, the following:

- Depressive disorders
- Anxiety disorders
- Bipolar disorder
- Schizophrenia
- Dementia



Our behavioral health services are provided by a team consisting of psychiatrists, psychiatric nurse practitioners, psychiatric clinical nurse specialists and specialty trained psychiatric registered nurses. Services are provided according to Evidence

Based Practice guidelines which incorporate both clinical protocols and prescribed visit guidelines.

These services are administered in the home setting and include the following interventions:

- Psychiatric evaluations and capacity determinations
- Psychopharmacology consultations
- Skilled counseling and psychotherapy using cognitive behavioral therapy techniques
- Patient and caregiver education
- Management of psychotropic medications

The success of the program's interventions are measured by using screening instruments and comparing how the patient was before receiving services with how the patient was upon discharge from this program.

In addition, the Behavioral Health Program incorporates a prescribed number of visits for teaching/training activities for caregivers who care for loved ones with progressing dementia. The program is designed to reduce caregiver stress through teaching and supportive counseling about the nuances of caring for a person with dementia. Perceived "caregiver burden" is measured prior to and after the prescribed visits are completed.

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To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

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To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

Short-Term Services

Target Population

The program serves young adults, such as post-partum mothers, as well as the elderly who may experience late-life anxiety or depression. The program attempts to stabilize and improve the behavioral health symptoms of the patient and/or caregiver. In doing so, we hope to prevent deterioration of the patient's medical and psychological illnesses and, ultimately, reduce subsequent hospitalizations.

Areas of Service

Manhattan, Brooklyn, Bronx, Queens, Staten Island and Nassau County.

To learn more about the Behavioral Health Specialty Care program, please contact:

behavioralhealthreferral@vnsny.org



To make a referral, please call:
 1-888-VNS-1-CALL
 (1-888-867-1225)

Infusion Care

Overview of Services

The **VNSNY Infusion Team** is a specialized nursing team within the certified home health agency. Its goal is to provide high-quality integrated infusion service. We deliver the most advanced direct patient care, patient education and coordination of services in a safe and cost-effective manner.

The majority of home infusion services in our service areas are delivered by specialty pharmacies that focus only on the IV therapy. Our team has contractual relationships with premier specialty pharmacies and our nurses are an integrated part of a health care team that is focused on treating the total patient.

Target Population

This program is for adults with acute and long-term illnesses, children of all ages, seniors and transplant patients and patients with cancer, HIV, or multiple sclerosis.

The VNSNY Infusion Team provides the following therapies:

- Anti-infective and antiviral therapies
- Immunoglobulin

To make a referral, please call:
 1-888-VNS-1-CALL
 (1-888-867-1225)

- Total parenteral nutrition
- Hydration as well as subcutaneous hydration
- Continuous patient-controlled analgesia via IV and epidural routes
- Factor administration
- Inotropic therapy pre-cardiac transplant and palliative CHF
- Steroid administration for multiple sclerosis
- IV diuretics to assist with CHF management
- Home chemotherapy
- Pediatric infusions in collaboration with MCH/Pediatric programs
- Anti-chelating agents such as deferral for iron overload
- PICC (peripherally inserted central lines) and midline insertion for selected candidates
- Coordinated home chest x-ray with PICC insertion

- On-call service is provided by the infusion staff for our clients after working hours

(All intravenous therapies require delivery through special venous catheters.)

Areas of Service

Manhattan, Brooklyn, Queens, Bronx and Nassau County

To learn more about this program, please call:

212-609-6320

(Fax: 212-290-1598)

Home Visiting Physicians

Overview of Services

VNSNY's **Home Visiting Physicians** is a collaborative relationship between the nurses in Team 85 and the interdisciplinary team at Mount Sinai Medical Center. The program, which serves a broad range of needs for patients and their families, provides homebound patients with medical care visits, skilled nursing care, rehabilitation services, social work services, transitional care, palliative and end-of-life care in the home. The Mount Sinai team consists of attending physicians, advanced practice nurses and medical social workers. Together, we provide high-quality care and social support to the homebound population throughout Manhattan.

The VNSNY nurse and the Mount Sinai physician perform joint home visits as well as participate with clinical rounds on a routine basis to ensure that a comprehensive plan of care is in place to promote the health and well-being of patients and their families. This collaborative practice promotes optimal clinical assessment and interdisciplinary collaboration unique to the VNSNY's Home Visiting Physicians Program. The philosophy of this program provides

clinical evidenced-based clinical practice in the home as demonstrated by decreasing hospitalization rates and promoting a team of experts in the delivery of services.

Target Population

Homebound adults

Service Area

Manhattan

To learn more about this program, please call:

212-609-6281

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To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

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To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

VNSNY Long-Term Services include:

- Nursing Home Without Walls — Long Term Home Health Care Program (LTHHCP)
In-home geriatric and HIV/AIDS care through skilled nursing, rehabilitation therapies, nutritional and social work counseling
- HIV/AIDS Services
- Housing-Based Care (Congregate Care)
- Meals On Wheels
- Home Attendant Care



Nursing Home Without Walls — Long-Term Home Health Care Program (LTHHCP)

Overview of Services

VNSNY's **Long-Term Home Health Care Program (LTHHCP)** is an alternative to nursing home placement for the 4,000 patients we care for annually. We help the chronically ill and disabled to continue living in the community and contributing to society. Under the direction of physicians, we provide coordinated services tailored to patients' needs. We utilize a hands-on multi-disciplinary approach to prevent complications and unplanned hospitalizations. In addition to skilled nursing, physical therapy, occupational therapy, speech therapy and social work, patients in the LTHHCP have access to services that Medicaid would not typically cover. These include, but are not limited to, nutrition counseling, light housekeeping, heavy-duty housecleaning, moving assistance, PERS, social day care and pastoral care.

Eligibility

Patients must be 18 years of age or older and be Medicaid eligible or dually eligible for Medicaid and Medicare.

Long-Term Services

Areas of Service

Bronx, Brooklyn, Manhattan, Queens and Nassau County

To find out more about Long-Term Services or to make a referral, please call:

1-866-599-1075

HIV/AIDS Services

VNSNY has been providing home health care services to people with HIV/AIDS since the start of the epidemic in the 1980s. Today, we are the largest provider of HIV/AIDS services in New York City. Each year, more than 1,200 men, women, and children receive a comprehensive range of health and supportive services from us. The mission of **VNSNY's HIV/AIDS Services** Department is to provide care and support to people living with HIV/AIDS, educate health care professionals in the latest treatment regimens and provide technical assistance in managing the complex medical and psychosocial issues affecting our patients. The three programs sponsored by AIDS Services are: **HIV/AIDS Treatment Adherence Initiatives** and the **Family Support Team**.



HIV/AIDS Treatment Adherence Initiatives

Since the beginning of the HIV epidemic, the AIDS Services Department has played a key role in educating and supporting health care professionals in the latest treatment options for patients. Our Treatment Adherence team has also become an important resource for helping patients maintain their regimens.

Services provided:

- A basic class in HIV/AIDS is offered six times a year.
- A one-day HIV/AIDS class is offered monthly for home health aides and home attendants.
 - Distribution of Treatment Adherence tools for patients: HIV self-care guide, medication reminders such as watches and beepers and "Know Your Labs" card.
- Treatment Adherence staff members are available to speak at community organizations, churches and civic groups on HIV/AIDS and prevention.

For more information about the AIDS Services program, please call:

212-609-1690

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

Long-Term Services

Family Support Team

Overview of Services

Funded by the Ryan White HIV/AIDS Modernization Act of 2006, the **Family Support Team** provides a network of services to support families affected by and coping with HIV. The program takes a comprehensive approach and provides a variety of disciplines to address each family member's medical and psychosocial needs. Our staff includes advanced practice nurses, social workers, psychiatrists, nutritionists and homemakers.

We provide:

- Homemaking
- Social work counseling
- Psychiatric consultation and evaluation
- Medical consultations with an advanced practice nurse
- Referrals and links to financial, legal, housing, case management and drug treatment programs.

Target Population

Our Family Support Team provides services to many types of HIV-affected families, including:

- Families with children or adolescents who are acting out
- Family members who do not adhere to medical regimens
- Families in which the parent or guardian is ill and needs assistance with child care
- Families with mental health problems
- Families with current or past substance abuse problems

To be eligible, at least one family member must be documented as HIV-positive, with at least one child or adolescent, eighteen or under, living in the home.

We are dedicated to serving the uninsured and underinsured.

Areas of Service

Bronx, Brooklyn, Manhattan and Queens

For more information about the Family Support Team program, please call:

212-609-1690

Housing-Based Care (Congregate Care)

Overview of Services

The **Congregate Care** program provides home care services to elderly and/or disabled persons residing in a variety of housing settings. A dedicated nurse is assigned to the housing location. The nurse is responsible for providing and coordinating VNSNY-certified home health care services that are covered by health insurance. In addition, the assigned nurse is also available to all residents within the building for health promotional activities, at no cost to building residents.

The nurse can provide important health information, health screenings, health education and health resources aimed at assisting residents in maintaining their highest level of independence. The Congregate Care program staff works with building management, tenant or co-op board leadership, and staff of other on-site programs, in an effort to develop a meaningful program based on the particular needs of each location.

Target Sites

- Adult homes
- Public housing for the elderly and disabled
- Section 202 supportive housing for the elderly
- Single Room Occupancy (SRO) facilities

- Naturally Occurring Retirement Communities (NORCs)
- Senior housing
- Assisted living facilities
- Private apartment buildings
- Co-op apartment buildings

Areas of Service

Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Westchester and Nassau Counties

To learn more about this program, please call:

1-888-VNS-1-CALL (1-888-867-1225)



Meals On Wheels

Overview of Services

Meals On Wheels, which is funded by the New York City Department for the Aging and Citymeals-on-Wheels, provides free, home-delivered nutritious meals (including Korean, Chinese, Kosher meals, frozen meals with twice-per-week delivery) to homebound seniors in Queens. The meals are served between the hours of 9:30 AM and 3 PM. In addition, Meals On Wheels provides:

- Telephone reassurance and friendly visits to seniors living alone through a volunteer program
- Information and referrals to community services



Target Population

Homebound seniors (60 years old and older) living in Queens who meet the following criteria:

- Must be 60 years old or older;
- Lacks support and doesn't have family who can cook for them;
- Physically or mentally impaired, unable to cook for themselves and unable to attend meals at a senior center or other congregate care site;
- Receiving home attendant services (not exceeding four hours per day).

After the initial assessment, a case manager visits the individual to review his or her status approximately every six months. A friendly call is made every two months.

Areas of Service

- Queens — Community Districts 1, 2, 3, 4, 5, 6, 7
- For the VNSNY CHOICE MLTC program, Meals On Wheels delivers throughout Queens.

To learn more about this program, please call:

718-482-8620
(Fax: 718-482-8639)

Home Attendant Care

Overview of Services

VNSNY Family Care Services (FCS), a licensed home care services agency, was organized in February 1984 as a not-for-profit subsidiary of the Visiting Nurse Service of New York to provide home attendant and housekeeper services to residents of the Bronx, under contract to the Human Resources Administration of New York (HRA).

FCS home attendants are paraprofessional workers who provide personal care to clients in their homes. Registered nurses provide bi-annual patient assessments to clients under care. Since January 1986, FCS has subcontracted with VNSNY Home Care's AIDS Project, providing home attendant services to persons living with AIDS.

Target Population

- Family Care Services provides care to clients of all ages.
- All clients must have Medicaid, or be Medicaid eligible, and be referred to Family Care Services from HRA through the CASA offices, or through VNSNY Contract Administration.

Areas of Service

Family Care Services provides home attendant services to HRA clients living in the Bronx. FCS provides home attendant services to VNSNY clients in the Bronx, Manhattan and Brooklyn.

To learn more about our Family Care Services program, please call:

718-742-5100

VNSNY Children and Family Services include:

- Maternity, Newborn & Pediatrics
- Pediatric Palliative Care Program
- Diabetes Care Management Program
- Nurse-Family Partnership
- Early Head Start and Early Steps Family Center
- Fathers First Initiative and Bronx Fatherhood Program

VNSNY's **Children and Family Services** provides a comprehensive array of services and programs to pregnant women, new parents and their infants, and to children with acute and chronic illnesses. These services are designed to provide both immediate, short-term assistance as well as care and support over an extended period of time.

Maternity, Newborn & Pediatrics

Overview of Services

VNSNY's **Maternity, Newborn & Pediatrics** program provides family-focused home care for children up to the age of 18. We provide both short-term care to children with acute care needs as well as long-term care for children with chronic illnesses. Their diagnoses may include: complications of prematurity, respiratory disorders such as asthma, diabetes, AIDS, seizure disorders, sickle cell anemia, congenital anomalies, failure to thrive, childhood cancers, neurological and cardiac conditions. In addition to skilled nursing care, we provide rehabilitative care, home health aide services, parent advocate and social work services, assistive technology and parenting education around the care needs of the ill child.



VNSNY's **Maternity, Newborn & Pediatrics** program provides care to pregnant and postpartum women and their newborns. Some of the high-risk antepartum conditions we address include: diabetes, pre-term labor, hypertension and HIV.

We also provide care for mothers with postpartum complications including post-cesarean wound care. And we provide education regarding newborn care, growth and development, infant safety and infant nutrition.

We work closely with families and physicians to ensure the best outcomes for children. We provide age-appropriate education in self-care. We are available to patients as needed and as covered by Medicaid, third party insurers, and charitable care dollars.



Areas of Service

Bronx, Brooklyn, Manhattan, Queens and Nassau County

To learn more about this program, please call:

1-888-867-1225
(Fax: 212-290-3939)



Pediatric Palliative Care Program

Overview of Services

Our **Pediatric Palliative Care Program** offers services and support available to children and families who have complex, long-term and life-threatening or life-limiting illnesses. These services are provided by VNSNY pediatric nurses and other clinicians that have special training in caring for children with long-term and life-threatening illnesses.

Services include:

- Home visits from team members who, over time, may include a nurse, social worker, physician and/or counselor who are all specially trained.
- The clinical support and expertise of a team who will review the case with a holistic approach to the child's care. Full support for pursuing treatments aimed at curing the child.
- Full support for palliative care treatment options designed to maximize a child's freedom and happiness.
- Emotional support for difficult decisions regarding care.
- Support for the family's personal belief system, regardless of religion.

This service is currently available to children and families in Brooklyn.

To learn more about the Pediatric Palliative Care program, please call:

718-787-3230



To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

Diabetes Care Management Program

Overview of Services

Our **Diabetes Care Management Program** was designed for teens and pre-teens with type 1 diabetes and their families. Services are provided in their own home by a VNSNY registered dietitian and social worker who have special training in diabetes and in helping to make behavioral changes. There is no charge for these services and care is coordinated with the teen's physician. A Certified Diabetes Educator provides individualized diabetes education based on the teen's needs. A Care Manager will visit regularly to help the teen deal with diabetes in his/her life.

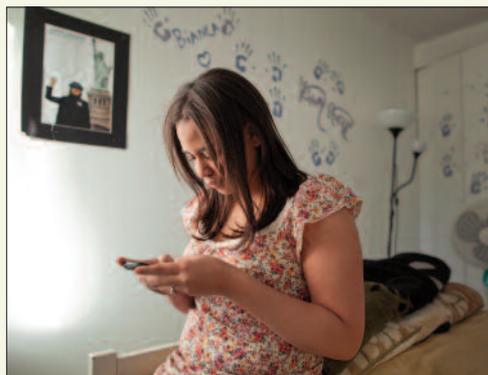
Our services include:

- Individualized diabetes education visits by a Certified Diabetes Educator in the teen's home
- A Care Manager to help address the teen's issues and make the changes he/she wants to make during monthly home visits
- Discussions on what is important to the teen — how he/she feels about diabetes, schools, friends, etc.
- A special focus on family issues and how the family can assist in managing diabetes as a team

- Tools to help the teen become the expert in his/her own care, including a special diabetes cell phone application
- Continued care management by a Care Manager

To learn more about this program, please call:

212-609-1748



Nurse-Family Partnership

VNSNY's **Nurse-Family Partnership (NFP)** provides free, intensive, at-home nursing assistance to low-income first-time pregnant women and their infants in the South Bronx and on the Lower East Side of Manhattan. Working with the NYC Department of Health and Mental Hygiene, the Nurse-Family Partnership is part of a national evidence-based program that has fostered many positive outcomes for both mother and baby.

Overview

- This is a voluntary program. Nurses make home visits starting as early as possible during pregnancy (by the 16th week of pregnancy and no later than the 28th week) and continuing through the child's second birthday.
- Nurses visit women (family) on a weekly, bi-weekly or monthly basis over a 2½ year program cycle — according to prescribed visit protocols.
- Nurses are professional registered nurses.
- Nurses link women to prenatal care and primary care for both mothers and infants.
- Other services provided directly or by referral: mental health, skilled care, vocational, educational, domestic violence, early intervention, child development, parenting, etc.



- The program has dramatically proven clinical and socio-economic outcomes for these mothers based on nationwide research studies.

Target Populations:

First-time, low-income pregnant women

Areas of Service:

Bronx and the Lower East Side of Manhattan

To learn more about this program, please call:

Bronx:

718-536-3789

(Fax: 718-678-8424)

Lower East Side:

212-760-3100

(Fax: 212-239-2348)

Early Head Start and Early Steps Family Center



Overview of Services

Early Head Start Program and the **Early Steps Family Center** is a comprehensive child health and development program serving 75 pregnant and parenting teens and their infants and toddlers in Rockaway, Queens.

Services include:

- Prenatal and postpartum nursing care
- Childbirth preparation and doula support during labor and delivery
- Education and support groups for mothers
- Father involvement program
- Home visits to enhance child health and development

- Center-based developmentally appropriate child care
- Parent-child “therapeutic classroom”

This program is funded by the Department of Health and Human Services, Administration for Children and Families.

Target Population:

Pregnant teenagers; children birth to three years old and their adolescent parents.

Area of Service:

Rockaway, Queens

To learn more about this program, please call:

718-318-8040

(Fax: 718-318-7699)



Fathers First and Bronx Fatherhood Programs

Overview of Services

VNSNY's **Fathers First** and **Bronx Fatherhood** programs help young fathers understand the important role a father plays in his child's life and that being a successful father means being a responsible father. These two programs provide the emotional support a new father needs so that he can accept the responsibilities—and enjoy the rewards. Our mission is to ensure that all fathers who wish to be involved in their child's life get the chance to do so. We work with young fathers to show them that they are not just a financial provider but a nurturer as well.



Target Population

Young fathers and non-custodial father figures

Areas of Service

Bronx and Rockaway, Queens

To learn more about these programs, please call:

Bronx Fatherhood Program:
718-742-7057

Fathers First Program:
718-318-8040

Community Connections TimeBank

Overview of Services

In December 2006, VNSNY launched the **Community Connections TimeBank** for residents of Washington Heights/Inwood. Based on its success, the TimeBank expanded to Lower Manhattan, Sunset Park and Bay Ridge, Brooklyn. The TimeBank is free and open to people of all backgrounds, ages, and levels of ability and has already attracted teenagers, parents, young adults and retirees. Every member's contributions are valued, regardless of any physical limitation. Members earn one "Time Credit" for every hour they contribute helping another member.



Members can redeem their credits for services for themselves. They also receive access to hundreds of local and online business discounts. The TimeBank serves to broker the wide variety of services offered by its members, including help with shopping, minor home repair, computer lessons, cooking, language lessons or checking in on a homebound member.

The TimeBank is open to all in the community and is committed to serving current and discharged VNSNY patients. It is aligned with VNSNY's mission to provide innovative

services that enable people to function as independently as possible in the community. A TimeBank exchange might include shopping for a neighbor, installing a shelf, or providing a language translation.

Target Population

The program is targeted to all people who live or work in the TimeBank service area. All are welcome.

Areas of Service

Manhattan—Washington Heights/Inwood and Lower East Side/Chinatown/ Tribeca/ Battery Park City
Brooklyn—Sunset Park/Bay Ridge

To learn more about the TimeBank, please call:

212-609-7811

Or e-mail us at: timebank@vnsny.org
website: www.vnsny.org/timebank



Family Caregiver Program

Focusing on the family caregiver

Overview of Services

Each day, VNSNY's nurses and frontline staff provide expert and compassionate care to tens of thousands of chronically ill and disabled patients. But who provides care after the home visit ends? In most cases, a family caregiver provides care to the patient, perhaps on a daily basis and over a period of months or years.

After a year-long investigation of caregiver needs, in 2010, VNSNY launched the Family Caregiver Support Program in Staten Island. While all VNSNY nurses, rehabilitation therapists, social workers and home health aides are trained to ensure caregivers can safely maintain a patient at home, the program aims to go one step further—to identify those caregivers who could benefit from additional training or those who may be jeopardizing their own physical or emotional health while providing care to a loved one.

As we have seen, at-risk caregivers need enhanced support from an advocate so they can continue to live their daily lives, in spite of their emotionally and physically draining job as a caregiver. VNSNY's Family Caregiver Program assigns an advocate to each caregiver—a social worker who provides assessment,

counseling, and resource referral to help the caregiver combat stress and improve his or her technical skills. And because the physical and emotional stress can remain even after a friend or family member no longer requires formal home care, caregivers may remain in the support program for up to a year after the patient is discharged from VNSNY services.

Target Population:

The program provides services to the caregivers of Medicare patients, because we have seen that it is these patients who have the most limited access to supportive services.

Areas of Service:

Staten Island, expanding to Manhattan Building on the "Next Step in Care" project of the United Hospital Fund (UHF), VNSNY's Family Caregivers Program received UHF funding to launch in Staten Island in 2010 and to expand to Manhattan in 2011.

To learn more about this program, please

call: 718-477-4700

website: www.vnsny.org

VNSNY Chronic Care Expertise Centers of Excellence

VNSNY Centers of Excellence include:

- Asthma
- Complex Illness Management
- COPD
- Diabetes
- Heart Failure
- Stroke
- Wound, Ostomy and Continenace



VNSNY Centers of Excellence

Overview of Services

VNSNY Centers of Excellence programs are nationally known for their self-care strategies that help control the impact of acute and chronic illness as well as reduce the complications of wounds and ostomies. These are clinical nurse specialist-driven programs designed to provide VNSNY nurses with the knowledge and skills to ensure positive patient care outcomes. Multiple strategies are employed to ensure that VNSNY programs represent the cutting-edge of care management and disease management.

Target Population

These programs address the needs of both internal and external customers. Primary customers include clinical staff and management, referrers and payers and community organizations.

To learn more about the Centers of Excellence, please call:

212-609-7300

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

Diabetes

For diabetes-related questions, please call:

Queens

718-888-6954

Manhattan

212-609-6336

Nassau

516-942-4523

Brooklyn

718-787-3080

Bronx

718-536-3726

Staten Island

718-477-4758

Westchester

718-536-3726



Wound/Ostomy

For wound/ostomy-related questions,
please call:

Bronx

718-536-3723

718-536-3918

Staten Island

718-787-3083

Brooklyn

718-787-3084

718-787-3083

Nassau

516-942-4525

Manhattan

212-609-6332

212-609-6344

Westchester

718-536-3723

Queens

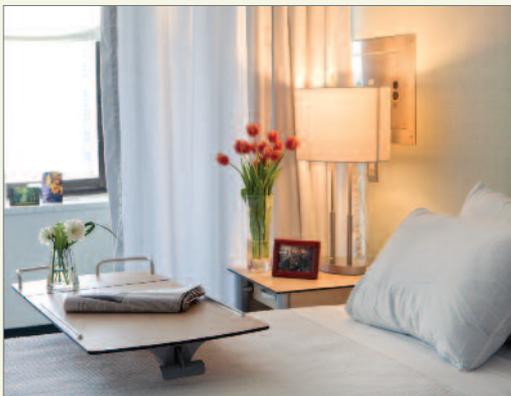
718-888-6951

718-888-6953

Advanced Illness and End-of-Life Services

VNSNY Advanced Illness and End-of-Life Services include:

- Hospice Care
- Palliative Care for Adults and Children
- Bereavement Counseling



Hospice and Palliative Care

Overview of Services

VNSNY Hospice and Palliative Care

is a program designed specifically to meet the needs of people with advanced life-threatening illnesses and their families. The care is provided in the home, nursing home, inpatient unit, or the Shirley Goodman and Himan Brown Hospice Residence by a team of professionals who have training and expertise in hospice and palliative (comfort) care. The goal of VNSNY Hospice and Palliative Care is to provide comfort, choice and support to the patient and family. Hospice and Palliative care can be provided to persons with different types of illnesses, including cancer, AIDS, cardiac disease, pulmonary disease, end-stage renal disease, Alzheimer's and neurological diseases.

Target Population

This program is for people with an advanced illness, whose life expectancy is six months or less.

Areas of Service

Bronx, Brooklyn, Manhattan, Queens and Staten Island

To learn more about this program, please call:

Hospice and Palliative Care Referral Center

212-609-1900

Advanced Illness and End-of-Life Services

Bereavement Services

212-609-1905 or 212-609-1979

bereavement@vnsny.org

Hospice and Palliative Volunteer Program

212-609-1908 or 718-888-6967

volunteer@vnsny.org

Or visit the VNSNY Hospice and Palliative Care section on our website:

www.vnsny.org/our-services/by-life-event/hospice

The Shirley Goodman and Himan Brown Hospice Residence



For those who do not have family or caregivers to provide the care they need at home or whose home isn't suitable for hospice care, we offer the Shirley Goodman and Himan Brown Hospice Residence on the Upper East Side of Manhattan.

The VNSNY Hospice Specialty Care Unit at Bellevue

Hospital was designed for patients with conditions that require short-term admission to control symptoms that can't be effectively managed in another setting.



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To make a Hospice Care referral, please call:
1-212-609-1900

Partners in Care® (private pay services)

VNSNY Partners in Care® (Private Pay Services) include:

- Personal Care and Companionship
- Skilled Nursing
- Ambulatory Escort
- Geriatric Care Management
- Nursing Home Assessment

Overview

Partners in Care (private pay services) was established in 1983 as an affiliate of the Visiting Nurse Service of New York. At Partners in Care, whether a client needs short-term help or long-term care, we strive to provide the highest quality home health aide services and private-duty nursing. We believe that home care should help clients maintain their independence and dignity, and that our caregivers should be carefully matched to fit with each client's medical needs, personality and interests. With over 8,710 home health aides, all trained 39 hours beyond New York State Department of Health requirements, we have the resources and capabilities to provide highly competent caregivers, who will be able to meet each client's special needs. The size of our organization also allows us the ability to get our clients the assistance they need quickly and on short notice.

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To make a Partners in Care referral, please call:
1-888-9-GET-HELP
or 1-212-609-7700

Partners in Care® (private pay services)

Our certified home health aides speak many different languages, including Spanish, Russian, Chinese, and Korean. Moreover, Partners in Care has rigorous screening and hiring practices, including fingerprinting and criminal background checks, so our clients can rest assured that their safety is a priority.

Partners in Care employs several types of caregivers who can assist in providing the services that are right for you, including:

- In-Home Personal Care and Companionship
- Ambulatory Escorts
- Skilled Nursing
- RN Oversight
- Geriatric Care Management

In-Home Personal Care and Companionship

Specializing in personal care and general health care assistance, bathing, grooming, meal preparation, shopping, medication reminders and prescription pick-up



Ambulatory Escorts

Provide safe transfer of clients to and from same-day surgery, medical/dental appointments, hospital or social events

Skilled Nursing

- Assessments – PRIs for nursing home eligibility, assessments and monitoring of vital signs, and clinical home safety assessments to ensure clients can live safely at home
- Medication pre-pours, and administration of medications and treatments (including fertility injections)
- Round-the-clock nursing care in hospital (with approval from the hospital administration) or at home following an operation or procedure
- Immunizations and wellness programs



RN Oversight

All clients receiving care from a home health aide for more than three days (continuous cases) will be assigned a registered nurse to create a personalized

Partners in Care® (private pay services)

Plan of Care, provide clinical oversight to the client and the home health aide, and make periodic assessments to review and revise the Plan of Care as needed.

Geriatric Care Management

Overview of Services

Partners in Care also provides a comprehensive case management program designed to assist with the social, medical, psychological, legal and financial aspects of the complex job that is caregiving.

A Geriatric Care Manager can coordinate care, medications, recommend nursing homes and assess community resources such as support groups or adult daycare centers.

Areas of Service

Partners in Care is licensed to provide services in the five boroughs of New York City, as well as Nassau, Suffolk, Westchester and Rockland Counties. Partners in Care has offices in midtown Manhattan as well as in Nassau and Westchester Counties.

Target Population

- Clients/family members needing additional home care assistance (in addition to Medicare-covered services, or following a Medicare episode) and those who can pay privately through Partners in Care for additional hours while retaining the same home health aide



- Clients who would like to arrange for high-quality, private home health care and caregiving assistance customized to their unique needs, including:
 - Short-term help following surgery or illness, to help clients get adjusted and back on their feet
 - Long-term care and companionship to assist clients with the activities of daily living
- Insurance companies with long-term care and work/life programs
- Corporations, small and medium-sized businesses or organizations interested in wellness programs (flu, immunizations, blood pressure and cholesterol screenings, educational lecture series)

To learn more about Partners in Care services, please call:

212-609-7700 or 1-888-9-GET-HELP
(Fax: 212-290-3099)
website: www.PartnersInCareNY.org

To make a Partners in Care referral, please call:
1-888-9-GET-HELP
or 1-212-609-7700

To make a Partners in Care referral, please call:
1-888-9-GET-HELP
or 1-212-609-7700

VNSNY CHOICE Medicaid and Medicare Health Plans

VNSNY CHOICE Medicare is a Medicare Advantage Prescription Drug Plan that offers a range of quality, cost effective insurance options to New York City adults who have Medicare. All the VNSNY CHOICE Medicare plans were designed for individuals on a fixed income, with limited resources available to pay out-of-pocket for their health care.

These plans provide all of the benefits covered under traditional Medicare, plus:

- Additional benefits that were designed to enhance access to health care services;
- A comprehensive Medicare prescription drug benefit (also known as “Part D”) with a broad formulary of covered drugs; and
- Care management by a nurse, to help members maximize their ability to manage chronic illnesses and avoid hospitalization.

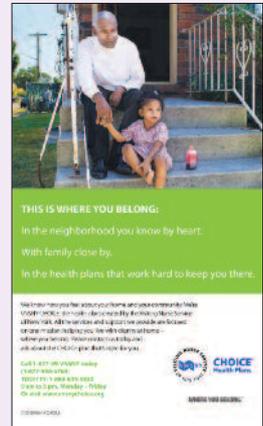
In 2011, there are four plan options from which a member can choose: Options 1, 2, 5 and 6. Options 1 and 2 are Special Needs Plans that offer coverage specifically to those individuals who have both Medicare and Medicaid. VNSNY CHOICE Medicare Option 5 and Option 6 were introduced to serve individuals who have Medicare only. Enrollment in all plans is voluntary.

Eligibility requirements:

- Bronx, Brooklyn, Manhattan, Queens or Staten Island residents
- Medicare Part A and Part B
- New York State Medicaid (Option 1 and Option 2 only)

Both plans cover:

- All Part A benefits—primarily hospital care and other in-patient services
- All Part B benefits – primarily physician services and other outpatient services
- All Part D benefits – comprehensive prescription drug coverage
- Care management – a nurse/care manager is assigned to every member



VNSNY Medicaid and Medicare Health Plans

VNSNY CHOICE Medicare Option 1 – Members enrolled in this plan enjoy \$0 premiums, low prescription drug copayments and coverage for prescription medications through the coverage gap. Supplemental benefits include vision care, \$25 towards the purchase of over-the-counter products and international coverage for members who travel out of the country.

VNSNY CHOICE Medicare Option 2 – This plan may be preferred by a more active dually eligible enrollee. The program offers a health club membership, and a fitness and wellness program. VNSNY CHOICE Medicare Option 2 also offers supplemental benefits, including vision care, audiology/hearing aid benefits, \$65 towards the purchase of over-the-counter products, transportation to and from medical appointments, and international coverage for members who travel out of the country.

Enrollees of VNSNY CHOICE Medicare Option 1 and Option 2 keep their current Medicaid benefits, and the VNSNY CHOICE Medicare staff will help to coordinate these services.

VNSNY CHOICE Medicare Option 5 – This plan offers extra benefits not traditionally covered by Original Medicare, and reduced cost sharing to make medical care more affordable. Members in this plan do not pay a premium and have a \$0 copayment for Primary Care Physician visits. They receive comprehensive dental care, vision care, savings on prescription drugs and international coverage for members who travel outside of the country.

If you have a patient who you think could benefit from one of the VNSNY CHOICE Medicare benefit packages, please encourage them to call 212-609-4966 or 1-866-867-0047.

VNSNY CHOICE Medicare Option 6 – This plan offers a comprehensive benefit package and many extra benefits, designed for an individual who prefers a plan to afford them with fully predictable monthly costs. Members in this plan pay a fixed monthly premium, but then are able to access all their health services with no other cost sharing. (The only exception is prescription drugs, where members pay \$1 for generic drugs, and higher amounts for brand name drugs). In addition to receiving their medical care with no co-payments, members in this plan receive comprehensive dental care, vision care, audiology and hearing aids, plus coverage when they travel outside the country.



To make a referral to
VNSNY CHOICE Medicare, please call:
1-866-867-0047 or 212-609-4966

To make a referral to
VNSNY CHOICE MLTC, please call:
1-212-609-5600 or (1-888-VNS-6555)

VNSNY CHOICE® Managed Long Term Care (MLTC)

Overview of Services

VNSNY CHOICE Managed Long Term Care (MLTC)

is a program for frail older adults who wish to remain in their homes for as long as possible, but require ongoing assistance due to chronic illnesses and functional decline. The program includes home, community, and facility-based long term care and health-related services.



VNSNY CHOICE MLTC provides an interdisciplinary team approach to chronic care management, emphasizing prevention and fostering independence. Nurse consultant care managers provide continuity and coordinate care across all settings. Members keep or choose their own doctors. All services are provided

when medically necessary and are based on an individual Plan of Care that is developed in collaboration with the member, his/her family and the physician.

Target Population

The program serves individuals who meet all of the following criteria:

- 65 years of age or older
- Eligible for Medicaid
- Live in the VNSNY CHOICE MLTC service area
- Eligible for a nursing home level of care based on a skilled nursing assessment
- In need of long-term services for at least four months
- Able to safely remain at home with assistance

Enrolling in VNSNY CHOICE MLTC is voluntary.

Areas of Service

Bronx, Brooklyn, Manhattan, Queens and Staten Island

To learn more about the program, please call:

212-609-5600 or 1-888-VNS-6555

VNSNY CHOICE[®] MLTC Plus

VNSNY CHOICE MLTC Plus is a Medicare Advantage Plan and a Medicaid Advantage Plus Program that integrates an individual's Medicare benefits with Medicaid Managed Long Term Care services. Members who enroll in the VNSNY CHOICE MLTC Plus plan receive all of their Medicare covered health care and long-term care services through one combined health plan.

The program targets individuals who are dually eligible and nursing home eligible who reside in the community at the time of enrollment and prefer to receive care in their home and community for as long as possible. Enrollment is voluntary.

Eligibility Requirements:

- Full Medicaid coverage
- Medicare Part A and Part B
- Eligible for nursing home care at the time of enrollment
- Require long-term care services from the program for at least 120 days

Services covered include:

- All services currently covered by the VNSNY CHOICE Managed Long Term Care program, including comprehensive care management, social and adult day care, transportation to and from health-related appointments and home-delivered meals

- Traditional Medicare Advantage covered services including all Part A, Part B and Part D (Medicare prescription drug coverage)
- All cost sharing amounts such as deductibles and co-payments (except for prescription drugs)

Through the VNSNY CHOICE MLTC Plus program, members of an interdisciplinary care team provide integrated Medicare and Managed Long Term Care services to members. For the member, this results in seamless care and coordination of community, nursing home and hospital services.

Areas of Service

Bronx, Brooklyn, Manhattan, Queens and Staten Island

To learn more about this program, please call:

212-609-5600 or 1-888-VNS-6555

VNSNY Community Mental Health Services include:

- Adult Home Supportive Case Management
- Assertive Community Treatment (ACT)
- Clinical Case Management
- Enhanced Case Management (ECM)
- FRIENDS
- FRIENDS Clinic
- FRIENDS Satellite School Clinics
- Geriatric Mental Health Outreach
- Home-Based Crisis Intervention (HBCI)
- In-Home Geriatric Mental Health
- Intensive Case Management (ICM)
- Mobile Crisis

VNSNY's **Community Mental Health Services** offers a wide range of city and state funded programs, as well as a fee for service mental health clinic. These programs serve the severely and persistently mentally ill, provide geriatric mental health case management, and serve children and families.

To find out more about our Community Mental Health Services programs, please call:

1- 888-867-8418 or 212-609-7440 (Fax: 212-290-3532)



FRIENDS Program

Overview of Services

The **FRIENDS Program** provides a complete continuum of care for at-risk and emotionally disturbed children and adolescents in the Mott Haven section of the Bronx. The program provides a supportive, collaborative and flexible model of care in which each family may receive services for up to ten months, depending on need.

Services provided include:

- A comprehensive clinical assessment made by the Assessment Team
- A unified treatment plan (including family and other agency collaboration)
- Psychiatric assessment and treatment when indicated
- Education for the family and community about the child's special needs
- Treatment using skills building, strength-based teaching and supportive counseling
- Supportive services, including: mutual aid; groups; respite; tutoring; advocacy and linkage; recreational activities; wrap-around funds
- Consultation services for local community providers, schools and other organizations
- Mental health clinic for children/adolescents ages 5-18 with mental health/behavioral needs

To find out more about FRIENDS services or to make a referral, please call: 718-742-7100

Geriatric Mental Health Outreach

Overview of Services

Established in 1987, VNSNY's **Geriatric Mental Health Outreach** provides short-term mental health services to seniors at least 60 years of age who require assessment, in-home counseling, psychiatric consultation, case management and/or linkage to community resources. Typical services include weekly home visits to ensure that the client is compliant with mental health treatment and medical services, to ensure that living conditions are adequate, to encourage socialization, and to assist the client with the activities of daily living, as needed. The overall goal of Geriatric Mental Health Outreach is to improve mental health service provisions for seniors living in the Bronx and Upper Manhattan.

Areas of Service

Bronx and Upper Manhattan

To learn more about this program or to make a referral, please call:

Bronx: 718-536-3225

Manhattan: 212-609-7799

Mobile Crisis Teams

Overview of Services

VNSNY's **Mobile Crisis Teams** provide rapid assessment and short-term, in-home mental health services to individuals who are experiencing, or are at risk of experiencing, a psychiatric or psychosocial crisis and are unable or unwilling to secure mental health services. Efforts are made to link patients to services that will address both immediate and long-range treatment needs.

Target Population

Patients must be 12 years of age or older, require an outreach approach for psychiatric assessment and engagement, and be able to wait 24 hours for initiation of services. A psychiatric diagnosis is not required.

Areas of Service

Bronx, Manhattan and Queens

To learn more about this program, please call:

Bronx: 718-536-3198

Manhattan: 212-609-7799

Queens: 718-888-6940

VNSNY Referral Services

Overview of Services

Committed to superior customer service, **VNSNY Referral Services** utilizes advanced technology to provide an efficient, responsive and personalized intake process. Using the most current evidence-based protocols for patients with complex care needs, our highly skilled Referral Services clinicians develop plans of care that match patients with the most appropriate VNSNY programs, assuring that each patient receives the best possible home care.

Open 7 days/week including weekends and holidays:

Monday-Friday, 8:00 AM – 6:00 PM;
Weekends/Holidays, 8:30 AM – 4:30 PM.

To make a referral, please call:

212-609-7500
(Fax: 212-290-3939)



Fast Track Referrals—
COCs and nurse consultants
have access to Web-based
“internal pre-admit” forms
on the VNSNY Intranet
under Referral Service
Team Site.

MD Hotline—A dedicated team responds to both fax and telephone referrals from physicians. Our database of current and accurate physician contact information ensures that this referral process is simple, efficient and meets the needs of busy physicians.

866-MDCALLS (866-632-2557)

(Fax: 718-536-3242) *

* A faxable MD referral form may be accessed on our website at: www.vnsny.org

MD Credentialing Unit—This unit maintains the integrity of our MD database by verifying contact information, NPI (National Provider Identifier) and licenses. When new physicians need to be added, a simple phone call or e-mail is all it takes.

212-609-7517 or email:

MDRequests@vnsny.org

Continue to Care Unit—Field staff can either call or email our **Continue to Care Unit** when a VNSNY patient is admitted to a hospital or skilled nursing facility. The unit then coordinates with the facility so that when the patient is ready to go home, VNSNY services will resume.

718-888-6660 or email:

ContinuetoCareProgram@vnsny.org

VNSNY Customer Care Center (CCC)

VNSNY Customer Care Center

Overview of Services

VNSNY's **Customer Care Center** is open 24 hours per day, 7 days per week, 365 days per year, including holidays, and serves as a single point of contact for callers wishing to make inquiries or request literature concerning VNSNY programs and services. The Customer Care Center may be contacted by dialing **1-888-VNS-1-CALL (1-888-867-1225)**; please follow prompts, or call **212-609-7300**. The department answers general inquiries and concerns for existing patients.

- After the agency's normal business hours, the Customer Care Center provides clinical interventions and handles home health aide concerns and any other issues that arise.
- The Customer Care Center answers the RISK hotline for the agency and doubles as the communications unit in emergency situations.
- For Customer Care Center management issues or inquiries, call **212-609-7300**.

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

Center for Home Care Policy & Research

Center for Home Care Policy & Research

Background

Established in 1993 by the Visiting Nurse Service of New York, the **Center for Home Care Policy & Research** has become recognized as the pre-eminent research center for home care and is the only one of its kind in the nation. The aim of the Center is to support the highest quality, most cost-effective care at VNSNY and to build knowledge for positive changes in health care practice and policy at the community and national level. The Center is about "Data > Information > Action." Its studies and analyses are designed to inform and improve practical decision making by clinicians, patients and families, communities, and policy makers as they focus on effective and affordable ways to improve people's quality of care and quality of life at home in their communities.

The Center staff includes a team of PhD-level researchers trained in health services, aging, and policy research, and is supported by master's level graduates in public health, social work, computer sciences and related fields. Articles written by staff members appear in peer-reviewed journals, and staff members regularly make presentations at major national meetings and conferences.

To make a referral, please call:

1-888-VNS-1-CALL
(1-888-867-1225)

The Center for Home Care Policy and Research's close relationship with its parent agency, VNSNY, is a unique strength that enables the Center to conduct research that is broadly applicable to real-world home care settings. With a patient population of more than 130,000 and a staff of 2,600 nurses, 520 rehabilitation therapists, 575 social workers, and more than 8,710 home health aides, VNSNY provides the ideal laboratory for conducting home care research. The Research Center's reputation for excellence has enabled it to attract major grants from private philanthropies and government sources.

Overview of Research Initiatives

The Center for Home Care Policy and Research conducts scientifically rigorous research to promote the delivery of high-quality, cost-effective care in the home and community and support informed decision making by policy makers, payers, managers, practitioners, and consumers of home- and community-based services.

The Center's projects focus on:

1. Improving care for diverse populations with complex care needs
2. Helping clinicians and patients translate scientific evidence into everyday practices to help them manage chronic conditions
3. Supporting communities that promote successful aging in place

4. Analyzing and informing public policies that affect home-based and related to long-term care

The Research Center also helps to:

- Track VNSNY patient outcomes and report the results to clinicians to improve care through our internal "Outcomes" website
- Assist in developing and evaluating interventions and models to improve care
- Translate the latest clinically proven practices into care

Research focused on VNSNY not only benefits the agency and its patients with improved care, but the data gathered has broad applications for home care in urban settings throughout the United States.

At the same time, the Research Center supports the larger field of health care by:

- Advancing the knowledge base underpinning home care practice and policy
- Documenting trends
- Framing emerging challenges
- Identifying promising models
- Analyzing policy options and their impact
- Shaping the future research agenda

A broad network of collaborations with other health care researchers and institutions is central to the Research Center's work, ensuring its timeliness, applicability, and usefulness to the home care community. These relationships also strengthen the Research Center's ability to serve as a hub for information on advances in home care research.

To learn more about particular projects, see the biographies of staff and a list of publications, visit our website:

www.vnsny.org/research

In addition, two Research Center projects have their own websites:

The Geriatric CHAMP Program:

www.champ-program.org

The AdvantAge Initiative:

www.vnsny.org/advantage

VNSNY Health Care Solutions

Managed care is one of the more hotly debated issues within the health care industry. Managing the delicate balance between quality and cost, payor and provider, is not an easy task. While the majority of managed care organizations are confined to physical office locations, VNSNY is a huge asset to managed care organizations because we have what most of these organizations don't have — a strong local community presence. VNSNY can knock on doors and bring the care to the enrollee, bring a health plan out of a managed care office and into a person's living room.

VNSNY Health Care Solutions develops products and services that help managed care organizations improve quality, costs and enrollee satisfaction. The VNSNY Health Care Solutions team works to improve the working relationship with those managed care organizations.

Areas of Service

Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Nassau and Westchester Counties

To find out more about VNSNY Health Care Solutions or make a referral, please call:

1-866-949-8201

VNSNY Volunteer Services

Volunteers generously help out with a wide range of activities, including visiting hospice patients, assisting at community events, data entry, special events, clerical duties and knitting sweaters and scarves for our patients, old and young. If you are interested in finding out how you can incorporate volunteers in your area, please call our main office for Volunteer Services at **212-609-1570** or reach out to your region's coordinator.



Bronx

Contact: Naomi Bibbins
718-536-3277

Brooklyn

Contact: Flo Hirsch
718-787-3122

Manhattan

Contact: Joan Weber
1250 Broadway and 5 Penn Plaza
212-609-1740

Manhattan

Contact: Kathy Harrington
107 East 70th Street
212-609-1572

Queens

Contact: Helen Rubinstein
718-888-6763

Staten Island/Nassau County

Contact: Michael Ambrosini
Director of Volunteer Services
212-609-1571

VNSNY Hospice and Palliative Care

For Manhattan, please contact:

Taren: 212.609.1908 or Taren.Sterry@vnsny.org

For Queens and IPU:

Gail Sirota: 718 888-6967 or Gail.Sirota@vnsny.org

For Bronx & Facilities:

Alison: 718-536-3185 or
Alison.Reynoso@vnsny.org

For Brooklyn & Staten Island:

Melissa Ferrari: (718) 370-4659 or
Melissa.Ferrari@vnsny.org

VNSNY Transitions

Overview of Services

VNSNY can facilitate the timely discharge of hospitalized and other patients through our expedited Medicaid application program, **Transitions**. The program is targeted to patients whose home care needs exceed their insurance coverage. While the patient is still in the institution, VNSNY will review the application and supporting documentation. VNSNY will also ensure that the discharge plan is appropriate and community support arrangements are in place. If the patient appears to be a candidate for Medicaid and the discharge plan is safe, the patient is taken under the care of VNSNY Home Care on a Medicaid-pending basis.

Target Population

Patients in hospitals, nursing homes and those patients we already have in our care

Areas of Service

Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Nassau and Westchester Counties

To learn more about this program, please call:

718-888-6931
(Fax: 718-565-8610)

VNSNY Phone Numbers

Business Development

For issues related to home care consultants or physicians, or a business opportunity with a hospital, physician, nursing home or managed care company, please call Business Development: 212-609-1888.

Charitable Care

For patients or family members interested in making a donation to VNSNY, please have them call: 212-609-1525.

Human Resources

For information about career opportunities and staff benefits, or for assistance in the areas of employee relations, health services, or compensation, please call: 212-609-7900.

Program Brochures

To receive a brochure about a specific program, please call our Customer Care Center: 1-888-VNS-1-CALL.

VNSNY Offices

Corporate Office:

212-609-1500
107 East 70th Street
New York, NY 10021

Bronx Regional Office:

718-536-3700
1200 Waters Place
Bronx, NY 10461
Fax: 718-319-7083/718-678-8995

Brooklyn Regional Office:

718-787-3000
1630 East 15th Street
Brooklyn, NY 11229
Fax: 718-382-3700 or 718-382-3777

Manhattan Regional Office:

212-609-6100
1250 Broadway
New York, NY 10001
Fax: 212-290-3406

Queens Regional Office:

718-888-6600
Bulova Corporate Center
75-20 Astoria Boulevard, Suite 220
Jackson Heights, NY 11370
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1150 South Avenue, 3rd Floor
Staten Island, NY 10314
Fax: 718-477-4115

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